



20 St Dunstons Hill, London EC3R 8HL



Serviced office space
in the heart of the capital

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Office Space in Town – Monument



Welcome Guide

On behalf of the Directors and Staff of Office Space in Town, we would like to welcome you to our Centre in Monument! You will enjoy a professional and friendly service during your time with us and we look forward to working with you. This guide will give you important Centre information, fire safety advice and where to find your local amenities. Please read through this guide and familiarise yourself with your new workspace. If you have any questions, requests or recommendations please do not hesitate to contact a member of staff. Both our Reception Area and Management Office are located on the ground floor and all of our onsite staff contact information can be found on page 3.

We would be grateful if you could **complete and return all of the forms** that you have received as part of your Induction Meeting. This will enable us to complete our records and aid us in the event of any future changes that may be required.





Your Office Space In Town Team

Our Management Office is located on the ground floor opposite the lifts.
Please feel free to pop in any time!

Senior General Manager | Amelia Woolley

Extension: 53001

Office: 0203795 3001

Mobile: 07775 241 204

E-mail: amelia@officespaceintown.com

Senior Operations Manager | Rif Yusuf

Extension: 53002

Office: 0203795 3002

Mobile: 07776513084

E-mail: rif@officespaceintown.com

Assistant Operations Manager | Fifi Prevost

Extension: 53003

Office: 0203795 3003

Mobile: 07776688919

E-mail: fifi.prevost@officespaceintown.com

Conferencing Manager | Sophie Rogers

Extension: 53005

Direct: 0203 795 3005

E-mail: sophie@officespaceintown.com

Conferencing Coordinator | Bea Regan

Extension: 53004

Direct: 0203 795 3004

E-mail: monumentmeetings@officespaceintown.com

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Office Space in Town – Monument



Reception Team | Beau Bliss & Savannah Armstrong
Phone: Internally dial '0' or 0203 795 3000
E-mail: monument@officespaceintown.com

Details of Your Location

Your address is*:
20 St. Dunstan's Hill
London. EC3R 8HL





Your nearest Underground station is **Monument**. Alternative stations within close proximity are **Tower Hill, Bank, Cannon Street** and **London Bridge**.

