BUILDING USER GUIDE

PORTO TOWER

Manuel Pacheco de Miranda Street, 105 & 113

Porto

Version 1.0

mace

PART 1
BUILDING

1. BUILDING - MICAMPUS

My Campus strives to create healthy, safe, and enjoyable spaces for its building users. By integrating wellness into the design and operation of its buildings and promoting good health practices for users, the goal is to achieve adequate environmental conditions related to indoor air and drinking water quality, thermal comfort, and promote health and safety through protocols, emergency resources, and education.

Incorporating nature into spaces is increasingly popular, whether through plants, outdoor views, or access to parks and green spaces. Connection with nature and vegetation has been associated with lower blood pressure, lower rates of depression and anxiety, and improved psychological well-being for residents. Creating a space that emphasizes biophilic design and natural elements can create a study and work environment that helps residents achieve greater concentration and productivity.

1. Introduction to the building

The Porto Tower student residence building is located at 105 & 113 Manuel Pacheco de Miranda Street, Porto, with a constructed area of 9,596.61 m^2, spread over 16 floors, 13 of which are above ground and the remaining 3 below ground level. A total of 230 rooms have been designed, with a maximum capacity of 252 beds. All rooms have individual bathrooms. It also has a covered bicycle rack located at the main entrance of the building, as well as outdoor garden areas with benches and rest areas for the use and enjoyment of its residents.

Common services, such as the laundry room and the study and lounge areas, are located on the ground floor of the building, next to the main entrance. The gym is located on the 12th floor, next to an outdoor area available for use upon prior authorization. The first through eleventh floors are used for the residence hall rooms, and the three underground floors are used for parking and technical rooms.

The residence has three elevators and a central stairwell connecting all floors of the building. Due to the low-ceiling space, the use of stairs is recommended. In addition to the energy savings achieved by prioritizing the stairs over the elevator, and therefore a reduction in the building's CO_2 emissions, walking up and down the stairs daily improve physical endurance and lung capacity, improves circulation, and is estimated to burn 0.1 calories for each step taken up, and 0.05 calories for each step taken down.

Regarding access, the building's plot has a pedestrian access via Manuel Pacheco de Miranda Street, which is in addition to the building's three emergency exits leading to the street, connecting directly to the evacuation meeting point. Finally, separate from the pedestrian access, there is a vehicle access.

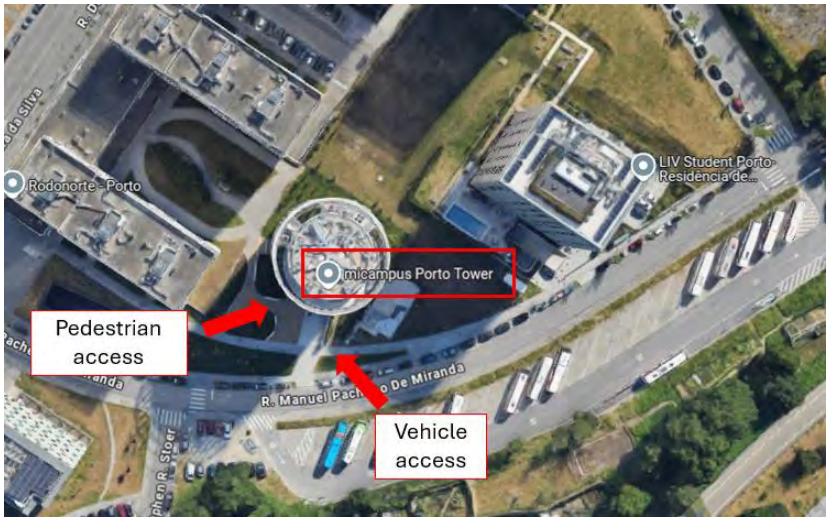


Figure1. Access to the residence

The building is fully adapted for students and people with reduced mobility. A ramp runs from street level to the main entrance, bridging the height difference without the need for stairs, and connects directly to the ground floor.

The residence also has rooms fully adapted for people with reduced mobility, as well as spacious, barrier-free hallways and adapted communal restrooms.

Figure 2: Large main entrance

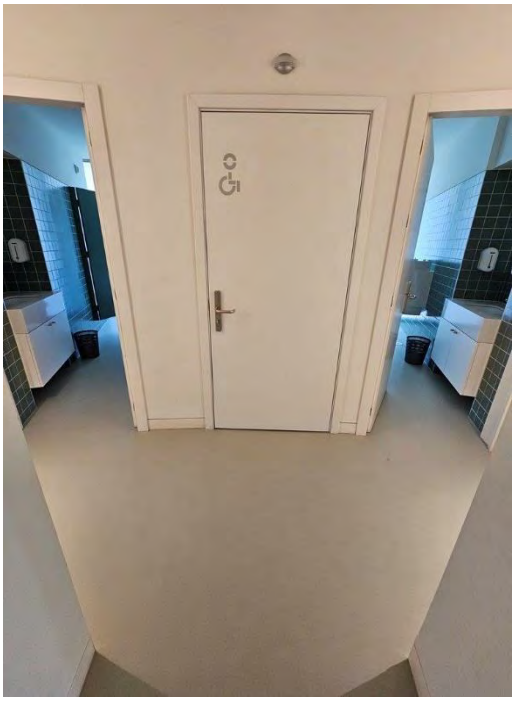


Figure 3: Adapted common toilets

1.2. Communications with the building

We make the concept of well-being tangible for our residents, as we consider it a key aspect of fulfilling our mission. Therefore, in addition to promoting a culture of collaboration and transparency with all our residents, we seek to encourage communication and gather their suggestions on how we can improve our efforts to create a culture aligned with our purpose and values.

Our plan is to prioritize resident well-being and focus on operational excellence, while ensuring the following issues are addressed:

- Get the best value for our products and services.
- Working to ensure student satisfaction is an essential pillar of our strategy.
- Offering a unique experience through our residencies, which include medical consultations, nutritional plans, tutoring, online fitness sessions, language classes, special discounts, and raffles.

At Micampus Residences, we strive to maintain an open dialogue with students by continually listening and participating, and by implementing various initiatives to improve their experience in our residences.

We believe that raising awareness among our residents is the best way to keep them committed to improving and caring for the environment. That's why we run informational campaigns throughout the year. Specifically, our Marketing Department, responsible for these campaigns, develops and updates a list of good practices included in the Welcome Pack, which contains recommendations for energy savings and well-being within our residences.

As a reflection of our commitment to improving your satisfaction, in 2022 our centers received an average rating of 4.2 out of 5 based on reviews and Google ratings.

Mi Campus's commitment in this regard consists of working on new awareness campaigns among each and every one of our residents to increase user satisfaction and comfort.

The tools available to facilitate communication with the property, issue management, and any feedback received are listed and briefly described below.

Incident notification

For any issues during your stay, please contact the building's reception desk from 9:30 a.m. to 6:30 p.m., or call +351 913 960 369 during the same hours. MICAMPUS also provides the Porto Tower residence with the following email address:porto_tower@micampusliving.com

Micampus has a private WhatsApp channel for each residence hall, which operates as a mailing list for news, incidents, announcements, etc. Users can also use this communication channel to report any incidents, while respecting user privacy at all times.

Surveys on the services provided

MICAMPUS conducts web-based surveys of residents to provide feedback on the services provided and to improve their performance.

The topics covered in the surveys are:

- Overall resident satisfaction
- Thermal comfort of occupants
- Acoustic comfort and noise disturbance of occupants

Likewise, students have access to a Suggestion and Request Box, where they can comment on any improvements they believe could improve the building's service and contribute to the comfort and well-being of residents. You can contact MICAMPUS through its website:https://micampusresidencias.com/contacto/

Residents and employees are the face of Mi Campus, and their health is crucial to the company's image. Therefore, Mi Campus invests in robust employee health benefit programs and policies, creating spaces focused on health and well-being.

To align with these values with residents and staff, in Appendix 1 of this report, we outline the quarterly email communications schedule related to the resources, programs, facilities, and health policies we offer at My Campus.

Before residents arrive, Micampus sends all its users an email with all this information, along with a presentation of the residence hall where applicable. This presentation includes information on the residence's communication channels, a description of the building's services and facilities, including food service, cleaning and its operations, laundry service, and all the general services Micampus offers to promote health and well-being among its residents.

This document includes a section on the living and safety rules established by the Internal Regulations, which must be observed by all residents of the residence. You can find this document in Appendix 3.

1.3. BREEAM Certification and Building User Guide

BREEAM® | ES

The objective of the Housing User Guide is to ensure the adequate provision of non-technical guidance to building users, enabling them to access, understand, and operate the building efficiently and in accordance with the original design.

This Guide should provide relevant information to all users of the building, such as:

- Building residents
- The non-technical facilities management team or building manager

- Other users of the building, for example, visitors or community users

This guide covers all the building's functions and uses, ensuring its effective use by its users. You'll also find information about the location and surroundings to make adapting to the environment as accessible and comfortable as possible.

If you would like to receive another copy of this document in another language, Braille, large print, or on CD, please do not hesitate to contact the Design Team who developed this User Guide and also designed the promotional material.

The building has achieved BREEAM Commercial Use certification, an international method that allows us to measure the degree of environmental sustainability in buildings. The application of this scheme offers benefits to the user, such as reduced maintenance costs while simultaneously improving their levels of well-being and comfort, and reducing their environmental footprint, particularly CO2 emissions and water consumption.

BREEAM In Commercial Use is a performance-based assessment method for certifying existing private non-residential buildings. The assessment process is divided into two parts: the building itself and its management.

BREEAM In Commercial Use assesses the following environmental categories:

Management

It promotes sustainable management practices throughout the building's lifecycle, ensuring that both technical and non-technical building users have appropriate guidance on how they can contribute to maximizing sustainable performance. This enables buildings to set clear goals and provide feedback to ensure processes can be optimized in the future.

Health and well-being

It encourages buildings to provide healthy, safe, comfortable, and accessible environments, both internally and externally, for their users.

Energy

It promotes reduced energy use by recognizing buildings with lower operational energy consumption and carbon emissions over their lifetime. It assesses the inherent energy efficiency of the building envelope, facilities, and renewable energy generation capacity.

Transport

It encourages improved access to local services and sustainable means of transport, i.e., public transport and other alternative transport solutions for building users. This enables solutions that support the reduction of car journeys and, consequently, congestion and CO_2 emissions over the life of the building.

Water
Promotes sustainable water use throughout the building and associated site operations. This ensures that the building focuses on identifying ways to reduce potable water consumption (internal and external) over the building's lifespan and minimize losses due to leakage.

Resources
It promotes the responsible and circular use of building resources, including materials and waste, to increase value and sustainability throughout the building's operation and lifecycle. The category encourages users to evaluate resource use in the context of circular economy principles and waste according to the waste hierarchy.

Resilience
It encourages consideration of the building's exposure to a range of risks, such as physical risks related to climate and local waterway pollution, excess property damage, and physical security. It also encourages proactive management of these risks to minimize their impact and ensure a rapid recovery.

Land use and ecology
It encourages awareness of the current and potential ecological value of the site, and the potential impact that the building's operation has on this value. This enables the establishment of long-term strategies, including management and maintenance strategies, that will protect and enhance the ecological value in the future.

