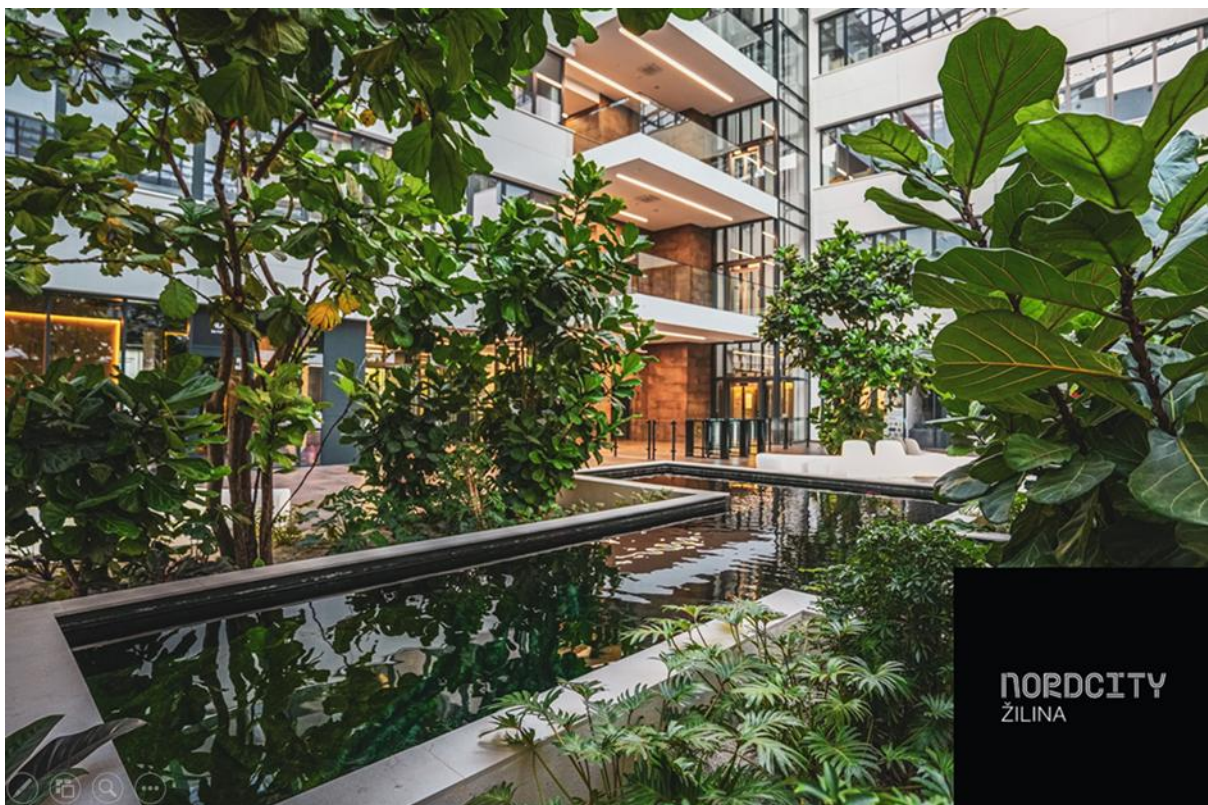


WELL FEATURES GUIDE



for building Nordcity Žilina



WELL MISSION

The NORDCITY project has been developed with a strong commitment to sustainability, occupant well-being, and long-term environmental responsibility. In line with this vision, the project integrates both LEED and WELL certification principles in order to create high-quality working environments that support not only environmental performance, but also human health, comfort, and overall well-being.

While LEED certification focuses primarily on environmental sustainability, energy efficiency, responsible resource management, and reduction of environmental impact, the WELL Building Standard places people at the center of the design and operational process. Together, these certification systems contribute to the creation of spaces that are healthy, efficient, resilient, and supportive of everyday user experience.

The project aims to provide workplaces that are not only functional and technologically advanced, but also designed to positively influence physical health, mental well-being, comfort, productivity, and social interaction. Particular attention has been given to indoor environmental quality, air and water quality, lighting, acoustics, opportunities for movement, mental well-being, safety, inclusivity, and community support.

This WELL Feature Guide provides an overview of selected WELL strategies, policies, and operational measures implemented within the project, with a particular focus on Community-related WELL features and occupant support initiatives.



A / AIR

The WELL 'Air' concept focuses on achieving high indoor air quality throughout the building lifecycle through source control, building design strategies, and operational and behavioural interventions, supporting occupant health and well-being.

A01 Air Quality

A site-specific pollution prevention plan was implemented under the Indoor Air Quality Plan. The plan incorporated measures to protect HVAC equipment and the building environment during construction, including the control of pollution sources, prevention of contaminant dispersion, and coordination of construction activities so that workers are not exposed to high concentrations of volatile organic compounds. Indoor air quality testing was conducted in the building to verify compliance with specified parameter limits. Air quality testing is required to be performed annually. The results will be published on the website <https://www.nordcity.sk/>.

A02 Smoke-Free Environment

There is a strict no-smoking policy throughout the entire building, which includes all common areas, walkways, and terraces. This policy applies to all tenants and their leasehold spaces. Smoking is prohibited, including the use of e-cigarettes and similar products, in accordance with the Act on Protection of Non-Smokers (Act No. 377/2004 Coll.). This legislation prohibits smoking and the use of smoking products, including non-tobacco items like e-cigarettes, in areas where smoking is banned.