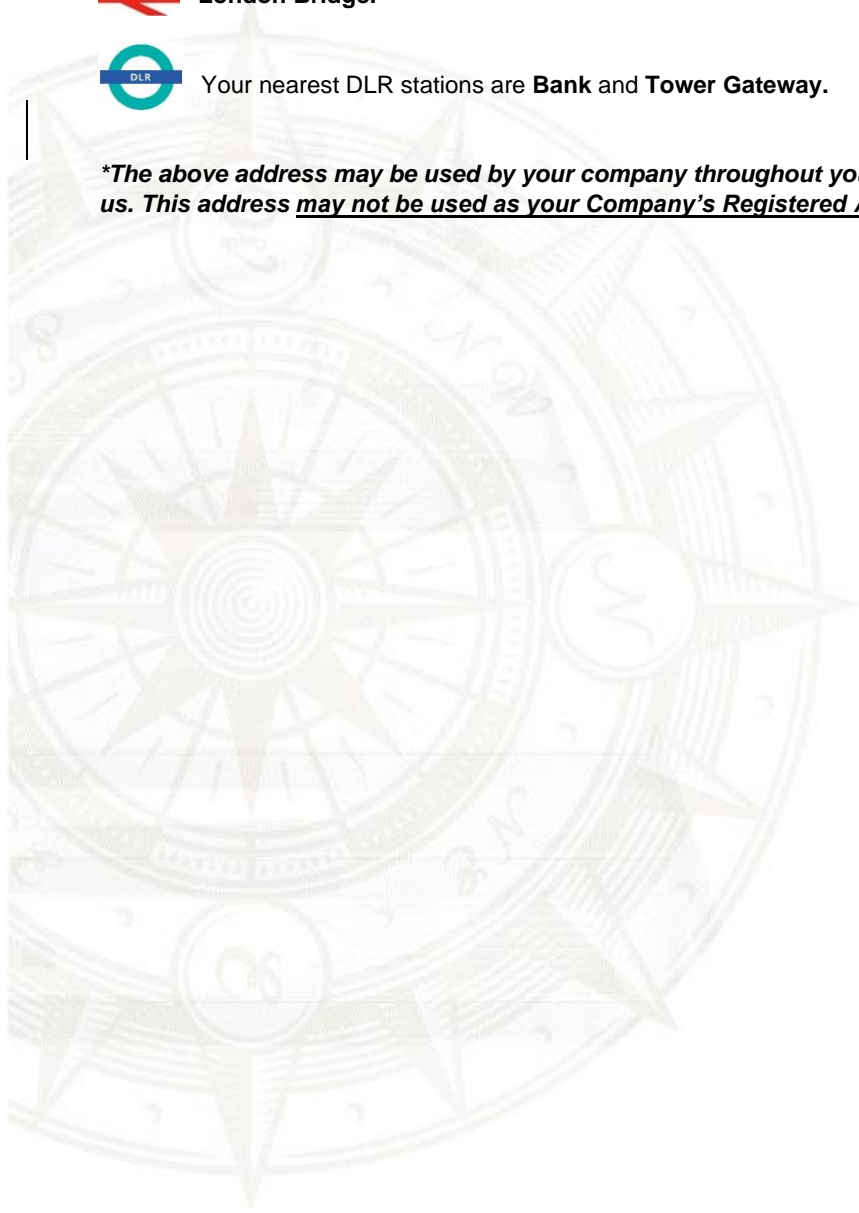


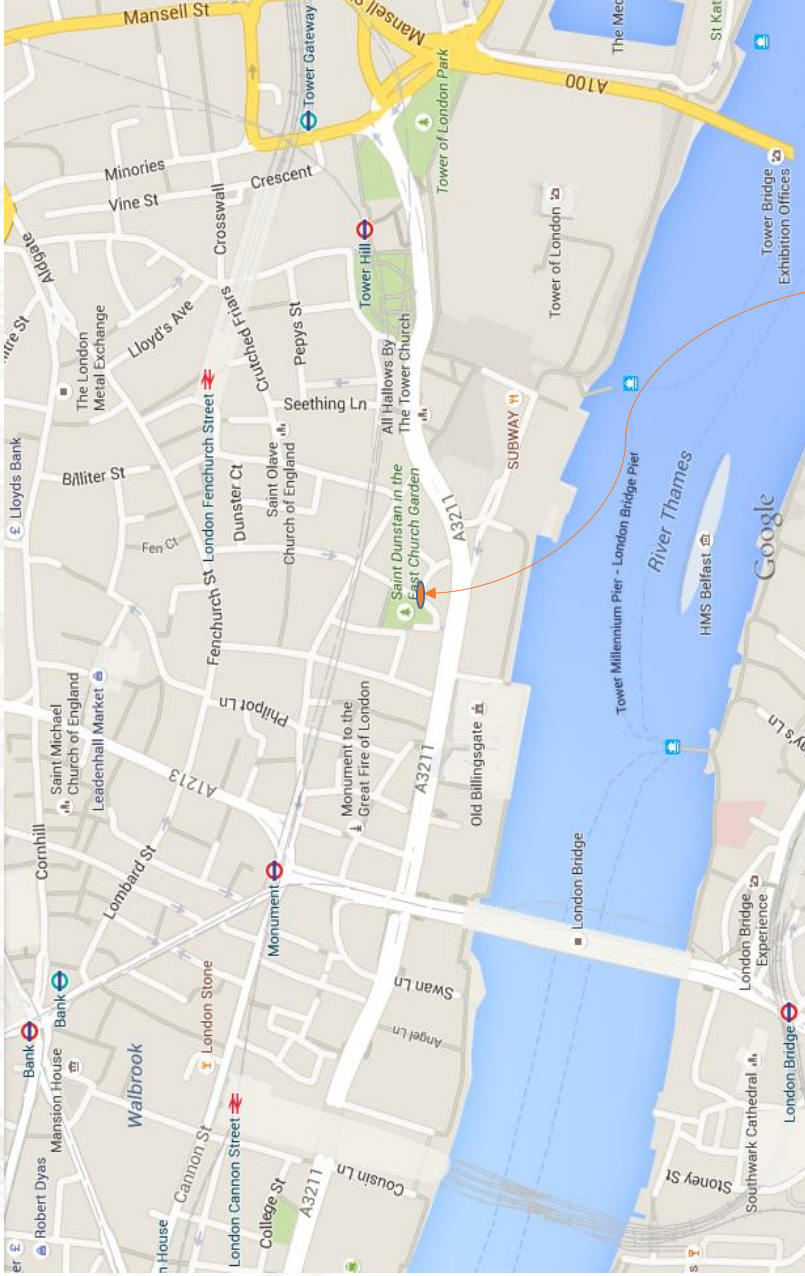
Your nearest rail stations are **Fenchurch Street, Cannon Street** and **London Bridge**.



Your nearest DLR stations are **Bank** and **Tower Gateway**.

****The above address may be used by your company throughout your time with us. This address may not be used as your Company's Registered Address.***





You are here



Useful Contacts and Information



Emergency Services

Police Station

Bishopsgate Police Station
182 Bishopsgate
London. EC2M 4NP










Hospital with A&E

The Royal London Hospital
Whitechapel
London. E11BZ

Cash Machine

Your closest cash machine is located at Great Tower Street, EC3R 5DJ. Walk up to the top of St. Dunstan's Hill, with the gardens on your left, turn left at the top of the hill and you will find it outside RBS.

Banks

 54 Lombard St London. EC3V9EX	 116 Fenchurch St London. EC3M 5AL	 60 Fenchurch St London. EC3M 4BA
 50 Fenchurch St London. EC3M 3JY	 5-10 Great Tower St London. EC3R 5DJ	 3-5 Paternoster House London. EC4M 8AB
 135 Fenchurch St London. EC3M 5DJ	 113-116 Leadenhall St London EC3A4AX	 51-54 Gracechurch St London EC3V 0EH



Your Serviced Office



Office Inventory

An Office Inventory will be conducted in coordination with your move in. This will detail all items within your space and the condition of walls, flooring and fixtures upon occupation. When you vacate the office, yourself and the Operations Manager must check the inventory. Any missing items, wear and tear of furniture and decorations will be deducted from your deposit. A standard redecoration fee and carpet clean will be charged at the end of your tenancy to ensure the space is left in the same condition as it was found on your start date. You can find this clause in the Ts&Cs of your licence under section 11(c).

