

5 Swallow Place Building Manual



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1 Property Management

1.1 Introduction

This guide is intended to provide the Occupiers of 5 Swallow Place (the “Building”) with an overview of the Building’s operational arrangements. It also contains information to help Occupiers to understand the policies designed to ensure the smooth daily operation of the Building.

The Building is managed by JLL on behalf of The Crown Estate (the “Landlord”). There is a dedicated Management Team (See Section 1.4) based at Head Office (7 Air Street, W1B 5AD) with an aim to provide Occupiers with an efficient and effective service that meets Occupiers’ business needs today and for the future.

The Landlord and its Management Team are committed to promoting environmental, economic and social well-being throughout its activities. As such, the services detailed within this document will be delivered to the Occupiers with full consideration to energy efficiency, water minimisation, resource efficiency and waste management.

It is important to the Management Team that a collaborative approach with Occupiers is taken and therefore we welcome any suggestions or comments as to how we may improve our service levels.

The Landlord and Management Team reserve the right to make suitable alterations to the service levels outlined in this document. Where this is required, the Management Team will endeavour to consult with the Occupiers prior to implementing any change.

The Landlord reserves the right to substitute Regent Street Management Direct Limited as property manager at any time but will endeavour to give notice of such substitution to the Occupiers.

1.2 Occupier's Lease

In the event of any inconsistency between the contents of this guide and the terms and conditions of an Occupier’s lease, the terms and conditions of the Occupier’s lease shall prevail and govern.

1.3 Disclaimer

While the information contained within this guide is believed to be correct at the date of issue, neither the Landlord nor its Management Team will accept any liability in any circumstances for its accuracy, adequacy or completeness. The information contained in this guide should not be regarded as a commitment or representation on the part of either the Landlord or the Management Team to enter into a contractual arrangement.

1.4 Management Team

Located in the JLL Management Offices at 7 Air Street between Monday to Friday from 09.00 to 17.30 excluding UK public holidays, the Management Team are here to help. **Please Note** that the use of the title “Management Team” in this document also incorporates the broader “Teams” that serve the premises under the instruction of the Property Manager.

The Property Manager is committed to leading a team that is focused on delivering a first-class service by taking a proactive and collaborative approach to the day to day and long-term service delivery strategy.

Communication is key to achieving excellent service levels and the Management Team always aims to always provide Occupiers with suitable, sufficient and concise information in a timely manner. In return the Management Team shall regularly invite Occupiers to provide feedback on the service delivery so that they may continue to improve on service levels where opportunity allows.

1.5 Service Charge

The Landlord Services are delivered to the Building by the Management Team at no supplemental Service Charge costs to the occupier. The costs of providing these services is met by the Landlord through an all-inclusive rent.

1.6 Occupier Meetings

At 5 Swallow Place, the Management Team shall host Occupier meetings on a regular basis. The dates of these meetings will be set out at the beginning of each year and communicated to Occupiers.

The key objectives of these meetings are to furnish Occupiers with an overview of the current management strategy, discuss relevant operational matters and major activities and to enable a forum for open discussion between all parties.

