COIMA

Real Estate, since 1974

RESTARTING AFTER THE COVID PANDEMIC



07.2020

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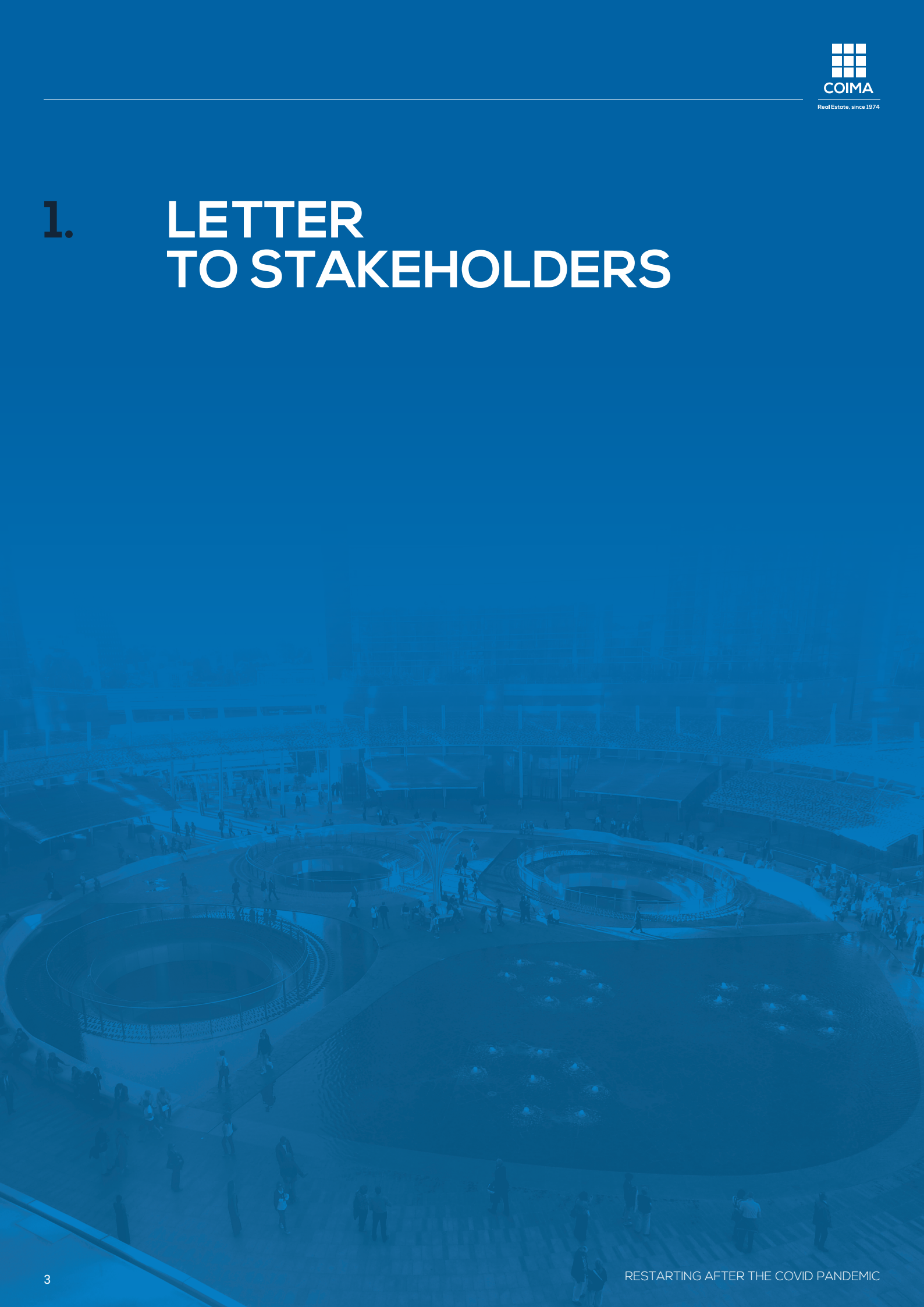
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1. LETTER TO STAKEHOLDERS





Dear tenants, citizens, and partners,

the Coronavirus emergency has deeply affected all our lives. Returning to the workplace and to activities in public areas is associated with a new awareness of our freedom. However, it also requires a strong sense of responsibility on everybody's part to avoid losing the progress made. **We are ready to face the new chapter that lies ahead**, adapting to the necessary changes in order to provide the community with as many services as we can, complying with the rules to ensure the safety of everybody. In this sense, Porta Nuova can be an innovative lab even during the recovery from this emergency.

Preventing viral dissemination by adopting all the measures identified by healthcare authorities is the core concept that underpins our management approach upon recommencing activities. We have adopted a **strict protocol** through the Safety Managers by providing public areas and community spaces of buildings with the necessary devices and information, in partnership with building managers and superintendents.