A03 Ventilation Design

The building's newly installed mechanical ventilation systems are designed to meet EN 16798-1, covering 100% of the project area. Testing and balancing will be performed after occupancy to verify supply and exhaust rates. Compliance is documented by a Letter of Assurance from the engineer.

A04 Construction Pollution Management

As was mentioned above, a site-specific pollution prevention plan was implemented under the Indoor Air Quality Plan. This included the designation of dedicated storage areas to protect construction materials from moisture exposure during the construction phase. Furthermore, all ventilation ducts were sealed during construction to minimise the risk of indoor contamination. Barriers were used at the construction site to prevent the spread of dust.

A05 Enhanced Air Quality

Indoor air quality is regularly monitored through measurements of particulate matter and organic and inorganic gases to ensure that healthy indoor air quality is maintained.

A06 Enhanced Ventilation Design

The building's newly installed mechanical ventilation systems exceed the outdoor air supply rates of ASHRAE 62.1-2010 by 30% in all occupiable spaces, achieving Tier 1 and 2 points.

A07 Operable Windows

The perimeter facade of the office building is designed with a ventilated curtain wall and ribbon windows, which promote natural light and ventilation. The first floor, dedicated to rentable premises, features a glazed façade system. The ribbon windows are composed of both fixed and operable sections, ensuring the possibility for controlled ventilation.

A09 Pollution Infiltration Management

The project has established a comprehensive operation schedule that defines routine building operations, cleaning procedures, maintenance activities, and inspection frequencies to support occupant health and well-being. The schedule outlines standardized procedures for cleaning common areas, sanitary facilities, and operational spaces within the building. All procedures are documented in internal operational guidelines, which describe responsibilities, cleaning methods, quality standards, and the frequency at which each activity must be completed.

A11 Source Separation

Bathrooms are equipped with exhaust fans vented directly to the roof, ensuring that all return air is expelled outdoors and not recirculated. This configuration maintains negative pressure in bathrooms, preventing pollutant migration. Compliance is documented by technical document.

A12 Air Filtration

Based on the annual average outdoor PM_{2.5} concentration in Žilina (<23 µg/m³), the building's ventilation system is equipped with media filters achieving a minimum PM_{2.5} removal efficiency of ≥80% for all outdoor air supplied to occupied spaces.¹

A13 Enhanced Supply Air

All occupiable spaces utilize 100% outdoor air, with no recirculation from within the building. Filters used in the outdoor air intake are maintained according to manufacturer recommendations.

¹ <https://www.nordcity.sk/blog/vzduch-ktory-podporuje-vase-zdravie-a-produktivitu>



W/ WATER

The WELL 'Water' concept focuses on water quality, distribution, and management within a building, including the availability of safe drinking water, compliance with contaminant limits, and measures to prevent material damage and adverse environmental conditions.

W01 Water Quality Indicators

Water delivered to the project intended for human contact meets the required thresholds: turbidity ≤ 1.0 NTU, and coliforms not detected in any 100 mL sample. Compliance is documented by performance test results.

W02 Drinking Water Quality

The project provides drinking water dispensers throughout the building. Performance tests confirm that water from all dispensers meets the required parameters. Compliance is documented by performance test reports (ALS Czech Republic).²

All drinking water dispensers provide water meeting thresholds for at least two pesticides and three organic contaminants listed under the Drinking Water Quality Report. Water testing is performed by a professional with no conflict of interest to the WELL project. Both leased and non-leased spaces are served by the same main water supply, with disinfection as the consistent water treatment method throughout the entire building. Compliance is documented by technical documents.³

W03 Basic Water Management

Annual sampling is conducted for turbidity, pH, residual free chlorine, and total coliforms. All parameters remain well below 80% of W02 thresholds based on initial and ongoing testing, so no additional parameters are required. Compliance is documented by ongoing data reports.

W04 Enhanced Water Quality

Performance tests confirm that water delivered for human consumption meets all required thresholds.

W05 Drinking Water Quality Management

Drinking water from all dispensers is tested four times per year for turbidity pH ,total dissolved solids , total chlorine , free residual chlorine , coliform bacteria , lead , and copper . If any sample exceeds limits, corrective action and retesting occur within one

² W02.1 Meet Chemical Thresholds

³ W02.2 Meet Thresholds for Organics and Pesticides

month. Results are shared on a website accessible to occupants. Compliance is documented by ongoing data reports.⁴

W05.2 Promote Drinking Water Transparency

The following information is prominently displayed on a website accessible to all occupants: water quality results from the most recent sampling, including testing dates and compliance with WELL thresholds. Compliance is documented by operations schedule and policy.

W06 Drinking Water Promotion

Drinking water dispenser is strategically located near the reception area. Rentable areas feature their own kitchens for bottle refilling. Water delivered by the dispensers is sourced directly from the building's water supply. Drinking water fountain is designed for convenient water bottle refilling to support hydration.

