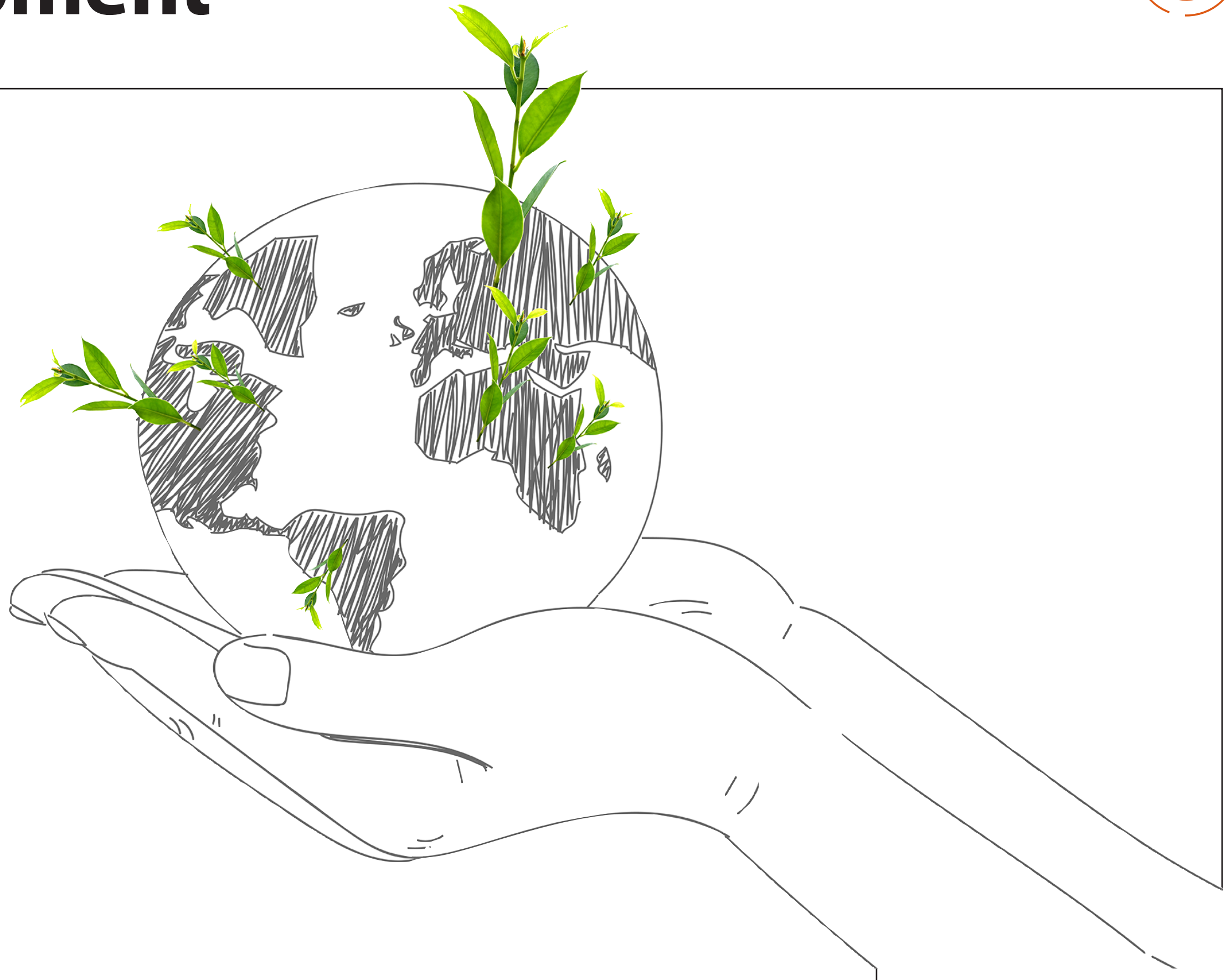


Sustainable development policy

[2020 EDITION]

APSYS MAKING
CITIES
VIBE 25
YEARS



APSYS
PEOPLE
ENVIRONMENT

Making cities vibe

At **APSYS Polska**, we strive to make a positive and lasting impact through our actions. We are committed to our sustainable development goals both in our global operations and in all the projects and facilities in our management portfolio.

We see our motto **MAKING CITIES VIBE** as a commitment – a commitment to actively co-create spaces and places that serve their users. People and their needs have always been and will always be of the utmost importance to APSYS. That's why we develop innovative, tailor-made projects that take into consideration the character of the place, its social context, and its environment. We always take a long-term view and combine today's needs with concern for the future. We create and run projects to serve their users not only today, but also tomorrow.



For 25 years, **APSYS**, a commercial real estate developer and manager, has been creating unique commercial facilities - spaces for shopping, meet people, and entertainment - in both Poland and France.

In Poland, we manage 30 shopping centers and run development projects in the residential sector.

APSYS Polska's biggest projects include **Manufaktura** in Łódź and **Posnania** in Poznań, which have received awards from the International Council of Shopping Centres (ICSC).

We've also created a special internal think tank, **APSYS LAB**, to monitor new trends and introduce innovative solutions in response to the changing expectations of the owners, tenants, and customers of our facilities.

From the beginning of 2020, we've also operated in the office real estate market, where we're implementing our "**The Space, The Place, The People**" management programme.



„Our ambition is to make people's lives and the cities they live in more beautiful.”

Who we are

[APSYS POLAND – AREAS OF OPERATION]

INVESTOR • LEASING AGENT • MANAGER • DEVELOPER • PROJECT MANAGER

More than
1 000 000 sqm GLA

5 development projects implemented

Manufaktura in Łódź
Posnania in Poznań
Janki Centre in Warsaw
Korona in Wrocław
Platan in Zabrze

25 years
of experience
on the market

Annual footfall
96 million
data for 2020

30 shopping centres under management
in **20** cities in Poland



It drives us and makes it enables us to create ambitious, unique, and fascinating places.

[PASSION]



We act in the spirit of the pioneering explorers. Going off the beaten track, we aren't afraid to take risks and explore new areas.

[BOLDNESS]



We think outside the box and create tailor-made solutions. We create projects that combine a creative design, the urban fabric, and shopping innovation.

[CREATIVITY]

Our values

APSYS offers services of the highest quality in a responsible way, protecting the environment and ensuring the safety and health of our employees and customers. We are true to our values.



Our designs are integrated with the DNA of the place. They support social connection and contribute to the development of a sustainable city.

[RESPECT]



When working on any project, we strive for perfection. Each project is a challenge that aims for excellence.

[DETERMINATION]



Industry recognition

Thanks to our experience, competence, and values, we at APSYS Polska and have gained recognition in our industry, which is proved by the awards and distinctions we have received in numerous categories, including property development, marketing campaigns, and management performance.

For organisation:

[EUROPA PROPERTY]

CEE Retail Awards – The Best Property Management Firm Of The Year – 2018, 2015, 2014, 2013
CEE Retail Awards – The Best Developer Of The Year – 2017, 2016, 2015, 2014
CEE Investment & Green Building Awards – The Best Property Management Firm Of The Year – 2017, 2016, 2014
CEE Retail Awards – The Best Company Of The Year 2015
CEE Investment & Green Building Awards – The Best Company Of The Year – 2016, 2015, 2014

[PULS BIZNESU]

Gazele Biznesu – 2017, 2016

[FORBES]

Diemaent Of Frobes – 2018, 2017

[POLISH COUNCIL OF SHOPING CENTRES]

II Place In PRCH Plebiscite for The Company With The Greatest Impact For Business Sector Development – 2019

[CIJ EUROPE]

CIJ Awards – The Best Property Management Firm Of The Year – 2017
CIJ Awards – The Best Developer Of The Year – 2016

For managed shopping centres:

[EUROPA PROPERTY]

CEE Awards
Ultimate Retail Destination – Manufaktura 2020
CEE Retail Awards
The Best Shopping Center – Posnania 2016
CEE Investment & Green Building Awards
Project Of The Year – Posnania 2016

[POLISH COUNCIL OF SHOPING CENTRES]

The Best Campaigns And Marketing Programs:
2020 (Posnania; Manufaktura; Focus Park Rybnik)
2019 (Posnania; Galeria Katowicka)
2018 (Posnania; Manufaktura; 3 Stawy)
2017 (Posnania; Galeria Katowicka; Tulipan; Bielawy; Platan; Osowa; Czyżyny)
2016 (Centrum Janki; Korona; Rondo; 3 Stawy; Pasaż Łódzki)
Best Performance:
2020 (Posnania)
2019 (Galeria Katowicka)

[INTERNATIONAL PROPERTY AWARDS]

The Best Development In Europe Posnania 2015

[PROPERTYNEWS.PL]

Top Commercial Investment in Urban Space Award – Manufaktura 2013

[POLISH TENANTS ASSOCIATION]

Najlepsze Centrum Handlowe – Manufaktura 2012

[INTERNATIONAL COUNCIL OF SHOPPING CENTERS]

SOLAL AWARDS – The Best Campaigns And Marketing Programs:

2019 (Manufaktura; Posnania; Galeria Katowicka)
2018 (Posnania; Manufaktura; Galeria Katowicka)
2017 (Posnania)
2015 (Manufaktura)
2010 (Manufaktura)
2009 (Manufaktura; Centrum Janki)
2008 (Centrum Janki)
2007 (Manufaktura)