In the Porta Nuova district, conceived as a naturally sustainable pedestrian area, we have increased services to favour **green mobility** by installing new bicycle stalls in all outdoor areas. They too have been equipped with informative notices on anti-COVID measures and with antiseptic gel dispensers. In all public areas, where **connectivity systems have been enhanced** and digital systems have been implemented for access to commercial spaces, **dedicated professional personnel have been assigned to sanitise** the floor and common surfaces, besides **personnel to assist visitors**.

Through the **BAM** project, the Riccardo Catella Foundation was close to its community even during the quarantine period, involving people in a digital cultural programme. The park welcomed back the Milanese with a large green heart sculptured on the green. **Safe pathways and social distancing circles** designed with environmentally-friendly paint accompanied the return of people outdoors, allowing them to respectfully make the most of every place with a civic sense, in view of a summer in the city, when residents will be welcomed at the Lido BAM area with itinerant garden umbrellas and increased outdoor seating and shady areas.

We are also pleased to inform you about two important international acknowledgements received by COIMA. US Green Building Council assigned the company the Greenbuild Europe Leadership Award 2020 for its commitment to sustainable development, a prize given to those who, at a European level, have distinguished themselves by **creating buildings and activating communities, reducing the environmental impact, prioritising the health of residents and improving the standard of life**. Moreover, the British Safety Council has rewarded the Health and Safety work performed by COIMA and GAE Engineering in the Porta Nuova Garibaldi complex. COIMA now boasts a portfolio of 33 LEED certified buildings covering more than 400,000 square metres and representing around 40% of certifications across the entire city of Milan, especially in the Porta Nuova district.

Encouraged by these acknowledgments, we have initiated the **certification process of Porta Nuova as the first Leed and Well for Community district in the world**. These two certifications, which analyse the project's social, environmental and economic aspects by documenting the community's engagement in creating a district through the activation of public spaces, the creation of an innovative and replicable urban economic model, and the development of tools to communicate with the community, will **strengthen Milan's leading role as sustainable city**.

Hoping in this outcome, we face the near future with remarkable energy, aware of what the sense of community and respect for people really means. In view of creating a collaborative community, we shall be **happy to receive ideas and suggestions** to further improve liveability in the Porta Nuova district. We confirm that our managers will be pleased to directly discuss any solutions with you.

Kind regards,

Manfredi Catella
Founder & CEO
COIMA

2. BUILDINGS MANAGED BY COIMA



OFFICES, RETAIL AND RESIDENTIAL UNITS

During the months of the lockdown, COIMA **treated the common areas of all spaces it manages - retail, offices or residential units - according to the cleaning, sanitisation and safety standards demanded by the medical crisis**. Since 25 February, the company has involved professionals specialised in various subjects to evaluate the legislation in force and the best practices to implement the most effective interventions against dissemination of the virus. Chemical products and ventilation systems recommended by the Ministry of Health and by the ISS (Italian National Institute of Health) have been adopted. Moreover, non-essential services (i.e. heating of empty buildings) were suspended during the quarantine period to avoid unnecessary energy consumption. Activities were carried out in cooperation with the managers of the spaces who often decided to implement similar activities even in their rented spaces.
Important actions have been implemented in all buildings under our management, including COIMA HQ, Bosco Verticale, Aria, Solaria, Solea, Diamantino, Riccardo Catella Foundation, Feltrinelli Porta Volta, Corso Como Place, Sarca 235, Monterosa 93.

Particularly, to ensure the utmost protection for the health of the buildings' residents, the Safety Manager was consulted to define the most appropriate flow of people and instructions that would allow to use the buildings, despite the restrictions.

→ Partnerships were established during the lockdown for supplies of Collective Protective Equipment (CPE). Besides the installation of more than 200 hand sanitiser dispenser stands in the managed areas, a digital body temperature measuring column was produced for office buildings;



→ All reception desks and elevator access areas have been equipped with hand sanitising solutions for all those who access the building;

→ It is mandatory for all suppliers, including reception desk personnel, to use face masks and gloves; while access to the upper floors has been forbidden to home delivery services (couriers, food delivery, mail);



→ A dedicated protocol has been defined for access to the buildings and for the use of elevators and stairs. Notices have been affixed stating the maximum number of people allowed;



→ An assistance service has been implemented to support the operators of commercial spaces in managing queues that might form outside shops in the Porta Nuova district; it applies procedures established by the Safety Manager;



→ In residential buildings the fitness area of amenities has been regularly sanitised and gradually limited for use, until its closure. At the end of the emergency phase, fitness areas have been reopened, limiting access to an appropriate number of people according to their dimensions, and providing regular sanitisation of the spaces.

CASE STUDY: COIMA HQ

The Company has also worked for its Headquarters with a dedicated Task Force and the Safety Manager, drawing up a **protocol to recommence activities** when conditions ensure appropriate protection and risk containment levels for all workers, in compliance with rules established by the company and by the competent authorities.









After **a period of work from home was enforced from the start of the crisis until 31 May, the return to the workplace has been established**, effective from 3 June, **with a limited number of people not exceeding 50% of the capacity** of each floor, with different shifts for each team.

