



WELCOME PACK

LIVERPOOL ST.

00.00.00 (Date)



CLIENT NAME
CLIENT COMPANY

Welcome to Liverpool St.



Dear Client,

On Behalf of the Directors and staff of Office Space in Town, we would like to welcome you to Office Space in Town – Liverpool St. We hope that you will enjoy a professional and friendly service during your time with us.

This pack should provide you with all of the initial information you will need about your new office home including access to the building, security and contact details of your dedicated team. You can also find this information and much more on our app – OSiT. You will find instructions on downloading and signing up to the app in this pack.

If you have any further questions, please contact the on-site Management Team.



Jamie Stuart
Jamie@officespaceintown.com
0203 651 5550

Contents page



- Your Office Space in Town Team
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OSIT Team



General Manager | Jamie Stuart

Jamie, originally from New Zealand, started his OSIT journey in 2012 and has progressed his way up through multiple roles. He has a keen passion for travelling to unique and remote places in the world. On a weekend, you can catch him watching football or rugby in the surrounds of a pub.

JAMIE STUART

Office: 0203 651 5550

Mobile: 0778 634 3660

Email: Jamie@officespaceintown.com



Operations Manager | Millie Evans

Millie began her OSiT journey in 2016, starting off as receptionist and working her way up to Operations Manager. Millie enjoys after work drinks on a Thursday and spending the majority of her time socialising with friends and family, shopping and eating out.

MILLIE EVANS

Office: 0203 651 5551

Email: millie@officespaceintown.com



OSIT Team



Conferencing Manager | Jorgée Britton

Jorgée has worked for OSIT since November 2021. Jorgée is a huge Arsenal fan, enjoys her nights out in Mayfair and adores spending time with her three Westie dogs – Bobby, Stan and Reggie.

JORGÉE BRITTON

Office: 0203 651 5552

Email:

liverpoolstmeetings@officespaceintown.com



Receptionist | Cordelia Van-Ristell

Cordelia began her OSIT journey in 2023. She is an avid fan of outdoor activities such as hiking and cycling. On a weekend she indulges in creative activities like painting and socialising with friends.

Office: 0203 651 5555

Email: liverpoolst@officespaceintown.com



OSIT Team



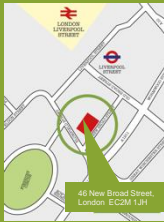
Cleaner | Daniel

Daniel has worked for Office Space Cleaning for 5 years – he is our day and night time cleaner.

Dan loves football, especially Chelsea FC, and enjoys spending his free time with his two children.



Your Location:



Your postal address is:
"Your Company Name"
46 New Broad Street,
London EC2M 1JH



EMERGENCY SERVICES

Please dial 9 999 from our internal handset

Nearest Pharmacy Boots

11 Octagon Arcade, London EC2M 2AB.
0207 374 0092

Nearest Hospital with A&E
St Bartholomew's Hospital
West Smithfield, London.
0207 377 7000

Nearest Police Station
Bishopsgate Police Station
182 Bishopsgate, London. EC2M 4NP
0207 601 2606



Your nearest Underground station is **Liverpool St.**
Alternative stations within close proximity
are **Moorgate** and **Bank.**



Your nearest rail stations are **Liverpool St,**
Moorgate and **The Elizabeth Line**

