

Guidelines for tenants on the responsible use of leased premises and fit-out

December 2022

1. Purpose of the guidelines

These guidelines are intended for tenants of properties managed by OP Real Estate Management and those who carry out tenant fit-out. The guidelines are an appendix to the lease agreement and instructive in nature, not contractually binding. The guidelines are updated whenever necessary.

2. Tips for responsible tenancy

As the tenant, you can influence your amount of rent

- We encourage tenants to choose a service charge agreement, which means that things such as tenants' energy consumption have a direct impact on their amount of rent.
- In leases with a gross rent, energy consumption is included in the rent.
- Maintain room temperature at a suitable level and ensure good indoor air quality.
- A suitable indoor temperature is up to between 20°C and 22°C. Notify the maintenance company if your indoor temperature is too hot! Lowering indoor temperature by one degree saves 5% on heating energy.

Save water

- Hot water accounts for as much as 40% of water consumption. Conserve water by avoiding running the tap unnecessarily, for example. Notify maintenance personnel about a leaking tap or toilet without delay. By reducing hot water consumption, you also save heating energy.

Walk or take the bike when possible

- Short distances can be travelled on foot or by bike, as even 30 minutes of incidental exercise a day meets the recommendation by health experts. In addition, cycling and walking are refreshing for the mind and emission-free.
- Take the stairs instead of the lift. Exercise is good for you.

Save electricity

- Electricity for the common areas of this property is produced from renewable sources. If your lease is a service charge agreement, all electricity used by the property is renewably sourced.
- Adjust the temperatures of refrigeration devices correctly: refrigerator +5°C, freezer -18°C.
- Activate your computer's energy saver preferences. Turn off your computer monitor whenever not in use.

Sort plastic and biowaste

- Biowaste and plastic constitute most of the mixed waste. Sorting these types of waste helps recover valuable raw materials for use.
- Check the correct sorting and recycling instructions from your property's waste collection point. You can also consult L&T's [recycling bot](#) for instructions on how to recycle each type of waste.

Buy only what you need

- By making smart choices every day, such as when buying groceries, you reduce your carbon footprint and help the environment. Your individual acts may seem small, but they make a difference. The more people cut down on consumption, the more we improve the world together.

3. Tips for improving indoor air quality

- Keep windows shut to avoid impurities from traffic and other sources. This way, the property's ventilation and heating systems and pressure differences work as planned.
- Avoid storing items on windowsills, level surfaces and floors to prevent dust from accumulating and for easier cleaning.
- Printed documents should be stored in cabinets or shelves with doors to avoid paper dust.
- Electrical cables and items should be kept off the floor.
- Printers should be stored in a separate space with a separate exhaust air valve. Printers emit particles and ozone that worsen indoor air quality.
- Cleaning has a significant impact on indoor air quality, and tenants must regularly clean the leased premises.
- The cleaning plan should take into account the intended purpose of the premises and the requirements imposed by different surface and furnishing materials.
 - Cleaning must be sufficient for the purpose of use of the premises.
- A more thorough cleaning of the premises is recommended twice a year, including:
 - dust in high places, cable racks, ventilation system end points, large-scale general washes and other hard-to-reach or rarely cleaned spots.
- Plants should be kept in bottom watered pots with rocks placed over to cover the soil to prevent microbes in the soil from spreading into the air. The soil in potted plants should be replaced sufficiently often.
- Ventilation must be turned on whenever there are people working or staying in the premises. Ventilation controls and valve settings may not be changed or obstructed. The replacement air flow may not be obstructed, and the space in front of ventilation valves must be kept clear.
- Ventilation filters must be replaced at least twice a year and more often if necessary.

4. Alterations and choice of materials

Preferred materials are low-emission, M1-certified materials. The material category of textile carpet tiles is tested by an independent body. Optimal indoor air quality in office buildings is S2, which is achieved most of the year with the exception of the summer hot season.

The choice of materials also takes into account interior acoustics. In particular, floor and ceiling materials such as acoustic panels influence acoustics.

Lighting is also taken into account, as lighting can influence the energy levels of users, for example. Lighting is implemented at a suitable level agreed with the tenant, taking into account general recommendations.

We also use carbon neutral construction materials whenever possible.

5. Using the JULMO service

Real-time service channel that users of the premises can use to report issues

JULMO is an electronic service channel available for all our properties. It is intended for residents, users and service providers that manage the leased premises.

In JULMO, the sender of an error report or service request can add attachment files to the report, such as photos of the problem. The sender of the report receives an email with a link to monitor and comment on the progress of the report in real time. The sender also receives an email confirmation when the issue is resolved. If the issue is not resolved despite an email confirmation for whatever reason, the service chain can be restarted from a link in the email.

Available in three languages and compatible with all user devices 24/7.

JULMO is fully compatible with tablet computers and smartphones.

Link to JULMO:

<https://m.fimx.fi/julmo>

JULMO can also be accessed with a mobile phone using a QR code. You can access JULMO directly by scanning the code below with a phone or tablet.



6. Newsec contact search

You can find the contact information for the property, maintenance company and lease administration on our website. You can search for contact information at <https://www.newsec.fi/vuokralaisille/toimitilavuokralaisille> or go to the page directly using the QR code link.