Pollution
It promotes the prevention and control of air and water pollution associated with the location and use of the building. It also encourages proactively minimizing the risk of pollution in the communities and surrounding environments, as well as managing risks associated with refrigerants.

1.4. WELL Certificate

WELL v2 Certification

As part of its ESG strategy and aligned with its mission to improve the health and well-being of its buildings, Mi Campus has committed to achieving third-party validation through the WELL Health-Safety Rating. This seal was developed by IWBI to achieve healthy spaces and occupant well-being in a dynamic, feasible, sustainable, and relevant way for each type of project.

WELL HEALTH & SAFETY RATING SEAL

The WELL Health-Safety Rating focuses on operational policies, maintenance protocols, emergency plans, and stakeholder education and engagement to address a post-COVID-19 environment and prepare for future health and safety issues.

The main bases of the scheme for the My Campus buildings are:

At My Campus, we implement wellness measures in buildings that can provide multiple benefits not only for users but also for employees. These principles are detailed in section 5 on Sustainable Lifestyle, Health, and Wellness in this user guide.

PART 2
BUILDING OPERATIONS

2. Operational issues of the building

Micampus has a Sustainability Policy detailing the company's sustainability commitments and objectives. These commitments are embodied in the Micampus Maintenance Best Practices Manual, which includes all the criteria and characteristics that all Micampus residence halls must meet to meet the objectives set out in the Policies. This guide lists the specific elements of the Armendáriz residence hall, in line with the Maintenance Best Practices Manual.

2.1. Environmental design strategies and elements

Buildings should be a shared space for people, facilitating the development of human activities in a healthy environment, with adequate lighting, temperature, air quality, and noise control.

In this way, and since climatic conditions vary depending on each location, the architectural design and materials used have been adapted to the place where the building is constructed, creating a healthy and comfortable space, promoting energy efficiency strategies with the aim of reducing the consumption of natural resources.

2.2. Passive strategies in environmental design.

Passive design strategies are measures applied in building design to maximize the resources offered by the environment, thereby reducing the building's consumption of both air conditioning and lighting to achieve the desired comfort. There are many criteria for eco-designing buildings, such as good orientation, the use of green roofs, and maximizing the entry of natural light into the space.

For example, building envelopes with very low heat transmission values are sought, becoming excellent heat insulators. This results in less heat loss from the building to the outside, helping to regulate and maintain a constant comfortable temperature, and reducing the use of heating.

On the other hand, improving the acoustic impact inside and outside the building significantly improves the quality of life for users and residents. Acoustic reports allow us to determine the acoustic impact of the residence, determining whether it contributes to a significant increase in outside noise, and proposing improvement actions focused on reducing this impact and improving the quality of life of its users.

The interior spaces of the residence should be ventilated periodically to contribute to hygiene and prevent the formation of condensation, promoting a healthy space for residents. Ventilation should preferably be done during daylight hours, for 10 minutes in bedrooms and up to 20 or 30 minutes in larger spaces.

Additionally, the residence's maintenance team performs preventive maintenance tasks:

- Every 6 months, clean the ventilation duct grilles and visually check the condition of the ducts (insulation, anchoring points, and general cleanliness).

- Every year, and before the start of the season, check the air distribution units.

As a user, if you detect any incidents or system malfunctions, you can notify the residence team using the QR code found throughout the residence.

Finally, proper lighting promotes user well-being and helps reduce the amount of time artificial lighting is on, thus contributing to reducing the building's CO2 emissions.

2.3. Active strategies in environmental design. Energy efficiency

These strategies involve the use of equipment designed to offer services with a lower environmental impact. They are based on achieving the same level of building comfort while reducing energy and resource consumption, which translates into a reduction in polluting gas emissions and helps reduce natural resource consumption and energy costs. These strategies must be complementary to good building design, which reduces heat loss and promotes the entry of natural light.

Below is a brief summary of the main equipment available in the building for your information:

2.3.1. Air conditioning system

To air-condition the various rooms and common areas of the residence, the building has a combined system consisting of independent VRV units for each room and a centralized system with production on the roof that serves the rest of the common areas and shared spaces.

The rooms are air-conditioned by 230 MOX201-09HFN8-QRD1GW chillers, which have a cooling and heating capacity of 2.92 kW, respectively, and a COP of 4.30 and an EER of 8.50. These units operate through an individual split unit located inside the room, which has an independent thermostat that allows the unit to be turned on/off and a comfortable room temperature to be selected. For greater comfort and energy efficiency, a temperature of 26°C in summer and 22°C in winter is recommended.

Figure 4. Outdoor Chiller MOX201-09HFN8-QRD1GW

Figure 5: Split interior air conditioning rooms

The common areas and shared lounges are air-conditioned by two units located on the roof of the residence, which have the following characteristics:

Table1: Features of climate equipment in common areas

Company	Model	Units	Heat Power (kW)	Cooling Power (kW)	COP	EER
KTK	JWA/WP/SSL 081	1	81.6	81.6	3.5	3.03
Mitsubishi	AW-HT/CA-E 0524	1	37.5	33.5	3.56	3.56

This air conditioning system produces air through a system of fan coils distributed throughout the building, with air outlets through vents. These units are responsible for adjusting the temperature to the temperature set by the user. To this end, each room has an individual thermostat allowing the desired comfort temperature to be set. It is recommended to follow the recommendations in the MiCampus Sustainable Best Practices Manual for sustainable use of the air conditioning system. In this regard, the production of this equipment is controlled through the Building Management System (BMS).

Finally, the building has two reversible heat pumps to cover the air conditioning needs of the rack room and other technical rooms. The same models used for air conditioning the rooms are used, and therefore have the same features.

2.3.2. Air treatment system

For the supply of primary air and air renewal in the building, a system is proposed, consisting of an air conditioning unit located on the building's roof, equipped with a battery of air treatment filters, and heat recovery units, to adjust the air temperature in the residence according to needs.

Figure 6. Outdoor air conditioning equipment

The air conditioners have two electric motors, one for supply and the other for return air, both with variable speed drives to adapt to the required workload. To monitor the air quality in the residence, the system also has two sensors: one at the unit's air outlet, which measures the temperature and humidity conditions with which the air is being supplied into the building, and another sensor at the unit's inlet, which measures the temperature, humidity, and CO2 concentration in ppm of the air being returned from the rooms.

Finally, this system is also integrated into the building's BMS, allowing real-time monitoring of indoor air conditions and equipment operation.

2.3.3. ACS production system

The residence has two 5,000-liter water tanks, connected in series, that meet the residence's hot water needs 24 hours a day. These tanks are connected to a combined system consisting of aerothermal units, which preheat the water using residual heat from the environment, and combustion boilers.

- For more information, visit this link: https://www.caloryfrio.com/energias-renovables/aerotermia/aerotermia-para-agua-caliente-sanitaria-acs.html

In this case, two Mitsubishi AW-HT/CA-E 0524 aerothermal units were installed, each with a nominal thermal output of 171 kW and a COP of 8.43. This system allows the water to be preheated before coming into contact with the boilers' heat exchanger, thus reducing the thermal difference they must cover, thereby reducing the building's natural gas consumption and greenhouse gas emissions.

The building also has two Bosch Condens 5000W condensing boilers, with a power output of 120 kW and a combustion efficiency of 106.8% at 75/60°C, located on the building's roof.

Figure 7: Residential condensing boilers

Figure 8: DHW accumulator

2.3.5. Legionella Prevention

Legionella is a genus of bacteria that can cause infection (Legionellosis) through inhalation of contaminated droplets or aerosols, which can range in severity from a mild, febrile illness (Pontiac fever) to rapid, life-threatening pneumonia (Legionellosis).

Micampus prepares reports to minimize the risks of Legionella infection in accordance with Royal Decree 487/2022 of June 21, which establishes the health requirements for the prevention and control of Legionellosis. Furthermore, the guidelines on risk assessment and control of Legionella in water systems include standard UNE 100030:17, Prevention and control of the proliferation and dissemination of Legionella in facilities.

Legionella prevention and control measures:

To minimize the risk of legionella, the following guidelines are given:

- Avoid accumulating water between 20°C and 45°C.
- Avoid water stagnation, which can promote biofilm growth.
- Avoid the use of materials that harbor bacteria and other microorganisms or provide nutrients for microbial growth.
- Control of the emission of sprayed water.
- Keep the system and the water in it clean.
- Use water treatment techniques, e.g., biocides, chlorination, heat.
- Ensure the proper and safe operation and maintenance of the water system.

In addition, it has a maintenance contract with a specialized company to control the risk of legionella, conducting periodic inspections and developing prevention protocols.

2.3.6. Lighting system or Electric power generation system and lighting system

Lighting equipment

When choosing the type of light bulb we want for the building, we must carefully consider the desired ambiance and the use of the room, without forgetting to consider energy consumption and its corresponding environmental and economic impact. There are two main types of low-energy light bulbs: compact fluorescent lamps (which offer 70% energy savings compared to conventional bulbs) and LED bulbs (which offer 85% energy savings compared to conventional bulbs). In this case, MICAMPUS has installed LED bulbs in both the common areas and the bedrooms.

PART 3
EFFICIENT USE OF THE BUILDING

3. Efficient use of the building

The real estate sector is responsible for more than 30% of the world's greenhouse gas emissions. Furthermore, 40% of global energy consumption occurs in homes. For this reason, it is crucial to make efficient use of building resources—water, gas, and electricity—while always maintaining room comfort.

To this end, the building features a series of strategies and elements that promote more responsible use of resources and improve the residence's efficiency. In this guide, you'll find an explanation of these elements, as well as various tips and recommendations that all residents and building users can incorporate into their daily routines to help create a more sustainable building.

3.1. BMS control system

The Building Management System (BMS) is tasked with centrally managing the electromechanical installations in the building, which means having them all under the supervision of a single system that:

- Allow for monitoring and control, specific to each of them.
- Enable the exchange of all types of information and actions between facilities.

This management system must provide information on all equipment and facilities involved in air conditioning, climate control, hot water production, lighting, elevators, etc., so that their operation can be monitored in real time and actions taken to promote efficient use of resources. Having all systems centralized reduces the likelihood of unnecessary energy consumption, such as leaving the air conditioning on in unused rooms or leaving the lights on in an unoccupied room.

To achieve this, the Building Management System uses a battery of elements installed throughout the facility, including probes, sensors, controllers, and shut-off valves to measure the parameters of interest and, on the other hand, act upon them when necessary. This system is currently being installed in the building and will help save nearly 30% of the residence's energy consumption, thereby reducing CO2 emissions. It will also help increase user comfort and aid in equipment maintenance processes, as having all the information on operation and use will allow for better management of all building elements.