COIMA has arranged organisational and protective procedures to ensure safe use of the workstation according to the **basic principle of prevention and containment of contagion** through monitoring, information and train-

ing strategies. All the measures adopted have been developed taking into account the containment measures indicated by the government, starting from **social distancing** to reduce the risk. In particular, the new organisation of space allows social distancing of **1.5 metres**, both in areas of transit and for workstations. Compliance with the established provisions is demanded also by affixing dedicated signs. **The maximum crowding numbers for Phase II** have been calculated based on this criterion.

The reopening protocol envisages the following activities:

SANITISATION

→ Before returning to the workplace, a dedicated sanitisation procedure has been implemented in all rooms with detergents and atomizers, paying special attention to surfaces that are touched most often;



→ Upon returning to work, all employees were given suitable personal protective equipment (face masks type FFP2 and nitrile gloves) to be worn when performing the work. Moreover, there will be stocks of PPE at the reception desk for any emergency situations;

→ Rooms are sanitised twice a day with dedicated devices and certified products containing alcohol and chlorine. A fixed protective service has been established for the whole day to immediately intervene after “reserved areas” have been used by employees;



→ The meeting rooms are sanitised at the end of every meeting;

→ Bathrooms are sanitised four times a day;



→ All spaces have informative signs about their correct use.

OPERATIONAL METHODS

→ The two main entrances to the building have been redefined for Phase II, turning one into an entrance and the other into an exit;



→ A welcome area has been arranged at the entrance where the temperature is measured by using a dedicated totem, which has been installed;

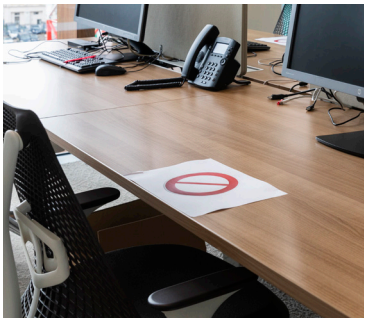


→ If the user is fit to enter (temperature below 37.5°) he must sanitise his hands by using the dispenser provided and sanitise the soles of his shoes by stepping on a decontamination carpet, which is also provided;

→ To access the various floors, stairs are prioritised with a separate flow of ascending and descending people;



→ The use of elevators is regulated based on cabin size;



→ The layout of the workstations has been reorganised to ensure the minimum safety distance between users;

→ Steel and ceramic tableware have been replaced by “disposable” compostable products;

→ Likewise, 100% biodegradable and compostable Green Bioplastic water bottles are also provided;

→ To ensure natural air circulation, windows and doors that must be opened for 15 minutes before activities commence, during and soon after the lunch break. In all areas with mechanical ventilation, aeration will be implemented with 100% outdoor air, maintaining the ventilation and air extraction system open 24/7 and increasing the air flow rate 2 hours before the buildings start being used;