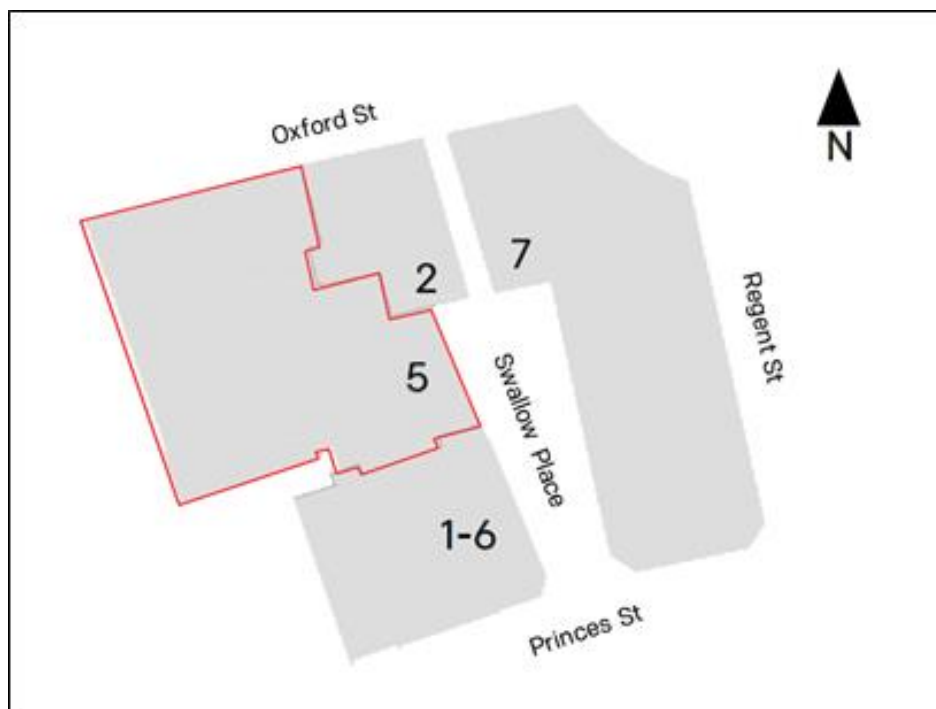
In addition to the regular meetings, the Management Team can meet on a one-to-one basis with Occupiers representatives to discuss operational matters more relevant to the Occupiers specific business needs.

2 General Building and Estate Information

Taking a prominent position on Oxford Street near Oxford Circus, 5 Swallow Place consists of four office floors over a retail unit on the ground and first floors and a basement.



The following plan shows 5 Swallow Place's positioning within the Swallow Place Block.



2.1 Hours of Operation

5 Swallow Place is accessible 24/7/365 via access control and has a manned Reception Team from Monday to Friday between 08.00 – 17.30, excluding Bank and Public Holidays. Outside these hours the building is served by the Security team located at 7 Swallow Place.

2.2 Accessing the Building

2.2.1 Entrances

Pedestrian access to the office Building is provided from Swallow Place via an automatic motorised door and is step free to facilitate disabled access. Please refer to the arrow on the illustration below.



2.2.2 Disabled Access

The Management Team wish to ensure full compliance with the Equality Act 2010 and aim to avoid any situations where persons with a disability are disadvantaged by the Building and its services.

Occupiers are requested to regularly consider their staff and visitors and to discreetly advise the Management Team of persons or situations that could fall within this category. Each case will be considered and where appropriate reasonable steps will be taken to improve the services and facilities.

It is particularly important that Occupiers inform the Management Team of staff and visitors who may require assistance vacating the Building in an emergency. Please refer to section 2.8 below for PEEP guidance.

2.3 Common Parts and Rights of Access

All areas within the Building are categorised to define rights of access for all Building users. These divisions are generally defined as being Common Parts, Landlord areas or Occupier Demise.

2.3.1 Common Parts

Common Parts may be used for access and egress by the Landlord, Occupiers and their staff, contractors and authorised visitors. Common parts generally include:

- Reception
- Lifts and lift lobbies
- Staircases
- Washrooms accessible from common areas
- Bin Store
- Cyclist entrance route and cycle parking facilities
- Communal shower and locker rooms
- The Terrace

2.3.2 Landlord Areas

Landlord's areas are locations retained by the Landlord and are restricted from general access, usually due to safety reasons. These include:

- Roof
- Landlord riser cupboards
- Electrical distribution rooms
- Landlord plant rooms
- Basement storage areas

Should Occupiers have a need to gain access to Landlord Areas, they may request access using the Landlord's permitting process. Access will only be permitted to those areas which pose a high safety risk if a site and task specific risk assessment and method statement is provided.

2.3.3 Occupier Demise

The Occupier Demise is the area described within each Occupier's lease. Occupiers have a right to quiet enjoyment under their lease, however where the Landlord or the Management Team requires access for periodic inspection or maintenance of Landlord's equipment (for example, risers only accessible from the Occupier's demise), then the Landlord may enter upon providing reasonable notice; or without giving any notice if access is required for emergency purposes.

2.4 Employee Access

The Management Team is responsible for issuing Building access passes. The Management Team will only issue an access pass when it has received sufficient evidence that the appropriate security checks have been completed.