Specifically, this BMS will be connected to:

- Heat pumps for centralized air conditioning systems in common areas
- Aerothermal system and boilers for the production of DHW
- Residence lighting system

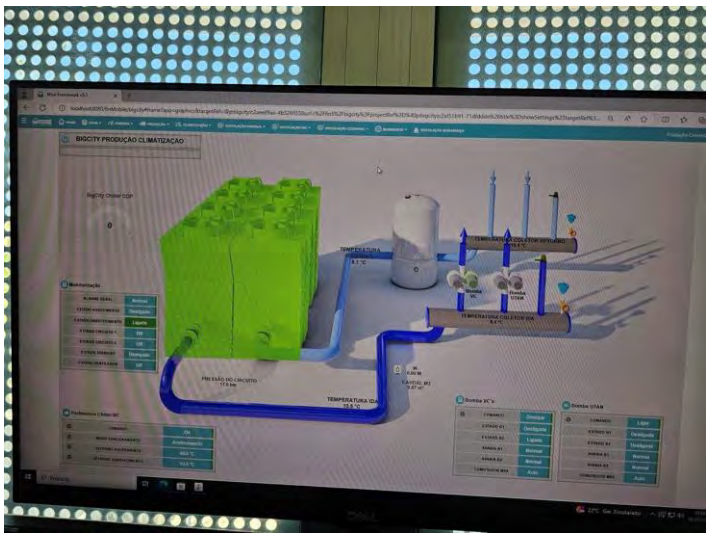


Figure 9: BMS Screenshot - Climate System

Lighting system

It is important to use lighting control systems that prevent unnecessary consumption during hours when natural light is sufficient for the use of different spaces.

These control systems include presence detectors, timers, and lighting sensors designed to illuminate common areas of the building, both indoors and outdoors.

Figure 10: Presence sensor residence

3.2. Household appliances

According to recent data from Endesa, 55% of the electricity we consume at home is due to the use of household appliances. Much of this consumption is concentrated in kitchen appliances where, according to the IDAE (Institute for Energy Diversification and Saving), the refrigerator, washing machine, oven, and dishwasher are the appliances that consume the most energy and therefore must be accompanied by an energy rating label, although they are not the only ones.

In the specific case of the Porto Tower residence, the building has a laundry room located on the ground floor, equipped with eight washers and dryers for residents' use. Following the Micampus Maintenance Best Practices Manual, appliances that are nearing the end of their useful life will be replaced with more efficient ones, prioritizing options with better energy ratings.

Furthermore, all rooms in the residence have a fully equipped kitchenette with the following features:

- 2-burner stovetop
- Smoke extractor hood
- Small refrigerator
- Small dishwasher
- Kitchen sink and faucet

In order to make efficient use of natural resources, it is recommended to follow the recommendations contained in both the User Manual of Good Practices in Sustainability, or in the recommendations in section 3.3 of this User Guide.

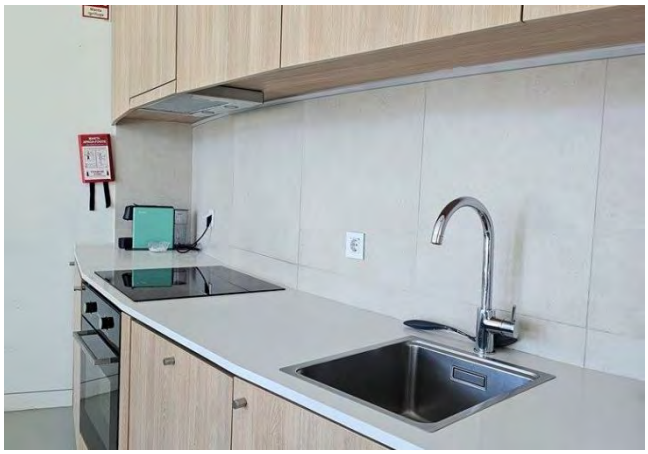


Figure 11: Fully equipped kitchen

Figure 12: laundry at the Armendáriz residence

3.3. Efficient consumption of resources

Below, you can find a series of recommendations and small actions that all building users can incorporate into their daily routines to help everyone work together to maintain a more sustainable and efficient building:

Water saving:
Water is a natural resource essential for the development of life on the planet. But its irresponsible use causes us to lose considerable amounts of water through waste and pollution, resulting in water shortages in many parts of the world today. Here are some everyday actions that can remedy this:

- Turn off the tap when you're not using water. You can save a lot of water if you get into the habit of turning off the tap while performing personal hygiene tasks such as washing your hands, brushing your teeth, or shaving.
- Use a glass to rinse your teeth. Drinking water straight from the tap always wastes some water.
- Wash fruits and vegetables in a container instead of under a running tap. You can use the water later to water your plants.
- Periodically check your plumbing to ensure there are no leaks in your pipes or plumbing fixtures.

As a water-saving strategy for MICAMPUS, the following elements have been installed:

Sinks:
To improve efficiency and save water, faucets with flow regulators have been installed, reducing consumption to 5 liters per minute, which represents a 59% water saving compared to conventional equipment.

Bathtubs and showers:
As with the sinks, all the showers in the residence have been fitted with a flow regulator to reduce water consumption to 6 liters per minute, which represents a 70% water saving compared to a conventional system.

Toilets:
The toilets in the residence hall's guest rooms and common areas have dual flush controls installed, setting the flush at 4/2 liters per flush. Older units that are still usable have flush controls installed.

Finally, the building has a leak detection system installed directly on the building's main service line.

Urinals

The building's urinals are equipped with a low-flush timer. When modifications are required, they must be aligned with the guidelines outlined in the Micampus Maintenance Best Practices Manual, such as installing flush-regulated 1.2-liter urinals.

Energy saving:

Regarding lighting:

- Take advantage of daylight as much as possible.
- Don't leave lights on unnecessarily, and be sure to turn off lights and air conditioning equipment when leaving rooms.
- Use nearby lights for tasks such as reading, studying, and more, and eliminate indirect lighting, which consumes a lot of energy because it requires more power.

Regarding air conditioning:

- Use ventilation control systems in your room or common areas to achieve greater comfort. It's recommended to close windows and lower blinds during the hottest hours and open them during the coolest hours to maintain a comfortable temperature.
- To ventilate the rooms, simply open the windows for 10 minutes. Opening them for longer periods of time increases energy consumption, as we unnecessarily lose the comfortable temperature achieved.
- Select the correct operating temperature. 26°C in summer and 22°C in winter. Each degree difference represents a 7% increase in energy consumption.
- Regularly clean the outdoor air conditioning unit using an air compressor, focusing on the heat exchanger fins. If compressed air is unavailable, a paintbrush or brush can be used through the gaps. This maintenance is recommended once a year.

Regarding heating:

- Raise blinds and/or shades during the day in cold weather to allow sunlight in and help warm the space. And close them at night to help prevent heat loss.
- Perform personal hygiene at a temperature between 30-35ºC.
- To ventilate the rooms, simply open the windows for 10 minutes. Opening them for longer periods of time increases energy consumption, as we unnecessarily lose the comfortable temperature achieved.

Regarding the laundry:

- Avoid using high wash temperatures unnecessarily, as it will require more electricity to raise the water temperature (heating the washing machine's water accounts for around 80% of its consumption). It's recommended to use cold wash programs for everyday laundry that isn't heavily soiled.
- Plan your washes so that each wash has a maximum load to reduce the energy used per garment. If a full load isn't used, use half-load programs.
- Use the Eco and energy-saving programs, which optimize the appliance's energy use. It's important not to confuse these types of programs with the "Eco Time" or quick programs, which reduce washing time at the cost of higher energy consumption.
- Use descaling agents and regularly clean the washing machine filter of impurities and limescale. It is recommended to clean the filter monthly.
- Take advantage of the spin cycle if you're using a dryer, as the washing machine's spin cycle consumes less energy than the dryer's. The more we spin the clothes, the less water will come out of the washing machine, and therefore the less effort it will take for the dryer to remove it, so we can choose programs with lower energy consumption.

Regarding kitchen equipment:

- On the ceramic hob, it should be turned off when not in use, whether for cooking or heating. If you have a microwave, it's more energy-efficient to heat food in it rather than on the ceramic hob.
- Regarding the extractor hood, it should only be turned on while the stovetop is in use and cooking fumes are generated. Do not use it for more than five minutes after finishing cooking.
- Regarding the refrigerator, never put hot food inside; letting it cool outside will save energy. Maintain a temperature of -5°C in the freezer compartment and 18°C in the refrigerator.

PART 4
LOCATION AND SURROUNDINGS

4. Location and surroundings

The residence is located on the outskirts of Porto, next to several university campuses, such as the Faculty of Dental Medicine and the Faculty of Psychology and Health Sciences. It is also surrounded by large open spaces, parks, and sports facilities.

To promote a healthy and more environmentally friendly lifestyle, this guide lists the main attractions and points of interest you can visit during your stay, and how to reach them in an environmentally friendly way. It also details the residence's waste management and the recycling centers located throughout the city, as well as a series of recommendations for reducing waste generation in your daily routine.

4.1 Waste management

The keys to consuming in a more sustainable and responsible way are the seven R's:

- **Redesign:**The ability to act on redesign from home is limited; support can be provided by choosing consumer products based on their materials or lifecycle capabilities.

For example, if you have to choose between plastic wrap for food or bags, the former cannot be recycled, while the latter can be recycled in the yellow bin, so it will be a better choice.

- **Reduce:**The most effective way to avoid waste is to reduce waste. Before purchasing, consider what type of waste the product you're buying generates.

For example: if you go to buy bananas and there are some hanging without any type of packaging and others in a tray with plastic, the former will only generate organic waste and the latter will generate the same organic waste, the recyclable tray and the plastic wrapping that would go into the waste container.

- **Re-use:**There will be things in your home that aren't suitable for their intended purpose, but can be used in other ways. Think about this before throwing anything away.

For example, an old T-shirt can be repurposed into a cleaning rag.

- **Fix:**Before throwing anything away, consider whether it can be repaired. It's usually cheaper and has a lower environmental impact.

For example, before purchasing a new laptop, find out which part has failed and whether it can be replaced or repaired.

- **Renew:**Especially when it comes to decor or clothing, it's normal to want to change according to fashion. Furniture, accessories, and even clothing can often be updated through alterations.

For example: an antique piece of furniture painted white will already look modern and newly purchased, or a pair of long pants that we're tired of wearing might be good summer shorts with two simple cuts.

- **Recover:**There are many secondhand platforms and stores with products in perfect condition. Consider buying secondhand when you need something to extend the life of your products. Also consider this option to get rid of unwanted items that are in good condition.

For example: some second-hand platforms or stores are Wallapop, Percentil, Mersema, Humana, Remar...

- **Recycle:**This is the last of the Rs because it requires the most resources than the other Rs (fuel for collection, energy for processing, etc.). It's the solution for all waste that hasn't been reduced, reused, repaired, or recovered. Each person's responsibility is to properly separate products to facilitate recycling.

When you have doubts about which container a waste should go in, use the AIRE (Smart Recycling Assistant) from Ecoembes (https://ecoembesdudasreciclaje.es/).

Below is basic information on the different types of waste and how they are classified for recycling:

At the residence, all waste generated will be household waste, although occasionally hazardous waste such as batteries or light bulbs may be generated. In this case, the residence has a small container for proper disposal, which will be treated by a specialized company.

If pesticide residues are generated inside the residence, they must be properly stored until they are collected by a specialized company.

Port collection system

Porto City Hall has a selective waste collection system, in which citizens are responsible for properly separating and disposing of the waste they generate. To this end, the City Council provides users with various recycling islands throughout the city.

For your convenience, the nearest recycling island to the residence is located at the main street Manuel Pacheco de Miranda, just 70 meters from the main entrance.