The Best Shopping Centres:

Best New Development, Extra Large Centers – Posnania 2018
Best Shopping Center in the World – Manufaktura 2008
Best Very Large Development – Manufaktura 2008
Global Award for Innovative Design & Development – Manufaktura 2008

[RZECZPOSPOLITA]

Quality of Service Emblem – Manufaktura 2011

[POLISH TOURISM ORGANIZATION]

Gold Certificate for Best Touristic Product – Manufaktura 2010

[HONORARY MEDAL OF MINISTRY OF SPORT AND TOURISM]

Merits in Tourism – Manufaktura 2007

[INTEGRATION FOUNDATION]

Availability Leader Competition – Posnania 2018

[EUROBUILD]

New Shopping Centre of the Year – Posnania 2017
Best Shopping center of the year – Manufaktura 2010

[KIDZONE]

Certificate of Quality Mark – Centrum Janki 2014

[HERALD TRIBUNE]

Best Revitalization in CEE Award – Manufaktura 2007

[CIJ EUROPE]

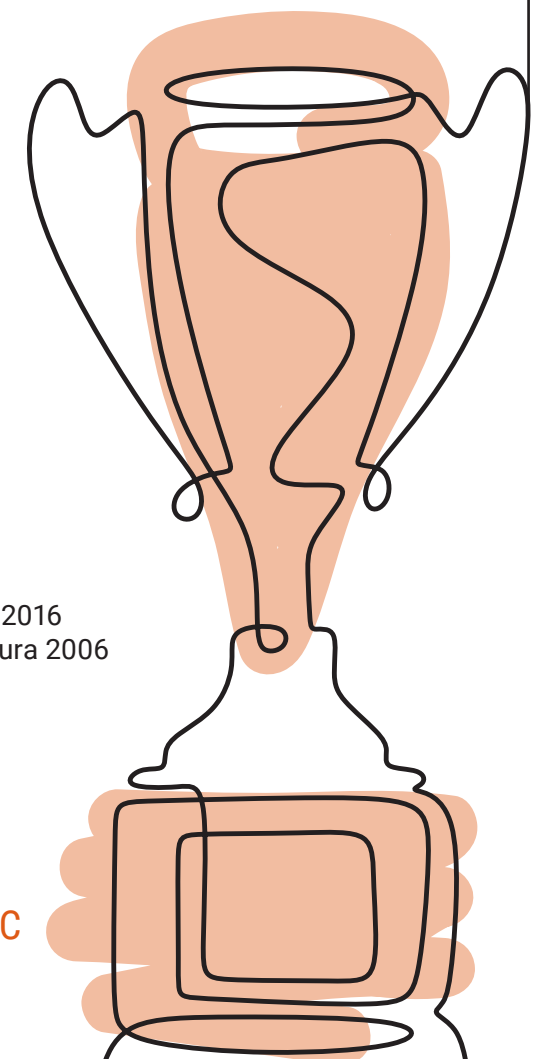
The Best Project of the Year – Posnania 2016
The Best Project of the Year – Manufaktura 2006

[URBAN LAND INSTITUTE]

Global Award for Excellence – Manufaktura 2007

[ASSOCIATION OF PUBLIC RELATIONS COMPANIES]

Golden Paperclip – Manufaktura 2019



Sustainable development by APSYS

For **APSYS**, sustainability is a principle that we translate into concrete actions. We focus on generating and multiplying economic benefits while being responsible for social well-being and the environment. For us, sustainable development is a comprehensive activity with measurable goals to achieve.

When managing facilities, we set the highest business standards. We use tools to formulate social, environmental, and ethical principles that encourage further change and self-improvement. We take responsibility for the trends we set.



*„We do today
what others
will dream
of tomorrow.“*



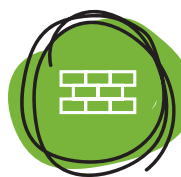
Principles of APSYS Polska's sustainable development policy

[WE KNOW THAT INDIVIDUALS CAN ACHIEVE A LOT]

In 2015, UN member countries adopted Agenda 2030, which included a set of comprehensive Sustainable Development Goals. The Agenda sets out sustainable development goals and associated targets for the world to achieve by 2030. APSYS Polska is actively contributing to this effort by adopting and implementing the **APSYS Sustainable Development Policy** based on the two pillars set out by the United Nations.



[RESPONSIBLE CONSUMPTION AND PRODUCTION]



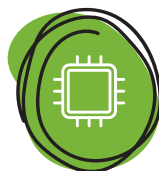
Rational use of resources



Reducing negative impacts on the environment



Minimising waste generation



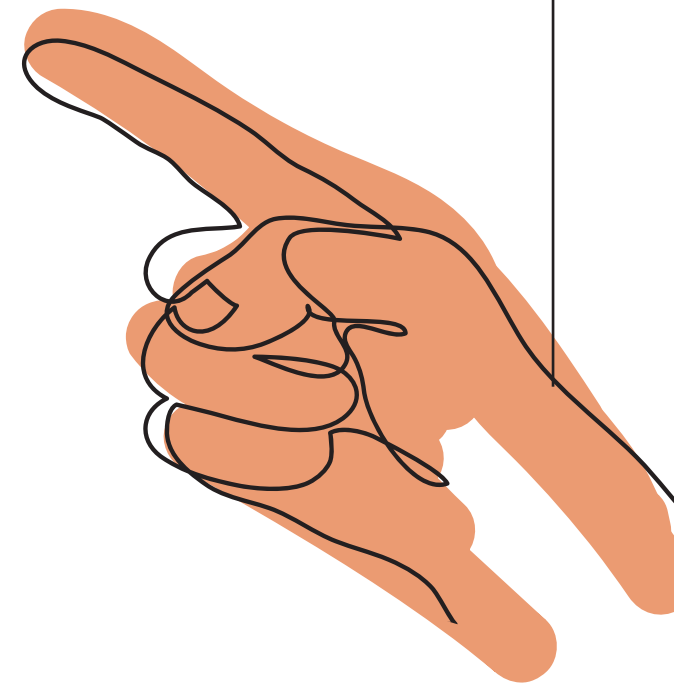
Use of innovative technologies in facilities management



Maintaining and improving the ecological value of the site



Improving education levels and human and institutional capacities



[ECONOMIC GROWTH AND DECENT WORK]



Decent jobs



Organisational culture and a safe workplace



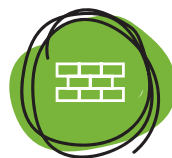
Motivation and development



Combating bullying and discrimination

Responsible consumption and production

[AREAS]



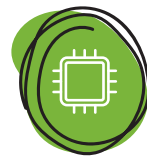
Rational use of resources



Reducing negative impacts on the environment



Minimising waste generation



Use of innovative technologies in facilities management



Maintaining and improving the ecological value of the site



Improving education levels and human and institutional capacities



We are consciously retreating from a sector-based economy. In our activities, we strive to prevent pollution, make rational use of water and energy, and minimise the use of ozone-depleting substances.

We strive to apply biodiversity principles and expand green spaces.

The 2030 goals were set in relation to the year 2014.