W07 Moisture Management

The building envelope minimizes moisture intrusion through: (1) foundation waterproofing with two SBS membrane layers and below-grade drainage; (2) continuous Tyvek Supro air barrier with taped seams; (3) ventilated rainscreen (40mm cavity) and roof vapor barrier to prevent condensation; (4) covered entry, graded paving, and two-part mat system; (5) continuous drainage plane behind cladding; (6) capillary breaks via ventilated cavity and waterproof membranes. Compliance documented by professional narrative.⁵

Interior moisture measures include moisture-resistant finishes (epoxy/polyurethane in basements, ceramic tile in wet rooms, welded PVC in kitchenettes) and condensation prevention via 230mm exterior insulation and triple-glazing ($U_w \leq 1.0$). All hard-piped fixtures have labeled manual or automatic shut-offs at point-of-connection; drain lines include backflow prevention. Compliance documented by professional narrative, photographs, and Letter of Assurance.⁶

A moisture management plan is implemented, including semi-annual inspections for water damage, discoloration, mold on ceilings/walls/floors/HVAC, and water pipe leaks. Occupants can report mold or water damage via online portal, maintenance hotline, email, or physical log. Inspection results (no leaks or mold found) are submitted annually through the WELL digital platform. Compliance documented by policy and ongoing maintenance reports.⁷

⁴ W05.1 Assess and Maintain Drinking Water Quality

⁵ W07.1 Design Envelope for Moisture Protection

⁶ W07.2 Design Interiors for Moisture Management

⁷ W07.3 Implement Mold and Moisture Management Plan

W08 Hygiene Support

All sinks where handwashing is expected meet the following: faucet design prevents water flow directly into the drain or a stopper is installed; water does not splash outside the sink when fully open. Newly installed sinks meet dimensions: basin ≥ 23 cm smallest dimension, water column length ≥ 20 cm, water column ≥ 7.5 cm from any sink edge. Compliance documented by on-site photographs and Letter of Assurance from designer.



N/ NOURISHMENT

The WELL 'Nourishment' concept focuses on providing access to fruits and vegetables, ensuring nutritional transparency, and creating food environments that favour healthier choices.

N01 Fruits and Vegetables

Food is not sold as part of the project. However, healthy food can be purchased within walking distance.

N02 Nutritional Transparency

The packaged foods and beverages, including items in vending machines and self-service bulk foods will be not sold or provided on a daily basis by (or under contract with) the project owner.

N08 Mindful Eating

Dedicated Eating Spaces

The ground floor of the proposed building features the Nhabe Bistro, which provides seating for 53 people. Additionally, within a 200-meter walk from the project boundary, the Kantína Poštová canteen at the Poštová offices offers seating for 151 people. Together, these spaces can accommodate at least 25% of the building's regular occupants during peak occupancy. Both locations offer protection from environmental elements and include a variety of seating arrangements, catering to small groups (up to 4 people) as well as large groups (over 4 people).

Daily Meal Breaks

In compliance with the Slovak Labor Code, employees are entitled to a 30-minute meal and rest break if their work shift exceeds six hours.

N13 Local Food Environment

The project is located within a 400 m walk distance of supermarket Kaufland with fresh fruit and vegetable section.



L / LIGHT

The WELL 'Light' concept focuses on optimising light exposure to support visual, cognitive, and circadian health, contributing to overall occupant well-being.

L01 Light Exposure

Computer simulation demonstrates that regularly occupied spaces achieve spatial daylight autonomy (sDA) of 83.87%, exceeding the WELL threshold. Compliance is documented through LEED Online, where the credit has been awarded (3 points).



Working with natural and artificial light in the lobby of the Norcity Obchodná building

L02 Visual Lighting Design

All indoor spaces comply with EN 12464-1:2011. Tasks considered include reception and circulation, covering all activities regularly undertaken by occupants. Illuminance criteria meet the guideline for the applicable age range.

L04 Electric Light Glare Control

All luminaires in regularly occupied spaces emit 100% of light above the horizontal plane at light output representative of regular use conditions.

L05 Daylight Design Strategies

Out of a total of 797 workstations, 693 workstations (87%) are located within 5 meters of transparent envelope glazing, exceeding the required threshold of 70%. Only 104 workstations are outside this distance. The installed façade glazing has a manufacturer-declared visible light transmittance (VLT) of 63%, which exceeds the minimum requirement of 40% VLT.⁸



Manually operated shading on the building's facade, viewed from inside the BeLenka offices.

L06 Daylight Simulation

Computer simulation shows that regularly occupied spaces achieve average sDA300,50% for 83.87% of floor area, exceeding the Tier 2 threshold of 75%.

L05.2 Integrate Solar Shading

All vertical transparent envelope glazing in regularly occupied spaces is equipped with manual shading controllable by regular occupants at all times.

L09 Occupant Lighting Control

Employees may request supplemental lighting at no cost via HR, supervisor, or Operations Department. Requests are fulfilled within eight weeks, with delivery and installation by Operations. At least one fixture is available for trial.

⁸ L05.1 Implement Daylight Plan



V / MOVEMENT

The WELL 'Movement' concept encourages physical activity and active living, while reducing sedentary behaviour through the implementation of environmental design strategies, programmes, and organisational policies.