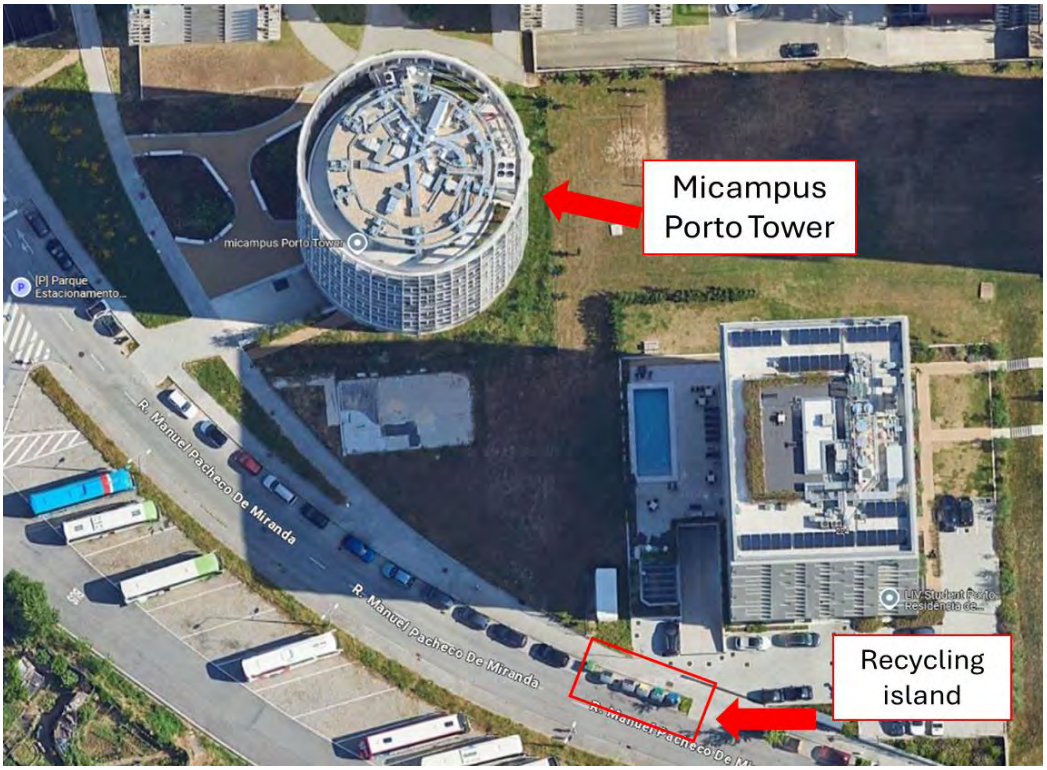


Figure2Location of the recycling island at the Porto Tower Residence

In the event that, due to the characteristics of the waste, it cannot be deposited in the external containers, the Municipality of Porto has seven Clean Points spread throughout the city. These offer a waste collection service and advice on waste classification. You can deposit waste such as batteries, computer batteries, mineral oil (automotive) and light bulbs, among many others, here.

The nearest Clean Point is Los Naranjos, located 2.7 km away on Avenida Mal. Gomes da Costa. It can be reached by car in approximately 12 minutes or on foot in approximately 35 minutes.

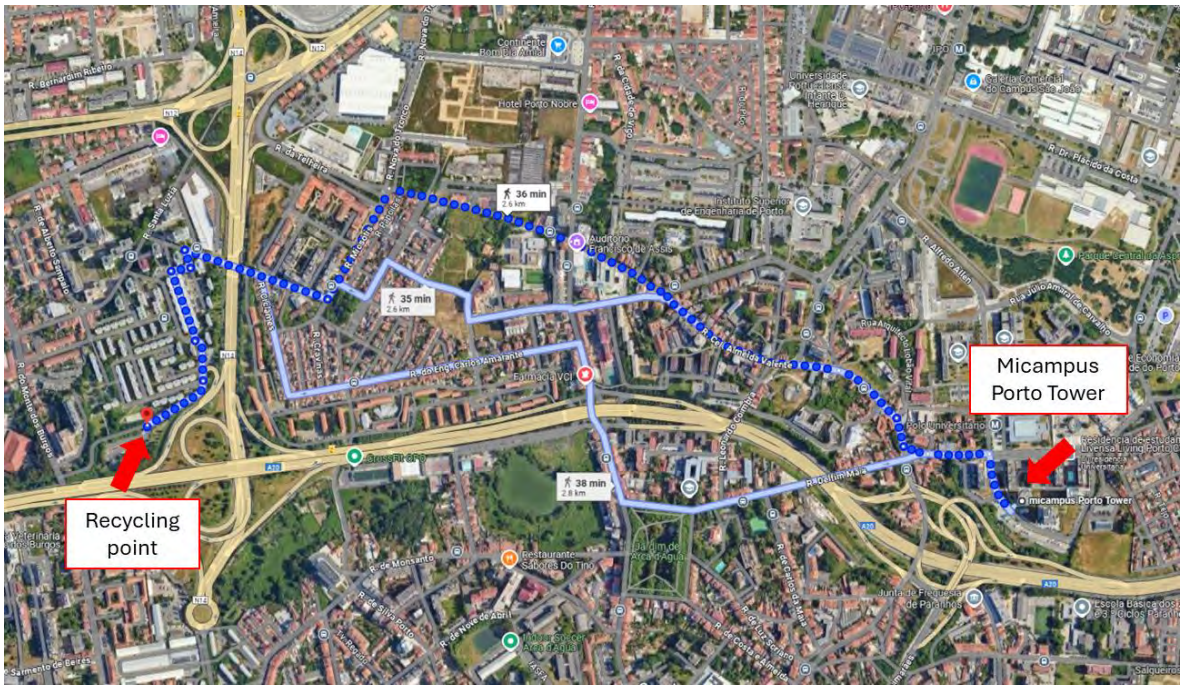


Figure3: Recycling point location

Access will be possible during the following hours:

- Monday to Saturday from 8:30 a.m. to 20:00 pm
- You can find more information at the following link: https://www.portoambiente.pt/residuos-urbanos/residuos-urbanos

Each resident of the rooms will be responsible for removing their garbage to the containers located at the entrance of the residence for later collection by municipal services.

Porto Ambiente shares guidelines for raising awareness about recycling in cities, and you can also see comparisons of what recycling entails in terms of consumption:

- Porto Ambiente. Clean Point Guide for more and better recycling:
    - https://www.portoambiente.pt/files/uploads/cms/Environmental%20Training_ING%20(2).pdf
- Porto Ambiente. Guide to Good Practices in the Management of Metal Household Packaging:
    - https://www.portoambiente.pt/files/uploads/cms/Guia%20Forma%C3%A7%C3%A3o%20Ambiental_PT.pdf

4.2 Sustainable mobility

Transport emissions in Portugal represent 25% of the country's emissions, according to the State Secretariat for the Environment. Therefore, reducing private car use can effectively contribute to reducing some of the current negative impacts on the planet. One of the measures to achieve this goal is to prioritize public transport over private car use..

Portugal's public transport system consists of a network of day and night buses, suburban trains, and an expanding cycle lane project. To travel on public transport in Porto, you need an ordinary or multi-journey ticket from STCP (Sociedade de Transportes Colectivos do Porto).

An ordinary ticket for city buses costs €2.00. Porto's transport network is adapted for people with reduced mobility. In these cases, as long as the established requirements are met, a specific discount is applied to the ticket price.

Alternatively, multi-journey tickets are available, which must be topped up with a minimum of €14 and a maximum of €50. These tickets can be used on all city lines until the amount on the card is depleted. Additionally, Porto City Council offers a student travel card with a 60% discount. This card is:

- Monthly student card:

- No limit to the number of journeys

- Cost: €12.

For more information on rates and to find out where to charge monthly passes, you can access the following link.: https://www.stcp.pt/en/travel/tariffs/prices/

Bus line

Porto's bus network comprises more than 70 urban and suburban routes. The Porto Tower residence is particularly well-connected, with a bus stop located just 350 metres away on Rua da Parada Igreja de Paranhos. The following lines stop here:

BUSES	
STOP NUMBER	Igreja de Paranhos
ONLINE SERVICE	Line *803, 11M, 603*
SCHEDULE	*Annex 2*
DISTANCE FROM THE RESIDENCE	350 meters (5 min walk)
INFORMATION	Contact: : https://www.stcp.pt/en/about-us/contact-us/contacts-list/ contact Phone: +351 226 158 158 (8:00h-19:00h)

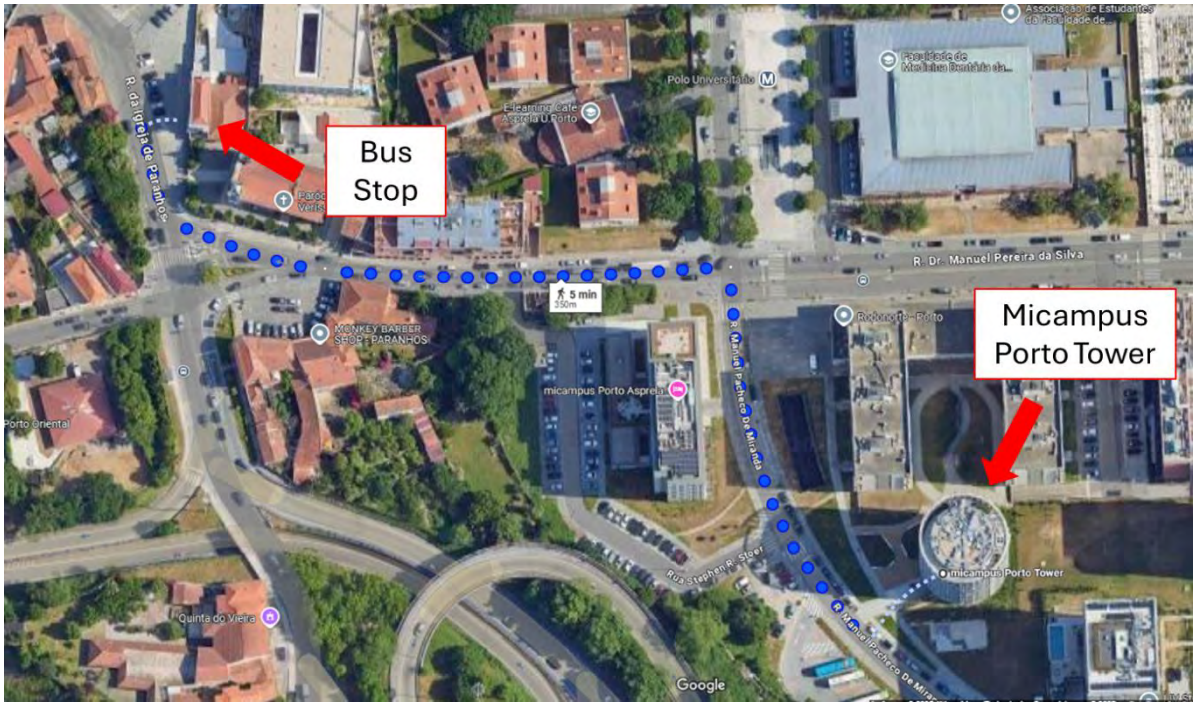


Figure4: Location of the nearest bus stop

In Annex 2, you can see the timetables of the main lines that connect with Micampus. You can call the contact telephone number from 8:00 to 19:00, Monday to Friday. On Saturdays the timetable is from 9:00 to 13:00.

