Taranto

MONGOLFIERA

CENTRO COMMERCIALE

Building User Guide

Svicom

REAL ESTATE MANAGERS

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1. Introduction and Purpose of the Guide

This Building User Guide is intended for everyone who lives and works daily at the “Mongolfiera” Shopping Centre in Taranto: management staff, the facility management team, the operators of the commercial units and their employees, maintenance personnel and, more generally, visitors to the Centre.

The purpose of this document is to provide clear and accessible information on how the Centre is organised, how to use it safely, which systems and services are available, and how to contribute to the environmental objectives set by the property.

This guide does not replace the official policies, emergency plans or contractual regulations, but serves as a concise point of reference. Where relevant, each section refers to the official document for further detail, available in full on the Policy page of the Centre's website.

2. The Shopping Centre: Overview and General Data

The Mongolfiera Shopping Centre is located on Via per Montemesola km 10, in the Torre Rossa area, in the municipality of Taranto. Built in the early 2000s, the complex houses a shopping mall, a hypermarket and extensive parking areas for customers.

Data	Value
Ownership	Kryalos S.g.r. (“Urania” fund)
Property management	Svicom Real Estate Managers
Address	Via per Montemesola km 10, 74100 Torre Rossa (TA)
Year of construction	2005
Total covered area	approx. 34,000 sqm
Open area (car parks)	approx. 130,000 sqm
Mall area (common spaces)	approx. 5,300 sqm

The common areas include the mall's circulation areas, restrooms, technical and storage rooms, and the management office. The individual shops and the hypermarket are managed independently by their respective operators.

3. Environmental and Energy Commitment

The Centre operates in accordance with an Environmental and Energy Policy aligned with the ISO 14001:2015 standard, with the aim of continuously improving energy and water efficiency, reducing CO_2 emissions, promoting waste separation and sustainable mobility, while maintaining the comfort and wellbeing perceived by customers and operators in the common areas.

Source: ISO 14001 Environmental Policy (available at mongolfierataranto.it/policy)

3.1 Lighting

The Centre's lighting system has undergone two relamping interventions (2015 and 2019); a further efficiency improvement project was underway at the time of the most recent technical survey available.

3.2 Biodiversity

The Centre is located outside all Natura 2000 network sites. As part of the commitment to local biodiversity, design proposals have been identified to increase green spaces, plant native species and improve the environmental quality of the parking areas, for the benefit of local flora and fauna.

Source: Biodiversity Support Policy (available at mongolfierataranto.it/policy)

4. How to Reach the Centre

4.1 By Car and Parking

The Centre can be reached by car via Via per Montemesola and has extensive free parking areas, with approximately 130,000 sqm dedicated to vehicle parking, directly adjacent to the mall's main entrances (the “Due Mari” and “Magna Grecia” entrances, as well as the main entrance).

4.2 Public Transport

The Centre is served by the “Zona Torre Rossa (Ipercoop)” stop, reached by AMAT Taranto bus lines 11 and 24, which together provide broad time coverage and high service frequency throughout the day, particularly during the morning peak (8:00–9:00) and the lunch break (12:00–13:00), when frequency often drops below 15 minutes.

The stop is located approximately 300 metres from the Centre's exit along the road; a dedicated safe pedestrian path is also available, shorter than the road route, connecting the Centre directly to the stop.

4.3 Connections with the Urban Area

Lines 11 and 24 connect the Centre to the rest of Taranto's urban area, offering visitors and staff a sustainable alternative to private cars for reaching further services and points of interest in the city.

4.4 Before Your Visit

The Centre is open Monday to Saturday from 09:00 to 21:00, and on Sunday from 10:00 to 21:00. To plan your visit, find your way around the shops and check current events and promotions, the Centre's official website is available, which also includes an interactive map and a virtual tour of the mall. For any further information before your visit, you can write to mongolfiera.taranto@svicom.com.

5. Accessibility and Inclusivity

The Mongolfiera Centre is designed to be accessible to all users, including people with physical or sensory disabilities, families with young children and the elderly. Available within the Centre, among other things, are:

- Level access from the main entrances, with automatic/sliding doors wide enough for wheelchairs, strollers and people with luggage or assistance animals.
- Parking spaces reserved for people with disabilities, close to the entrances.
- Wide internal corridors and passageways, allowing easy circulation even for wheelchair users.
- Accessible restrooms equipped with an assistance alarm, including a gender-neutral facility.
- A nursery area with a changing table and an accessible water point.
- Rest areas and seating along the mall's walkways.
- An interactive map of the Centre, available online and at information kiosks in the mall, as well as a virtual tour available on the official website to help you find your way before your visit.