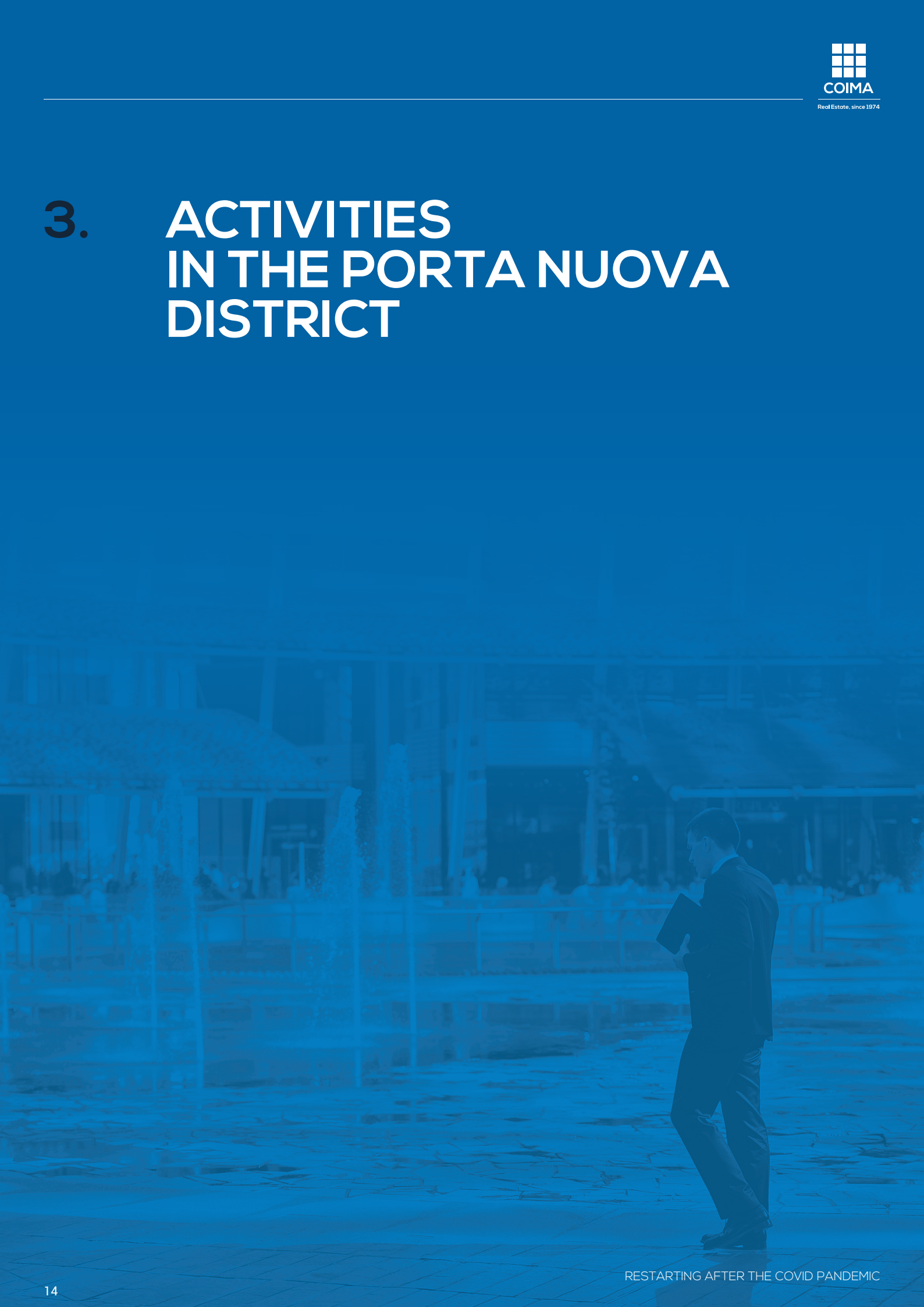


→ Dedicated bins with pedal-operated lids have been placed on every floor for the disposal of PPE and of disposable cleaning cloths. This waste is daily collected in bags by cleaning staff, sealed and conveyed to the unsorted non-recyclable waste collection.

WHAT TO DO IN CASE OF A POSITIVE TEST

- Symptoms of fever or respiratory infection must be reported to office personnel;
- Colleagues who have come in contact with the symptomatic person must be quarantined for a period and work from home;
- If the positivity is ascertained, all the rooms are sanitised according to the regulations in force;
- All the data about positivity are managed respecting the privacy of employees.

3. ACTIVITIES IN THE PORTA NUOVA DISTRICT

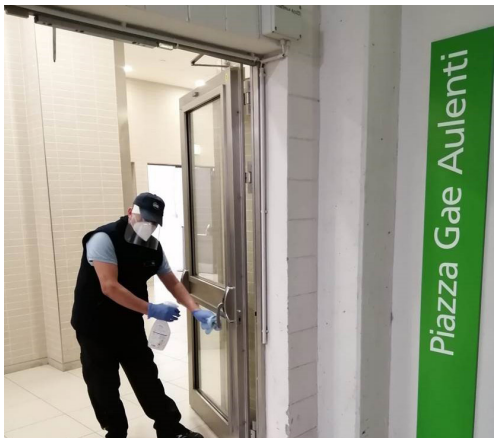


As the lockdown period has drawn to a close, the Porta Nuova district has scheduled to restart with activities that are consistent with the regulations in force, which are continuously updated.

All public outdoor areas and/or areas assigned for public use managed by Porta Nuova Consortia are managed on a district-based system, establishing as common factor the characteristics, needs and intervention methods, thus transmitting a common sense of coordination and organisation.











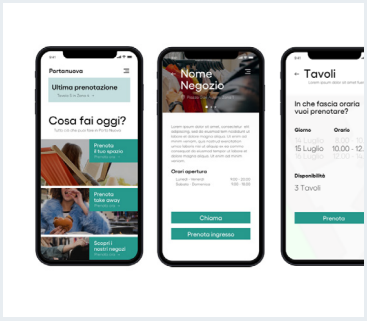


A **Phase II protocol** has been implemented in these areas, including:



→ Informative signs and highlighted safe pathways;

→ The installation of new bicycle stalls for pedestrian areas inside the park and in areas of Fondazione Riccardo Catella;



→ The development of an App to facilitate and improve management of the various activities inside the district: entrance to cafés and restaurants, service and events bookings;

→ Implementation of connectivity systems;



→ 30 hand sanitising gel distribution columns;

→ Supportive personnel for the management of queues and for assistance to visitors (steward);



→ Regular sanitisation of floors, handles, furnishings and play areas for children by using detergents and sanitisers containing alcohol and chlorine;

The following options are also being evaluated:

→ Install sustainable mobility stations (bicycles) to ensure orderly pick up and delivery of the device;



→ Monitor the temperature of visitors, as long as the process is carried out in total compliance with the legislation in force;

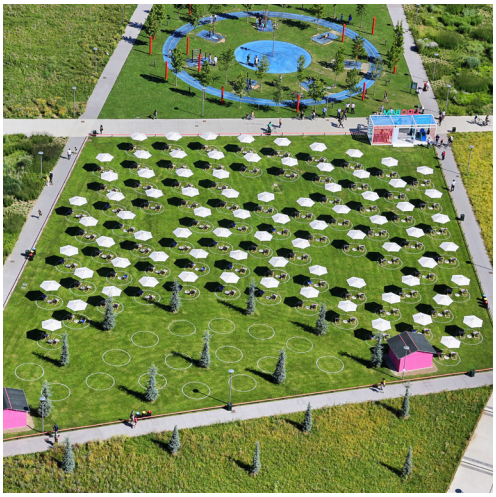
→ New hospitality areas for outdoor lunches.