Meeting Rooms, Client Lounge & Meeting Hubs

We have 15 state of the art meeting rooms within our building, located over the Lower and Upper ground floors, of varying sizes and all with their own unique themes and design. All rooms have wall mounted television screens with the ability to link to any laptop via a USB port. In addition, we offer extensive catering options to accommodate any business setting.

If you require use of the Meeting Rooms or catering, please book this as early as possible with a Conferencing Coordinator. Your booking will be entered into our system and you will receive an email detailing your provisional booking, you must confirm this booking by reply, otherwise your room will not be secured. Meeting room and catering charges will show on your invoice at the end of the month. Please read the Ts&Cs of your booking as Cancellation Charges do apply.

A fully detailed Meeting Room Brochure is available from Reception.

Our Client Lounge is located on the Upper Ground floor.
Please be advised that no food is permitted in the client lounge.
There is no disabled access to the Upper Ground.





In addition to our Client Lounge, there are multiple meeting hubs located on each office floor available for in-house clients free of charge for up to 30 minutes. Please be mindful of your neighbours when using these communal spaces.

Conference and loud speaker calls are forbidden in these areas.

Client Offers



The Deck | Roof Terrace Café and Bar



With panoramic views of London and our very own independent café with indoor and outdoor seating, our roof terrace is truly one of a kind. A respite where you can enjoy lunch, grab a coffee or just relax in the open air. Our roof terrace is for the exclusive use of our Office Space in Town clients and their accompanied guests only. Please be advised that the Roof is only accessible during café hours and when staffed, it is closed on the weekends, unless special permission has been granted by the Management Team. The roof terrace is available for event hire, with catering and staffing. Please enquire with our Hospitality Coordinator if you wish to host an event. T: 0203 795 3005 Ext: 53005 E: Sophie@officespaceintown.com

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The Cabins



The Cabins with Office Space in Town are an exclusive place just for our clients when you or your clients need to be in London. We have 5 serviced bedrooms for hire, ranging from £120 to £160 per night. With special rates if you're here for the entire weekend.

Enquire with our Monument team at 0203 795 3000 or email thecabins@officespaceintown.com for further information.

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Every company is given an 'Access All Areas' Lounge Card upon occupation of any of the Office Space in Town boutique buildings located in superb locations.

This card entitles the bearer and up to two adult guests to visit any Office Space in Town building between the hours of 8:30am- 5pm. It gives you access to our uniquely designed Club Lounges, free meeting rooms and outdoor terrace areas and cafés (where available). You will have access to wifi and hot beverage facilities to maximise the convenience of holding a meeting on the other side of town! If you haven't received your card please enquire with your Centre team!

Hair Salon



Located on Lower Ground!

5% discount for 20 St. Dunstan's
To book online please visit
www.daivasstudio.co.uk

We do not take bookings at Reception

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Office Space in Town – Monument



Hire of Temporary or Additional Office Space

If you require any additional or temporary office space, please contact the General Manager so that they can discuss your requirements, timescales and the options we have available with you. A new licence must be completed for every office taken and the necessary deposit taken.

Hire or Purchase of Additional Furniture

A furnishing specification will have been agreed with you prior to taking occupation. If you would like to purchase or hire any additional items of furniture, please contact the Operations team who will discuss your requirements and provide options and pricing. Hiring of furniture will be dependent on availability.

Cleaning and Office Environment

Evening 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.

Please do not place anything that is not rubbish anywhere near the bins. If you do 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.

If you need to dispose of unusually large amounts of rubbish, please discuss this with the Centre Team.

Day Cleaning



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Office Space in Town – Monument



We have day cleaners onsite throughout the work day to ensure the cleanliness and upkeep of our Centre's communal areas.

Maintaining a Clean and Peaceful Work Environment

We ask that all of our clients help in maintaining a clean working environment. Please place all used crockery and cutlery in the dishwashers provided and not in or around the sinks or on counters. Please use a tray when transporting multiple beverages or dishes. We understand that spills and drops happen, if there is any mess or dropped crockery please do let the Centre team know straightaway so that we can clean the area as soon as possible. In addition, we ask that foods cooked in microwaves do not have over powering odours. Please also be considerate of volume when on the phone or talking in communal areas.

Cleaning Fridges

In the interest of hygiene, all fridges are completely emptied and cleaned every Friday at 4:00pm. Please ensure that any items you wish to keep are removed before this time.

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. Any additional fixtures and/or damage caused by the above will incur charges, which will be deducted from your initial deposit.

Air Conditioning

You have an individual control in your office. The Air Conditioning and ventilation systems will remain switched on 24/7 following new recommendations from REHVA (The Federation of European Heating Ventilation and Air Conditioning associations). The recirculation dampers or fan coil units will be turned off or reduced where possible. There will be an increase in fresh air flow to our offices. A default temperature is also set, however, you can change the temperature and fan speed via the control panel at any time.