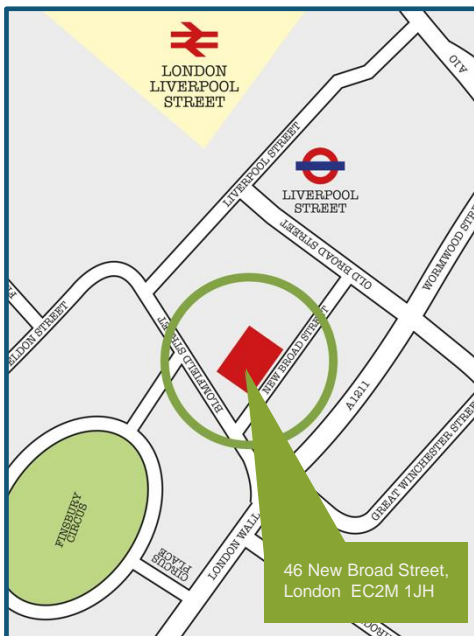
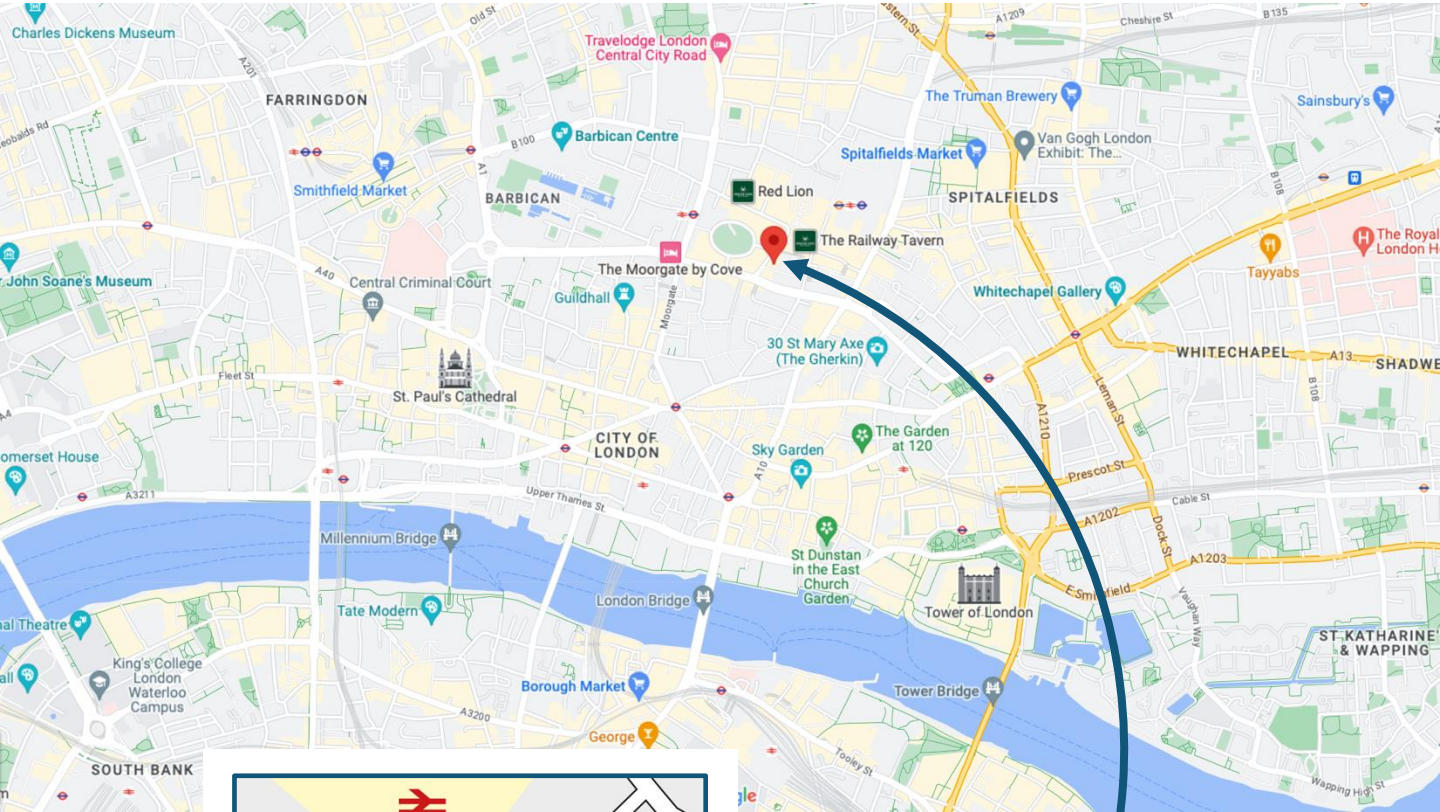


Your nearest DLR station is **Bank**

Should you need any further directions,
please contact reception.

