



ESR GROUP LIMITED
(Stock code: 1821)

**INDOOR ENVIRONMENTAL QUALITY
POLICY**

OWNER: GROUP ESG

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1. **INTRODUCTION**

- 1.1 This Indoor Environmental Quality (“**IEQ**”) Policy (“**Policy**”) sets out the commitment of ESR Group Limited and its subsidiaries (collectively, “**ESR**” or the “**Group**”) to adopt a high standard for indoor environment in its business operations and provide a safe working environment to protect against occupational hazards.
- 1.2 The quality of an indoor environment is directly related to the well-being of its occupants. Poor IEQ could raise health concerns and lead to development of health issues.
- 1.3 With occupants spending approximately 90% of their time indoors, the provision of quality indoor environment creates healthy, comfortable and productive conditions that increase the occupants’ satisfaction.

2. **CONTAMINANT SOURCES**

- 2.1 Contaminants affecting the IEQ of an asset could originate from internal activities or be drawn in from outdoors. Such contaminants must be eliminated from the indoor environment of the assets, which include:
 - (a) Biological contaminant - Biological contaminants include airborne bacteria, viruses, dust mite allergens, fungi and mould which could be mitigated by adequate maintenance and housekeeping, good humidity control, prevention of water spills or external filtration.
 - (b) Chemical contaminant - Chemical contaminants include tobacco smoke, emissions from products such as office equipment, furniture, wall and floor coverings, accidental spill of chemicals and products of combustion such as carbon monoxide and nitrogen dioxide. Such contaminant could be mitigated by proper heating, ventilation and air-conditioning systems.
 - (c) Particle contaminant - Particle contaminants include dust, dirt, or other substances drawn into the asset from outside and could also be produced by activities within such as sanding wood or drywall, printing, copying, operating equipment and smoking. Such contaminant could be mitigated by air filters and ioniser installation.

3. INDOOR ENVIRONMENTAL QUALITY PRINCIPLES

- 3.1 IEQ is a complex domain which depends on a variety of contributing factors. The Group is committed to provide a comfortable indoor environment to ensure the health and well-being of its occupants.
- 3.2 The Group and all its business units shall adopt the following methods within its business operations and development projects, where applicable:
- (a) Indoor Air Quality – Develop an accreditable Indoor Air Quality (“IAQ”) management program that implements best practices and provide for periodic reviews. This includes appointing an IAQ Manager, communication with occupants, conducting the air quality risk assessment and audit, measurement and follow-up.
 - (b) Lighting Quality – Supplement electric lighting with adequate daylighting and window views to improve the visual connection between indoor and outdoor spaces.
 - (c) Acoustic Quality – Design superior acoustic environment with sound-absorbing materials, high sound transmission loss walls, floors, ceilings and equipment sound isolation.
 - (d) Thermal/Temperature Comfort – Maintain indoor thermal comfort at optimal conditions, with adjustment to ambient temperature, humidity and air speed.
 - (e) Personal Controls – Provide flexibility to adjust air quality, thermal, lighting and aural components in accordance to personalised preferences.
 - (f) Engagement – Conduct regular engagement sessions on occupant satisfaction through surveys or alternate means to get feedback post occupancy for improvement.

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