V01 Active Buildings and Communities

The project aims to achieve WELL Feature V08: Physical Activity Spaces and Equipment by incorporating dedicated outdoor spaces designed to encourage and support regular physical activity. These areas are strategically designed to promote movement and active lifestyles, providing occupants with opportunities for exercise and outdoor engagement, thus enhancing overall health and well-being.

V02 Ergonomic Workstation Design

In the reception area, the project ensures ergonomic workstations by providing monitors with built-in height and angle adjustment capabilities. Additionally, employees use laptops in conjunction with external monitors, allowing for customizable adjustments to support proper posture and comfort. This setup promotes well-being by minimizing strain and enhancing productivity for reception staff.

V04 Facilities for Active Occupants

The Obchodná AB project in Žilina meets the WELL Building Standard's requirements for both cycling infrastructure (V4.1) and facilities for active occupants (V4.2). The site is well-connected to a bicycle network, with functional entry and bicycle storage within 180 meters of the network. A The project includes designated parking spaces for both short-term and long-term use. 6 short-term bicycle racks are located near the building's entrance, while 80 long-term parking is available for employees or residents who require extended parking. Additionally, the project provides 10 shower cabins and changing facilities. These measures promote healthy, active lifestyles for occupants by ensuring access to both cycling facilities and convenient showering options.

V05 Site Planning and Selection

The Obchodná AB project in Žilina is strategically located just 196 meters from the "Obchodná" bus stop to the south, ensuring easy access to mass transit. This supports the project's commitment to sustainability and enhances its alignment with WELL Credit V5.2, which emphasizes accessibility to public transportation for building occupants.

V08 Physical Activity Spaces and Equipment

The project ensures that green space park, is located within a 400-meter walk from the project boundary. This space is available at no cost to regular occupants, promoting physical activity and supporting healthy lifestyles for all building users.



Place for 240 bicycles on the groundfloor



T/ THERMAL COMFORT

The WELL 'Thermal Comfort' concept focuses on supporting occupant productivity and ensuring thermal comfort through optimised HVAC design and controls, while addressing individual thermal preferences through environmental design strategies and policies.

T01 Thermal Performance

Mechanically conditioned spaces achieve PMV ± 0.5 for $\geq 90\%$ of occupied hours across $\geq 90\%$ of floor area per STN EN ISO 7730. Simulation (IES VE) confirms final variant V4 meets WELL criteria.⁹

Dry-bulb temperature and relative humidity are monitored in regularly occupied spaces twice per year.¹⁰

T04 Individual Thermal Control

All regular occupants can cool their individual environment via a user-adjustable thermostat connected to the building's mechanical cooling system.¹¹

All regular occupants can warm their individual environment using blankets, which are washed at least weekly. Compliance documented by on-site photographs and Letter of Assurance.¹²

A flexible dress code policy allows regular occupants to dress according to individual thermal preferences. Compliance documented by policy.¹³

T09 Outdoor Thermal Comfort

To ensure a comfortable and safe outdoor environment, the building is designed using a wind simulation model that checks wind conditions throughout the year. The model shows that: Winds will not exceed 5 m/s (about 18 km/h) for more than 5% of the time in seating areas or 10% of the time on paths. Winds will not exceed 15 m/s (about 54 km/h) for more than 0.05% of the time in paths, or seating areas. This helps maintain pleasant conditions outside, minimizing strong winds in areas where people gather or walk.

⁹ T01.1 Provide Acceptable Thermal Environment

¹⁰ T01.2 Monitor Thermal Parameters

¹¹ T04.1 Provide Personal Cooling Options

¹² T04.2 Provide Personal Heating Options

¹³ T04.3 Allow Flexible Dress Code



S/ SOUND

The WELL 'Sound' concept focuses on improving occupant health and well-being by identifying and mitigating acoustic conditions that affect comfort and overall experience within the built environment.

S01 Sound Mapping

An annotated floor plan shows labeled zones throughout the project. Loud zones include gym, bike storage, and technical room. No quiet zones are present. No loud zones directly border quiet zones.¹⁴

A detailed report from a professional acoustician describes existing conditions, recommended solutions, and measurement results, addressing background noise, speech privacy, reverberation time, and impact noise within the project boundary. The report confirms compliance with WELL sound insulation requirements. Compliance documented by professional narrative.¹⁵

S02 Maximum Noise Levels

Background noise levels were measured over five-minute periods in regularly occupied spaces. Average sound pressure levels (Leq) meet Tier 2 thresholds: Fitness 36.8 dBA (Category 3 ≤45), Lobby 39.0 dBA (Category 3 ≤45), Bike room 35.8 dBA (Category 4 ≤50).

S03 Sound Barriers

Interior walls meet required sound transmission class values per audited acoustic report. Doors connecting occupiable rooms and mechanical rooms have non-hollow core, minimum Rw 30, and seals at head, jamb, and base. Compliance documented by technical document.¹⁶

Measured weighted difference levels (Dw) meet or exceed minimum NIC/Dw requirements per wall type: conference room to staircase Dw=65 (≥50 for conferencing), fitness to corridor Dw=48 (≥35 for circulation), rental space to lobby Dw=53 (≥35), rental space to staircase Dw=65 (≥35). Doors have non-hollow core, minimum Dw 30, and full seals. Compliance documented by performance test.¹⁷

S04 Reverberation Time

¹⁴ S01.1 Label Acoustic Zones

¹⁵ S01.2 Provide Acoustic Design Plan

¹⁶ S03.1 Design for Sound Isolation at Walls and Doors

¹⁷ S03.2 Achieve Sound Isolation at Walls

Measured reverberation times comply with WELL thresholds. Conference room (112.73 m³, $v < 280 \text{ m}^3$) achieved $T_{30} = 0.45 \text{ s}$ ($\leq 0.6 \text{ s}$). Fitness room (425.67 m³, 280–570 m³) achieved $T_{30} = 1.10 \text{ s}$ (within 0.8–1.19 s).