The above address can be used by your company for marketing purposes throughout your time with us. This address may not be used as a Director's service address, under any circumstances. This address must also not be used as your registered address without prior approval and subject to an annual fee being paid.

Your location:



Your **OSIT**
OFFICE SPACE in TOWN
**Liverpool St
Building!**

Wi-fi details & link to it pack



Centre Wi-Fi instruction details can be found on the OSiT Data Centre:

- Guest Wi-Fi
- Client Wi-Fi
- IT Set Up Guide
- Centre IT Infrastructure Pack
- IT Security

[OSiT Data Centre](#)

Your serviced office

Your office number is XX

Your office is located on XX floor



You will find a kitchen area on your floor with;

- Complimentary teas and coffees
- Milk and alternative milks
- Billi Taps – these taps provide hot, cold and sparkling water
- Mugs, glasses & crockery.



To help maintain a clean environment please ensure that no expired food is left in the fridge and please do not put your used mugs, glasses and crockery in the dishwasher. All fridges are completely emptied of perishable items and cleaned every other Friday from 5pm.

Airconditioning

You have an individual control in your office. The Air Conditioning is programmed on a default which runs from 07:00 – 19:00 during the working week and programmed to not run over the weekend and out of hours to reserve energy. However, if you are in the office out of these hours, you can simply override the default by pressing the power button on the control panel. A quick user guide is located here [\(link\)](#).



Room care

Unless previously agreed with the General Manager or Operations Manager, no items are to be blue tacked, screwed, pinned or stuck to the walls. We are able to organise a contractor to install any picture frames, whiteboards or televisions with cabling. Please contact the General Manager or Operations Manager to discuss your requirements and to receive quotes for the works. Please remember that the space must be left in the same condition as it was found on your start date.



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Showers

Showers are located on -1 and 3rd floor. Freshly laundered towels and shower gel dispensers can be found in the shower cubicles, please place used towels in the bins provided. Any toiletries, towels or clothing left in the shower rooms will be removed by a member of staff.

Bicycle Storage

Public bike racks can be found outside the front of the building to the right hand side. We also provide off street bicycle storage – racks are located on -1 and are used on a first come first serve basis. Bicycles will be left here at the owners own risk. Non folding bicycles are not allowed to be carried through the centre at any time except to store on -1 racks.

Cleaning

Your office and the communal areas are cleaned every weekday evening by our dedicated and trained cleaning team. They start work at 6:00pm and work through the evening. Within your space they will empty office bins, vacuum the floor, collect used crockery and cutlery and wipe down clear desks. Our cleaners are under instruction not to touch or move any of your effects and therefore we must operate a clear desk policy. If you would like your desk to be wiped down, please ensure that you have cleared it beforehand.

If you place rubbish by the bins, this must be clearly labelled with 'Rubbish' in order for the cleaners to take it away. All boxes must be collapsed. Not referring to office bins and general daily waste, refuse is the responsibility of the client, i.e. packing boxes, large numbers of old magazines, etc. These items must not be stored in common parts of the building. If items are found in the common parts of the building they will be disposed of. Please use the recycling bins in your office for paper and any mixed recycling to be put in the bins in the kitchen areas in the labelled bin. We have day cleaners onsite throughout the work day to ensure the cleanliness and upkeep of our Centre's communal areas.