Reducing water consumption

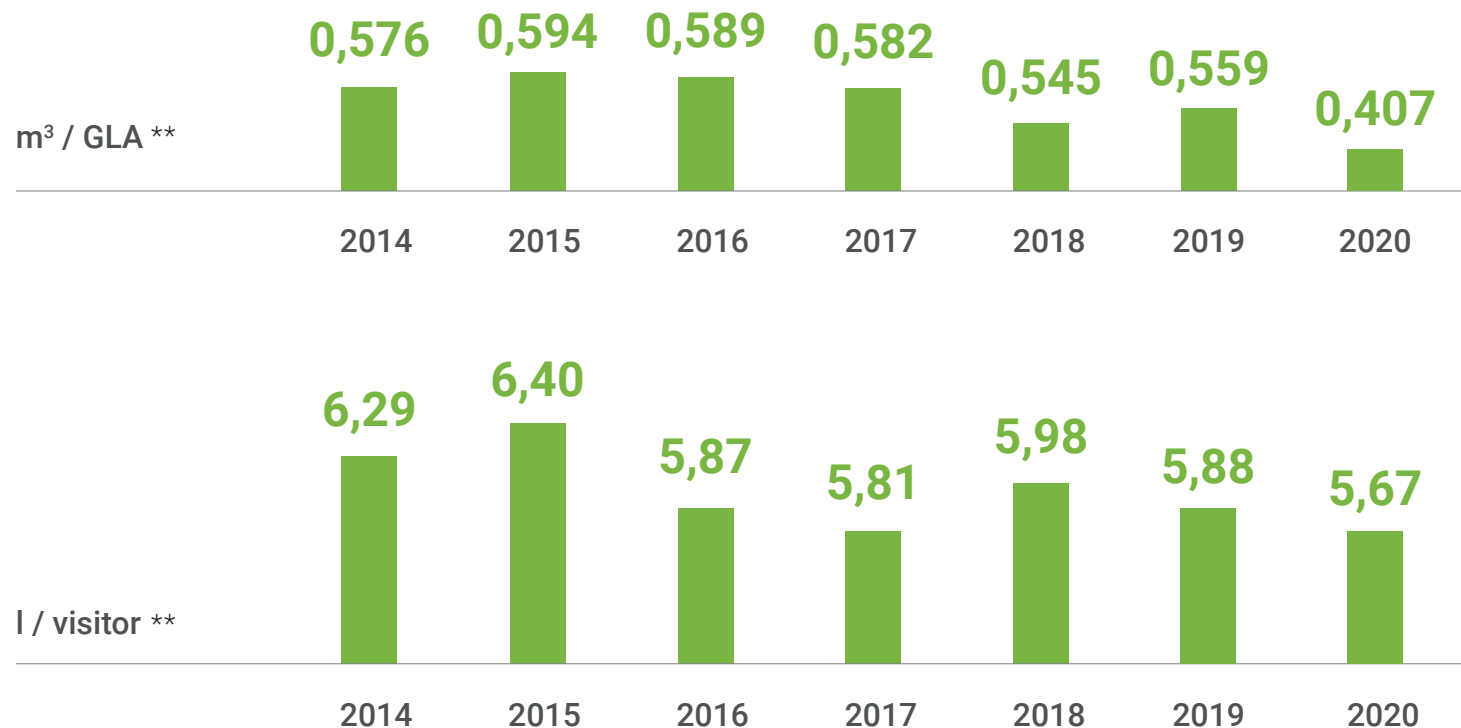


GOALS FOR 2030*: 10% LESS WATER CONSUMPTION

Next to energy, water is the most important raw material we use. APSYS aims to reduce its consumption through appropriate management policies and by improving the design of sanitary facilities. Our guiding principle is to use no more water than is necessary.

REDUCED WATER CONSUMPTION THROUGH

- Use of rainwater
- Increasing surface retention capacity
- Use of rain gardens
- Use of efficient appliances with low water consumption



In 7 years, we have reduced the amount of water used per metre of managed space by **4,2%**

Our results for 2020 are not comparable due to the Covid-19 pandemic and the various lockdowns and temporary restriction.

* Goals set in relation to the base year 2014

** The presented data relate to the compared groups of shopping centers

Reducing energy consumption

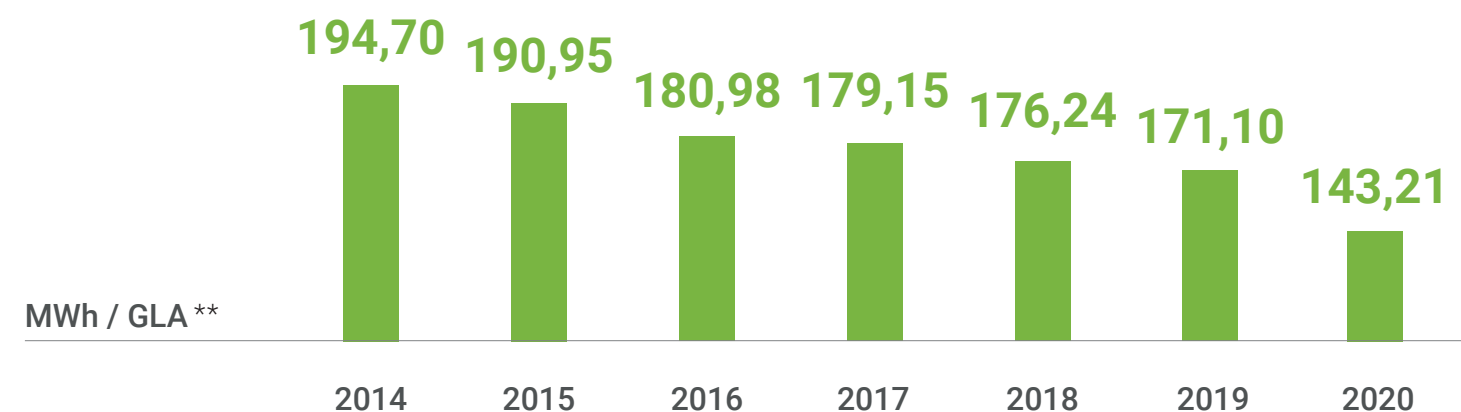


GOALS FOR 2030*: 23% LESS ELECTRICITY CONSUMPTION

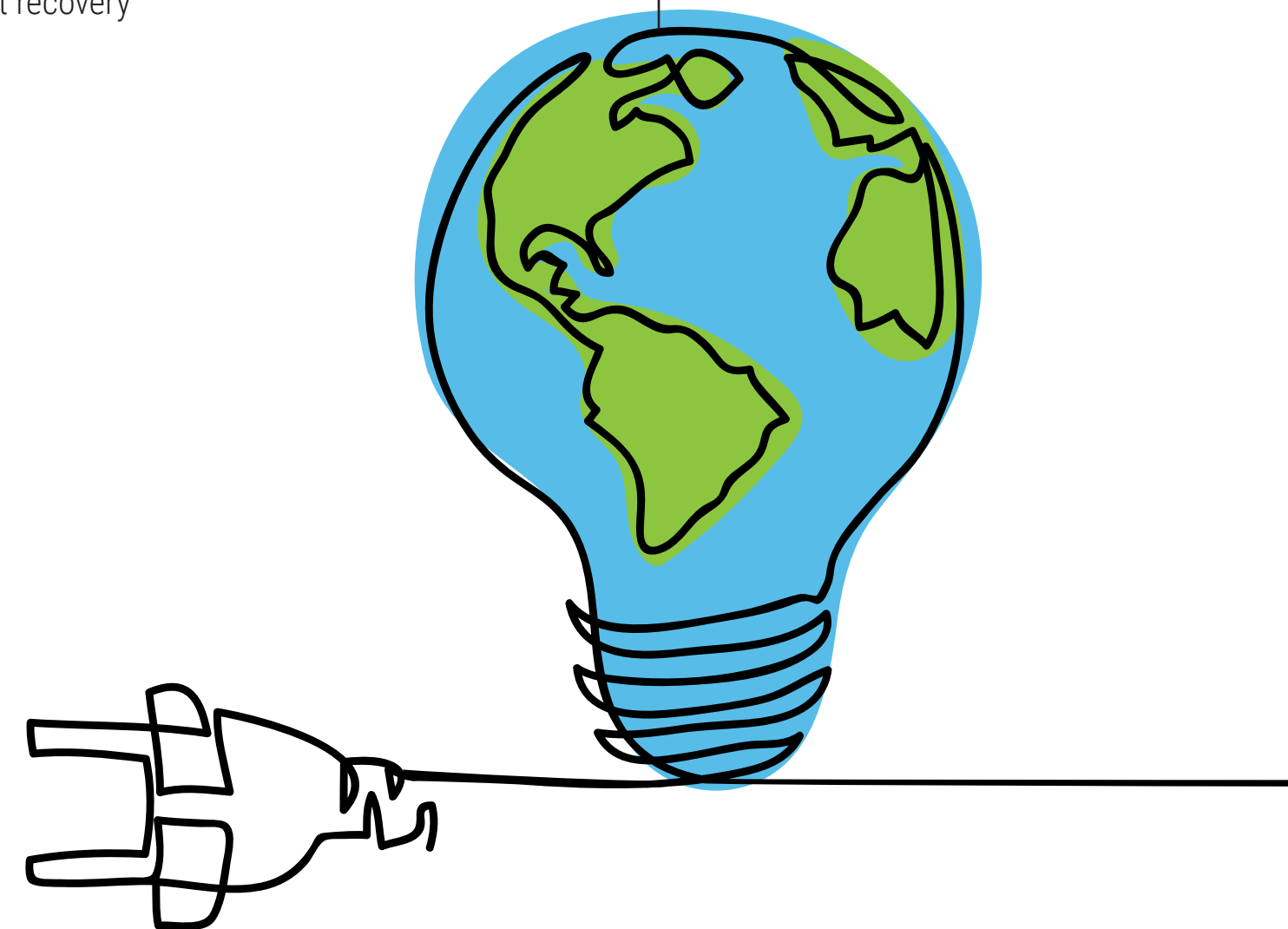
In energy management, the most important is to optimize its consumption. All facilities use the National Power Grids, but we strive to supply them with renewable energy. Intelligent monitoring of energy demand is installed in some of the facilities..

REDUCTION OF ENERGY CONSUMPTION

- Equipping all buildings with intelligent lighting, heating and cooling management systems
- The use of modern technologies in construction. The use of air handling units that allow for heat recovery
- Conducting educational activities in energy saving for tenants



MWh / GLA **



Within 7 years, the average energy consumption has decreased by **10%**

Our results for 2020 are not comparable due to the Covid-19 pandemic and the various lockdowns and temporary restriction.