S07 Impact Noise Management

Floor-ceiling construction between Reception (2.54) and Lobby (01.01) achieved a standardized impact sound pressure level $LnT,w = 35 \text{ dB}$, equivalent to IIC 70 (105 – 35). This exceeds the minimum IIC 50 requirement for enclosed areas for concentration and conferencing.¹⁸

On-site measurement of the floor-ceiling construction between Reception (2.54) and Lobby (01.01) achieved a standardized impact sound pressure level $LnT,w = 35 \text{ dB}$, equivalent to NISR = 70 (105 – 35). This exceeds Tier 2 requirements (NISR ≥ 52) for enclosed areas for concentration and conferencing.¹⁹

¹⁸ S07.1 Specify Impact Noise Reducing Flooring

¹⁹ S07.2 Meet Thresholds for Impact Noise Rating



X / MATERIALS

The WELL 'Materials' concept focuses on minimising exposure to hazardous substances by restricting toxic compounds in building materials and encouraging safer alternatives, including limiting substances that are harmful to human health or that bioaccumulate in the environment.

X01 Material Restrictions

No asbestos, mercury, or lead-containing materials were used in the construction of AB Obchodná – Nord City.

X02 Interior Hazardous Materials Management

This WELL feature requires the application of practices to manage exposure risks of the hazardous building materials asbestos, lead and polychlorinated biphenyls (PCBs). The building was constructed in 2024, following the implementation of regulations restricting the use of hazardous substances. All materials used comply with relevant European legislation on hazardous substances.

X03 CCA and Lead Management

No existing wood structures installed before the enactment of CCA^[OBJ] banning laws are present within the project boundary where human presence is expected. The building was constructed post^[OBJ] ban; all exterior wood elements are CCA^[OBJ] free.²⁰

No existing outdoor bare soil is present (all surfaces vegetated, mulched, or paved). No artificial turf or loose-fill rubber from recycled tires is used on site. The building was constructed after relevant lead-banning laws were enacted; therefore no pre-ban painted playground equipment exists. All lead hazard assessment requirements are satisfied by site design and material selection. Compliance documented by professional narrative.²¹

X06 VOC Restrictions

During design and construction, healthy materials have been prioritized. 75% of all coatings and paints used and 100% of all flooring installed meet the requirements for low-emission materials.

X09.1 Waste Management

The building follows a structured waste management plan for hazardous materials such as batteries, pesticides, mercury-containing lamps, and electronic equipment. In addition, recyclables like paper, plastic, metal, and glass are also separated and

²⁰ X03.1 Manage Exterior CCA Hazards

²¹ X03.2 Manage Lead Hazards

collected at designated points to prevent mixing with regular waste. Hazardous waste and recyclables are handled separately to minimize environmental impact. Cleaning staff are responsible for identifying and temporarily collecting waste at these locations, while Facility Management (TSC) oversees the process, ensuring compliance and conducting regular inspections. In case of spills, there are clear protocols for safe handling and cleanup of hazardous materials

X11 Cleaning Products and Protocols

Within the AB Obchodná – Nord City project, a protocol for good cleaning and disinfection practices is followed, and non-hazardous cleaning products bearing the EU Ecolabel are specified and used.



M / MIND

The WELL Mind concept supports mental health by implementing policies, programs, and design strategies aimed at addressing factors that influence cognitive and emotional well-being.

M01.1 Mental Health Promotion

A policy establishes healthy working hours (display unit work ≤ 6 hours per shift, 5–10 min breaks after each hour, mandatory break after ≤ 4 continuous hours). Annual and onboarding communications inform all employees about safety, health, and well-being benefits, resources, and programs.

M01.1 Mental Health Promotion

A policy establishes healthy working hours (display unit work ≤ 6 hours per shift, 5–10 min breaks after each hour, mandatory break after ≤ 4 continuous hours). Annual and onboarding communications inform all employees about safety, health, and well-being benefits, resources, and programs.

M06.01 Support Healthy Working Hours

Student employees follow the Slovak Labour Code: 11+ consecutive hours off per 24h, 24+ consecutive hours off per 7d, and 48h notice of shift changes.



M02.1 Nature and Place

The project incorporates biophilic design throughout the Core & Shell areas to enhance the connection to nature. In the entrance lobby, a green wall and potted plants create a visual connection to nature. Natural materials, including wooden wall installations and a sculptural chandelier, evoke a forest canopy. Rounded geometries in seating and planters reinforce organic forms.

Full-height glazing provides daylight and views to the exterior landscaping. An accessible green roof terrace offers seating and vegetation, available to all building users. These elements ensure a multi-sensory connection to nature.