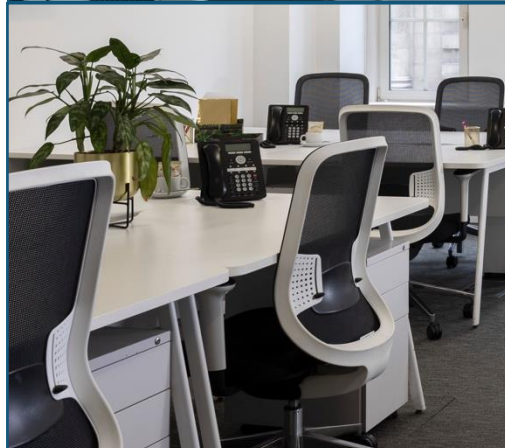


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Facilities & Maintenance

Our offices are fully furnished with high quality furniture; desks, chairs, pedestals, storage cupboards, waste bins and paper recycling bin. Lavatories and kitchens are located on every office floor. If you require any additional furniture please contact the Management team.

All heating, lighting, air conditioning, local authority rates, water rates, electricity, building service charges, daily cleaning and maintenance are included in our services. If you have any questions or would like to report any issues, please contact the Management team.



Meeting rooms, client lounge & free meeting areas

We have 7 state of the art meeting rooms within our building, located over the conferencing floor of varying sizes. All rooms have wall mounted television screens with the ability to link to any laptop via clickshare. You can find instructions on using the AV equipment in the IT Pack found in the meeting room brochure below. In addition, we offer extensive catering options to accommodate any business setting.

<https://assets.officespaceintown.com/f/107708/x/ebf6743251/osit-meeting-conference-brochure.pdf>

If you require use of the Meeting Rooms or catering please book this as early as possible with conferencing coordinator or via the OSiT app.

<https://osit.officernd.com/login>

Our Client Lounge is located on the Conference Floor.

Please be advised that no food is permitted in the client lounge.

In addition to our Client Lounge, there are two free meeting areas located on 1st and 5th floors available for in-house clients free of charge for up to 90 minutes. Please be mindful of your neighbours and refrain from loud calls / video calls in these spaces.



Access & Security



Our Liverpool Street centre can be accessed 24 hours a day, 7 days a week for your convenience. Our Reception is staffed from 8:30am to 5:30pm Monday to Thursday, closing at 5:00pm on Fridays and closed on Bank Holidays.

We have remote monitored CCTV throughout the building.

Out of Office hours weekdays from 5.30pm-8:30am

The main entrance door is set to closed and locked remotely each evening from 5:00pm. At this point we ask that when you exit and enter the building you ensure that you have your access pass to hand for re-entry. If you lock yourself out and require access you must call the management team on their mobiles in the first instance – please save these in your phones! You will then have to wait outside until an operative arrives and you will be charged a call-out fee.

Each member of staff will be allocated an access card which will give them 24 hour access via the main entrance and the office floors. Each card is assigned electronically to each individual tenant, by name and company. Do not swap cards amongst your colleagues and under no circumstances should this card be given to another person without prior consent of the Centre Team.

Swipe cards will be issued free of charge to new members of staff. Any lost, damaged or unreturned cards will incur a £15.00 charge. Please ensure that the card is kept in the plastic wallet that it is issued with to prevent it from breaking and please keep the card on you at all times.

Access & Security



Security is of paramount importance in our Centres and to our clients, therefore we request that you adhere to the following procedures at all times to ensure that the building is kept secure for the safety of your own and other tenants' staff and property.

- On leaving your office unattended please ensure that your office door is locked behind you. If your door is not locked, lift the handle on the rear of the door and hold your access card on the Salto lock on the front of your door and wait for the light to flash red.
- Access cards that are missing, lost or stolen must be reported to the Centre Team immediately.
- All visitors must report to Reception where they will be asked to sign-in on the iPad. This will then inform the relevant person that their visitor has arrived and they will be asked to collect them from the Reception area.
- Clients must keep their own visitors register.
- Clients must inform us of any PEEPs or MI staff or visitors. This will need to be reported to the Operations Manager.
- When leaving the building out of hours, please ensure your office door and the out-of-hours door are locked behind you.
- Please be aware of tailgating in and out of office hours.
- If you see any suspicious persons or behavior, please do not hesitate to report this to the Centre team.