Limitation of emission of pollutants to the atmosphere

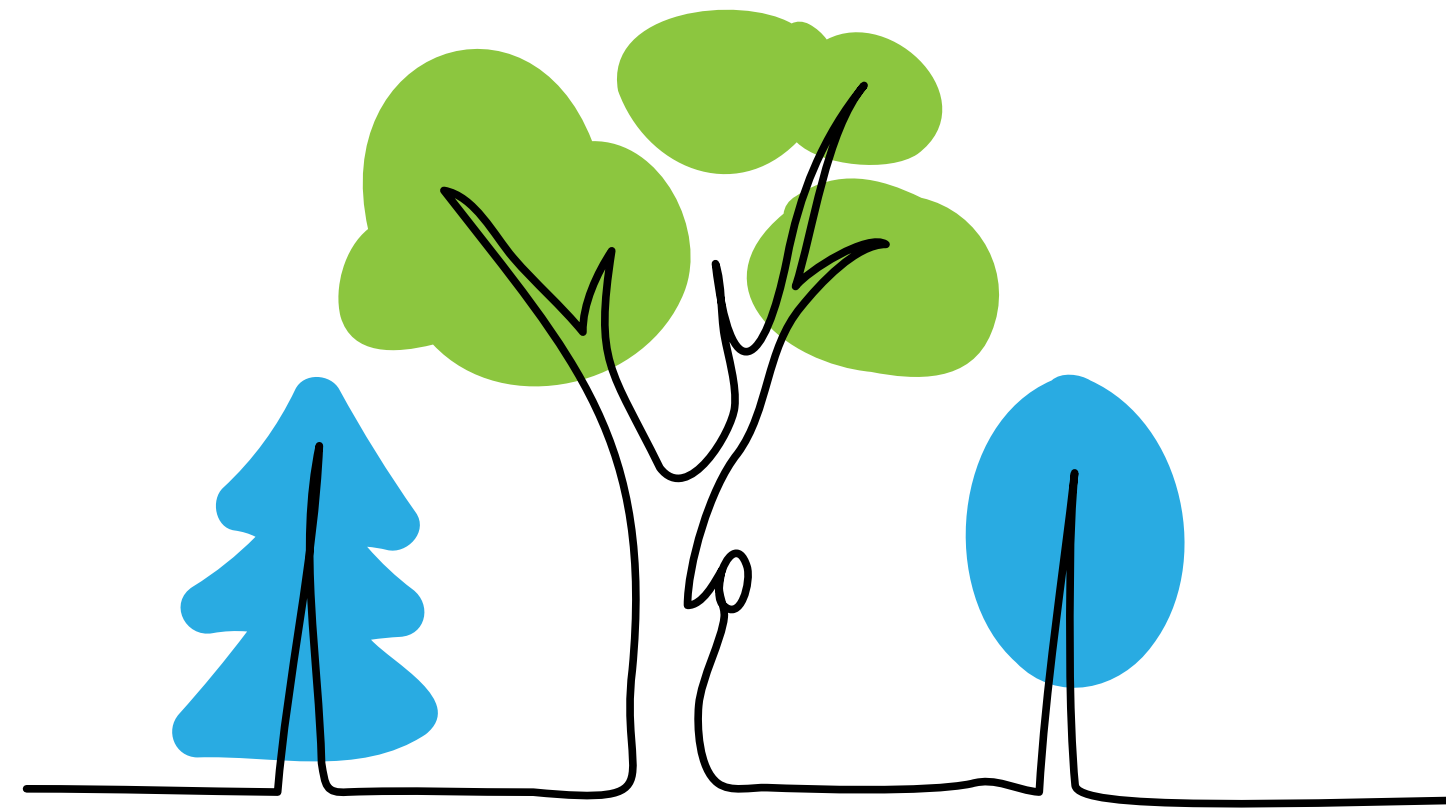
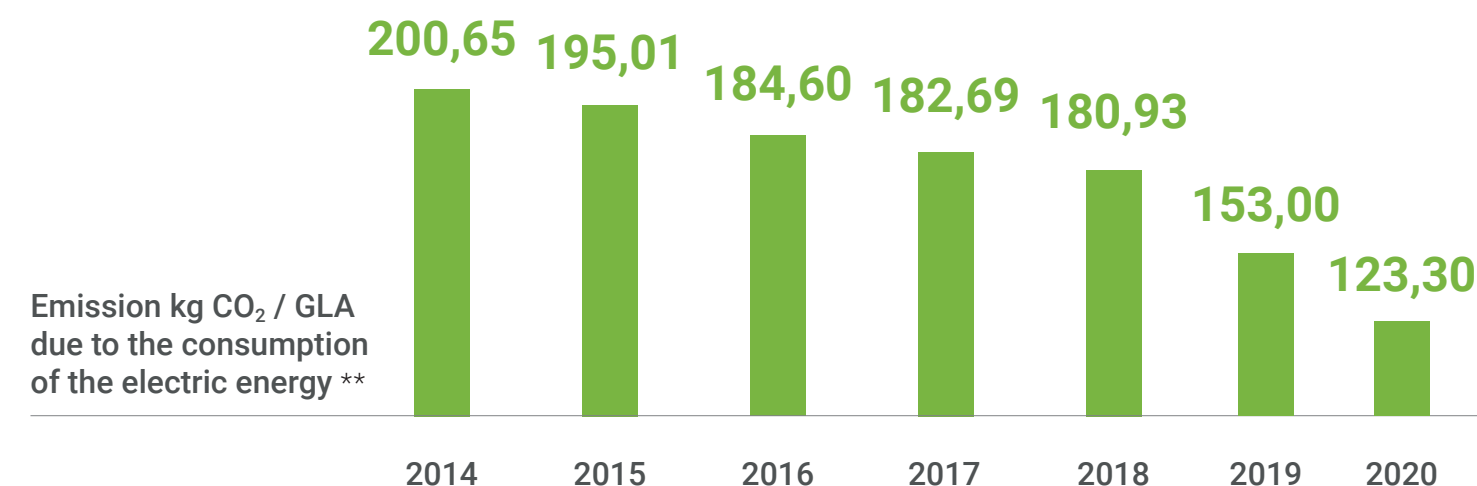


GOALS FOR 2030*: 50% LESS CO₂ EMISSIONS

In the facilities managed by APSYS, we strive to maintain good air quality. Thanks to the solutions applied in reducing electricity consumption, we contribute to reducing low emissions. We decrease the need for heat by using energy-efficient building solutions. We strive to ensure that facilities managed by Apsys are characterized by the lowest possible energy consumption while maintaining the thermal comfort of people staying in them.

ADAPTATION TO CLIMATE CHANGE

- Reduction of pollutant emissions from generated waste
- Unsealing of hardened surface
- Creating green areas and elements of blue-green architecture
- Implementation of activities in the field of biodiversity protection
- Educational activities



Our results for 2020 are not comparable due to the Covid-19 pandemic and the various lockdowns and temporary restriction.

Sorting of waste



GOALS FOR 2030*: 100% INCREASE IN THE AMOUNT OF SORTED WASTE

We are implementing modern waste management principles. We encourage our customers and tenants to reuse products and provide opportunities for the proper sorting of waste. The waste we collect is recycled, thus reducing CO₂ emissions.

INCREASING THE AMOUNT OF SORTED WASTE

- Implementing a rational waste management policy, increasing proper waste sorting
- Long-term reduction of the amount of waste produced
- Recycling, separate collection



Our results for 2020 are not comparable due to the Covid-19 pandemic and the various lockdowns and temporary restriction.

As of 2019 there is no data for selective waste of plastic and glass due to the change of BDO regulations.

* Goals set in relation to the base year 2014

** The presented data relate to the compared groups of shopping centers

Reducing negative impacts on the environment



At APSYS, we take a comprehensive approach to environmental sustainability; this applies to the full range of our activities, both in the scope of property development and management.

The effectiveness of our management model is confirmed by **ISO 14001** and **BREEAM certifications**.

APSYS Polska is the leader in ecological certification on the polish retail market.

In 2020, Posnania was awarded an ‘Outstanding’ level BREEAM In-Use certification in the Building Management category. So far, it is one of only two retail facilities in Poland that can boast such a high score. The facilities managed by APSYS Polska are certified annually in the management area. In 2020, they all scored ‘excellent’.



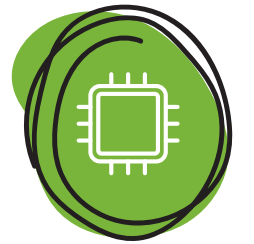
MORE THAN 20 BREEAM® CERTIFICATES FOR APSYS BUILDINGS

SHOPPING CENTRE	ASSET	MANAGEMENT
Posnania in Poznań	Excellent	Outstanding
Manufaktura in Łódź	Excellent	Excellent
Osowa in Gdańsk	Excellent	Excellent
Rondo in Bydgoszcz	Excellent	Excellent
Gniezno in Gniezno	Excellent	Excellent
Galeria nad Jeziorem in Konin	Excellent	Excellent
Pasaż Łódzki in Łódź	Very Good	Excellent
Korona in Wrocław	Excellent	Excellent
Tulipan in Łódź	Very Good	Excellent
Kometa in Toruń	Excellent	Excellent
Focus Park Rybnik in Rybnik	Excellent	Excellent
Janki in Warsaw	Excellent	Very Good

APSYS Polska operates according to the ISO 14001 standard for environmental management. This standard confirms our consistent implementation of all elements aiming to reduce our negative impact on the environment to the minimum possible level.



Use of innovative management technologies



[ENERGY-EFFICIENT LIGHTING]



Low energy lighting, external twilight sensors with astronomical controllers and light quantity meters, lighting control systems.

[ADVANCED BMS]



A system for monitoring and controlling ventilation, heating and cooling, lighting, photovoltaic, and electrical equipment, among other elements.

[MONITORING ENERGY USE]



Energy monitoring systems to analyse building performance and suggest further energy saving opportunities.

[INTELLIGENT TRANSPORT DEVICES]



Sensors and inverters on escalators and walkways ensure that their operation is adapted to traffic volumes – reduces energy consumption.