M02.2, Nature and Place

NORDCITY Obchodná 1 strengthens the connection between people, culture, and place by integrating regional identity, community engagement, artistic expression, and emotionally supportive design into its environment. The building serves as a cultural hub, hosting events such as workshops, exhibitions, and lectures that promote learning, health, creativity, and community interaction. These activities help foster a strong sense of belonging among tenants and the Žilina community.

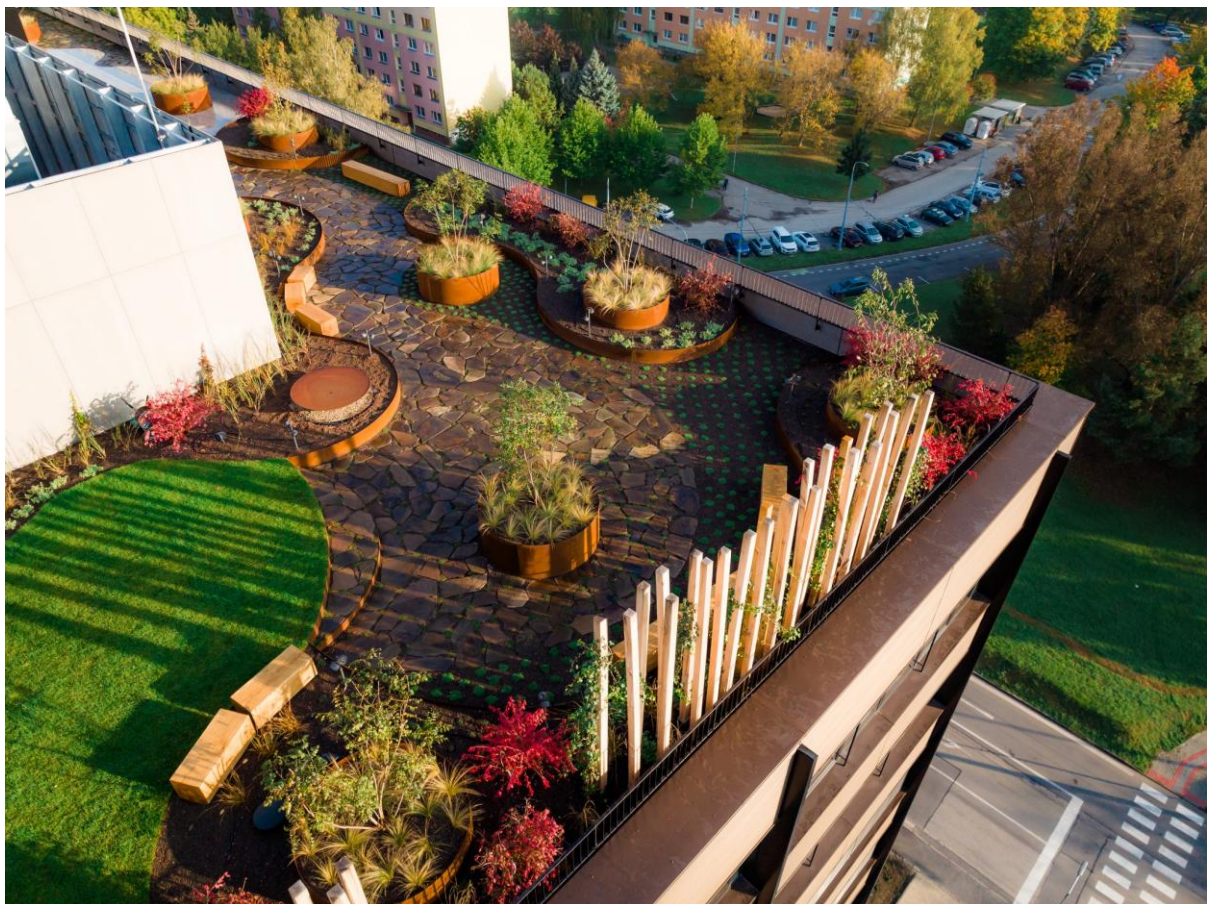
The design reflects Žilina's natural surroundings, incorporating elements like a green wall, wood accents, natural stone textures, and a green roof with seating, which connect occupants to the region's identity. Art plays a central role, with exhibitions and a platform for local creators to engage the community.

The building's design also promotes emotional well-being by incorporating daylight, greenery, and warm materials, creating comfortable, uplifting spaces for relaxation and social interaction.

M09.2 Enhanced Access to Nature

The building offers an outdoor space of 2,452.38 m². This outdoor space is accessible to all regular building occupants. Over 70% of this space is covered with plants and natural elements, including trees, providing a direct connection to nature.

A public green space is located just 130 meters from the building boundary, accessible to all occupants during open hours.



Green rooftop available all year around



Nordcity bees on the rooftop, in the safe non-walkable zone.



C/ COMMUNITY

At Nordcity Obchodná, community well-being is understood as an important part of a healthy workplace environment. In addition to indoor environmental quality and sustainable building strategies, the project emphasizes safety, inclusivity, communication, occupant engagement and long-term well-being.

Nordcity Obchodná, developed and operated by Reinoo, a.s., is designed not only as a workplace, but as an environment that actively supports health, safety, social connection and overall well-being of its occupants and the wider community.

The project integrates principles of health promotion, inclusive design, emergency preparedness and community engagement into both its physical environment and organizational practices.

