

BUILDING USER GUIDE

for SHOPLAND EGER

2025

<u>1.</u>	<u>General information about the main aim of the Building Users Guide</u>	<u>2</u>
<u>2.</u>	<u>General description of building</u>	<u>3</u>
<u>3.</u>	<u>Environmental aspects of the building</u>	<u>4</u>
<u>3.1</u>	<u>Energy management</u>	<u>4</u>
<u>3.2</u>	<u>Water consumption</u>	<u>4</u>
<u>3.3</u>	<u>Waste Management</u>	<u>4</u>
<u>4.</u>	<u>Building services overview and access to controls</u>	<u>5</u>
<u>4.1</u>	<u>Heating, cooling and ventilation</u>	<u>5</u>
<u>4.2</u>	<u>Lighting</u>	<u>6</u>
<u>4.3</u>	<u>Guarding, Alarm-systems</u>	<u>6</u>
<u>5.</u>	<u>Pre-arrival information for visitors</u>	<u>6</u>
<u>6.</u>	<u>Provision of and access to shared facilities</u>	<u>6</u>
<u>7.</u>	<u>Safety and emergency information</u>	<u>6</u>
	<u>112 – Emergency</u>	<u>7</u>
	<u>105 – Fire service</u>	<u>7</u>
	<u>104 – Ambulance</u>	<u>7</u>
	<u>107 – Police</u>	<u>7</u>
<u>8.</u>	<u>Evacuation of the building</u>	<u>7</u>
<u>9.</u>	<u>Provision of and access to transport facilities</u>	<u>8</u>
<u>9.1</u>	<u>Pedestrians</u>	<u>8</u>
<u>9.2</u>	<u>Public transport</u>	<u>8</u>
<u>9.3</u>	<u>Parking</u>	<u>8</u>
<u>9.4</u>	<u>Provision of and access to local amenities</u>	<u>8</u>
<u>10.</u>	<u>Opening hours</u>	<u>9</u>
<u>11.</u>	<u>Links, references, and relevant contact details</u>	<u>9</u>

1. General information about the main aim of the Building Users Guide

This Building User Guide (BUG) contains the necessary details about the everyday operation of Shopland Eger in a form that is easy to understand for the intended building users, the employees, visitors, and facilities management (FM) personnel. The overall aim is to ensure that design features are used efficiently and that changes to the building are managed in an appropriate manner.

The building of Shopland Eger incorporates features which provide a range of sustainability outcomes.

The reasons for using energy-efficient features and strategies are:

- Shopland Eger is an environmentally and socially conscious organisation
- To conserve the planet's limited natural resources
- To achieve cost savings by minimising the utility costs of the building.

By providing information and guidance in this document, it is more likely that the building will be used efficiently, that occupants and visitors will be satisfied with the building and that there will be less waste of resources.

2. General description of building

Shopland Eger is located in the outskirts of the city. It lies along one of the main access roads, making it convenient to reach both from the city centre and the surrounding areas. The hypermarket is part of a larger commercial zone, surrounded by other retail stores and service providers, creating a busy shopping district.

The shopping centre has been open since 2000.

Shopland Eger consists of several parts that connect some technological and operational units to each other:

- a) a TESCO hypermarket with its own operating facilities and some of its own technological installations
- b) a commercial gallery, consisting of commercial units, an adjacent passage, facilities, and common technologies. It provides a wide range of opportunities for purchasing fashion brands and electronics,
- c) parking lot, car wash, access roads and green areas around the shopping centre.

The total area of the shopping center is 15,985 m².

3. Environmental aspects of the building

a. Energy management

Energy saving and energy efficiency have been taken into consideration by building owners. Therefore, low-energy and energy efficient equipment has been installed, and the lighting of the whole shopping center was switched to LED lights.