BAM AND THE CULTURAL PROGRAMME

BAM is a project of the Riccardo Catella Foundation. It was conceived by the innovative public-private partnership with the Milan Municipality and with COIMA for the maintenance, safety and promotion of a cultural programme for the public park Biblioteca degli Alberi Milano. BAM continued its activity during the lockdown months by activating **BAM@Home, a digital cultural programme** with activities dedicated to botany, wellness and culture. During Phase II, BAM welcomed the Milanese with a heart and a message of love for the city designed on its green, and **recommences its open air cultural programme** in compliance with the safety provisions indicated by the authorities.









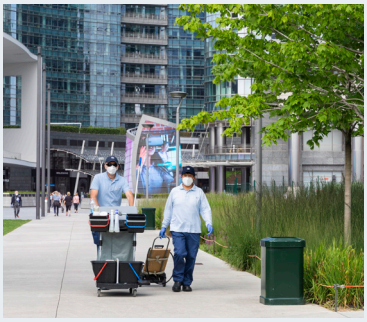
Important news, revealed in occasion of the park's summer festival, is the opening of the relaxation area **Lido BAM**. A green beach provided with eighty umbrellas and deckchairs, which will offer the citizens the opportunity to enjoy the sun till August 31, while being immersed in the park's botanical heritage following social distancing rules. Throughout the **Porta Nuova app**, it is possible to book the whole day or a specific time slot; umbrellas and sunbeds are located into colored circles in order to keep the right distances and are sanitised at every swift change.

In this occasion BAM's **cultural programme** for summer months has been launched, focusing on four pillars: open air culture, nature, wellness and education. Yoga classes will alternate with horticulture workshops for kids, guided tours in the park, training addressed to people over 65, talks with various guests and lot more. Finally, **BAMoments** for kids will restart with a dedicated Summer Camp, and in September the second date with **Back To the City Concert**, an open air classical music concert.

The main initiatives implemented in the area are described below:



→ Information signs;



→ Recurrent sanitisation of floors, handles, furnishings and play areas for children by using detergents and sanitisers containing alcohol and chlorine;

→ New outdoor events;

→ Increased shady areas;



→ Social distancing circles designed with eco-compatible paint on the park's green.

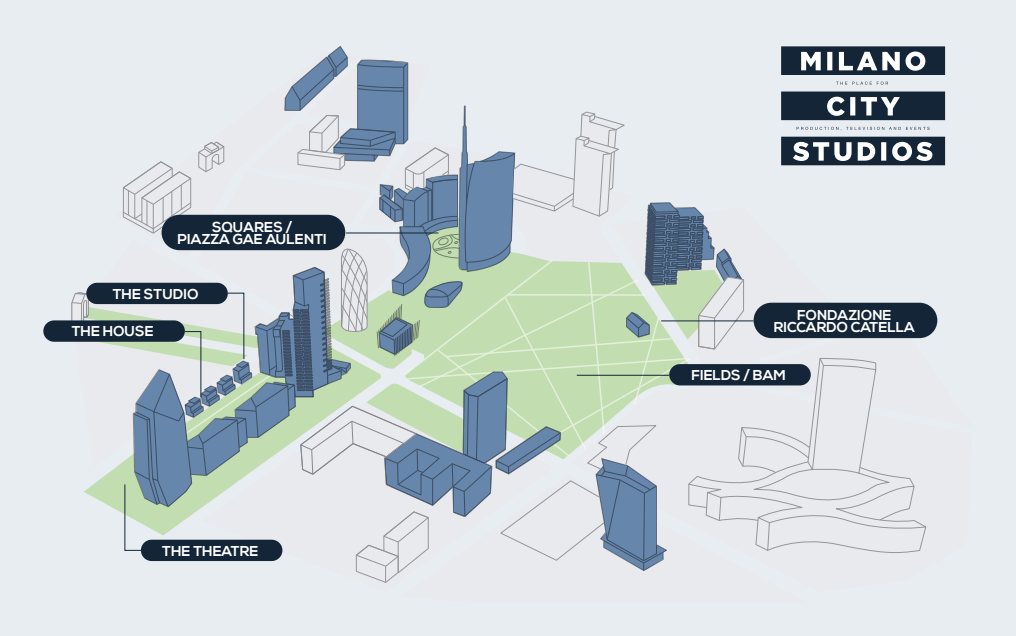
4. EVENT SPACES IN THE PORTA NUOVA DISTRICT



MILANO CITY STUDIOS

To face the health emergency situation that is limiting the number of physical events attended by the public in person, consistently with the trend of leading international cities, such as Los Angeles, London and New York, **Milano City Studios have been conceived as actual production studios for the organisation of events, digital production, adverts and television footage, in the Porta Nuova district**.