Similarly, the STCP of Porto has developed a web application through which you can plan your route through all the public transport lines in the city, indicating stops, routes and estimated schedules. You can access this service through the following link:

- Calculate your route: https://www.stcp.pt/pt/itinerarium/

Bike lane

The city of Porto is connected by a network of more than 18 km of cycle paths, which is constantly expanding. The Porto City Council has launched the 'Rede 20' programme, which aims to create around 30 km of priority routes for pedestrians and cyclists in the city centre. In order to strengthen the promotion of sustainable mobility, the following cycle lane routes are currently in place within the city:

- Asprela cycle path: 3.5 km
- Prelada cycle path: 1.24 km
- Marginal cycle path: 7km, from Parque Cidade to Largo António Cálem.
- Parque da Pasteleira cycle lane: 0.7 km
- Foz da Ribeira da Granja cycle lane: 3.8 km
- Avenida da Boavista bike path: 2.2 km
- Parque Oriental cycle lane connecting to Rio Tinto: 10.3 km

In addition, the residence hall has several bicycle parking modules located at one of the north-western accesses to the building for your use and enjoyment.

It is possible to program the route via: https://www.bbbike.org/Porto/

4.3. Local services

The Porto student residence is located in a location that allows for a sustainable lifestyle, providing access to local products and reducing the number of trips by private vehicle, as it is well connected to all points of the city via public transport or on foot.

In addition, Micampus offers all users, both students and residence staff, a series of specific services and benefits. Below, you can find all the information regarding the services offered by Micampus in Porto, as well as the local services available:

Health services

<table>
<tr><th colspan="4">HEALTH</th></tr>
<tr><td rowspan="12">In all Mi Campus assets</td><td rowspan="12">QUIRON HEALTH</td><td colspan="2">Immediate telephone consultation and video consultation (7 days, 24 hours)</td></tr>
<tr><td rowspan="10">Chat with the specialist doctor</td><td>Psychoemotional support</td></tr>
<tr><td>Nutrition and Dietetics</td></tr>
<tr><td>Pregnancy guidance</td></tr>
<tr><td>Sexology</td></tr>
<tr><td>General medicine</td></tr>
<tr><td>COVID</td></tr>
<tr><td>Allergology</td></tr>
<tr><td>Ophthalmology</td></tr>
<tr><td>Physiotherapy</td></tr>
<tr><td colspan="2">Measurement of vital signs</td></tr>
<tr><td colspan="2">Symptom Evaluator</td></tr>
<tr><td colspan="2">Electronic prescriptions</td></tr>
</table>

		Personal health manager	
		Emergencies connected	
		Special prices on consultations, tests, and surgeries.	
	Online courses (MOOCs)	Family planning and contraceptive methods	https://mooc.formacionalcala.com/1/cursos-gratis-salud/69/planificación-familia-y-metodos-contraceptives
	Residence activities	Nutrition talks	
PORT	Comprehensive strategy for health promotion	https://coesaosocial.cm-porto.pt/saude/municipal-health-map	

Mental health services

In all Mi Campus assets	**MENTAL**		
	Micampus Psychologist	Online appointment (4 appointments a day, 4 days a week)	
		Online recognition	
		Excellent relations with local health care for possible treatments	
	Chiron health	Online workshop	Learn how to manage stress, how to detect it, and what its symptoms are.
	Workshops	Sweatshirt design contest	
		My Talent Campus	
		Christmas door decoration contest	
		Group laughter therapy	
		Kahoot Contest	
		Television contest	
	Free online courses **MOOC**	How to improve emotional intelligence	https://mooc.formacionalcala.com/2/cursos-gratis-educacion/36/como-mejorar-la-intelligencia-emocional

		Regulating our emotions	https://mooc.formacionalcala.com/1/cursos-gratis-salud/49/regulating-our-emotions
	Telephone of hope		985225540
PORT	Free appointments with psychologists for college students		https://www.gov.pt/servicos/pedir-cheque-psicologo

Education and cultural services

In all Mi Campus residences	**EDUCATION**		
	Micampus Learning	English Academy **-Number 16-**	Free level test
			First class free
			Online classes
			In-person classes
		Driving school**Dribo**	10% discount
	Events at the residences	Movie sessions	
		Open House	
	MEC Scholarships	Undergraduate and master's degree studies from the Ministry of Education.	
PORT	AIDS prevention course	https://coesaosocial.cm-porto.pt/saude/porto-cidade-sem-sida	
	Advice on controlled consumption and addictions	https://coesaosocial.cm-porto.pt/programa-consumo-vigiado/programa-de-consumo-vigiado	

Sport and physical activity

In all Mi Campus residences	**PHYSICAL**		
	My Campus Gym	State-of-the-art machinery and equipment	
		Facilities for doing sports in company	
		Application to focus on specific objectives **APLIFIT**	Completely free
			Hundreds of recorded classes
			Focused exercises
			Wherever and whenever you want
		Tournaments	2022_ Padel Tournament
	In the residences	MyCampus Olympics	
		Cross-training classes	
		Yoga classes	
		Zumba classes	
		World Balloons	
		Pilates class	
		Body combat	
		GAP Classes	
		Soccer tournament	
		My Campus Gymkhana	
	Online courses **MOOC**	Stretching	https://mooc.formacionalcala.com/1/free-health-courses/41/stretching
PORT	Sporting programs and events	https://www.porto.pt/pt/noticias/categoria/desporto	
	Nearby sports centers	Indoor Soccer Paranhos	
		Alley Courts II – Campo da Asprela (FADEUP)	
		UP São João Fitness Gym	
	Parks	Asprela Central Park	
		Quinta de Lamas Park	

The closest open-air space to the residence is located just 600 meters away on foot: Asprela Central Park. Open 24/7, it's a great place to build community or practice sports, which not only improve our physical fitness if practiced regularly, but also help us clear our minds and be more productive.

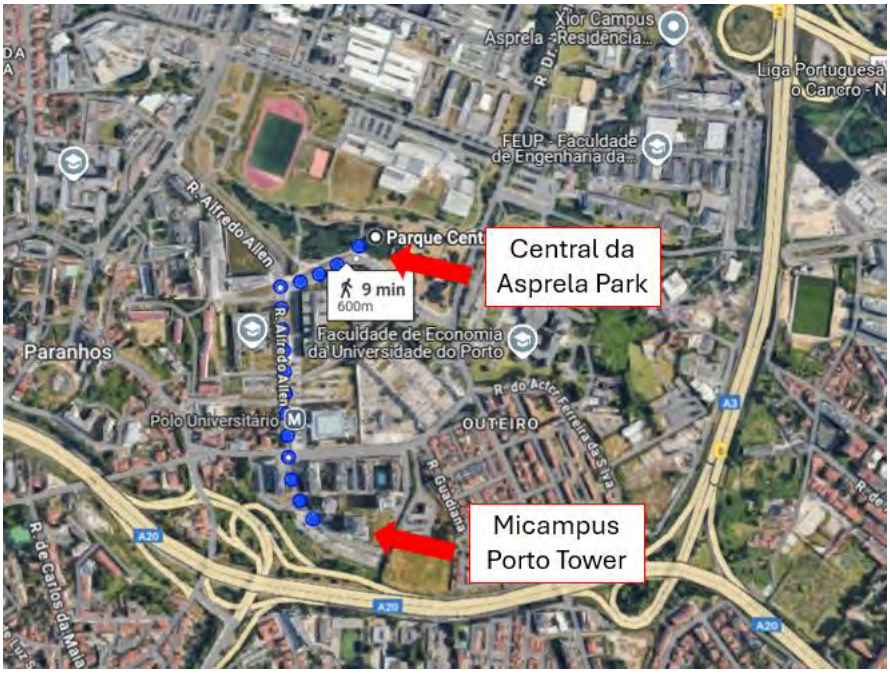


Figure 17: Location of nearest park

The nearest sports facility to the reference point is a 1.3 km drive from the residence. It is the Alley Courts II – Campo da Asprela (FADEUP) sports center, located within the Faculty of Sports Sciences of the University of Oviedo. This outdoor space offers opportunities for sports activities, promoting good health.

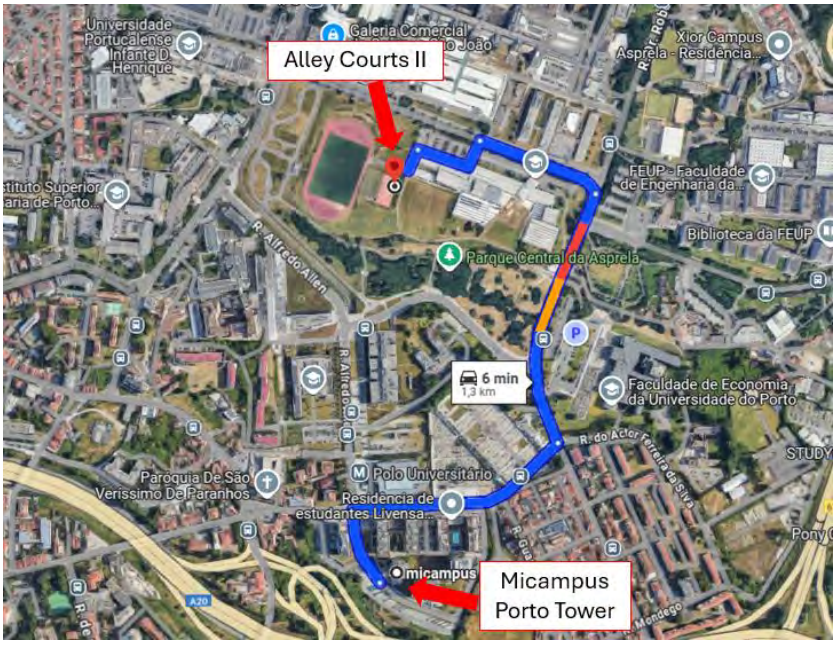


Figure 18: Location of the nearest sports center to the residence

Leisure and social services

In all Mi Campus residences	**SOCIAL**	
	Events at the residences	Welcome party
		Parties in common areas
		Residual Managers Election
		End-of-exam party
		Netflix and popcorn
		Christmas parties
		First dates
		Halloween
		Oktoberfest
		Three Kings' Day Raffle
		Art & Wine
		World Pizza Day
		Superbowl Final
		Carnival party
		Paintball
		St. Patrick's Day
		Spring Festivals
		Excursion
		Amusement park
		Tik-Tok awards
		Summer cinema session
	My Summer Campus	Transfer to another residence for the summer
		10% discount
	Cantabrian Surf School	Individual or group classes
		Material and facilities on the beach
		All ages and levels
		Activities with skateboarding, SUP and bodyboarding
PORT	Young port	https://www.cm-porto.pt/juventude/juventude
	Activities programming	https://cultura.cm-porto.pt/festivais-e-programas

Other services near the residence:

Table 2: Other services near the Oporto residence

PORT	**OTHER SERVICES**	
	24-hour ATM	ATM,Dr. Manuel Pereira da Silva 208,

	Establishment that dispenses food	Food & Drinks Club. R. Manuel Pacheco De Miranda 38, (M, W, T, F: 12:00-14:00h, 19:00-24:00h / Tu & Su: Closed)
	City Council website	https://www.cm-porto.pt/

Figure 195: Location of the nearest 24-hour ATM

Figure 20: Location of nearest establishment

Porto City Council has launched an initiative to boost local and proximity commerce. This type of commerce revitalizes the city's local economy and reduces its

environmental footprint, as these establishments are typically located near the city center and can be reached on foot rather than by car. Furthermore, it encourages the consumption of local products, which creates an opportunity to gain a deeper understanding of the local culture.