The Management Team will provide an initial pass for each member of your staff based within the Building. The Management Team reserve the right to charge for the cost of replacing lost passes thereafter. Lost passes can be replaced via written request from an Occupier representative to the Management Team.

You must ensure that your staff carry their Building access passes at all times whilst onsite. They must show their pass to the Management Team on request. You and your staff must not permit the shared use of access passes.

An agreed number of access passes and keys to your Customer Demise may be held by the Management Team to gain access out of hours or in the event of an emergency. For this use, access passes are stored within a secure key tracker system in the Estate Security Control Room and utilised only under pre-set conditions.

2.5 Visitor Access

You must notify the Management Team of all visitors to the Building by emailing the Reception Team. This includes service and contractor visitors accessing the Building .

If a visitor is not booked in advance an Occupier representative will be contacted to approve access. If approval from an Occupier representative is not available, the Management Team reserves the right to refuse entry to the visitor.

2.6 Lifts

5 Swallow Place has two passenger lifts serving all office floors and a passenger lift between ground and basement providing access to the cycle storage and showering facilities.

Description	Number	Floors Served	Load / Capacity
Passenger Lifts	2	G, 2-6	10 Person / 800 kg
Basement Lift	1	G - B1	13 Person / 1000 kg

All lifts are controlled by the access control system. Offering a swipe card to the reader in the lift will allow an Occupier to choose their destination. Permission must be sought to use the lifts for removals or heavier loads at least a week in advance.

2.7 Security and Emergency Communication

2.7.1 Security Overview

As part of the Landlord's Security and Resilience Strategy on the Estate, a 24/7/365 Security Guard is provided. The Security Guard is based in the Security Control Room (SCR), located in 7 Swallow Place and is supported by the mobile Security Team. All of the Estate's security systems are remotely monitored via the SCR and central Security Operations Centre (SOC).

The Management Team is not responsible for the security of, or within, an Occupier's demise.

2.7.2 Access Control and CCTV

Electronic Access Control and CCTV systems are installed throughout the Landlord's areas. These are monitored and controlled from via the central Security Operations Centre (SOC). Occupiers may add their own Access Control to provide security within their demise if required.

Landlord access control operates at:

- Occupier Demised Entrances
- The Reception entrance which is also fitted with an intercom
- The Bin Store
- Passenger Lifts
- Basement Lift
- Cycle Store and Changing Rooms
- Basement Ramp Entrance
- Throughout the Basement, Roof and Plantroom areas
- The Terrace

The Landlord's access control system is compatible with a wide range of cards and readers including Smart Cards and Proximity Cards. For Occupiers that have their own Security Access Control System (subject to compatibility) the Landlord can facilitate programming employee ID and visitor cards onto the Landlord control system with access protocols that will be pre-agreed. This will allow the employee / visitor access to tenant and landlord demise on a single card.

For Occupiers that do not have a compatible Security Access Control System the Landlord will provide programmed access control cards to the Occupier and a charge per card may be applicable.

In the interests of safety CCTV is present throughout the Building. All cameras are monitored and recorded by the Management Team and Systems in line with the Information Commissioner's Office requirements. No CCTV cameras are installed within the Occupiers Demise. Supplemental CCTV cameras can be installed by the Occupier using their own systems; however, these will not be monitored or recorded by the Landlord's Team or Systems.

2.7.3 Unauthorised Persons / Visitors

If any Occupiers or their staff are aware of or suspect the presence in the Building of an unauthorised person, they should politely challenge the suspect or contact the Reception Team immediately.

2.7.4 Suspicious Circumstances

Any suspicious objects, odours or occurrences noticed within the Building should be reported to the Reception Team immediately on 0208 103 6748.

2.7.5 Threats to Occupiers of the Building

If any Occupiers or their staff receive any verbal or written threats which could affect any Occupier or user of the Building, or the Building itself, the matter should be immediately reported to the Reception or Security Team.

2.7.6 Theft or Damage

If property or contents are suspected as being stolen or damaged as a result of an unauthorised entry, Occupiers should immediately notify the Management Team who will assist the Occupier and the Police with the enquiry.