Showers & Lockers

Showers and Lockers are accessed via a separate street level entrance, located on the other side of the Reception Area. Lockers are priced at £5 per month, going



towards charity. Please advise reception if you wish to use. Freshly laundered towels and shower gel dispensers are provided. You may purchase additional toiletries at Reception if required. Any toiletries or towels left in the shower rooms will be removed by a member of staff. If you require a locker, please enquire at Reception.

Secured Bicycle Storage

We offer secured bicycle storage which is accessed via a separate street level entrance, located on the other side of the Reception Area. The area can accommodate up to 40 bicycles. The entrance is secured by access card entry, however you must provide your own locks to secure your bicycle to the racks.

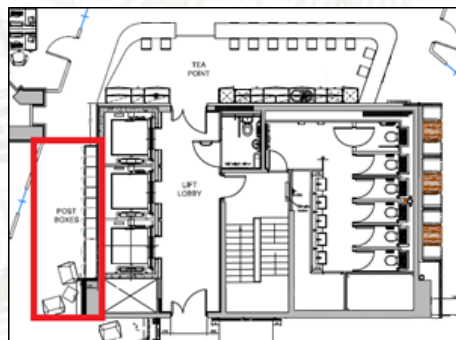
Couriers & Signed for Deliveries

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.

Daily Post

Incoming Post

Daily Post arrives any time between 10:00am- 3:00pm and is distributed into each client's private post box. Post boxes are located on each floor behind the lifts. You will be issued with one post box key and we will retain your spare. Copies can be requested, at £15.00 per key. Lost keys will incur a £15.00 charge.



As with signed for deliveries, Reception will sign for any special post 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 3:30pm.

Facilities and Services

Our offices are fully furnished with high quality furniture; desks, chairs, pedestals, storage cupboards, and litter bins. Lavatories and kitchens are located on every office floor. We offer a wide range of secretarial and business services.

Our price list for these is included with this pack, or available from Reception.

Utilities and Maintenance

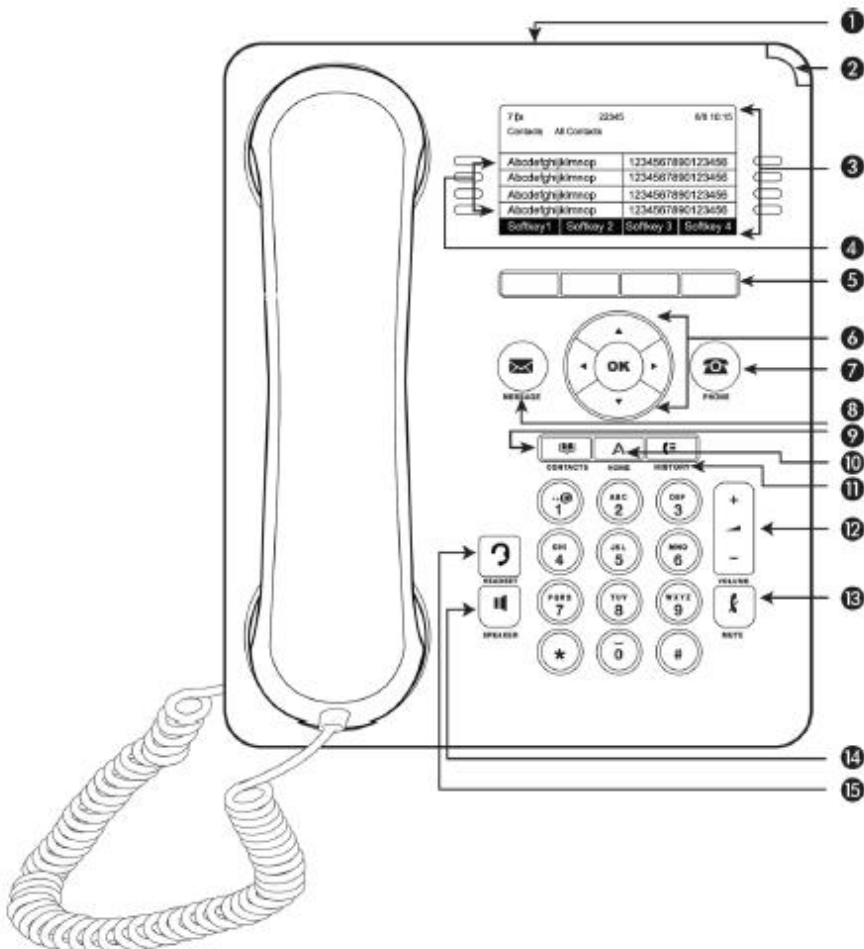
All heating, lighting, air conditioning, local authority rates, water rates, electricity, building service charges, daily cleaning and maintenance are included in our services. If you have any questions or would like to report any issues, please contact the Operations Manager.