To this end, the city council has developed a local commerce observatory, which includes a series of graphic and documentary resources where you can find the main local businesses offering national and local products, thereby boosting visibility and, consequently, encouraging purchases from local businesses. In addition, the city council periodically issues a report on purchases in these types of establishments. You can access these resources at the following link:

- Local commerce in Porto:https://comercioturismo.cm-porto.pt/comercio/observatorio-do-comercio

Likewise, as part of Micampus' commitment to improving health indicators, it has developed a service focused on improving food quality for all residences:

Table 3: Nutrition services offered by Micampus

<table>
<tr><td rowspan="4">In all Mi Campus residences</td><td colspan="2">NUTRITION</td></tr>
<tr><td colspan="2">Online consultation service to request advice and nutritional guides from a nutritionist</td></tr>
<tr><td rowspan="3">Events in residences</td><td>Cocktail Masterclass</td></tr>
<tr><td>Showcooking</td></tr>
<tr><td>Pintxo creation contest</td></tr>
<tr><td>PORT</td><td>Healthy eating</td><td>https://coesaosocial.cm-porto.pt/saude/programa-de-educacao-parental-e-alimentar-pepa</td></tr>
</table>

For any questions or concerns regarding the services offered by the city, you can visit the Porto City Council website:

- Porto City Council:https://www.cm-porto.pt/
- Contact telephone numbers:https://www.cm-porto.pt/contactos/contactos-1_1

PART 5 SUSTAINABLE LIFESTYLE, HEALTH AND WELL-BEING

5. Sustainable lifestyle, health and well-being

Sustainability is a set of holistic strategies that allow for the design, construction, and operation of buildings that are environmentally friendly, comfortable, and healthy for living and working, integrating solutions that help maximize the return on investment over their lifecycle. By reducing carbon emissions, the greatest benefit is for its users and the community.

5.1. Operational and management policies

Access to basic health services is one of the five fundamental pillars that make up the social determinants of health. Overall, improved access to health care can help improve the physical, social, and mental health of individuals and communities.

At Mi Campus residences, we offer healthcare from the Quirón Salud Group, offering consultations with specialist doctors, emergency services, and special rates on certain surgeries, among other services. For more information, see Appendix 1.

Physical health

Physical inactivity has been a major focus of the public health community for decades, due to its contribution to premature mortality and chronic diseases, such as type II diabetes, cardiovascular disease, depression, stroke, dementia, and some forms of cancer.

The WELL Health-Safety Rating movement concept aims to promote movement, encourage physical activity and active living, and discourage sedentary behavior, creating and enhancing opportunities through the spaces in which we live.

At My Campus, we promote health through movement with strategies such as encouraging the use of the stairs, gym facilities, and exercise plans with an app; bike lanes and bike parking within the building; and activities offered both within and outside the residence halls. In the appendix, you can find the different activities we offer and recommend.

Mental health

Recent estimates indicate that 18% of adults experience common mental disorders (e.g., anxiety, depression, or substance use) throughout their lives. Depression is the leading cause of social isolation and disability worldwide, and access to adequate treatment for mental disorders remains a global barrier.

My Campus sends quarterly information to its members to raise awareness of mental health and help identify certain symptoms. You can find more information in Appendix 1. We also offer free psychological support for all residents; you can find more details in Appendix 1.

Nutritional health

Poor nutrition remains one of the leading causes of the global burden of disease, accounting for more than one in five deaths worldwide. In fact, unhealthy diets pose a greater risk of morbidity and mortality than drug, alcohol, and tobacco use combined.

Healthy food advertising has been shown to increase the selection of healthier products and can have a greater impact than anti-obesity advertising in influencing eating behaviors. My Campus sends quarterly newsletters with information on these topics; you can find more details in Appendix 2.

Promote a tobacco-free environment

There is no safe and acceptable level of exposure to cigarette smoke. Therefore, the only way to protect people from secondhand and thirdhand smoke is to implement a 100% smoke-free environment. To prevent the intrusion of cigarette smoke from outside into the Mi Campus residences, measures have been implemented to ensure that smoking is not permitted inside or near building entrances, operable windows, and building air intakes.

Effective hand cleaning

All humans share the need for access to restrooms, and proper hand hygiene is key to reducing the incidence of gastrointestinal and respiratory illnesses. Furthermore, soap and the inside of liquid soap containers often remain contaminated after use; therefore, best practices and research recommend not refilling soap dispensers, but instead using dispensers with sealed soap containers.

Visual cues that encourage hand hygiene can improve compliance with established guidelines. All of these measures have been evaluated and implemented in our nursing homes.

5.2. Protocols and quality parameters of the facilities

Micampus promotes the creation of safe and healthy spaces for all its users, conducting environmental quality reviews and controls.

Strategies to reduce airborne particles

Many viral illnesses, including COVID-19 and influenza, are spread orally or respiratory through liquid particles emitted by an infected person when they cough, sneeze, or even exhale. Factors that can affect exposure include respiratory particle size distribution, humidity, airflow, and air treatment.

At My Campus, we implement design strategies and policies aimed at reducing exposure to certain particles released by infected individuals, such as establishing physical distance between people when necessary or providing barriers to prevent respiratory particles, thus slowing the spread of pathogens.

Air quality monitoring

It's clear that the impact of improving indoor air quality is substantial. In a recent study on the global burden of disease, indoor air pollution was ranked as the tenth leading cause of ill health for the global population. To minimize this risk, we at Micampus are implementing several measures, including:

- **Selection of safe cleaning products**

Commercial cleaning products may also contain ingredients that can degrade indoor air quality and are suspected of being hazardous to human health. Some products may emit substances that irritate the nose, eyes, throat, and lungs and can cause or trigger asthma attacks.

At My Campus, we have a comprehensive plan for cleaning operations that considers the health of occupants and cleaning staff, increasing the overall effectiveness of the process while reducing environmental damage. The plan adheres to public health agency recommendations regarding disinfection requirements. It also includes personal protective equipment (PPE), engineering controls, and policies to reduce exposure to hazards during cleaning practices. The cleaning products we use at My Campus have been carefully selected to be free of such hazardous ingredients, reducing the risk of respiratory and skin symptoms.

- **Mold and moisture control protocol**

Excess humidity is a common problem in buildings. When improperly managed, moisture creates conditions conducive to the growth of mold and other biological pests, which can increase the risk of developing respiratory infections and asthma for people inside the building.

We perform the necessary inspections to verify that the design and operations adequately protect against mold growth, and to report the need for preventative maintenance.

Water quality monitoring

At My Campus, we aim to increase the level of adequate hydration among building users, reduce health risks due to contaminated water and excessive humidity inside buildings, and provide adequate sanitation through improved sanitation. We also conduct annual monitoring for legionella and other water quality parameters.

5.3. Education and commitment

Various studies of organizations with wellness programs in these locations show that isolated incentives or programs, or even just physical environments that promote health on their own, will not be effective in promoting healthy behaviors unless they are part of a general health culture integrated into daily operations.

Effective health promotion programs can improve satisfaction, well-being, self-esteem, and health status, and reduce stress and health risks.

The creation of support programs for education, mentoring, and sponsorship can positively impact residents' financial health and opportunities. That's why Mi Campus, with the goal of providing a healthy and safe environment for all its residents, offers scholarships in various areas so residents can benefit directly from the residence halls. You'll find more information about the programs offered in the appendix.

At My Campus, we want to make it easy for you, and you'll find posters at strategic locations to remind you of all this information. You'll also find information about group activities on the residence hall notice boards. These are some examples of the posters you might find.

PART 6
HEALTH, SAFETY AND EMERGENCY

6. Safety and emergency

A rapid and effective emergency response requires coordination with local emergency services and the maintenance of emergency resources, such as an emergency notification system, first aid kits, and defibrillators. Complementing these resources with occupant training in CPR, first aid, AED use, and personal preparedness can increase individual response time and help improve survival rates; CPR and AED training alone can increase victim survival rates by nearly 40%.

At MiCampus, we have defibrillators in all our residences, enough per residence to minimize response time in the event of an emergency. We also provide ongoing training for staff in various courses such as defibrillator use, CPR, and first aid.

All Micampus occupants must ensure their own safety and that of their colleagues, residents, employees, and, in general, anyone affected by their activities.

This section includes a list of the main emergency resources you may need when necessary, along with their contact phone number, address, and estimated arrival time by car from the residence. In all cases, this arrival time is calculated by car, except for the nearest pharmacy, which is calculated as a walk due to its proximity to the building:

Table 4: *Porto Emergency Information*

Resource	Contact	Address	Distance (Estimated time of arrival)
São João University Hospital	225512100	Alameda Prof. Hernâni Monteiro, 4200-319 Porto, Portugal	2,3 km (11min)
Serviço Municipal de Proteção Civil do Porto	222 071 310	Largo Duque da Ribeira, n.º 47, 4050-006 Porto	5 Km (23min)
Farmacia más cercana	228327118	Farmácia VCI, Rua do Amial 251, 4200-060 Porto, Portugal	230 m (3min a pie)
Volunteer firefighters São Mamede de Infesta	229010017	Av. Mal. Gomes da Costa 245, 4465-158 São Mamede de Infesta, Portugal	3,4 Km (11min)
Policia Local Porto (PSP - 8ª Esquadra (Campo Lindo)	225025367	R. de Vale Formoso 443, 4200-514 Porto, Portugal	2,8 Km (10min)

In addition, in case you need non-urgent health care, in the following link you can find a search engine for all the Health Centers of Porto ,as well as your address and contact number:

- Primary Care Center Locator Porto

http://oporto-virtual.com/informacion/centros-de-salud/gmx-niv232.htm

Remember that the single general emergency number in Spain is 112, and that its service is completely free with 24-hour support, 365 days a year, even if you don't have network coverage.

The Porto Tower residence hall has a self-protection plan approved and reviewed by the competent authorities, which lists the evacuation procedures and the building's main security features.

In case of an evacuation, the meeting point is located in front of the main entrance to the residence:

Figure 21. Meeting point location residence

To access the meeting point, the building has three emergency exits, through which you can walk to the meeting point.

If any resident has limited mobility that prevents them from evacuating the building via the evacuation stairs in the event of an emergency, they must be permanently located in the rooms located on the ground floor.

If necessary, the building is equipped with the necessary fire-fighting equipment, both external and with hoses and water intake points, to ensure the building's safety. An appropriate inspection and maintenance program is carried out periodically.

In addition, in compliance with current legislation, the nursing home will conduct an annual emergency drill, as well as provide training and instruction on the nursing home's self-protection plan to all employees.

6.1. Fire and explosion prevention

An accident is an unexpected event, one that cannot be foreseen and that generally causes damage, injuries, or negative consequences, such as property losses. These are sometimes unavoidable, and once they occur, you must be as prepared as possible and have the best equipment to minimize the consequences.