The project, promoted by COIMA together with Big Spaces, counts several strong points to provide a prompt service for subjects who need to recommence promotional activities after the lockdown: a variety of television shooting locations, new technologies, on demand services and central logistics, without neglecting the dimension of the spaces and their quality, characteristics that have distinguished these sites and made them unique to date.







5. COIMA CONSTRUCTION SITES



With the dissemination of the medical emergency caused by COVID-19, **COIMA has paid the utmost attention to health, safety and protection of workers and personnel working in its construction sites**, fully complying with the regulations issued from time to time, and in close cooperation with the Safety Coordinators of the construction site.

Particularly, the recommendation for employers of companies to implement the smart working system for all technical activities, which can even be managed from remote, was first strengthened in a coordinated manner in all COIMA construction sites. Hence, even during the closure period of the construction sites, both the companies and the appointed technical consultants were able to continue their specific activities without interruption.

During the execution phase, the main technical activities carried out from remote required company managers - in coordination with their respective employers, company doctors, workers' representatives, trade union representatives and, naturally, with the safety coordinators - to draw up the **"Safety and Health Protocol for Workers against the COVID-19 contagion"** (the Protocol), in compliance with provisions established from time to time by decrees of the Prime Minister and of local entities.



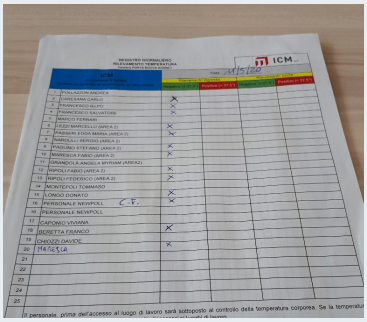


For all COIMA construction sites, the Protocol was organised by topics that can be summarised as specified below:

→ **General Recommendations**: restricted access to common areas, shifts in the various work teams, reprogramming of work, maintenance of social distancing, adoption of suitable PPE for the protection of workers and of technicians present in the construction site;



→ **Information and training**: multilingual signs distributed inside the construction site on behaviour to be adopted, Employer and Worker self-certifications on training, and information required to access the construction site;



→ **Access mode to construction sites**: instructions on how to access the construction site, body temperature measurement, adoption of all necessary PPEs, management and treat of symptomatic cases;

→ **Access mode by third party Suppliers**: autonomous and separate management from the rest of construction site activities;

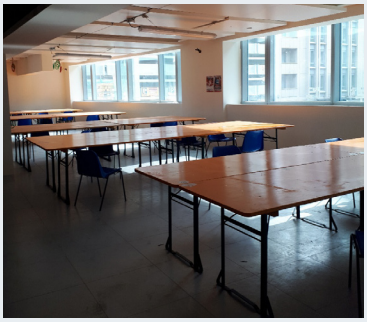


→ **Personal Protective Equipment (PPE)**: definition and management of which and how many devices should be adopted by workers and by technicians present in the construction site;

→ **Personal hygiene**: materials, method and frequency of use of gel sanitisers, of workstations with fresh water for handwashing and methods to record checks, to be performed daily by the Task Force appointed in every construction site;



→ **Cleaning and sanitisation**: performed daily and repeatedly in the common areas, changing rooms, canteen, bathrooms, construction site offices, and on equipment, handling equipment and construction site instruments, cars and transportation vehicles for workers; daily recording of sanitisation activities;



→ **Reorganisation of common spaces**: resizing of changing rooms (with an individual cabinet per person) and canteen in compliance with social distancing based on the number of staff present at the same time in the construction site, forced and continuous ventilation of these areas, shifts of personnel both to access the site, take a lunch break, autonomous and independent work groups;

→ **Medical surveillance**: redefinition of the Company Doctor's role, preventive visits and visits on request for workers;

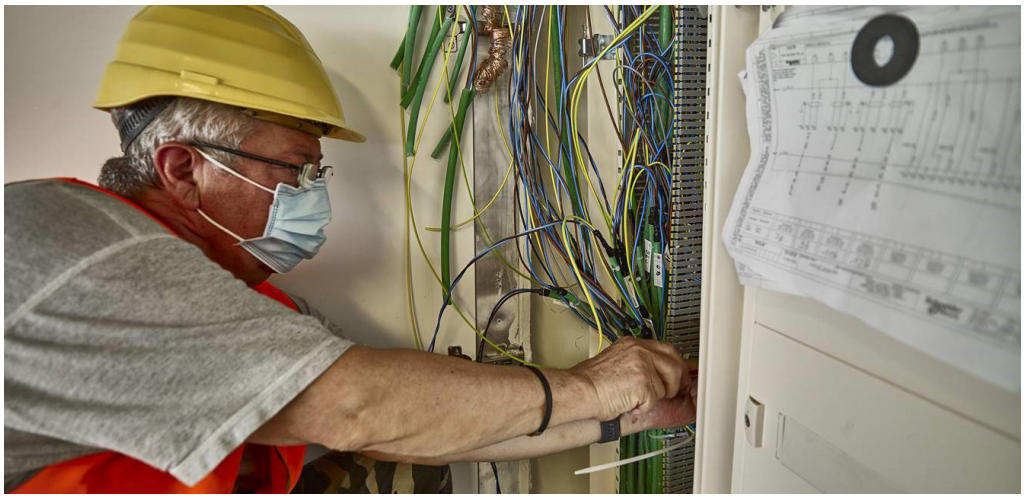


→ **New general layout of construction sites**: reorganisation of access and exit points and of separate internal pathways, both for pedestrians and for construction site vehicles and for the access of materials.