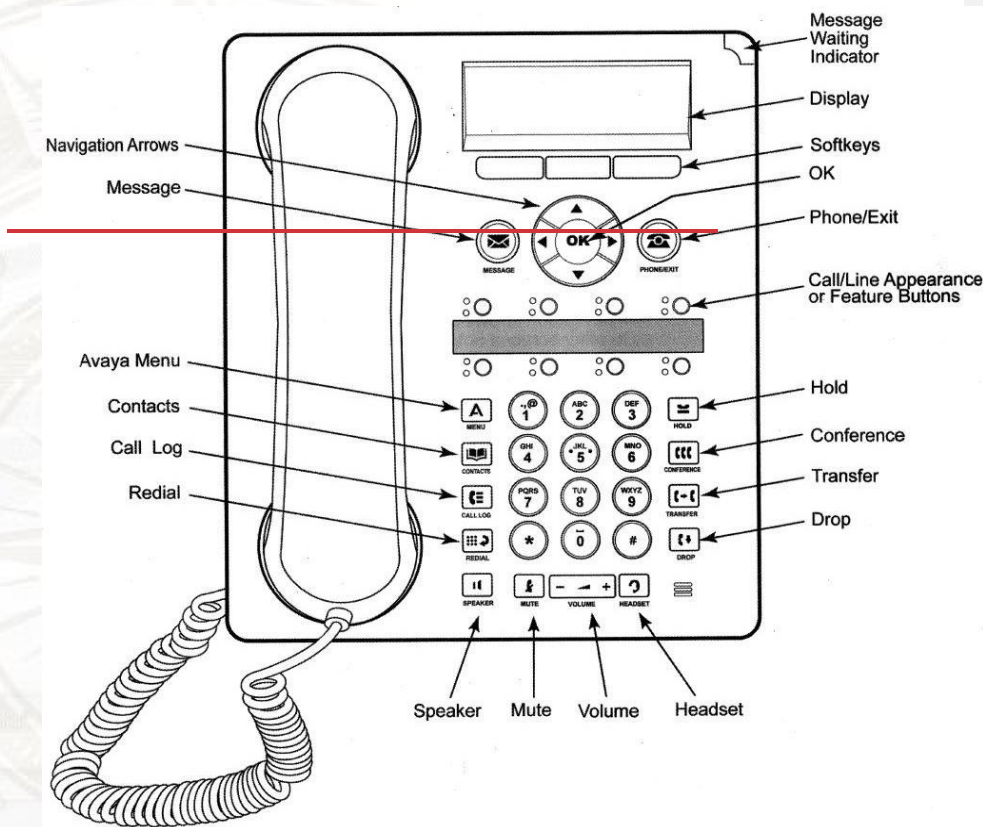
Telephone Instructions

AVAYA

Avaya one-X® Deskphone 9608 Quick Reference Guide



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2 Message Waiting Indicator An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the Message Waiting Indicator, the **Message** button is also illuminated when you have voice mail messages waiting.

3 Phone Display The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view alternate screens or menus. The Status Line also provides messages related to the current application or the actions that must be performed on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your system is administered.

4 Features and Call Appearance Lines The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. In case of an incoming call, the green LED blinks. While the Deskphone is off hook, both the red and the green LED glow. Lines also indicate if a feature, is enabled or disabled in the Feature, view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.

5 Softkeys Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed.

6 OK and Navigation Arrows The OK button performs the action of the highlighted option of a menu. Use the right and left navigation arrows to navigate from one screen to another, or to move the cursor during text

Your Feature Buttons are set up as shown below:

Call 1	Call 2	Call 3	
Call Pick Up		Call Fwd	Send Calls

Answering a call

- Lift the handset or press Speaker for hands free answering.

Making a call

- Lift the handset or press SPEAKER
- Internal – Dial extension number e.g. 5555
- External – Dial 9 followed by telephone number

Putting a call on hold

- Press HOLD
- Press Resume to retrieve the call

Transferring a call

- During a call press TRANSFER
- Dial the number you wish to transfer the caller to
- Press Complete to transfer the call

Navigation tips

Answering and making a call

Answering a call

Answer an Incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the Incoming call, from the Phone screen scroll to the line with the Incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the Incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an Incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the Incoming call or scroll to it.
- To automatically display the Phone screen whenever you receive an Incoming call, set the **Go to Phone Screen on Ringing** option to **Yes**.