However, to minimize the risk and likelihood of an accident occurring during your stay, it is vital that all residents of the residence follow a series of basic recommendations:

The residence's maintenance team, as stipulated in the building's Self-Protection Plan, will inspect the residence's fire-fighting equipment every three months to ensure that everything is in working order. The maintenance tasks outlined in the Annual Maintenance Program of the UNE 23120 standard will be carried out annually.

For the users of the residence, a series of basic but very effective recommendations are listed to avoid an accident in electrical installations:

Extension cords and "thieves":

- Do not splice extension cords together.
- Place them away from heat sources.
- Keep extension cords out of traffic areas.
- If you notice abnormal heating, unplug them immediately.

Lamps and mechanisms:

- Do not install bulbs with a higher wattage than indicated on the socket.
- When you leave home or go to sleep, don't forget to turn them off.

Electrical appliances:

- Do not place any portable heating device near curtains, drapes, or furniture made of flammable materials.
- Constantly monitor the condition of the cable and plug

6.2. Action in case of fire

Sometimes small fires occur that can be controlled with a single intervention, if handled appropriately. Fighting a fire requires knowledge of some basic principles, a great deal of calm, and a certain speed in analyzing and understanding the situation; therefore, it is advisable to follow these recommendations:

- Never stop to put out a fire if any of these circumstances apply:
    - The flames threaten to close the only available exit.
    - The spread of the flames is rapid.

    - The fire is not limited to a small area that can be easily controlled.
- Stay calm, thinking about all possible safe exits from the building, remembering that stairwells or main exits may be blocked by flames.
- If the fire starts in an electrical appliance, before extinguishing it, turn off the power supply.
- Water isn't always the best solution for putting out a fire; in some cases, it can even be counterproductive:
    - If the burning products are less dense than water (such as grease, solvents, or gasoline, among others), there is a risk of spreading the fire even further.
    - If the fire is caused by a short circuit, pouring water on it can cause electrocution, as water is a good conductor of electricity.
- If a portable fire extinguisher is used, the following must be taken into account:
    - If you don't know how it works, it's better not to use it, and if possible, seek help in this regard.
    - Remember that the charge runs out in a few seconds, so you need to use it efficiently.
    - Aim the jet at the base of the flames, sweeping the entire surface of the fire.
- For the use of equipped fire hydrants (EFHs), the hose must be fully extended before opening the stopcock. For effective use, the presence of at least two people is recommended, one of whom will hold the hose nozzle firmly and the other will open the stopcock.
- Notify the fire department immediately. If the fire's size and intensity require a quick evacuation, prepare to flee.
- On the run:
    - Walk crouching, or if necessary, on all fours. The air is cleaner near the ground: toxic gases and hot air tend to concentrate at higher altitudes.
    - Move forward as quickly as possible and leave the doors you pass closed (but not locked or chained) to slow the spread of the fire as much as possible. If you come across a closed door that is hot, do not open it; heat indicates a fire behind it.
    - Don't use elevators. If the power goes out, you'll be trapped with no way out.
    - If you can't escape from a room because flames are blocking the exit door, close the door and place wet towels, if possible, in the cracks. In this case, keep the windows open and call for help. Once outside the building:
    - Never go back on your steps.

- If someone suffers a burn, act quickly and notify or go to a doctor immediately.
- If any personal clothing catches fire, do not run away or make sudden movements with your arms, as this will fan the flames. Always ask for a non-synthetic, preferably fire-resistant, blanket over you. Alternatively, rolling on the ground is a good way to extinguish the flames.

6.3. Action in case of water leak or break

In the event of leaks or breaks in the building's water pipes, it is advisable to proceed according to the following recommendations:

- Close the stopcock of the wet core that is leaking or ruptured. If the problem persists, close the main stopcock.
- Disconnect the power supply to avoid short circuits or accidents.
- Locate the leak or break, notifying the plumber or the supply company.
- Collect the water.
- Repair the damage or water leak.
- Perform a general cleaning.

6.4. Action in case of severe weather conditions

In the event of any of the following atmospheric events occurring, it is recommended that you follow these recommendations for the protection of the building, as well as for your own self-protection:

FLOOD

In the event of a flood or a flash flood, it's important to be informed about the extent and potential danger of the flood in the aftermath, in order to make the most appropriate and safe decisions. To mitigate the effects of a flood, it's a good idea to:

- Seal all doors and openings at street level, as well as windows, entrances, basement access ramps, and any water ingress points. This should preferably be done from the outside, in a watertight manner, and in a way that withstands the force of water pressure.
- Disconnect the power supply to avoid short circuits or accidents.
- Evacuate flood-prone areas, such as basements, ground floors, etc., and occupy the highest areas of the building.
- Once water has entered the building, it is not advisable to block its flow with barriers or parapets, as this could cause unforeseen stresses on the structure, leading to future problems.
- Do not use the elevator.

STORM OR LIGHTNING STRIKE

In the event of a major storm with lightning, it is recommended:

- All building users will take cover in the safest parts of the building.
- All doors, windows, and shutters will be closed, locked, and secured with sturdy hardware.
- All folding elements, such as awnings and parasols, will be closed.
- Any appliances that may be affected will be disconnected from the power grid.

SEISMIC RISK

Even though the probability of a severe seismic movement occurring in the

area, it is important to know how to act in this case:

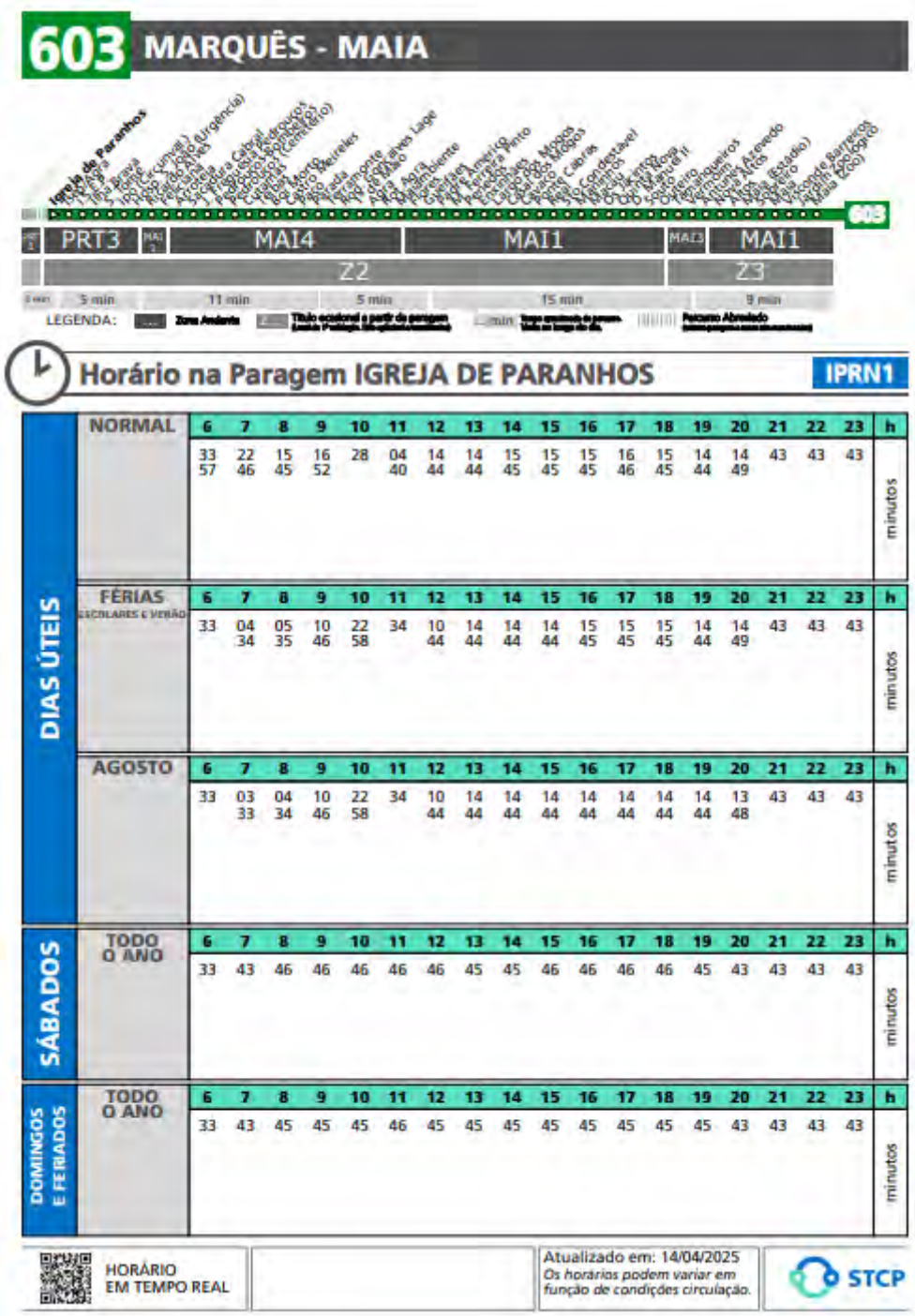
- Do not leave the building until the move is complete.
- Seek shelter under strong structures.
- Stay away from windows, glass, display cases, partitions and objects that
- They may fall and hit you.
- Don't be in the kitchen.
- Do not use the elevator.
- If the movement is strong, once finished, turn off the light supply,
- water and gas.

Annex 1: Micampus Communications Calendar

My Campus communication calendars related to health resources, programs, facilities, and policies:

EMPLOYEE INCORPORATION	QUARTER 1 2025	QUARTER 2 2025	QUARTER 3 2025	QUARTER 4 2025
Environmental and welfare policy	First aid emergency preparedness and AED training	Reading recommendations, Instagram accounts on mental health	First aid emergency preparedness and AED training	Reading recommendations, Instagram accounts about physical health
First aid emergency preparedness and AED training	Cultural activities in the area of the building	Recommendations for healthy eating	Cultural activities in the area of the building	Flu prevention campaign
Volunteer and food collection programs near the residence	Food collection	Social activities in the area	Food collection	Social activities in the area

Annex 2: Schedule and frequencies of the main Micampus – Porto Tower lines



603 MARQUÊS - MAIA

PRT3 | MAI4 | MAI1 | MAI3 | MAI1

Z2 | Z3

5 min | 11 min | 5 min | 15 min | 9 min

LEGENDA:

Horário na Paragem IGREJA DE PARANHOS — IPRN1

		6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	h
DIAS ÚTEIS	NORMAL	33 57	22 46	15 45	16 52	28	04 40	14 44	14 44	15 45	15 45	15 45	16 46	15 45	14 44	14 49	43	43	43	minutos
	FÉRIAS ESCOLARES E VERÃO	33	04 34	05 35	10 46	22 58	34	10 44	14 44	14 44	14 44	15 45	15 45	15 45	14 44	14 49	43	43	43	minutos
	AGOSTO	33	03 33	04 34	10 46	22 58	34	10 44	14 44	14 44	14 44	14 44	14 44	14 44	14 44	13 48	43	43	43	minutos
SÁBADOS	TODO O ANO	33	43	46	46	46	46	46	45	45	46	46	46	46	45	43	43	43	43	minutos
DOMINGOS E FERIADOS	TODO O ANO	33	43	45	45	45	46	45	45	45	45	45	45	45	45	43	43	43	43	minutos

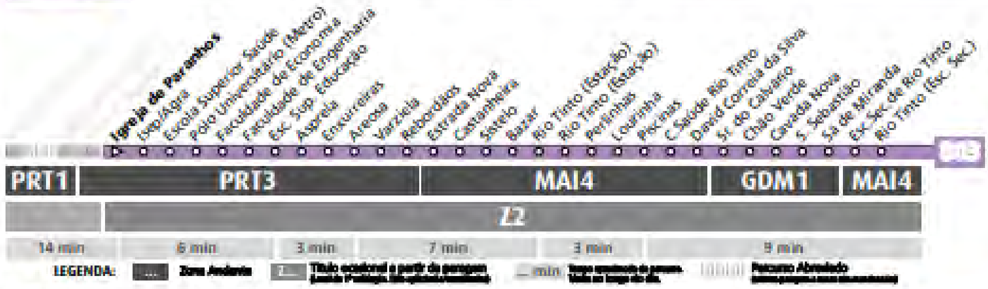
HORÁRIO EM TEMPO REAL

Atualizado em: 14/04/2025
Os horários podem variar em função de condições circulação.