[MOTION-ACTIVATED LIGHTING]

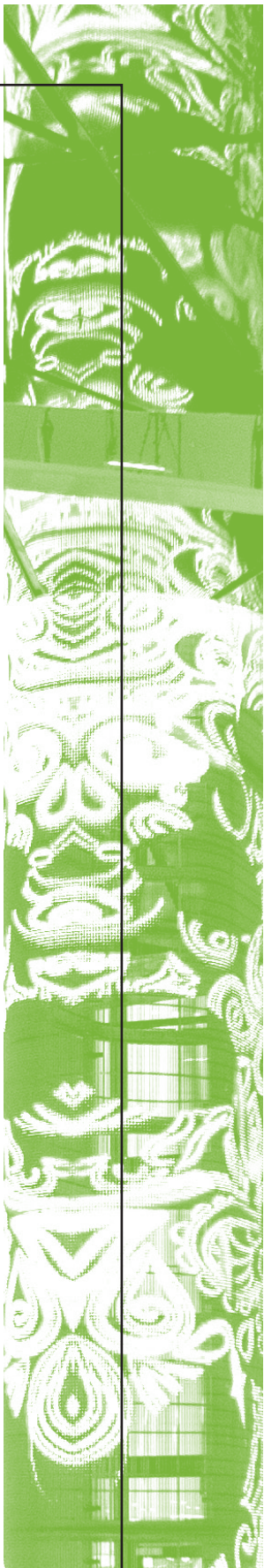


Motion sensors activate lighting when it is needed, for use in low-traffic areas.

[CO₂ SENSORS IN VENTILATION SYSTEMS]



CO₂ sensors allow the number of air changes to be adjusted to the needs of the building and the number of occupants.



Maintaining and improving the ecological value of the site



2030 GOAL: 100% INCREASING BIODIVERSITY AT ASSETS MANAGED BY APSYS*



Increasing green areas by creating human-friendly spaces (such as parks and squares, green walls and roofs, and vertical gardens).

[PROPER LAND USE AND MAINTENANCE OF GREEN AREAS]

- Providing suitable conditions and substrate
- Continuous care for soil and plants

[PROTECTING PLANTS]

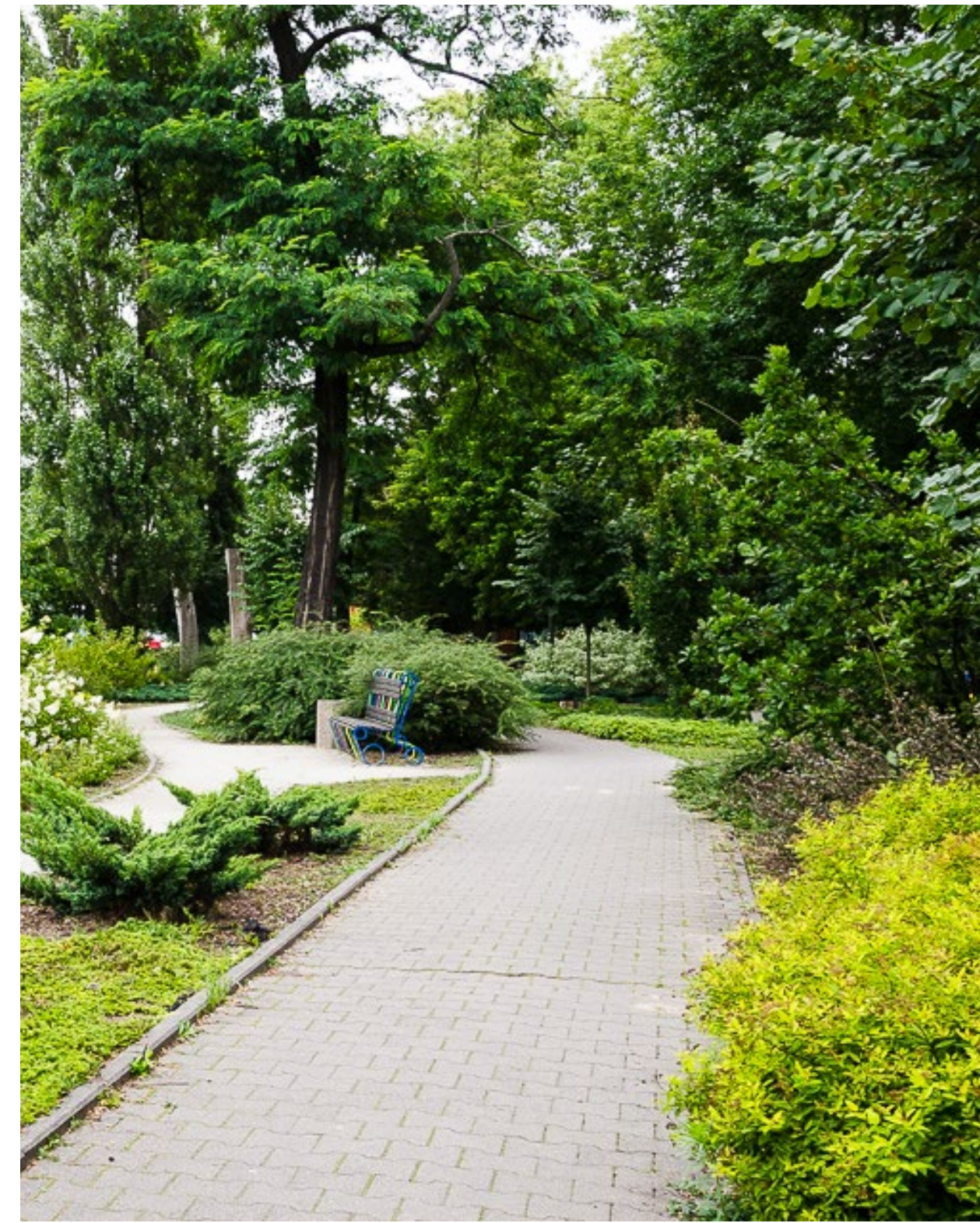
- Care and maintenance of optimal plant growth
- Avoiding chemical insecticides and fungicides
- Using chemical-free methods

[CLEANING THE FAÇADES, PAVED SURFACES, AND GROUNDS]

- Using eco-friendly cleaning products

[ENHANCING THE ECOLOGICAL VALUE OF THE SITE]

- Creating new habitats, nest boxes
- Planting more greenery
- Improving biodiversity



* Goal set in relation to base year 2020

Improving education levels and human and institutional potential



We feel obliged to actively promote positive social change through educational campaigns that get our employees, partners, contractors, and the local community involved. We want our environmental activities to serve as a model.

Our CSR activities go beyond standard shopping centre projects and include sharing knowledge and good practices in ecology and sustainable development. Our nationwide programme **Think Green** is aimed at customers of shopping centres managed by APSYS as well as our own employees.

[PROGRAMME OBJECTIVES]

- Promoting ecological attitudes
- Informing about specific pro ecological technologies implemented in facilities



[ACTIONS]

- Educational campaigns to encourage an environmentally friendly lifestyle
- Information campaigns on the solutions applied and the achievements of individual shopping centres in terms of energy efficiency, the use of grey water, and reducing carbon footprints
- Sharing knowledge and good practices in the field of ecology and sustainable development

Our activities in advancing environmental education is based on certain values and principles.

ENVIRONMENTAL AWARENESS

COMMUNITY INVOLVEMENT

SOCIAL OPENNESS

Development is a constant process

Hence the shopping centres we manage are being modernised and expanded to meet modern environmental standards.

We are developing existing facilities, for example, by obtaining environmental certifications, raising technological standards, replacing existing equipment with energy-efficient alternatives, modernising catering and sanitary areas, and creating entertainment and co-working spaces.



[AT THE SAME TIME, WE ARE IMPLEMENTING NEW DEVELOPMENT PROJECTS]

SOLEA is APSYS' first residential project in Poland. we paid special attention to environmental issues while designing. The venture is expected to obtain a 'very good' level BREEAM certificate.

SOLEA WILL BE EQUIPPED WITH:

- photovoltaic panels on the roofs
- bike racks
- lighting of the streets and paths around the building
- recreation areas available not only to residents
- a water-saving landscaping irrigation system
- use of low-emission construction materials
- sustainable construction practices
- bird, bat, and insect houses
- smog-reducing paving slabs around the buildings (the cement is enriched with nanometric titanium dioxide, which reacts with sunlight to break down toxic compounds into compounds similar to those used to fertilise plants; these compounds then wash into the soil when it rains)
- Green communal spaces - an indoor garden abundant with local vegetation, based on biodiversity principles, using oxygen-producing species, and a herbarium for residents' use. Benches, sculptures, and water features designed to create a real relaxation zone.



Legal compliance

[WASTE]

Keeping records of waste, appropriate waste collection contracts, an effective recycling plan - selective collection and storage, annual reports on the mass of waste produced reported to the Provincial Marshal's Office.

[KOBIZE REPORT]

Reporting emissions of greenhouse gases and other substances to the National Centre for Emission Management (KOBIZE) for the purpose of maintaining national emission inventories and further reporting under the UNFCCC in accordance with the requirements of the Kyoto Protocol.