The project applies a health-oriented and user-centred approach that combines workplace comfort, emergency preparedness, diversity and social support with opportunities for movement, cultural exchange, education and everyday community interaction.

C01.1 Health and Well-Being Promotion

The project promotes health and well-being through ongoing communication, internal policies, and occupant awareness initiatives focused on creating a healthy, supportive, and people-oriented working environment.

Information related to health, well-being, workplace support, emergency procedures, diversity and inclusion, and community engagement is made accessible to occupants through internal communication channels, onboarding processes, company policies, and operational guidelines.

The project supports a workplace culture that encourages physical and mental well-being, healthy working conditions, social interaction, inclusivity, and access to relevant health and safety information.

Further details are described in the internal Health and Well-Being Policy and related operational documentation.

C02.1 Integrative Design

The Nordcity Obchodná project was developed through a collaborative and interdisciplinary design process integrating WELL principles from the early planning stages through design coordination and operational preparation.

The project team included the investor, project leadership, architects, interior designers, WELL consultants, technical engineers and key tenants, working together to align architectural, technical and operational strategies with occupant health, comfort and well-being objectives.

Stakeholder workshops and coordination meetings focused on topics including indoor environmental quality, active mobility, thermal and acoustic comfort, workplace safety, accessibility, emergency preparedness and user-centered workplace design.

Feedback from future occupants and tenants contributed to the development of workplace amenities and health-oriented strategies such as bicycle infrastructure, showers and lockers, fitness facilities, restorative outdoor spaces and comfort-oriented interior solutions.

This integrative approach supported the incorporation of WELL-related principles into the overall building concept and operational framework.

C02.2 Occupant Engagement and Health-Oriented Mission

Nordcity Obchodná has been developed as a health-oriented workplace environment supporting occupant well-being, sustainability, safety and community-oriented values. The project aims to create spaces that positively influence everyday experience, physical and mental well-being, comfort, inclusivity and social interaction.

The project promotes ongoing occupant awareness and communication related to health, well-being and healthy building practices through publicly accessible information, onboarding materials, internal communication systems and operational procedures.

The WELL Feature Guide and related project communication provide occupants and visitors with accessible information about WELL strategies, indoor environmental quality, active mobility, mental well-being, resilience and community-oriented initiatives implemented within the project.

The project also supports public engagement and awareness through educational activities, guided tours and events focused on healthy and sustainable workplace design.

Reinoo, a.s. is committed to the continuous improvement of occupant health, well-being and environmental quality through ongoing evaluation, communication and operational management.

C03.1 Emergency Preparedness

Reinoo, a.s. has implemented an Emergency Preparedness Plan to support the safety, health and well-being of employees, visitors and other occupants in emergency situations. The plan is based on comprehensive risk assessment processes and aligns with Slovak occupational health and safety legislation.

Potential emergency scenarios identified within the project include fire or smoke incidents, medical emergencies, technical failures, hazardous substance exposure, workplace accidents and extreme environmental conditions.

Clear emergency procedures and responsibilities are established within the organization, including designated personnel responsible for emergency coordination, occupational safety and first aid provision. Occupants are informed about emergency protocols, reporting procedures and emergency contact information.

The project includes evacuation procedures, designated assembly points, accessible emergency communication systems and regularly maintained emergency equipment such as fire extinguishers, escape routes and first aid kits. Special attention is given to supporting vulnerable occupants and visitors during emergency situations.

Employees receive onboarding and periodic training related to emergency preparedness, including evacuation procedures and emergency response measures. Evacuation drills and regular reviews of emergency procedures support long-term preparedness and workplace resilience.

Emergency preparedness measures are integrated into the broader operational and health-oriented workplace strategy of the Nordcity Obchodná project.

C04.1 / C04.2 Occupant Survey and Feedback

The Nordcity Obchodná project supports the continuous evaluation of occupant experience and workplace quality through an occupant satisfaction survey focused on health, comfort and well-being within the workplace environment.

The survey collects feedback related to indoor environmental quality and everyday workplace experience, including air quality, thermal comfort, lighting conditions, ergonomic comfort, cleanliness, workplace amenities, active mobility infrastructure and perception of the outdoor environment and community activities.

The questionnaire is administered anonymously through an online platform and participation is voluntary. Employees are informed about the purpose of the survey and the protection of anonymity and personal data.

Survey responses are evaluated in aggregated form by HR and authorized personnel responsible for workplace operations and WELL coordination. The collected feedback supports the ongoing assessment and improvement of workplace quality, occupant comfort and health-oriented building strategies.

The project recognizes occupant feedback as an important component of healthy, user-oriented and responsive workplace environments.

C11.1 Civic Engagement

Reinoo, a.s. supports community engagement and social connection through a wide range of cultural, educational, health-oriented and community-focused activities organized within the Nordcity development in Žilina.

The project regularly hosts public events, workshops, discussions, exhibitions, fitness activities, charity initiatives and seasonal gatherings intended to promote well-being, social interaction, inclusivity and active community participation.

Community-oriented initiatives include public rooftop pilates sessions, children's events, cultural evenings, educational workshops, blood donation events, charity activities, clothing swaps, exhibitions, startup events and guided architectural tours.