- Clear signage with visual contrast and changes in flooring between the different functional areas, to aid orientation.

6. Technical Systems and Environmental Comfort

The Centre's common areas are served by centrally managed mechanical and electrical systems, with the aim of ensuring constant thermal comfort and air quality throughout the year.

System	Description
Cooling	2 chillers for the production of chilled water
Heating	2 gas-fired heat generators (boilers) for the production of hot water
Ventilation	4 Air Handling Units (AHUs), for air exchange in the mall and shops
Fire protection	Dedicated water reserve, hydrant and sprinkler network, electric and diesel pumps
Generator set	Backup generator for electrical continuity in the event of a mains power outage

Any anomalies detected in the systems (unusual noises, non-compliant temperatures, bad odours) must be reported promptly to management, in accordance with the instructions given in Chapter 10.

7. Safety and Emergency Management

The Centre has a Natural Hazards Emergency Plan, which defines tasks, responsibilities and operating procedures for managing emergencies caused by fire, earthquake, whirlwind/storm/strong winds, and floods/flooding.

Source: Natural Hazards Emergency Plan (available at mongolfierataranto.it/policy)

7.1 In case of evacuation

- Always follow the instructions of emergency personnel and the safety signage.
- Calmly head towards the nearest emergency exit, following the indicated evacuation routes, without running or shouting.
- Never use lifts or escalators during an evacuation.
- People with disabilities or reduced mobility are assisted by emergency personnel to reach the nearest exit.
- Do not re-enter the building for any reason until the competent authorities declare it safe to do so.

7.2 Extreme weather events

In the event of a whirlwind, storm or strong wind warning, move to the internal and central areas of the building, avoiding lifts and staying away from doors and windows. In the event of a flood/flooding warning, move to the higher, safer areas of the building following staff instructions.

8. No-Smoking Policy

Smoking (including e-cigarettes) is prohibited in all indoor areas of the Shopping Centre, including leased units, and in regularly frequented outdoor areas within a 7-metre radius of the entrances.

The ban is indicated by signage displayed throughout the facility. No dedicated smoking rooms are provided. The sale of tobacco products to minors under 18 is prohibited.

Source: No-Smoking Policy (available at mongolfierataranto.it/policy)

9. Waste Management and Indoor Air Quality

9.1 Waste separation

Recycling stations are available in the common areas for the separate collection of paper and cardboard, plastic, glass and aluminium, wood, organic waste and unsorted waste. Some operators have their own dedicated recycling station for managing their own waste.

- Operators must correctly separate the waste produced by their activity and dispose of it in the appropriate containers, clearly marked with dedicated signage.
- It is forbidden to mix different types of waste and to use shopping trolleys to transport waste to the recycling stations.
- Waste must preferably be transported from the sales units to the collection point before opening or after the Centre closes to the public.

Source: Waste Management Regulations (available at mongolfierataranto.it/policy)

9.2 Indoor air quality

The Centre adopts cleaning and maintenance practices aimed at preserving indoor air quality: the use of EU Ecolabel-certified detergents, a ban on mixing ammonia- and chlorine-based products, and carrying out the most impactful cleaning activities (e.g. floor waxing) outside public opening hours. Air treatment and exchange systems undergo periodic maintenance and sanitisation.

Source: Indoor Air Quality Management Policy (available at mongolfierataranto.it/policy)

10. Reports, Complaints and Useful Contacts

Any technical problems, requests for information or reports relating to the Centre can be communicated directly to management via the following official channel:

Channel	Reference
Address	Via per Montemesola km 10, 74100 Torre Rossa (TA)
Email	mongolfiera.taranto@svicom.com
Website	mongolfierataranto.it
Technical management	Svicom Real Estate Managers

11. Document Updates

This guide will be periodically reviewed by the Centre's management whenever significant changes are made to published policies, systems, transport services or common services, in order to keep it accurate over time. All policies referenced in this document can be consulted in full, in their most up-to-date version, on the Policy page of the Centre's official website (mongolfierataranto.it/policy).