[ENVIRONMENTAL CHARGES]

- Annual reports on environmental use submitted to the Provincial Marshal's Office
- Charges for emitting gases or dust into the air, water consumption, discharging sewage into the water/ground

[WATER AND WASTE MANAGEMENT]

- The necessary water permits for all APSYS facilities that use water in a particular way in order to meet the water quality requirements for discharged rainwater
- Maintenance and servicing of equipment by certified bodies
- Maintenance of retention tanks
- Use of wastewater separators

[EMISSIONS OF DUST AND POLLUTANT GASES]

Notifying the authorities of the use of any equipment that generates gaseous or dust emissions (e.g., heating, air conditioning, and refrigeration equipment, etc.). All APSYS facilities covered by this obligation have the required documents.

[USE OF REFRIGERANT SUBSTANCES]

- Registration of the refrigerants used for proper equipment operation with Central Register of Operators (CRO)
- Regular leakage testing and servicing of air conditioning systems



Economic growth and decent work



Decent jobs

APSYS' core values, in relation to work and to other people.

We strictly prohibit discrimination based on gender, age, disability, ethnic origin, religion, belief, or sexual orientation.



[RESPECT]



[TOLERANCE]



[ACCEPTANCE
OF DIVERSITY]

People create APSYS

Ensuring the stability and satisfaction of our staff is a priority for us.

Qualified, competent, and committed employees are behind the success of APSYS Polska. Thanks to their creativity and passion, we have maintained our position as a leader in the commercial real estate market for years.



2030 goals*

[SATISFACTION OF EMPLOYEES]

Annual employees satisfaction improvement by a minimum of **5%**
Maximum annual employee rotation at **15%**

[MAINTAINING AGE DIVERSITY]

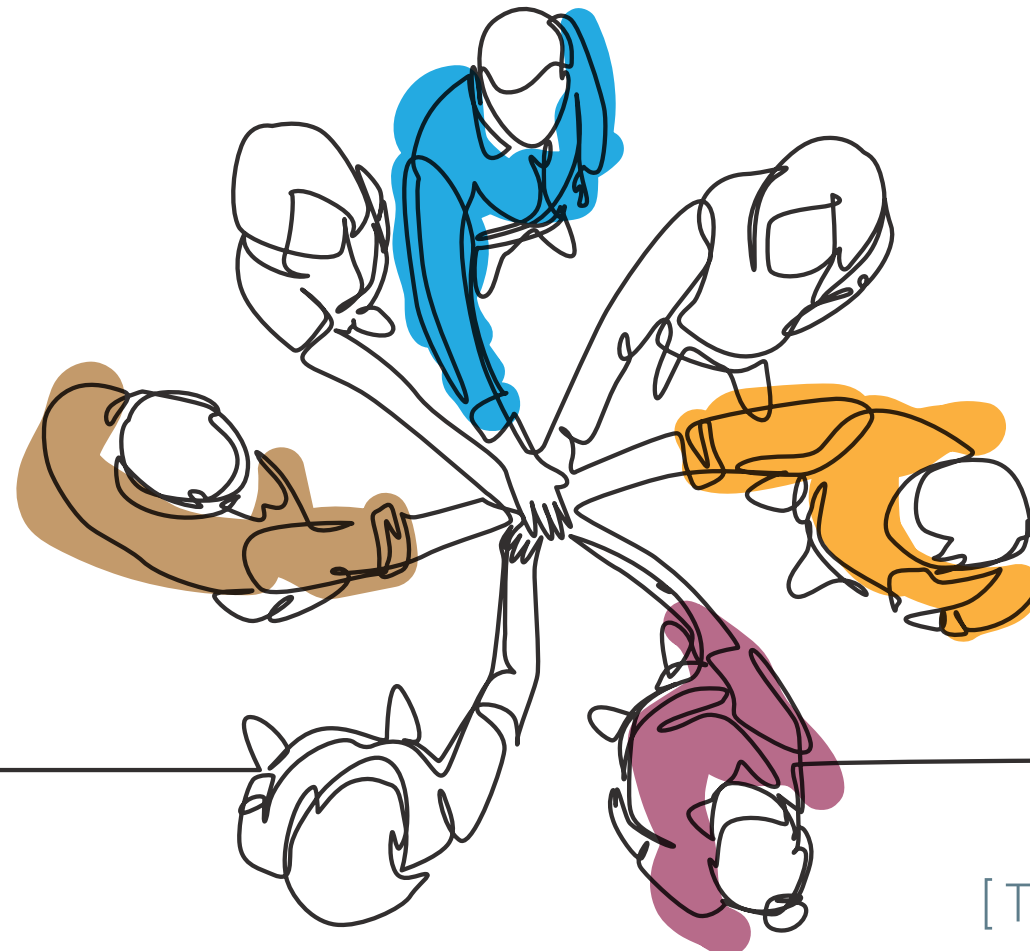
In employment (an average of about **30%** in each group from 20 to 50 years of age, and **8-10%** over 50)

[EMPLOYMENT OF DISABLED PEOPLE]

1% openness to employing people with disabilities and creating job offers addressed to this group

[EMPLOYEE SATISFACTION SURVEY]

90% response rate, NPS-50 – improving the response rate and NPS through appropriate communication and identifying changes to respond to the survey results and announcing such changes regularly



[INTERNAL RECRUITMENT]

20% of all recruitment processes concluded with a recommended candidate or a transfer from another department

[EMPLOYMENT OF BOTH WOMEN AND MEN]

For all positions, **without gender discrimination**

[TRAINING]

equal access for all depending on the need to develop particular competences in accordance with the competence matrix, developing training programmes adapted to particular positions and the target group

Decent work, organisational culture, and a safe workplace



- Equal employment opportunities for all generations on the job market
- Code of Good Practice in Recruitment
- Employment decisions based on candidates' qualifications and achievements
- A sustainable remuneration policy, in line with market rates and statutory regulations
- Openness and honesty in relationships
- Additional benefits and bonuses
- Considering the needs and expectations of family life
- Ensuring safe and hygienic working conditions
- Job satisfaction survey



Job satisfaction survey

We achieve high scores in the various areas of the employee satisfaction survey. More and more employees participate every year.

2030 GOAL*: 5% – MINIMUM ANNUAL INCREASE OF EMPLOYEE SATISFACTION



Increase employee satisfaction levels:

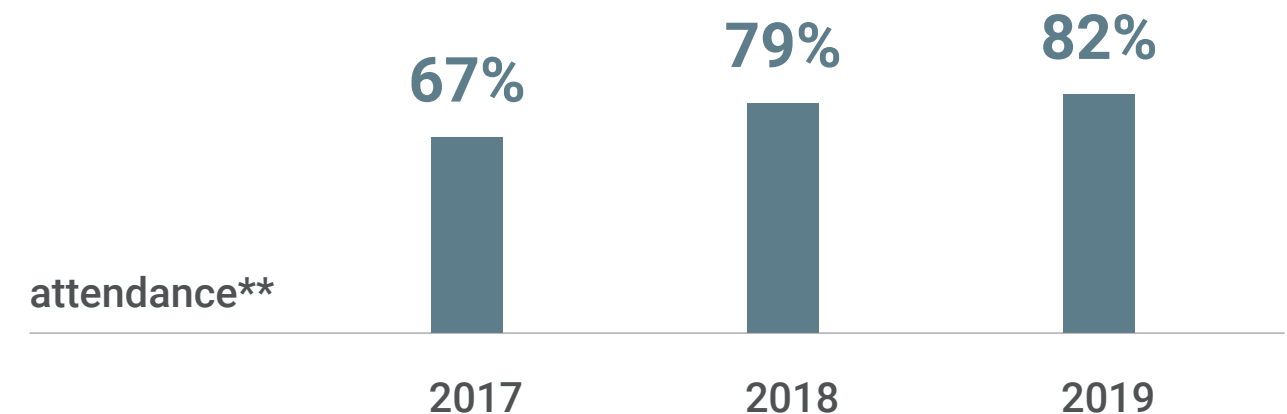
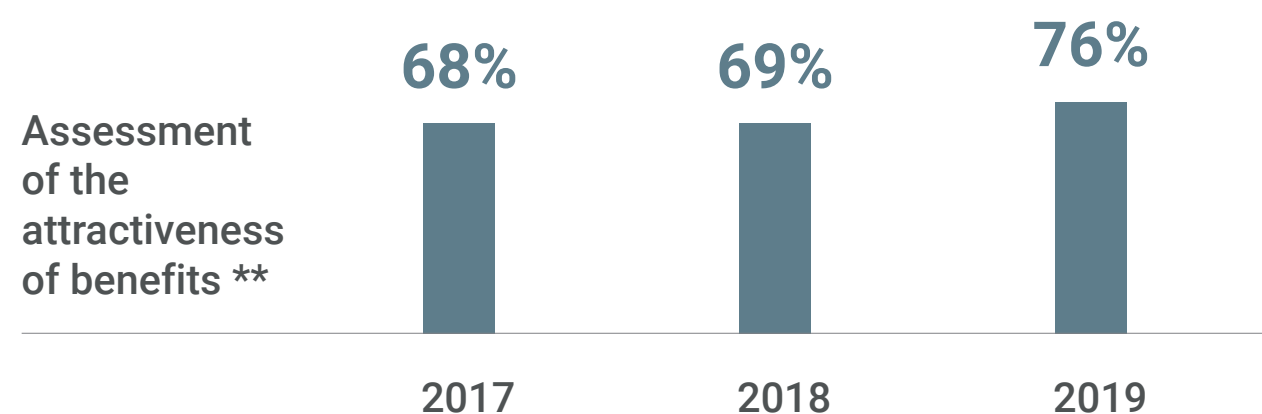
- Job satisfaction survey
- Training to improve knowledge and soft skills
- Additional benefits and bonuses



[HOW DO WE WORK?]