To improve energy management even more, the cooperation of the building users is also necessary:

- The building users should turn off any electric devices (e.g., lighting, computers, heating/cooling systems etc.) when they are no longer necessary to use/after work hours. Additionally, electric devices should be left unplugged after work hours, if possible.
- The building users should keep the windows closed when the space heating/cooling is turned on.

b. Water consumption

Potable domestic water is used throughout Shopland Kecskemét. Water consumption is continuously monitored.

The WC 's flushing is operated by pushing. There are two buttons to decrease the amount of used water for flushing the toilet. The smaller button is for the liquid waste (4,5 litres/ flush) and the bigger button is for the solid waste (6 litres/ flush).

In men's restrooms the urinals are operated by infra sensors that automatically flush after leaving.

On the hand washing basin taps, the flow is regulated by aerators, which save approximately 40% of water.

c. Waste Management

The building supports selective waste collection.

The rules for selective waste collection are as follows:

- Cardboard boxes and cardboard waste should be collected, flattened.

- Paper waste (excluding contaminated greasy papers, paper tissues, napkins) should be placed in transparent trash bags.
- Film, plastic waste (excluding greasy, oily, chemically contaminated plastic) should be placed in transparent trash bags.
- PET bottles (soft drink and mineral water bottles).
- Municipal (mixed) waste should be placed in transparent trash bags.

The largest quantity is paper waste, followed by plastic waste.

Each tenant is obliged to sort and dispose of waste accordingly. Tenants are obliged to sort waste and hand it over to designated containers for disposal (paper, glass, plastic and mixture).

Collection of containers takes place in agreed cycles. It is strictly forbidden to store waste outside business units.

Food court operators must place food waste, plant- and biologically-based waste, and animal tissue residues in designated containers. Restaurant units are required to provide the administrator with fat disposal records and the safety data sheets of the cleaning and washing agents they use. The use of waste crushers is strictly prohibited in restaurant units.

4. Building services overview and access to controls

a. Heating, cooling and ventilation

The building's hot-water heat carrier demand is provided by a central heating system with an 80/60°C temperature gradient, pump-equipped, closed circuit. The central heating system covers the building's transmission heat losses, part of the ventilation heat demand, the air curtains, as well as the domestic hot water production heat demand. Part of the building's transmission heat losses and the ventilation heat demand are provided directly by eight gas-fired ROOF-TOP units and two Viessmann Vitocrossal condensing boilers.

Cooling for the areas outside the sales floor is provided by a central Trane compact air-cooled chiller with a nominal capacity of 311 kW.

The rooftop units are responsible for air heating and cooling of the sales floor, delivering treated air through rotary diffusers, while extraction is carried out directly via one simple grille located beneath each unit.

The AHU system includes water-based heating and cooling coils as well as the necessary filters. The ventilation system is balanced, with a constant fresh air ratio of 25%, and control is based on supply air temperature.

b. Lighting

100% of the shopping centre is covered by LED lights and the outdoor lighting is also LED.

c. Guarding, Alarm-systems

The building of the Shopping Center is guarded 24 hours a day. Common areas and parking are also guarded. However, the building's parking lots are not operated as "guarded" in the sense of the relevant provisions of the Civil Code. The operator of parking lots – Tesco Eger is responsible for parked vehicles only in accordance with the relevant provisions of § 435 et seq. Civil Code.

5. Pre-arrival information for visitors

By entering the centre, visitors and customers acknowledge that throughout the Shopping Centre, they may use all devices and equipment at their own risk, such as automatic doors, benches, chairs, shopping carts, doors, and windows, etc. Moreover, by entering the centre, visitors, and customers of the Shopping Center acknowledge that during the events and promotions organized by the centre or a contracted third party, image and sound recordings may be taken of the visitors and customers, and they consent to the public publication of those.