STCP

Timetables line 603

803 BOAVISTA - RIO TINTO(Esc. Sec.)



Horário na Paragem IGREJA DE PARANHOS — IPRN1

		5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	h
DIAS ÚTEIS	NORMAL		26	03 40	18 48	17 47	16 46	16 46	16 46	16 46	16 49	18 43	09 35	09 40	09 40	07 34	02 29 59	29	19	09 59	49	minutos
DIAS ÚTEIS	AGOSTO		26	03 39	14 44	15 45	15 45	15 45	15 45	14 44	15 45	15 45	15 45	16 46	16 46	14 49	39	29	19	09 59	49	minutos
SÁBADOS	TODO O ANO		41	54	59		04	00 55	50	44	40	35	30	25	20	19	24	29	19	09 59	49	minutos
DOMINGOS E FERIADOS	TODO O ANO		41	53	59		04 59	54	49	44	39	34	29	24	14	19	24	29	19	09 59	49	minutos

HORÁRIO EM TEMPO REAL

Atualizado em: 21/02/2022
O horário pode variar mais ou menos 5 min. após partida.

STCP

Timetables line 803

ANNEX 3
MICAMPUS PORTO TOWER HANDBOOK

micampus
residencias

Micampus Porto Tower

Student Accommodation

*Images may not match the residence. They are generic images of micampus

Index

Welcome to micampus Porto Tower

In this guide we want to show you how we work so that you can start enjoying your experience in our Accommodation since the first moment. In addition, we will give you some tips to adapt to your new life in Porto City.

At micampus Porto Tower we are a team of people who will always be willing to help you with whatever you need. Little by little you will become familiar and count on us whenever you need it.

If you have any questions or concerns, you can contact our reception open 24 hours.

hi,
life!

micampus Porto Tower
+351 913 960 369
porto_tower@micampusliving.com
Manuel Pacheco de Miranda Street, 105 & 113, Porto, Portugal

Communication channels

Emergency telephone +351 913 960 369 where we are available 24 hours a day for you.

WhatsApp Broadcast List +34 646 983 181 you must add it to your contact list so that the messages can reach you. You will receive information about the day-to-day life at micampus Porto Tower: News, Incidents, Announcements, etc.
These groups allow you to write to us at any time, and
we will only be the ones who read the message. The members of the group cannot see each other or contact each other. Absolute privacy!

Email porto_tower@micampusliving.com where you can also send us your queries.

micampus residencias

The best services and facilities designed for you

- Bi-weekly room cleaning
- Biweekly change of sheets and towels
- Classrooms for individual and group study
- 5GHz Wifi
- Café
- Leisure rooms
- Gymnasium
- Laundry
- Bicycle parking

micampus Club

As a resident of micampus you will be able to enjoy all the services and benefits of mi-campus Club.

A service that offers our residents a wide variety of advantages as a consultant medical plans, nutritional plans, personal follow-up, online training sessions, language classes, special discounts and raffles.

And in addition, you will get the card of the Spanish Network of Youth Hostels (REAJ), with which you can access more than 4,000 hostels in 90 countries around the world and thousands of national and international discounts for transport, leisure, restaurants, museums, among others.

Below we tell you more about each of the sections of micampus Club:

micampus Health

It promotes health care, medical care and prevention protocols for our children. Residents through a system of online consultations with health professionals.

Hospital quirónsalud DIGITAL

micampus Nutrition

At micampus the health of our residents comes first, which is why we provide an online consultation service to ask our nutritionist for advice and food guides.

micampus Sports

Micampus Sports promotes the physical activity of our residents, through our sports facilities and the online training platform Virtual Gym.

micampus Learning

At micampus we want all students to make the most of their university years, which is why we offer English classes (online or face-to-face and individual or group) with the Number 16 English school.

micampus Benefits

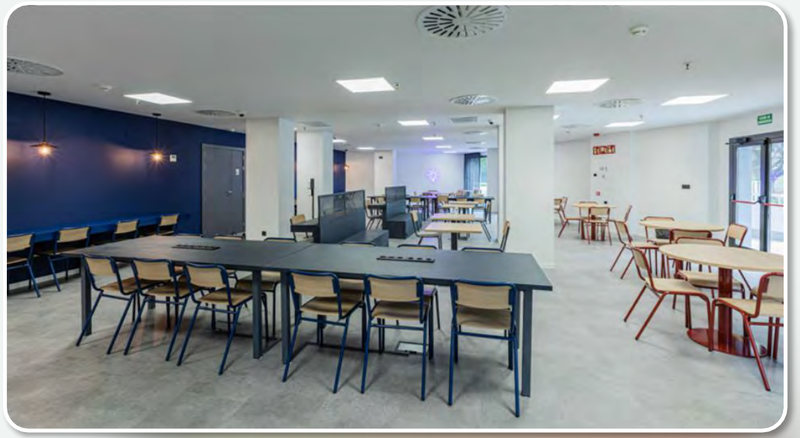
We know that leisure is very important to you so as a resident of my campus you will have access to thousands of discounts on travel, restaurants, art, transport...

Common spaces

Porto Tower has a space created so that you have a place where you can meet. It is a pleasant place with all the comforts at your disposal.

You have a games room where you can disconnect after studying.
You have different study rooms. Please remember to leave them free when you are not using them.

Remember to respect the rest of your classmates, and take good care of the furniture.

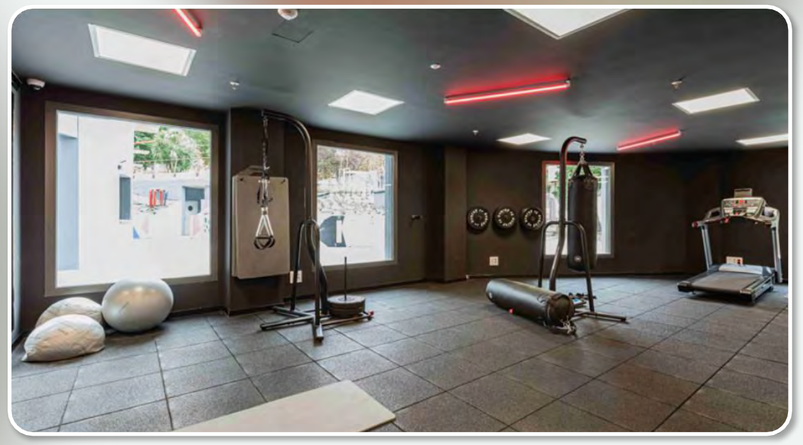


Gym

Train then think!

A Gym cannot be missing. We have ellipticals, treadmills, weights, etc. All so that you can perform their training routines. You will find it on the ground floor of the Residence.
It is important that you take care of the material and leave everything in its place, so that it is always tidy and ready to be used.

And you can use it 24 hours a day.



Cohabitation

Most of you who share a double room or an apartment do not know your new room mate, so it is very important to learn to live together. Communication is essential for a good coexistence, you must feel free to talk about any topic with your room mate. Many times a lack of communication can cause problems to arise simply because you don't talk things over. It is essential that you learn to respect the space of the other and, at the same time, feel free and comfortable in your space.

It is also important to live together in common spaces, respecting the room mate, and seeking to maintain an environment of tolerance, order and harmony.

You can always count on the nursing home team to help you with any problem of coexistence and we will surely find a solution.

We would like to leave you with some tips for living together, especially for those who

You are going to share a room:

Find out what you have in common with your partner

- Assume good intentions
- Communicate
- Negotiates
- Enjoy

Internal regulations

Attention

At micampus Porto Tower we have an Internal Regulations that you must read before your arrival with all the regulations. We will attach it in the mail.

It is important to us that all residents are clear about what these rules are. As you will see, these are common sense rules but necessary for all residents to live together without conflicts. For this reason, we ask you to please take a little time to read it.
There the duties and rights of each resident are detailed, so that in this way my Porto Tower campus is a space of good coexistence and respect for others.

You will also be able to find the faults. Depending on the fault, it may
there will be a penalty of up to the definitive expulsion from the Residence.

Expulsion will result in the loss of the right to the return of the bond.

micampus residencias

Below we will mention some of the faults To keep them in mind:

The lack of respect in general, both for the other residents and for the staff who work in the Residence. Communication is essential by keeping manners, good manners, respect, avoiding all kinds of insults, bullying, and/or bad expressions that offend the person.

The consumption of alcoholic beverages in the common areas of the Residence.

The theft of goods or utensils from colleagues or staff. Acts of vandalism carried out in the common areas of the residence such as elevators, walls, etc.

The celebration of parties in rooms and common spaces of the residence. When meetings take place in a room, the tenant will be responsible for the acts that occur in it, being obliged if necessary to identify any person who was in his room at the time.

The illicit consumption or possession of any type of narcotic substance. Remember that smoking is not allowed in the entire residence.

Running and playing in the hallways. Knocking on or banging on doors of rooms, calling other residents on the phone, trying to enter other people's rooms, if these actions involve insults or complaints on the part of said residents.

Parcel service

If you need to place an order, we can pick it up at the reception. Remember to always indicate your name and if you can also your room to be able to identify him quickly.
The shipping address is:
Manuel Pacheco de Miranda Street, 105 & 113
4200-804 Porto, Portugal

Public transport

We know that for some it will be the first time to use public transport, and that the city may be unknown. But don't worry! It may be a bit difficult at first, but then it's very easy to learn how to get around.

In Porto Tower we have access to the bus stop a few minutes walk away. To familiarize yourself with the stops:

The nearest bus stop is Igreja de Paranhos, and it is located a few meters from the main entrance of the residence. It connects with urban lines 803 and 603, and interurban line 11M.

Using these means of public transport you can get to any point in Porto City.

The schedules and routes can be found on the website of the Municipal Urban Transport Service of Porto City Hal.

Of course, the Micampus Porto Tower team will be willing to help you if you have any questions or queries to get to your destinations.

Thank you for your attention

The team of micampus Porto Tower welcomes you, we thank you for choosing us and we are happy to welcome you.
We hope this will be an unforgettable year for all!

micampus
residencias