Many of these activities are publicly accessible and support connections between building occupants, local residents, professional communities and visitors. The project also promotes environmental awareness, circular economy principles and social responsibility through community-oriented programming and partnerships.

Through ongoing civic and community engagement activities, the Nordcity project aims to contribute to a vibrant, inclusive and socially supportive urban environment.

Social Responsibility and Community Engagement

Nordcity functions as an active social hub, offering a wide range of events and programs that support community building, education, physical activity and social connection.

Regular activities include public fitness sessions, cultural events, workshops, exhibitions, professional meetups and charity initiatives. Examples include public Pilates sessions on the green roof, blood donation events, charity fundraisers, educational workshops and community swap events supporting circular economy . These activities engage not only building occupants but also the broader public, strengthening the relationship between the workplace and the local community.

C12.1 Promote Diversity and Inclusion

Reinoo, a.s. is committed to creating a diverse, inclusive and respectful workplace environment that supports equal treatment, dignity and fair collaboration across all levels of the organization. This commitment is reflected in the company's Ethical Code and internal organizational policies.

The organization promotes an inclusive workplace culture that respects differences related to gender, age, ethnicity, cultural background, ability and socioeconomic status, while actively prohibiting discrimination, harassment, intimidation and unequal treatment.

Employees are encouraged to communicate concerns or inappropriate behavior through internal reporting channels and designated responsible persons, including members of the Ethics Committee. Regular training and awareness activities support respectful workplace behavior, diversity awareness and the prevention of discrimination and bias.

Through continuous review and organizational commitment, the project aims to support a fair, healthy and socially supportive workplace environment for all occupants.

C14.1 Promote Emergency Resources

The Nordcity Obchodná project provides occupants with accessible emergency-related information, communication channels and safety resources intended to support preparedness, rapid response and occupant safety during emergency situations.

Emergency procedures, reporting protocols and emergency contact information are communicated to employees through onboarding materials, internal communication systems and operational documentation. Occupants are informed about emergency response procedures, evacuation protocols and the use of emergency resources available within the building.

Emergency resources within the workplace include clearly marked escape routes and evacuation plans, fire extinguishers, first aid kits and designated assembly points. These resources are regularly inspected and maintained to ensure operational readiness.

Designated responsible personnel and trained first aid staff are available within the organization to support emergency coordination, communication and assistance during emergency events.

The project also supports awareness and accessibility of emergency-related resources through regular training, evacuation drills and ongoing communication related to workplace safety and emergency preparedness.

C15.2 Support Emergency Resilience

Reinoo, a.s. supports emergency resilience and post-emergency recovery within the Nordcity Obchodná project through operational strategies intended to ensure occupant safety, continuity of operations and effective recovery following emergency events.

The organization has established procedures supporting the restoration of critical building functions and essential services after emergency situations. Coordination between facility management, technical personnel and responsible staff supports safe reoccupation of the building and continuity of workplace operations.

Following emergency events, occupants are provided with clear communication and operational support, including information related to workplace safety, return-to-work procedures and temporary adjustments to working conditions where necessary.

Post-emergency communication is managed through internal communication channels in order to maintain transparency, occupant awareness and organizational coordination during recovery processes.

Recovery procedures include assessment of workplace safety conditions, cleaning and repair measures, verification of operational readiness and continuous evaluation of emergency response procedures. Lessons learned from emergency situations are reviewed and integrated into ongoing updates of emergency preparedness and resilience strategies.

C18.1 Support for Victims of Domestic Violence

Reinoo, a.s. is committed to maintaining a safe, respectful and supportive workplace environment for all employees, including individuals affected by domestic violence. The organization has established procedures intended to provide confidential support, workplace flexibility and access to relevant assistance resources.

Employees may confidentially report situations related to domestic violence through designated internal communication channels, including Human Resources representatives, supervisors or other designated responsible persons. All reports are handled with strict confidentiality and without negative impact on employment status. Following a report, the organization may provide individualized support measures based on the employee's needs and safety considerations. These measures may

include flexible working arrangements, temporary work adjustments, leave arrangements, workplace safety measures and referrals to external support organizations and crisis centers.

Employees are provided with access to external support resources and emergency contact information, including specialized organizations supporting victims of domestic violence.

The policy is communicated through onboarding processes, internal communication channels and ongoing employee awareness activities. Managers are informed about appropriate response procedures and recognizing possible signs of domestic violence as part of workplace education and training initiatives.



I / INNOVATION

Innovation features provide opportunities for projects to implement unique strategies that support the creation of healthier environments.

I02.1 Achieve WELL AP

Several WELL AP experts from SALVIS were involved in preparing the Nordcity Obchodná building for WELL certification.

I03.1 Offer WELL Educational Tours

Free public tours of the WELL ^{OB}certified space are offered at least six times per year, with at least 50 visitors annually. Tours are listed in the IWBI public directory, advertised via at least one public channel (website/signage/social media), and include at least one destination per WELL concept. Compliance documented by audited technical document.

I05.1 Achieve Green Building Certification

The project complies with LEED, a pre-^{OB}approved green building rating system listed on the IWBI website.

NORDCITY Obchodná has become the first building in Slovakia to receive the prestigious **LEED Platinum v4** certification—the highest award for building sustainability and energy efficiency.