Applicable links on [OSiT Data Centre](#):

- [PEEPS Guidance and Template](#)
- [Top Ten Security Tips OSiT Liverpool Street.](#)

<https://www.officespaceintown.com/data-centre/>

Fire/Health & Safety



Improper use of Fire or Emergency call points will result in a £1000 fine + Call Out Fee if incurred.

Every **Wednesday at 10:00am** the fire alarm will be tested by the Building Management. The alarm will sound for a few seconds and there is no need to evacuate the building at this time. If you cannot hear the alarm or if it is faint, please report this to the Operations Manager.

We ask that each company appoints 2 Fire Wardens to ensure that all members of staff are present at the Assembly Point and that all staff are familiar with the fire procedures and escape routes. It is important that all members of staff working alone out of hours inform a member of building management.

You will receive a Fire Warden Handbook during your induction. It is advised that all members of staff read through this. It is imperative that your Fire Wardens familiarise themselves with the procedures and information contained within this document. By law we have to conduct full building evacuations which we do bi-annually. We ask that you and your team ensure that you exit the building swiftly and calmly upon hearing the fire alarm sound (outside of our normal weekly test).

FIRE ACTION

In the event of a fire:

- Operate nearest fire alarm.
- Evacuate the building immediately
- Proceed to your designated assembly point
- Fire Warden to report to a member of Centre staff once outside

On hearing the fire alarm:

- Evacuate the building immediately
- Proceed to your designated assembly point: **Finsbury Circus**
- Fire Warden to report to Centre Staff once at the assembly point.
- Firewarden Handbook located <https://www.officespaceintown.com/data-centre/>

Fire/Health & Safety



Assembly Point



Fire/Health & Safety



Means of Detection and Warning

All Office Space in Town centres are fitted with a fire alarm system. This includes smoke detection, alarm and break glass provision. The system has been installed to meet the requirements of the fire officer and the issue of the building fire certificate.

The alarm system is checked on a weekly basis by the centre staff. A full annual test is carried out under the planned maintenance contracts by a competent service engineer.

All doors, signage and emergency lighting is checked regularly by the Centre Management Team and shortfalls reported to the Operations Manager for action.

Emergency lighting is fully checked and tested annually by a competent engineer under the planned maintenance contract.

Means of Escape and Evacuation Plan

All Office Space in Town centres have adequate means of escape provision to meet the requirements of the fire officer and the issue of the building fire certificate. In the event of a fire, all doors will automatically unlock.

All escape routes are adequately signed and checked on a regular basis by the centre management team. All escape routes are to be clear of any obstructions. Escape routes are clearly communicated in public areas and on the back of the individual office doors.

The evacuation plan for the centre is tested annually and recorded with issues or shortfalls identified. A Fire Warden system is in place in line with our Health and Safety policy and procedures.

Fire Fighting Equipment

Fire extinguishers are provided in all public areas including server rooms. These are checked on an annual basis by a competent engineer and replaced as necessary. Fire Extinguishers are located on every floor at every emergency exit and call point. Please consult your Fire Warden Handbook for further details.

Regular visual checks are made by the centre management team to identify instances of tampering or misuse.

Link to Fire Risk Assessment & Fire Triangle: [OSiT Data Centre](#)

Fire/Health & Safety



All clients are responsible for carrying out H&S risk assessments for their own offices within our centre.

Equipment must be turned off at night at the plug where possible. All extension leads must be fused and no larger than a 4 bar extension. All clients are required to meet current PAT testing legislation, and where equipment is often being moved from one place to another such as phone/laptop chargers this should be at the more regular end of recommendations.