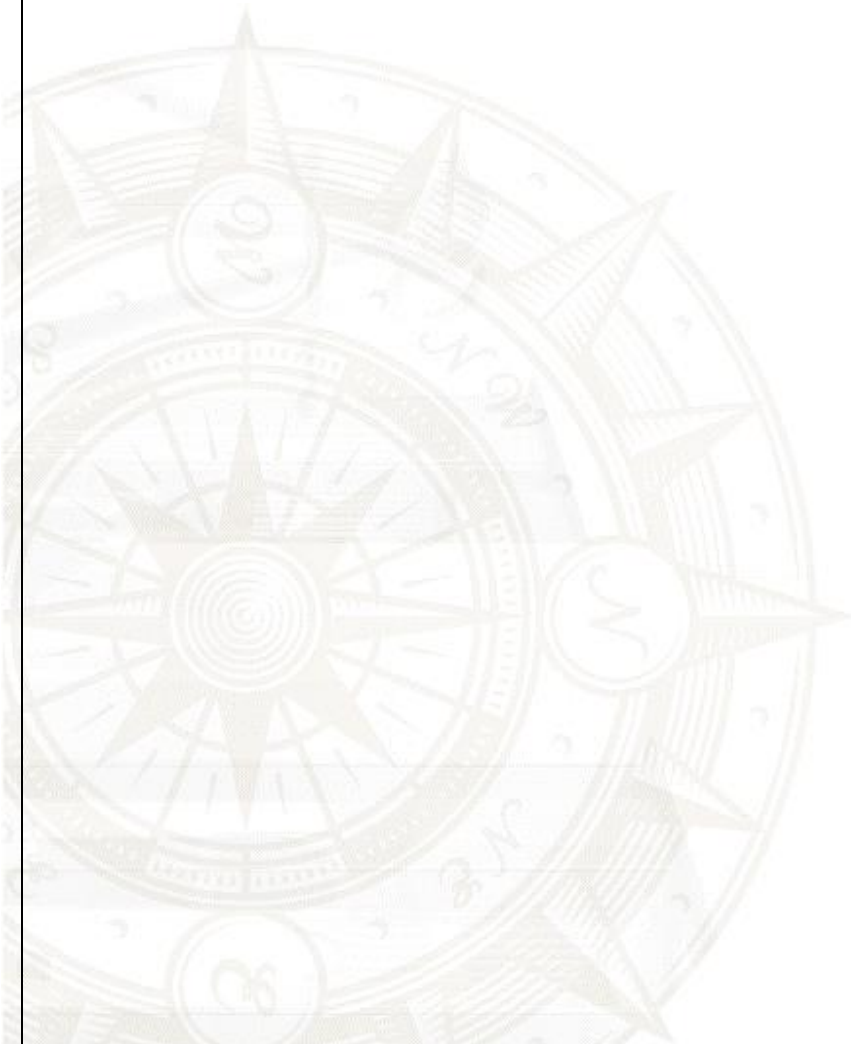
Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Making a call using edit dialing

Using Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using the **Bksp** softkey, you can edit the number before actually dialing it.

Putting a call on hold



About Features

In addition to the Features menu, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

1. From the Phone screen, use the navigation button and scroll to the right side to access the Features menu.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

To return to the main Phone screen, press Phone or scroll to the left.

2. Scroll down to see the features that have been administered for your extension.

The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

Send All Calls

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off. You can also turn **Send All Calls** on or off by using the telephone Features list.

1. From the Phone screen, scroll right to access the Features menu.

2. Select **Send All Calls**.

3. Press **Select** or **OK** to turn **Send All Calls** on or off.

Contacts

Note:

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality. In this case, you cannot add, edit or delete any existing contacts. However you can view the existing contact entries.

Searching for a contact

1. Press **Contacts**.



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Call History

Calling a person from the call history

1. Press the History button.
2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the Call softkey or the OK button.

Depending on how your phone is administered, returning a Missed Call may result in that call history entry being deleted when the call goes through.

Adding an entry from the call history to your contacts list

1. Press History.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary.
5. Press Save.

- While on an active call, press CONFERENCE
- Dial the telephone number of the person you wish to join the conference
- Press Join to add the person to the existing call.
- Repeat this for each person you would like to add—maximum 5 people
- Hang up when finished—this will drop all parties on the conference call

Accessing the features menu

- From the main phone screen, scroll right to the Features menu

Sending all incoming calls directly to voicemail

- Press Send Calls—a tick will show on your screen next to Send All
- To cancel Send All, press Send All again and the tick will disappear

Call Forwarding a call

- Press Feature Button 7—Call Fwd
- Dial 9 followed by the number you wish to forward your phone to
- To cancel Call Forward, press Call Fwd again

Calling a person from the contacts list

- Press Contacts
- Highlight the contact and press Call

Adding a new contact

- Press CONTACTS and press New or More and then New if you already have a contact
- Enter Name, once done scroll to the next field
- Enter the telephone number (if external—add 9 before the number)
- Press Save.

Editing a contact

- Press CONTACTS
- Scroll to the contact you want to edit
- Press Edit
- Edit the details and then press Save

Options & Settings—Personalising your phone

- Press MENU
- Scroll to Screen/Sounds and press Select
- Scroll to the option you would like to change



- Adjust as per your requirement and press
- Press Exit to exit the Menu

Logging in to a phone

- The phone should be displaying a screen saying "Enter Extension"
- Enter your 4 digit extension number
- Press OK
- Enter your password
- Press OK

Logging out of a phone

- Press Menu
- Scroll Up
- Select Log Out
- Confirm log out by selecting Log Out again

Voicemail User Guide

Press Message button on the phone. You will be asked for your extension number and a password.

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Your extension is the last four digits of your telephone and the default password be given to you by the Centre Operations Team is 2580.

You password can be changed once you login.

The light in the top right hand corner will be lit if you have a message waiting.

Licence and Invoicing



Licence

You should have a copy of your licence agreement, which lists all of the various terms and conditions relevant to your contract with us. Before expiry of your licence term, we will be in contact with you to ascertain whether you wish to extend your stay with us. At that time we will advise you whether there has been any change in room rate.

Invoicing

Before occupancy you will have paid one month's office fee in advance, together with your deposit.

Service invoices are raised on the last day of every month. Standard Fee invoices are raised on the first day of each month, one month in advance.

Payment Terms

Payment for service invoices are due on the ~~15th-14th~~ of each month. Standard Fee invoices are due on the 1st of each month. Your Standard Fee invoice should be collected by direct debit along with your Monthly Service invoice.

