

# TENANT HEALTH & SAFETY

## PART 1 - UNDERSTANDING THE ISSUE

Health and safety is a priority for Aroundtown and our tenants. Throughout the asset repositioning process and once the property is operational, we ensure compliance with the latest government regulations and prioritise investments that will make our tenants and their customers feel safe. Ensuring the prevention of health and safety incidents is paramount across all of our assets, particularly those with a high-level of users such as multiple-let offices and retail assets, where incidents can result in damage to our reputation, fines and, during refurbishment works, delays to projects. We also recognise that this topic is intrinsically linked

to increasing the satisfaction of our tenants, as high levels of health and safety improve the quality of our assets which in turn makes them more enjoyable for people to use and spend time in.

Our commitment to ensuring the safety and health of our tenants is reflected in our property management teams whose dedication and day-to-day focus on this topic has instilled a positive health and safety culture. We believe that through this culture, and the strength of our practices and procedures, we will continue to deliver above and beyond our tenants' expectations and achieve optimal business performance.

## PART 2 – MANAGING THE ISSUE

Guaranteeing the highest standards of health and safety within our buildings is a prerequisite to tenant satisfaction. As safety regulations continue to evolve, we maintain a comprehensive day-to-day focus on this topic. In 2020, this was particularly important considering COVID-19 where together, with our tenants, we needed to ensure that our assets were compliant with the latest government regulations and customers felt safe and protected. To learn more about our response to COVID-19, see ‘Significant activities’.

Beyond compliance with all statutory requirements, additional health and safety management procedures are integrated into our due diligence, construction, and property management activities. During 2020, we created a tenant health and safety policy which sets our commitment to protecting the health and safety of our tenants and the guidelines we follow throughout the asset lifecycle including hazard assessment, training, fire safety, investigating, and reporting. The policy also details the responsibilities of internal stakeholders under a three-tier management approach regarding activities such as technical reviews of properties, correction measures, and escalating issues.

We carry out technical reviews of all properties in the portfolio on an ongoing basis in order to ensure alignment with regulations and to guide future investment planning. Among other things, infrastructural measures related to facades, roofing, building exteriors, elevators, and stair access points are evaluated in view of cost and safety benefit. For the majority of our properties, external facility management companies have the operational duty and contractual responsi-

bility to conduct all necessary regular checks and maintenance works. Reports are submitted to Aroundtown and any remedial works identified are included in our annual budget planning for each property or completed immediately if needed. Our frequent physical presence at our properties and close collaboration with construction and facility management suppliers ensures that we are able to quickly establish areas where safety improvements need to be made, and take swift action where risks are identified.

Fire safety is an area of utmost priority to the Group. We commission external specialist service providers to undertake fire safety assessments through on-site visits to all properties. The reports are submitted to facility managers who monitor works and check reports to ensure the process is completed. Any shortcomings identified are immediately reported to the Head of Asset Management, who is tasked with ensuring that they are swiftly actioned. A comprehensive management process is in place to make sure the risks identified are properly recorded and eliminated through effective interventions. Where necessary, additional site visits are performed at multiyear intervals.

As part of routine property management activity, local technical teams follow a health and safety checklist. They also carry out regular tests of fire safety systems, and make sure any safety incidents which do occur on our sites are thoroughly documented and investigated.

Within the retail portfolio, tenants are required to complete health and safety training and participate in annual fire drills with support from local police and emergency services. Across all publicly accessible buildings, such as in

shopping malls, regular security training is completed by both technical teams and security personnel, including anti-terror training from specialist providers.

Where tenants are responsible for their own safety preparedness, such as single let offices and retail properties, we

ensure that sufficient measures have been taken, and in some cases we assist tenants by contracting a specialised service provider to help provide training and other support such as preparing emergency plans.

## PART 3 – PERFORMANCE

### Long-term Goals and 2020 Performance

To guide the implementation of our sustainability strategy and track our progress, we have set a long-term goal to remain an industry leader in the area of tenant-orientated customer service, for which we see safety and health as a prerequisite.

There are several key figures which we track on a yearly basis to monitor our performance and contribute to our long-term goals:



All our properties are subject to an annual health and safety assessment as part of our extensive due diligence activities. We track issues of non-compliance with applicable health and safety standards and legislation, and no such issues were reported in 2020.

## Significant activities

### **Maintaining the highest levels of health and safety during COVID-19**

As COVID-19 began to present a threat to the health and safety of our tenants and their customers, we acted quickly to put the right measures in place. We installed bulletins at all of our properties to display the rules and recommendations of the German government on social distancing, hygiene and facemasks, and implemented strict rules on the number of people who can use elevators and common rooms at any one time. Any site visits that needed to take place were conducted in compliance with all state regulations and under strict guidance on the number of people who could be present and the protective clothing which needed to be worn such as masks. To maintain a seamless service to our clients, but in a way which was COVID secure, we transitioned the majority of our site visits online, providing a way for potential clients to be guided through the properties virtually.

Within our retail portfolio, the strength of our tenant relationships with both large and smaller retailers presented a major advantage in our ability to respond to COVID-19. After the first national shutdown in March, our teams and tenants worked tirelessly to ensure all assets were secure and in compliance with state regulations in a quick and timely manner. A program was

put in place to ensure that shopping centres and retail assets could open in line with the highest health and safety standards which included implementing increased cleaning cycles, special cleaning of touchpoints, disinfectant stations, queueing lines, special hygiene rules for food retailers and signage to inform customers on the correct etiquette whilst visiting the asset.

It was also necessary to monitor and restrict the number of customers who could enter the malls and shops so additional security was put in place to track visitor numbers. In accordance with the latest industry findings and recommendations, air handling units were checked and programmed in a way to ensure that 100% fresh air was being fed into the system to keep contamination at bay as much as possible. Throughout the pandemic, our shopping malls became a focal point as a supplier of critical merchandise and services for our local communities, ensuring the highest levels of health and safety at these assets was therefore paramount in strengthening their value to the local area.

### **Priorities for 2021**

To contribute to our long-term goal and focus our efforts in 2021, we will implement a new reporting mechanism aligned to our ERP software to track and monitor historic, ongoing, and future safety inspections and fire protection activities.

## DATA TABLES

Key figures	Unit	2018	2019	2020
<b>Health and safety</b>				
Proportion of assets undergoing health and safety assessments	%	100	100	100
Total number of incidents of non-compliance from health & safety assessments		0	0	0
Number of safety incidents recorded		n/a	3	3