Specifically, before recommencing contract-based working activities, that is before workers and subcontracted companies access the site, the General Contractors standardised the construction site in compliance with provisions laid down by the Protocol, organising daily cleaning and sanitisation of common areas, paying particular attention to canteen areas and to bathrooms. The same attention must also be given to working tools, cabins and vans, and also to equipment and tools. Moreover, **new continuous forced ventilation systems have been installed** in common spaces for a minimum of 4 volumes/hour, separated from the other systems of the Project (contractual) as they are dedicated to provisional workstations in construction sites.

Standardisation of construction sites to meet provisions laid down by the Protocol, based on the size and logistics of each construction site and on the status of progress of works, has defined **very different deadlines** for each construction site: about one week of activity has been established for small construction sites before allowing access to workers for contracted work. Instead, for larger construction sites, where the presence of personnel prior to the suspension of work due to COVID, also exceeded 200 units, standardisation times exceeded two weeks, reaching a maximum of two months. The above is in place to guarantee the concurrent presence (even if organised with multiple work shifts) of a number of workers that is the same as before, or even larger, to ensure compliance with contractual deadlines, as much as possible.

An important role is performed by the Safety Coordinator during the Execution (CSE) phase. After coordinating and approving the protocol, he has to verify its application both before and after work recommences.



6. SUSTAINABILITY AND AWARDS

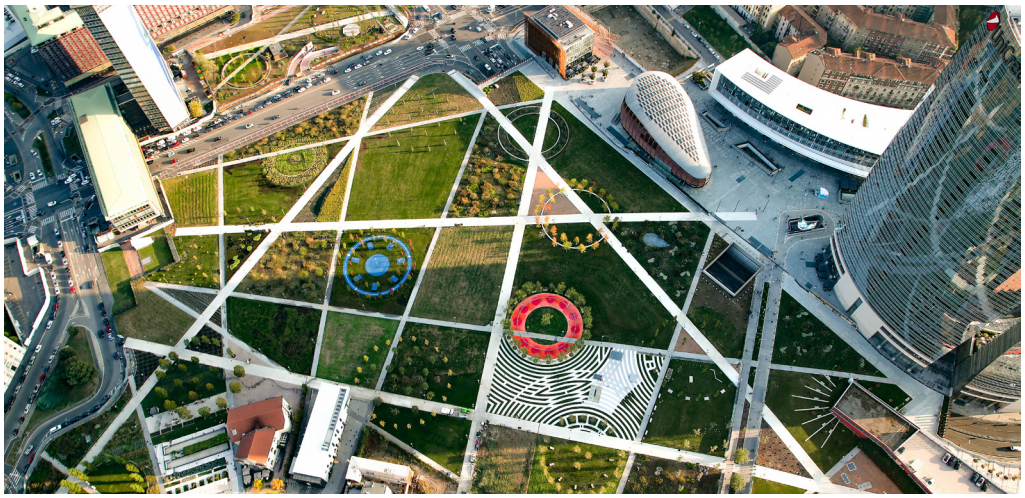


Innovation and sustainability distinguish COIMA's operations. Especially in today's context and even more so in the future, property development is and will focus on buildings with high environmental performance, characterised by responsible management of natural resources and with **particular care for the health and well-being of people** who either live or work there. COIMA's intervention approach reaches beyond the single building and looks to the city's districts, integrating sustainability criteria with the vision of long-term sustainable growth starting from the actual needs of those who use the city.

A few weeks ago, COIMA received the **Greenbuild Europe Leadership Award 2020** from the US Green Building Council for its continuous commitment towards sustainable real property. The prize is annually awarded to a company that has distinguished itself in the European scene as leader in the **construction of buildings and in the creation of new communities, reducing impact on the environment, prioritising the health of inhabitants and improving living standards**.

Another important acknowledgment is the **International Safety Award 2020**, given for Merit to COIMA and to GAE Engineering by the British Safety Council for work carried out in the field of Health and Safety in the Porta Nuova Garibaldi complex. The prize is awarded to organisations that have internationally shown their commitment to prevent accidents and disease, and to support well-being and mental health at work.

The first company to receive a LEED certification in Italy with the registration of Torre Unicredit in 2005, COIMA now boasts a portfolio of 34 LEED certified buildings covering more than 400,000 square metres and representing around **40% of certifications across the entire city of Milan**. Along with these, we can consider another 15 buildings currently under construction, 10 of which will also be WELL certified.