APSYS Poland is a pro-woman organisation. By encouraging professional activity and enabling women to develop at all levels of professional advancement, we promote the idea of “girl power”.

In 2018-2020, women accounted for **68-69%** of the company's total workforce.



* Compared to 2020.

** The results of the APSYS Polska satisfaction survey

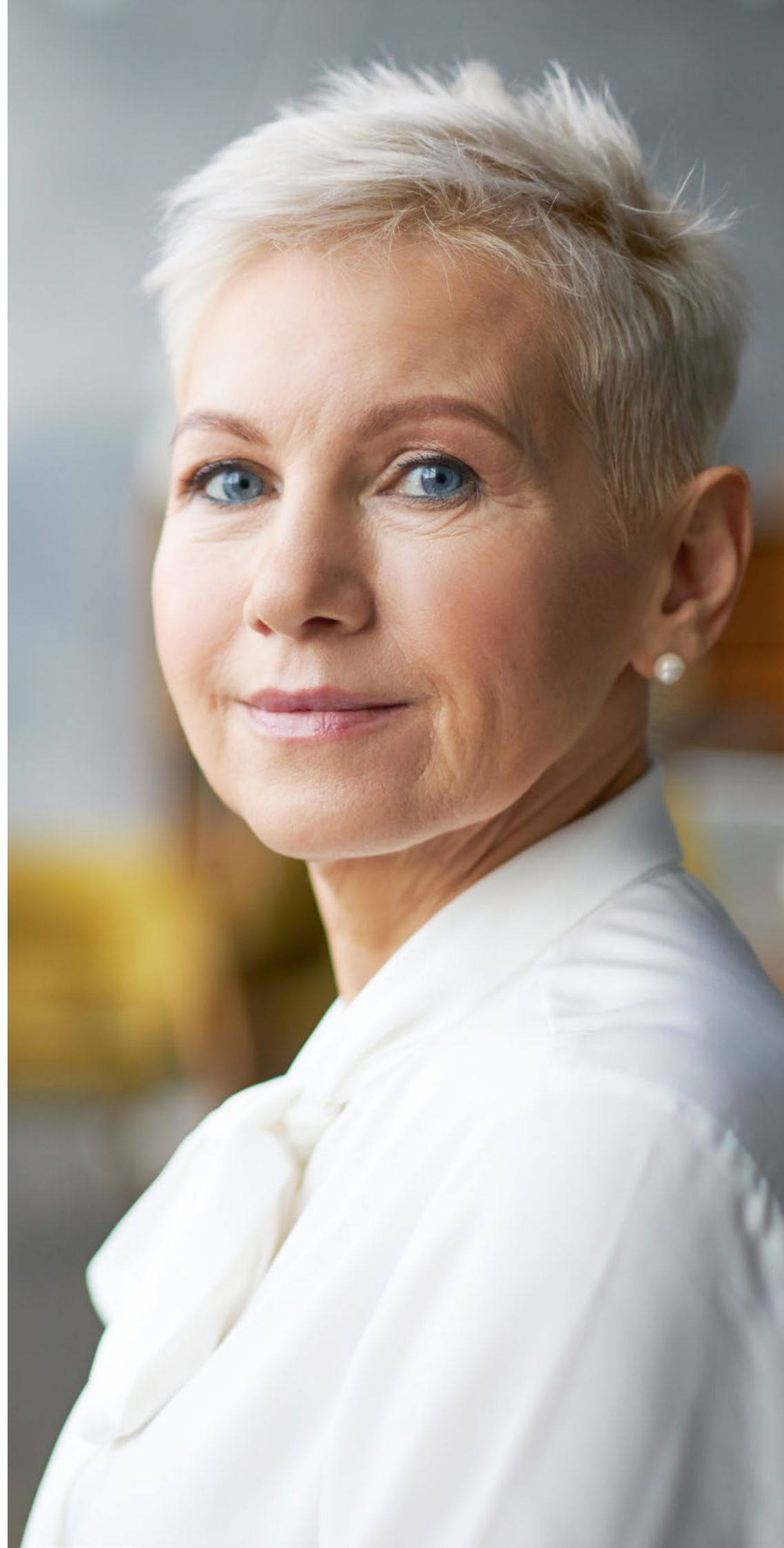
Equal employment opportunities for all generations



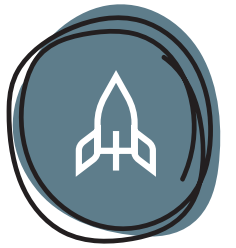
At APSYS Polska, employees from different age groups work together.

We support the development of young talent, while respecting and valuing the experience and knowledge of older employees. The average age of our organisation's employees in the 2018-2020 period was between 37 and 38.

- We promote and conduct internal recruitment on the basis of employee recommendations and in the form of transfers from other departments. In 2020, internal recruitments represented 19.50% of all recruitments, an increase on previous years.
- In addition, we are implementing internal promotions within the organisation - between 2018 and 2020, we carried out a total of 49 such promotions.
- We are a family-friendly organisation. Our employees take both maternity and paternity leave.



Motivation and development



[TRAINING TO IMPROVE KNOWLEDGE AND SOFT SKILLS]

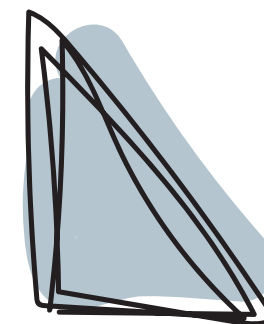
Training topics offered in 2019-2020

- Individual coaching programmes for managers
- Individual language programmes for employees and the launch of an online English learning platform for all interested employees
- Scrum Master for IT staff
- Lean Green Belt development project – 1st and 2nd edition
- First aid
- Variable motivation of employees
- Establishing responsibilities in managerial positions
- Building partnerships with clients
- Assertiveness in cooperation
- Substantive training in GDPR, tax, accounting, marketing, and labour law issues, MS Office tools



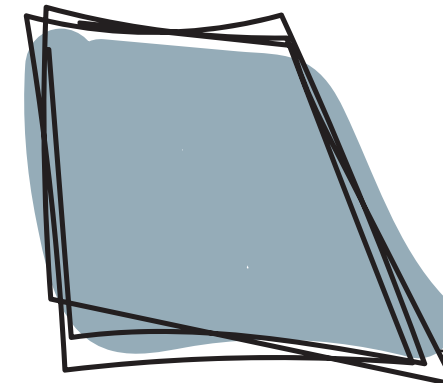
[MULTI-FACETED STAFF DEVELOPMENT]

[APSYS COMPETENCE MATRIX]



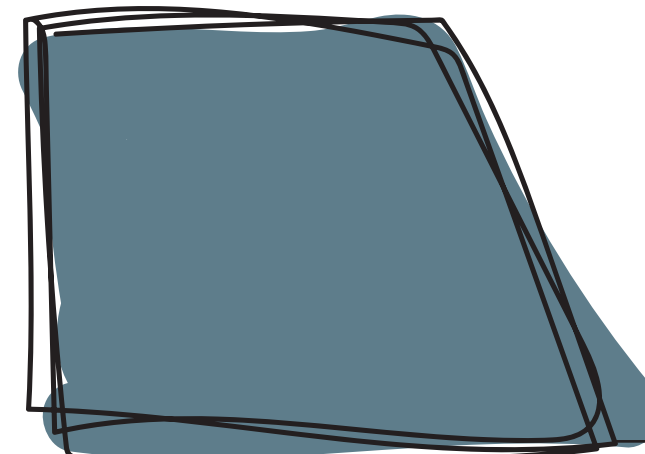
Managing and motivating employees,
strategic management

[MANAGEMENT COMPETENCES]



Depending on the specific working area

[SPECIALIST/ SPECIALISED COMPETENCES]



Effectiveness, innovation
and openness to change
cooperation, commitment

[KEY COMPETENCES]