6. Provision of and access to shared facilities

The whole property consists of several parts. Main shopping mall divided to the downsized TESCO hypermarket area along with Decathlon, Media Markt and H&M department stores, retail unit's area (shopping gallery) and the fast-food unit in the food court area. At the back of the building there is the loading dock area. Central routes accommodating the smooth traffic around the central building. There is a pylon located on the greenery which is also part of the plot as well as the pavements and sidewalks for pedestrians. The owned real estate includes a green area as well near the building and parking area.

For tenants and employees, there are changing rooms, toilets, and showers as well.

7. Safety and emergency information

The building is equipped with following fire safety system, devices, and measures:

- Fire Electronic Alarm System
- Building - FAS is connected directly to the fire brigade
- Evacuation Speaker system
- Fire protected closures (doors) and Escape egress doors
- Protected Egress routes
- Central Stop and Total Stop buttons for electrical disconnection in case of danger.
- Automatic Fire ventilation and smoke ventilation system
- Water hydrants (external)
- Portable Fire Extinguishers
- Emergency lights – some autonomous, some with central backup
- Fire dampers
- Fire separated walls, Fire seals
- Emergency signs
- Key safe box, central key

In the event of an accident, security incident, fire, or other serious event, please contact the following telephone numbers:

Dome Service Center: +36 70 454 4650

Other important phone numbers:

112 – Emergency

105 – Fire service

104 – Ambulance

107 – Police

8. Evacuation of the building

The evacuation of the building is carried out in accordance with the Fire Evacuation Plan. Evacuation of the building is declared by the dispatcher in case of a fire, natural disasters, threats, the discovery of a dangerous object, and other situations endangering the property and health of individuals in the building. The evacuation is coordinated from the dispatcher's office, and tenants are responsible for guiding their employees, workers, customers, and visitors in accordance with the evacuation plan and these guidelines. They must also promptly follow the instructions of the building's dispatcher or the

commander of the emergency services. In the case of a partial evacuation, the building's dispatcher will inform the respective tenant, and the tenant will, in coordination with the building's security, facilitate the evacuation. A partial evacuation is declared by the dispatcher in the event of a malfunction or security incident that locally threatens property or the health of individuals and has no immediate impact on other activities within the Shopping Centre.

9. Provision of and access to transport facilities

There are two types of building users: permanent users (mostly employees) and visitors. According to local laws building areas open to the public must be barrier free, accessible for all the users including people with special needs due to disabilities. Services provided to the visitors including those with physical, visual, auditory, or mental impairment, different age groups, gender, ethnicity, and fitness levels are made accessible for all.

a. Pedestrians

Visitors can have access to the Shopping Centre through safe pedestrian routes which are separate from service roads.

b. Public transport

The Shopping Centre can also be reached by public transport easily. The bus stop is right next to the building, in 50-meter walking distance from the main entrance. There are several bus lines which run frequently every day, and Eger city centre can be reached in 15 minutes.

c. Parking

The parking of the Shopping Centre is free to use for the building users. There are 1047 parking spaces. Family and disabled parking spaces are the closest to the building entrance.

There are also 14 cycle storage spaces.

d. Provision of and access to local amenities

The whole property consists of several parts. Main shopping mall divided into the downsized TESCO hypermarket area, retail unit's area (shopping gallery with pharmacy, bookstore, money exchange, dry cleaner's) and the fast-food unit in the food court area. At the back of the building there is the dock loading area. Central routes accommodating the smooth traffic around the central building.

There is a pylon located on the greenery which is also part of the plot as well as the pavements and sidewalks for pedestrians.

Opening hours

The basic opening hours of the units are set at 09:00 am to 20:00 pm from Monday to Sunday, except for some public holidays determined by the administrator.

The opening hours of the TESCO hypermarket are 07:00 am to 21:00 pm from Monday to Saturday and from 7:00 am to 20:00 pm on Sunday

10. Links, references, and relevant contact details

Building users can direct their complaints towards the facility management, provided by Eston International Kft.

Name of the Facility Manager: Edina Muzsnyai

E-mail: edina.muzsnyai@eston.hu

Phone: +36 20 400 9087