Please enquire for pricing if you wish for us to arrange this testing.

Clients are responsible for running their own accident books. However you must provide us with details of any accidents that occur on our property for monitoring and review by us.

We hold a strict anti-bullying policy in the centre and will not tolerate any form of abuse towards our staff or clients.

First Aid

All clients have a legal requirement to have an appointed First Aider or dependent on size, a Qualified First Aider. Details of this person must be provided to the centre. You must let us know if your appointed first aider leaves the company and provide us with the details of their replacement. We do not allow clients to bring into the building any hazardous substances that require COSHH (Control of Substances Hazardous to Health). If you are unsure please speak to the building Operations Manager

Smoking policy

Office Space in Town recognises the right of all staff and clients to work in a smoke free environment and operates a policy of no smoking within the building, in front of the main entrance or within 10m of any opening windows or doors.

Office Space in Town wishes to create a high quality, healthy, and safe working environment for staff, clients and visitors. It must, therefore, ensure that everyone is protected from the dangers of smoke in work and rest areas.

The policy applies to all staff, clients, visitors and contractors.
You may smoke outside of the building premises in our designated smoking areas.

Disability discrimination act part iii



In multi storey buildings great care must be taken to ensure that management of the facility takes account of disabled people's needs- especially with regard to emergency evacuation.

As all parts of the building must be accessible to everyone the basic assumption for evacuation procedures is that everyone can make their way to relative safety, protected from fire and smoke whatever floor they are on. From this point they can be assisted either by employees, management or by the fire services.

Occupiers of the building must ensure they have made the necessary provision to assist any employees or their visitors who have a disability. You must complete a Personal Emergency Evacuation Plan (PEEP) for these persons. A copy must be given to the Operations Manager as soon as possible. A day PEEP must be completed for any visitors with a disability.

PEEP forms can be collected from the Building's management office or via the [OSiT Data Centre](#).

Likewise Office Space in Town must ensure they have made the necessary provision to assist any OSiT employees who have a disability.

Where a single person letting has taken place, any special needs must be identified and necessary arrangements made in conjunction with the General Manager and Operations Manager.

Post/Couriers



Incoming Post

When the daily post arrives approximately between 11am – 1pm, it will be sorted and deposited in your post box.

Post can be collected daily from reception. There will be a delivery once a week on a Friday.

Reception will sign for any other postal items that require a signature on your behalf and notify you. All items signed for at reception will require a signature from a member of your company before the item is released.

Outgoing Post

We are able to process all outgoing post for your company. All post processed through reception is subject to a handling fee and the charges will appear on your monthly invoice. If you require tracking numbers please request these.

Please ensure that all outgoing post is with **Reception by 3.00pm.**

Couriers & Signed for Deliveries

In the interest of security, we ask that you do not encourage couriers to come up to your office. You may come down to sign for your deliveries when they arrive or all deliveries will be signed for on your behalf at Reception and you will be notified straightway.

All items signed for at Reception will require a signature from a member of your company before the item is released.

Instruction Links



USER GUIDES

The below user guides are available on the [OSiT Data Centre](#):

- **Phones**
- **Meeting Room IT User Guide**
- **Client Portal user guide**
- **Desk booking app**
- **Air con**

ESG



Office Space in Town are dedicated to being a responsible, industry-leading and enthusiastic business by way of charitable and ethical initiatives.

Our ESG strategy is an integral part of our vision for the future. In the document below you can discover more about what we are doing at OSiT to shape our company with sustainability, honesty and responsibility in mind.

<https://www.officespaceintown.com/environmental-social-governance/>

Client Perks



Brief listing of perks:

- Deck
- Burgh
- Cabins
- Gyms
- Events
- Local discounts
- 10% club

Link to portal:

<https://osit.officernd.com/login>



WELCOME PACK
LIVERPOOL ST.

Jamie Stuart
0778 634 3660