COIMA has also launched the certification process for **Porta Nuova LEED and WELL for Community. It will be the first project in the world** for urban requalification of a district to obtain a **double certification, contributing to rank Milan and the Country among the most advanced territories in pursuing leadership in ESG initiatives with a measurable and transparent impact**.
The two certifications, which are mutually complementary, analyse the **social, environmental and economic aspects of the development of Porta Nuova**, documenting the involvement of the community in creating a district by activating public spaces, creating an innovative and replicable economic model, and communication tools with the community.

MAIN AWARDS

2019

ARIA & SOLARIA
Aia Awards, Merit Award of Excellence

BOSCO VERTICALE
CTBUH, among the 50 most iconic skyscrapers in the world

2018

PORTA NUOVA
Mipim, best urban regeneration project

FONDAZIONE FELTRINELLI & MICROSOFT HOUSE
Mipim, best Offices & Business project

2016

PORTA NUOVA
European Property Award

PIAZZA GAE AULENTI
Landscape Institute Award

2015

BOSCO VERTICALE
Best tallest building in the world, best tallest building in Europe

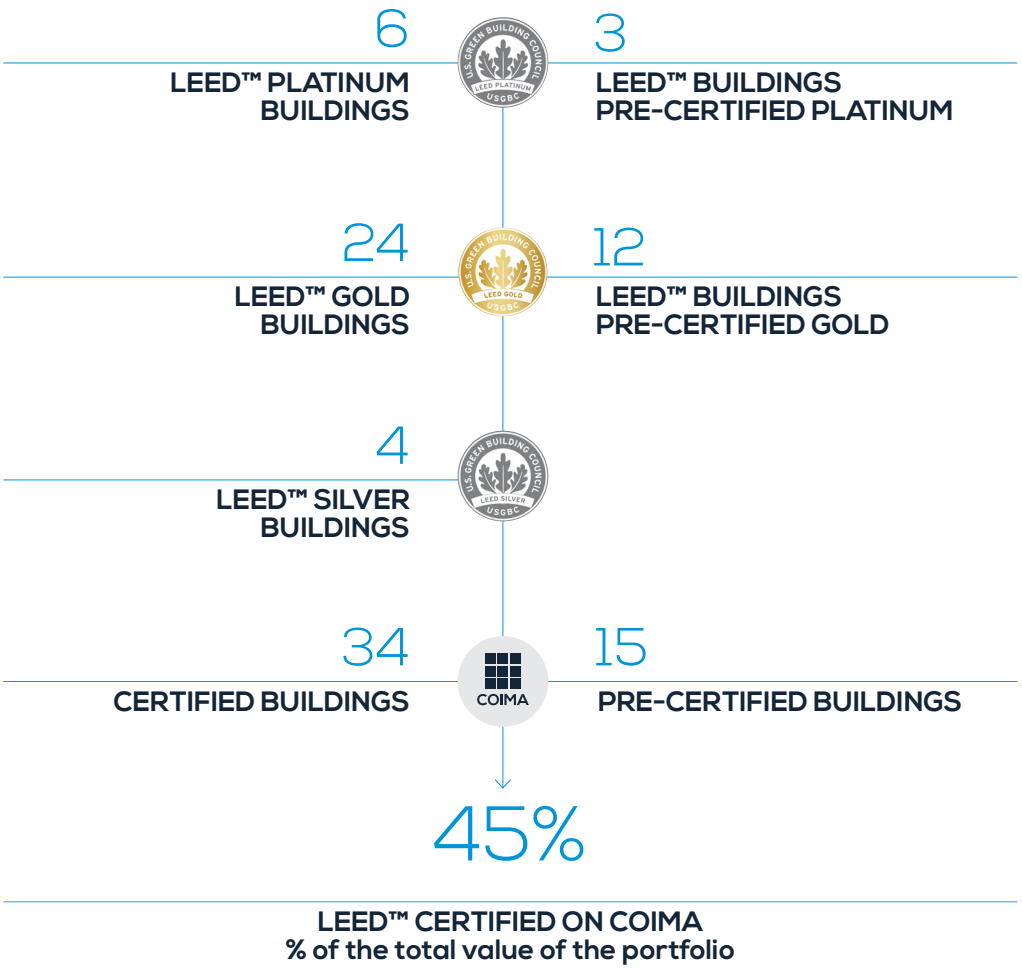
2014

BOSCO VERTICALE
International Highrise Award

2013

TORRE UNICREDIT
Emporis Building, among the best 10 towers in the world

SUSTAINABILITY CERTIFICATIONS



COIMA

Real Estate, since 1974

TOGETHER FOR ITALY

"A donation is a gesture of generosity inspired by cultural values which, together with the values of people in a company, make up the company culture."

With this objective, each of us made a symbolic donation that COIMA has increased by five times, reaching **€ 90,000**, donated to the **Buzzi hospital Foundation** to support a dedicated action programme to face the COVID-19 emergency in Italy.
Together with the donations already given to the **Sacco hospital** and **Mutual Aid Fund of the Municipality of Milan**, our total contribution reached a total amount of **€ 420,000**.



Photo Credits: Donato Di Bello
HANGAR DESIGN GROUP

PEOPLE AT COIMA

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