7. Responsible construction and renovation

The built environment has significant importance for the national economy and society and from the perspective of climate change. Real estate accounts for 40% of all emissions in society. The most important decisions about the overall environmental impacts of a building's lifecycle are made already in the planning stage. Choices made in planning or construction cannot always be changed during a building's use, or the cost of changing them may be prohibitive. Construction and building materials account for about 20% of all emissions during a building's life cycle. Responsibility is taken into account in property maintenance, construction and alterations.

The real estate sector's role in combatting climate change is significant particularly in terms of energy consumption and emissions, but there are also other important viewpoints concerning the real estate sector's influencing opportunities. In Finland, working-age people spend on average 90% of their time indoors, which makes the indoor air quality, functionality and comfort of buildings important topics. As such, ESG issues should be an integral part of real estate investment strategy and daily operations.

ESG work at OP Real Estate Asset Management is guided by our ESG programme, which defines the most important viewpoints and goals to promote responsibility (Figure 1).

Targets of OP Real Estate Asset Management's sustainability programme



WE ADVANCE NET ZERO EMISSIONS

- Zero emission energy use by 2030
- Reducing energy consumption
- Zero emissions in construction by 2050
- Sustainable mobility
- Forests as carbon sinks



WE DEVELOP A MORE SUSTAINABLE REAL ESTATE PORTFOLIO

- Promoting circular economy
- Improving biodiversity
- Real estate certifications



WE ENCOURAGE DIALOGUE AND WELL-BEING

- Transparency of operations
- Wellbeing of building users
- Risk assessment



WE UPHOLD OUR PRINCIPLES OF RESPONSIBLE BUSINESS

- Compliance and good governance
- Risk management
- Responsible investing
- Active property maintenance

Figure 1: OP Real Estate Asset Management's ESG programme

We advance net zero emissions. Our construction and renovation projects are guided by our sustainability criteria. In each project, we assess the optimal energy solutions for the property in order to advance our goal of zero carbon emissions. We implement renewable energy production at our properties whenever feasible in terms of technology and financially. Our properties are equipped with the option to sell excess renewable energy to the grid. When renewing plumbing fixtures, we choose products that conserve water. We promote the use of low-carbon wood construction and conversion projects in favour of new construction. We monitor the carbon footprint of projects in order to promote low carbon construction. Many of our properties include electric vehicle charging stations. We also want to promote pedestrian and bicycle traffic.

We work towards a more sustainable real estate portfolio. Whenever possible, we improve the recycling rate of construction waste together with contractors. We require a waste management plan to be drafted before a project is launched, and data on waste volumes must be submitted after each project has ended. We also promote the improved recycling of demolition waste, and we joined the Ministry of the Environment's Green Deal initiative in early 2020. Our planning principles also consider waste sorting on the property. Our project planning takes into account the flexible conversion of properties into different purposes. Our goal is to improve biodiversity in properties we develop. We obtain certifications for our commercial properties whenever possible.

We encourage dialogue and wellbeing. We engage in active dialogue with construction firms on new solutions to promote our sustainability targets, including the use of low-emission and circular economy materials. Our planning takes into consideration the environmental impact of building materials and we use M1-certified materials. We ensure good transfer of information from the constructor to the maintenance provider during handover to ensure the building's optimal and energy efficient use. We take climate risks into account in our property investment decisions.

We uphold our principles of sustainable business. By supervising construction projects undertaken by our funds and asset management clients, we can comprehensively influence the project's sustainability viewpoints. We appoint a humidity management coordinator for our properties to supervise the enforcement of humidity management and documentation of humidity management measures, as well as an occupational safety and health coordinator to supervise safety at work.

For more about our ESG work, see [here](#).

8. Circular economy

The circular economy is traditionally understood as recycling, but it is much more than that. The most important aspect of promoting the circular economy in the real estate and construction sectors is to maximise the life cycle and convertibility of buildings. Construction and renovation should also use recycled materials whenever possible as well as materials that can be reused in the future. Ease of maintenance and repairs should also be taken into consideration in building designs.

Instead of material-intensive emission sources, buildings can be designed to serve as material stores. This way, as the building is converted to another purpose, materials can be reused elsewhere. Demolishing a building should always be considered on a case-by-case basis and avoided whenever possible. Repairing and restoring a building is the best form of circular economy. If a building must be demolished, the amount and quality of materials that can be reused should be assessed in advance.

When planning alterations, the structures and building materials of the areas to be renovated should be taken into account in order to maximise the use of existing materials. A marketplace, Materiaalitori, has also emerged for buying and selling recycled building materials.

9. Health and wellbeing

We strive to provide good working conditions for our commercial tenants by ensuring appropriate lighting, temperature, indoor air quality and acoustics. Issues are resolved efficiently and on time. The safety of the users of our properties is our top priority, so please familiarise yourself with the property's rescue plan and emergency exits.

We promote the wellbeing of users by encouraging commuting by bike, for example. We have improved bike storage spaces and social facilities in our properties and organise bike repair campaigns on energy saving weeks. We also strive to improve services that promote the wellbeing of users, such as lunch restaurants and social facilities.