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# TENANT HEALTH & SAFETY

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## PART 1 – UNDERSTANDING THE ISSUE

We provide accommodation and build communities that directly impact the health, safety, and wellbeing of our residents. As such, tenant health and safety are a primary focus of our efforts, and we aim to continually enhance the safety of our residential units and their surroundings to deliver a high standard of living.

We also recognise that this topic is intrinsically linked to increasing the satisfaction of our tenants, as high levels of health, safety, and wellbeing improve the quality of our properties, which in turn makes them better places to live in. This topic is therefore a primary focus for our Service Centre, property management teams and community relationship managers. Amid COVID-19, health and safety has become an even higher priority for GCP and our tenants, which makes this issue fundamental to the long-term success of our business.

## PART 2 – MANAGING THE ISSUE

The GCP Tenant Health and Safety Policy sets out our commitment to protecting the health and safety of our tenants, and the procedures we employ throughout the asset lifecycle including hazard assessment, training, communication, and reporting. The policy covers all aspects of health and safety including drinking water quality, fire safety, equipment specification, site maintenance, and air quality.

### Health and safety risk assessments

When a new property is bought into the portfolio, GCP's comprehensive due diligence risk assessment enables us to identify risks and implement preventive maintenance solutions to eliminate problems before they occur. Extensive assessments of the building's structural characteristics are carried out, providing the basis for targeted investment in refurbishment activities.

Investments to improve safety risk prevention are pursued as a priority, with diligent attention to fire safety. Where necessary, we commission expert advice opinion from external fire safety specialists and subsequently align our investments with their recommendations. For example, if deficits are identified, these are documented and reported to the construction department who is responsible for executing the necessary remedies and reports on a regular basis to the regional directors. Follow-up processes verify that the work has been carried out and the deficit corrected satisfactorily.

During the operational phase, GCP takes its responsibility to continually enhance the quality of its residential units and their surroundings very seriously. Onsite property management teams ensure we maintain a strong on-site presence to monitor, report and remedy any health and safety defects within the specified time frames set out in our policy, and property managers bonus' are linked to delivering the utmost satisfaction for our tenants. Maintenance issues which could impact health and safety are also logged by tenants through the GCP Service Centre. To monitor the success of our response to tenant health and safety requests, we measure indicators such as the number of service requests created, by subject area, how fast they

are addressed, and how often they are re-opened. This provides a good indication of performance and recurring issues so the necessary steps can be taken.

Onsite property management teams are supported by regular health and safety audits which include site inspections and technical assessments as required by national legislation covering general technical assessments (i.e. water quality, elevators), fire protection systems and other organisational measures (i.e. assigning fire protection officers, provision of a fire protection order, and internal and external fire protection audits). The audits help define individual targets based on the specific circumstances of each property, set minimum requirements during refurbishments, and include a mandatory checklist before a new tenant moves into the property, such as electrical surveys. Regular site visits also play a key role in preparing budget decisions for each property.

### Promoting wellbeing

As part of the asset repositioning process, GCP engages with tenants to understand their needs, ensuring that investments made bring positive social benefit and enhance quality of life. Infrastructure investments cultivate a sense of community, and by involving tenants in the evolution of their living environment, GCP increases the likelihood of earning our customers' trust and loyalty. The ongoing presence of three Community Relations Officers at selected properties also helps to build stable communities and minimises risks of crime, property damage and rental debt.

Aesthetic works to enhance the building's exterior; increase its energy efficiency; create new facilities for residents and make the property more accessible to tenants with special mobility needs are all considered at the acquisition stage. Measures are implemented which benefit tenants through improved temperature control and indoor environmental quality; lower utilities costs; easier movement in and around the building, and additional communal space and services. If social challenges are identified at the acquisition stage, GCP supports tenants by offering additional services such as Community Relations Officers, assistance with local authorities, or mediation in cases of dispute.

## PART 3 – PERFORMANCE

### Long-term Goals and 2020 Performance

To guide the implementation of our integrated sustainable business strategy and track our progress, we have set a long-term goal to create a high standard of living at our properties through safe, attractive buildings, active community building and engaged customer service.

There are several key figures which we track on a yearly basis to monitor our performance and contribute to our long-term goals:



We continued to prioritise investments in fire, life, and safety across our assets, with our total spend increasing by 15% during 2020. Despite the challenges of coronavirus preventing site visits, we still completed health and safety inspections on 100% of our properties. Our track record supports our approach, and over the past three years we have not been made aware of, or identified, any confirmed incidents on non-compliance.

As well as our KPIs, in 2020 we set a target to attain and maintain our high levels of safety standards. Below, we have described the progress against our 2020 target:

2020 target	Status	Progress
Attain and maintain high level of safety standards	Achieved	During 2020, this became an even more relevant target given the challenges presented by COVID-19. Our key activities focused on ensuring that 100% of our assets are checked frequently for any health and safety issues that could arise. We also updated and added to our standard operating procedures covering topics such as tenant satisfaction surveys; guidelines concerning apartment inspections and handovers in line with coronavirus restrictions and recommendations; and inspections (see activities below).

## Significant activities

### Maintaining health and safety during COVID-19

Our strong commitment to health and safety meant we were well placed to address the challenges brought on by the coronavirus. From the outset and throughout the year, we kept tenants informed of every action they needed to take to protect themselves and their fellow residents, including the latest regulations which are available on our website home page. Signage was put up around the properties to remind tenants of how to behave in a COVID-secure way, and we introduced limits on the number of people who could travel in an elevator at any one time. In our offices and specialised properties including assisted living homes, we implemented hand sanitising stations and enhanced cleaning schedules.

To keep our tenants as safe as possible, we conducted tenant consultations remotely and when restrictions permitted us to conduct these in person, we took every precaution to ensure they aligned with the highest health and safety standards, which included rules on the distance between tenants and property managers as well as the use of perspex screens.

To ensure the continuity of service to our prospective tenants, we switched to virtual viewings which meant that they could continue in a way which was both safe for GCP employees and tenants. When employees were required to make on-site visits, they were provided with

masks, disinfectant, and gloves to limit the spread of potential infection. Although our existing operating procedures provided excellent guidance for activities such as regular safety inspections, when required we updated these procedures according to need and regulation by law, for example, to incorporate new practices regarding apartment visits that are COVID secure.

Central to our health and safety response, was the excellent customer service provided by the GCP Service Centre staff who were able to answer tenants' questions and log any health and safety issues. Given the strict stay at home order, tenants were at an increased risk of loneliness or reduced mental health. Although employees at the Service Centre were available for those who simply needed to talk, employees were also trained on what to do in a situation where someone could be in need of further professional support such as counselling services and emergency care.

### Priorities for 2021

To contribute to our long-term goal and focus our efforts in 2021, we will replace our existing software with a new SAP-based integrated software solution by the beginning of 2022. Replacing our existing software will improve the efficiency of our processes, enhance the interactions between different departments, and ensure the effective identification, tracking and measuring of safety standards and requests.

## Data tables

Key Figures	Unit	2018	2019	2020
<b>Health and safety</b>				
Proportion of assets undergoing health and safety assessments	%	100	100	100
Total number of incidents of non-compliance from health & safety assessments		n/a	0	0
<b>Investments in tenant wellbeing</b>				
Investment in apartment refurbishments	€m	n/a	24	27.6
Investment in outside spaces	€m	n/a	2	1.5
Investment in fire, life, and safety	€m	n/a	2	2.3