Combating harassment and discrimination

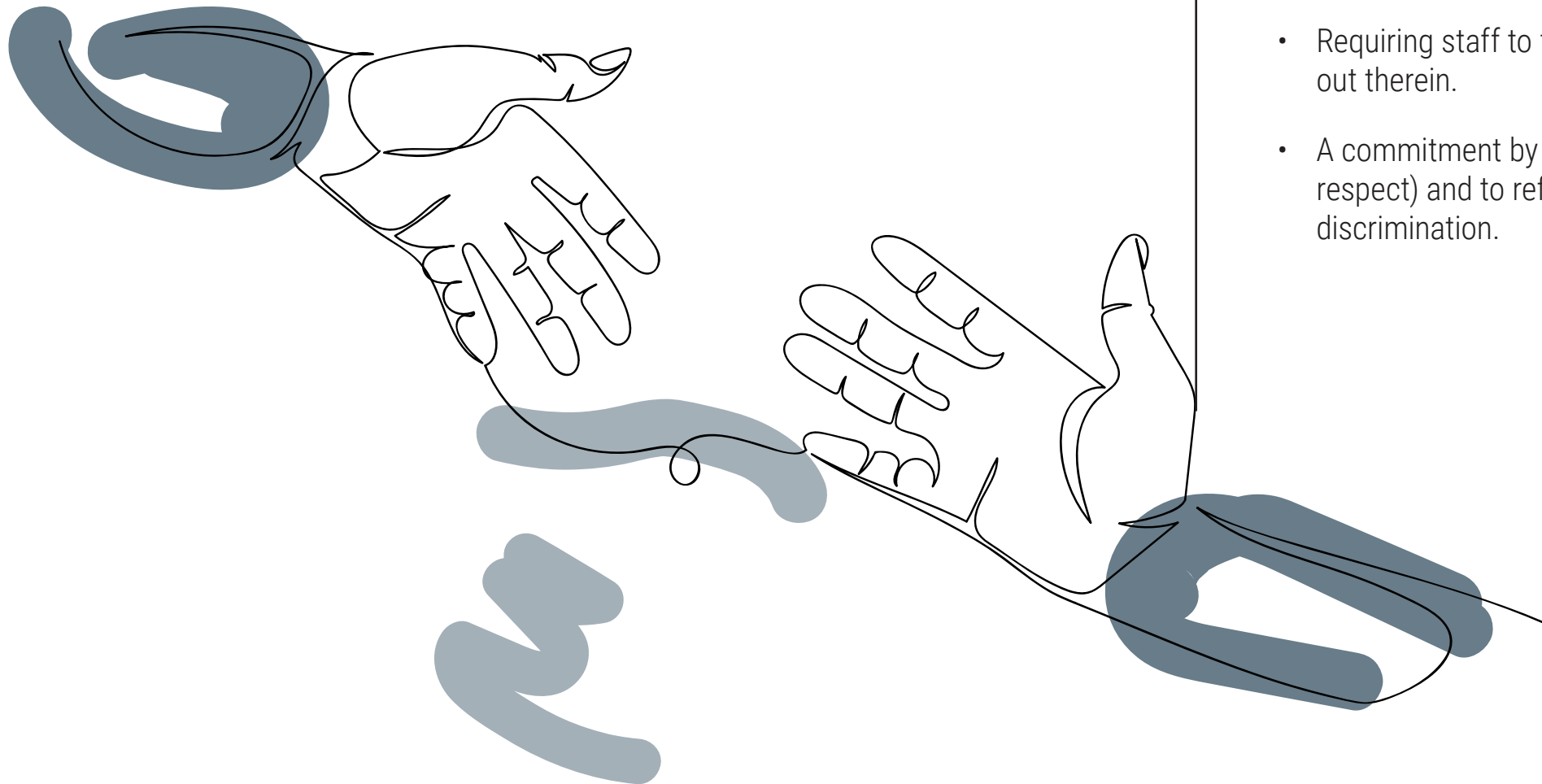


APSYS has a policy to combat harassment and employment discrimination. It identifies actions that are not accepted in the organisation, such as:

- mobbing
- discrimination
- harassment
- sexual harassment

For the above conduct, the types of actions that may be considered against the law and unconscionable are defined. The adopted procedure includes:

- No tolerance of actions with the characteristics of bullying or discrimination, which are contrary to against both the law and principles of social coexistence and are considered harmful to both employees and organisations.
- Respecting procedures and monitoring staff compliance with them.
- Treating all employees equally and refraining from behaviour that could constitute to harassment or discrimination.
- Requiring staff to follow the procedure and to be alert to violations of the rules set out therein.
- A commitment by employees to treat their co-workers equally (with dignity and respect) and to refrain from behaviour that may amount to harassment or discrimination.



Empathy and respect for others

A key programme



We always put people at the centre of our activities, creating spaces that will accommodate their needs that are as varied as our customers.

Tolerance and acceptance of diversity are the ideas that guide our CSR programmes. They are implemented both within the APSYS Polska organisation and in all the shopping centres we manage. We implement these ideas in accordance with the standards of the Accessibility Act adopted by the European Union, which assumes that all services, especially public services, should be accessible to everyone.

Comprehensive, multi-stage, and innovative on a European scale, the programme prioritises the unique emotional and sensory needs of people with an ASD. **It aims to make commercial facilities more accessible to those on the autism spectrum, their relatives, and their guardians.**

The pilot programme was launched in 2019 at Galeria Katowicka – the first shopping centre in Europe to introduce special facilities and information campaigns on ASD. **The centre's activities were awarded a Golden Statue in the prestigious OLAL AWARDS.**

The program is built and implemented with active cooperation substantive environments:

- Foundations,
- Regional methodological and educational centers,
- Local government authorities - plenipotentiaries for disabled people,
- The police (plenipotentiaries for the protection of human rights),
- Teachers and educators.

Areas of action

Introducing specific, physical services in the galleries

- Quiet hours in common areas
- Possibility to turn down the music and lighting in individual premises
- Quiet Room
- Sanitary facilities adapted to the needs of people with an ASD
- Additional feature in the mobile app providing directions to the Quiet Room as well as wayfinding system on the walkways
- Additional signage for ASD-friendly businesses
- Noise-cancelling headphones available at Customer Service

Education and training for employees

- Comprehensive training in handling customers on the autism spectrum for lessee staff
- Training for security staff, support staff, and facility administration on how to recognise and support people on the autism spectrum.

Broad information campaign aimed at customers

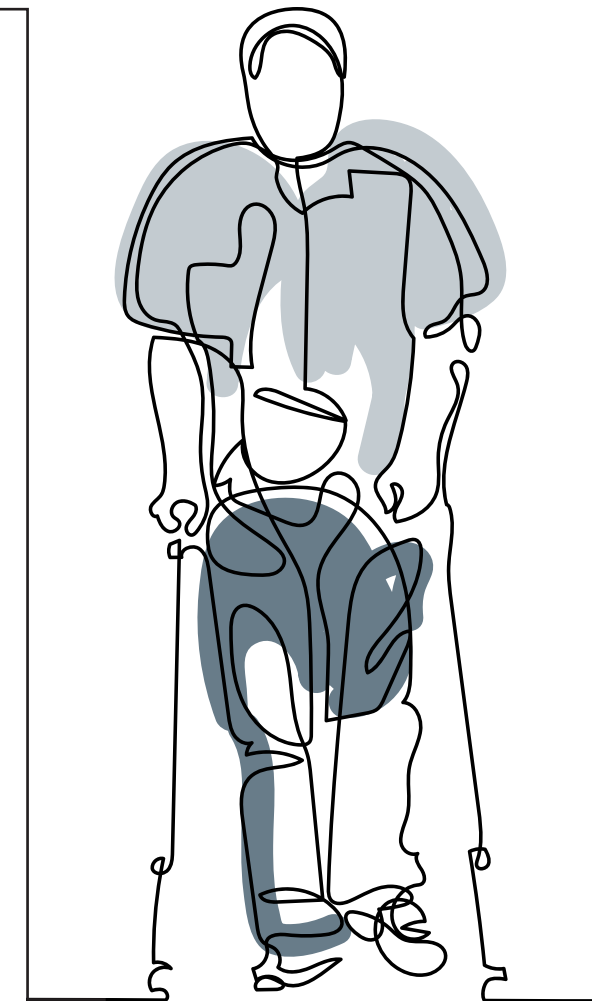
- Europe's first film using VR technology
- Artistic activities that reflect the different perception of reality by those with an ASD,
- Information guides and gadgets

Accessibility

The facilities we manage are public spaces. They should therefore be accessible to all, regardless of age and limitations. That's why we are introducing amenities and solutions that eliminate barriers in all the facilities we manage.

Accessibility leader award in 2018 for the Posnania by the President of the Republic of Poland confirms the functionality and quality of our solutions.

- Adaptation of the facility to accommodate guide dogs
- Counters, handles, and grips at a height adapted to the needs of different groups
- Information available in audio format by scanning a QR code
- Lift buttons with Braille or raised numbers
- Overlays on handrails to indicate where the escalators go
- An information terminal taking into account the needs and capabilities of the visually impaired
- Anti-slip surfaces
- The Compass application for visually impaired visitors
- Wheelchairs available at the Posnania centre
- Labels and placards to help identify places/objects
- Assistants for disabled customers



We cooperate with social organizations, use the help of experts and involve them in our activities.



Integration Foundation

- assessing the architectural accessibility of existing facilities
- verifying at the design stage that ongoing real estate projects, including the Solea housing development, will be architecturally barrier-free



Polish association of wheelchair users

- training for security and information staff in dealing with people with disabilities



Migam

- sign language video instruction on safe shopping
- working on solutions for the hearing impaired



PSAVARD

- making Posnania's space available for a guide dog training centre



Code Of Good Practice

- accessibility in polish shopping centres

Quality

Social changes, technological progress, and changing trends motivate us to work on introducing the widest possible range of tailor-made services and expectations of customers or improving the quality of service.

The standardisation and improvement programme for shopping centre services is a pioneering tool in the shopping centre market that shapes the customer experience and focuses on the aspects that are most important from a consumer perspective:

- personalisation – delivering a product or service according to specific expectations
- empathy – understanding customers' needs
- professional and fast service



The **AT YOUR SERVICE** programme is based on annual audits carried out by an external company, which ensures the objectivity of the assessment. The result obtained forms the basis for certification of the centre at the appropriate level.

The programme includes a catalogue of more than 60 services and facilities offered by shopping centres, divided into 6 main groups:



Attractiveness of the shopping centre



For customers arriving by car



Shopping facilities



Information in the shopping centers



For families with children



For a wide range of customers





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