If you have any queries about an invoice or you are experiencing any difficulties in settling a bill, please let us know straight away.

Non-payment of any invoice could result in suspension or withdrawal of services (including access to your office).



Access and Security for Your Centre



Our Monument building 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 Friday and closed on Bank Holidays.

Our main entrance revolving doors are operational during Reception hours and locked out-of-hours. At this point we ask that you exit and enter the building via door located next to the main doors.

Each member of staff will be allocated an access card which will give them access to their office and a 4 digit pin which will give them access to the building's out-of-hours door. The 4 digit pin and card will need to be used together. You must save the pin to your phone or remember it by heart. Each card is assigned to each individual tenant electronically, by name and company. You must 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. You must report any lost or stolen cards to the Centre Team immediately so that it can be deactivated.

Swipe cards will be issued free of charge to new members of staff. Any lost, broken or unreturned cards will incur a £15.00 charge.

In the interest of security and administrative time, temporary day passes are issued at a charge of £5.00 per day. Charges are applied to client account. No debit/credit card or cash payments are accepted. If unreturned at the end of the day, £15.00 charge will be incurred. Passes expire at 6pm on the day of issue.

YOU MUST KEEP YOUR ACCESS CARD WITH YOU AT ALL TIMES. YOUR OFFICE DOOR WILL LOCK BEHIND YOU

Out-of-Hours (Open System)

Out-of-hours, the building will be accessible by access card and pin only. If you lock yourself out and require access, you must call our key holding company (**08432999365**) and provide the requested password. You will then have to wait onsite for an operative to arrive. They will provide you with a time estimate. Your company will incur a call out charge for this that will appear on your monthly invoice- this is non-negotiable. Any signs of forced entry will be liable to further action taken by the Centre Management.



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

Security is of paramount importance to 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.
- Any keys or 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 the Visitors Book. The Receptionist will inform the relevant person that their visitor has arrived and they will be asked to collect them from the Reception lobby.
- 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 out of office hours.
- If you see any suspicious persons or behaviour, please do not hesitate to report this to the Centre team.
- **Any signs of tampering with doors or pushing of the emergency break glass outside of an emergency situation will incur a fine and a Director of your company will be informed.**

Please ensure you take extra care when working in the building out-of-hours. You are strongly advised not to use the lifts when there are no centre staff present. If the lift fails out of hours it will take a considerable amount of time before you can be released.

Top Ten Security Tips





1. Never leave handbags on desks or wallets in coats in your absence. Take them with you or lock them away.
2. Always keep cash in a safe place – in a locked drawer by day, in a safe at night - or remove from the building.
3. Be careful with keys and access passes. Keep your pass with you at all times and never lend it to anyone. If you lose it, inform a member of staff immediately.
4. Close blinds in your offices when leaving for the evening.
5. Lock away all laptop computers or remove them from the building. Always keep a backup of laptop data somewhere safe.
6. Never assume a stranger is a member of staff. Challenging him or her - "Can I help you?" often deters the dishonest. Never allow a visitor or stranger to remove office equipment unless you know it is authorised.
7. Do not allow 'visitors' to follow you into the building when Reception is unmanned. Explain to them that they cannot enter the building unless the person they are visiting lets them in. If you are expecting visitors out-of-hours ensure that you are at Reception to meet them.
8. Never leave a visitor alone in your office - Don't leave the office to arrange for a colleague to see him or her - use the phone.
9. Ensure that a member of Office Space in Town staff knows about any members of your staff who have left, so that passes can be deactivated.
10. Help us, by ensuring that all your visitors and contractors sign in and out at Reception.

IF YOU SEE ANYTHING SUSPICIOUS, PLEASE CALL RECEPTION

Insurance

Office Space in Town insurance does not cover your personal effects, equipment, business documents or personal liability. It is advised that you take out contents insurance.

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All clients must provide to us upon request copies of their current company insurance and public liability. You will have 60 days to rectify this or your licence may be terminated.

Health & Safety

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All clients are responsible for carrying out H&S risk assessments for their own offices within our centre. You will have 60 days to rectify this or your licence may be terminated.

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. If not tested the centre reserves the right to test the equipment and recharge the client.

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 have an anti-bullying character and will not accept this behaviour from our clients or their representatives.

Please be advised that use of the lifts out of hours is done so at your own risk.

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.

COSHH





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.

You can also find information on: www.hse.gov.uk/coshh/

Fire Procedures and Actions

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Every Thursday morning at 10:30am 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.

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.

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: Under the Steeple of St. Dunstan-in-the-East.
- Fire Warden to report to Centre Staff once at the assembly point.

REMEMBER:

YOUR SAFETY IS OUR FIRST CONCERN
DO NOT TAKE ANY RISKS
DO NOT STOP TO COLLECT BELONGINGS
CLOSE ALL DOORS BEHIND YOU



DO NOT USE LIFTS
DO NOT RUN
DO NOT RE-ENTER THE BUILDING UNTIL AUTHORISED TO DO SO



Fire Risk Assessment

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The Senior Management Team of Office Space in Town recognise the statutory requirement placed on them to establish a Fire Risk Assessment for all company premises.

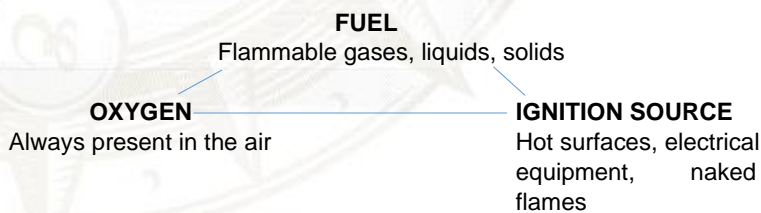
Training, support, monitoring and review of the Fire Risk Assessment will be carried out to comply with best practice guidelines.

THE FIVE STEPS OF THE FIRE RISK ASSESSMENT

- Hazard identification and control
- Means of detection and warning
- Means of escape and evacuation plan
- Firefighting equipment
- Communication and training
- Hazard Identification and Control

The Fire Triangle

For a fire to start, THREE things are needed:





If any of these are missing a fire cannot start. We have identified the main hazards to be found in the office environment. These can be found on the following page with the appropriate control measures highlighted.





HAZARDS	CONTROL MEASURE
SOURCES OF IGNITION	
Smokers Materials. Lighters, matches, cigarettes	A no smoking policy operates within our premises External smoking areas available
Naked Flames	Specific risk assessment requests From contractors or specialist clients
Electrical /Gas/oil filled heaters. (fixed or portable)	Follow manufacturer's instructions in the event that portable units may be required
Faulty or misused electrical equipment	Electrical and mechanical planned maintenance programme in place. Portable appliance testing encouraged throughout the centre
Hot processes. Welding or grinding	Specific risk assessment and method statement to be requested from Contractors or specialist clients
Cooking	Cooking at the centre is limited to microwaves only. Toasters are prohibited from the centre and all client areas.
Obstruction of office equipment ventilation	Regular checks of client areas to ensure that IT equipment is correctly configured and ventilation has not been obstructed
Arson	Security preventative and monitoring systems will alert such an attack. Likelihood considered low
SOURCES OF FUEL	
Flammable liquid based products	Regular checks of any specialist client areas to ensure products are stored safely and to manufacturer's instructions Copies of cleaning/building contractor COSHH assessments to be requested and monitor that safe storage is being maintained
Flammable solvents	Regular checks of any specialist client areas to ensure products are stored safely and to manufacturer's instructions Copies of cleaning/building contractor COSHH assessments to be requested and monitor that safe storage is being maintained
Paper and Card	Good Housekeeping. Store away from any source of heat Regular checks of client areas
Waste Materials	Removed on a daily basis by cleaning contractor
Building fabric	Fit out carried out using appropriate fire resistant materials to meet building control/ fire officer approval
SOURCES OF OXYGEN	
Natural airflow	Closing all doors, windows, and other openings not required for ventilation particularly out of working hours
Ventilation and Air conditioning systems	Shutting down any ventilation system which are not essential to the function of the workplace.



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.

Communication and Training

Office Space in Town centres operate an induction course for all General Managers and assistants, and have the delegated responsibility for communicating fire procedures to other staff members.

All new staff are allowed the time to understand the procedures and participate in mock evacuations to gain familiarisation with the system.

Furthermore all clients and visitors are made aware of the emergency procedures on arrival to the centre and requested to familiarise themselves.

Further support is available to the Centre Management Team as requested.

Refresher training takes place on an annual basis for General Managers and assistants.

Smoking Policy

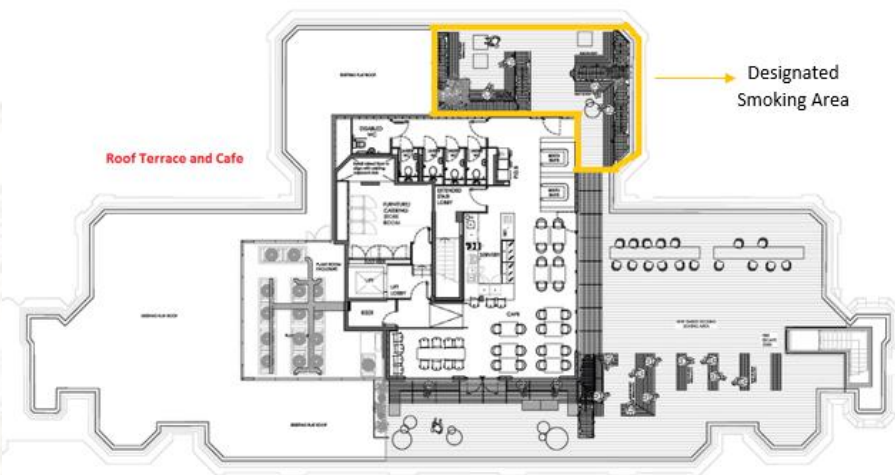


Office Space in Town recognises the right of all staff and clients to work in a smoke free environment and operates a policy of no smoking within the building, in front of the main entrance and on the roof terrace. Office Space in Town wishes to create a high quality, healthy, and safe working environment 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.

Please refer to the image below of the designated smoking area on the Deck.



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.

Tenants 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 on the Reception Level.

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.



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We hope you have found this information pack useful. If you have any further questions or queries please do not hesitate to contact a member of staff.