The Landlord and Management Team cannot take responsibility for theft and damage that might occur within Occupier demised areas and as such Occupiers should ensure that their insurance policies provide suitable cover for such events.

2.7.7 Out of Hours Access

In the event of an emergency that requires access to an Occupier Demise then the JLL helpdesk will contact the Occupier's main point of contact.

2.7.8 Emergency and Contingency Planning

The Block has a major incident plan to be found in the Emergency and Contingency Strategy. This details the procedures the Management Team and service partners undertake in the event of an incident. Written for the benefit of both Office and Retail occupiers, the strategy provides practical advice for use in the event of access being restricted or other events that may affect the use of the Building. This document is obtainable from the Management Team

2.7.9 Emergency Communication

The Management Team employs the use of an emergency communication system for use during major emergency incidents affecting the property or the local vicinity.

Occupier's emergency contact details are to be provided to the Management Team. They will be stored within the secure emergency communication system where access is only available to key JLL personnel within the Management Team.

The system allows for a senior member of the Management Team to send a message via call, text and email simultaneously to all stakeholders of the incident. If necessary, the system also enables an instant conference call facility to be implemented allowing all recipients to join with the press of a button.

To ensure effectiveness and familiarisation a test of this systems communication to all Occupiers will be carried out annually at a time agreed by all Occupiers.

2.8 Fire and Emergency

Fire prevention measures and means of escape have been incorporated into the Building's construction and fabric, allied with early detection, alarm and firefighting systems. It is essential that all Occupiers of the Building are fully aware of the relevant outline fire instructions.

In accordance with statutory requirements and best practice, the Management Team will organise the following:

- A weekly fire alarm test will be carried out every Thursday at 10am.
- An emergency evacuation drill will be carried out at 6 monthly intervals. The Office and retail Occupiers are formally required to participate. 10 minute briefings before and after each drill shall be hosted by the Management Team to enable open dialogue regarding the drill and any queries on fire safety and emergency response.
- A regular review of the fire risk assessment of the common parts and Landlord's areas.

- Establish and communicate suitable and sufficient emergency procedures for the property.

To enable a collaborative approach between Landlord and Occupier, each Occupier is asked to ensure the following is fulfilled:

- Occupiers should provide the Management Team with copy of the Fire Risk Assessment for their demise when the document is first established and each time it is updated thereafter.
- Occupiers should maintain adequate quantities of Fire Wardens on each floor / demise. Fire Wardens should be trained and competent to carry out the duties required of them as a fire warden. A list of current fire wardens is to be provided to the Management Team by the Occupier and should be updated whenever there is a change in personnel.
- Occupiers should advise the Management Team of any employees or regular visitors with an impairment that may limit the individual's ability to respond to a Building emergency. It is the Occupier's responsibility to take reasonable steps to plan and implement Personal Emergency Evacuation Plans (PEEPS) for impaired individuals however the Management Team will support and assist where possible.

2.9 First Aid

Each of the Landlord's Security Officers are first aid trained therefore providing a comprehensive first aid support 24 hours a day to the Reception environment and to emergency situations within the Estate.

It remains the Occupier's responsibility to also ensure they maintain sufficient first aid facilities and trained personnel for their employees within their own demised areas.

2.10 Accident Reporting

An GDPR compliant accident reporting system is in place at the Building. Occupiers are responsible for ensuring accidents that occur in the Common or Landlord's Areas are reported to the Management Team

Occupiers are requested to inform the Management Team of any incidents or near misses (an incident that had the potential to cause harm) that occurred in the common parts or Landlord's areas so that these can be suitably reviewed and recorded.

In all cases an incident should be reported at the earliest opportunity.

The Management Team shall ensure incidents, accidents and near misses are recorded, reviewed and if applicable reported in line with its obligations under the Health and Safety at Work Act 1974 and Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

2.11 Smoking and Vaping Policy

Smoking (including Vaping) is not permitted in any part of the Building as directed by the Health Act 2006. Smoking (including Vaping) is also not permitted on the roof terrace or within the footprint of the building, outdoor air intakes and operable windows.

Occupiers should ensure that their employees and visitors are aware of and adhere to this policy.

2.12 Signage

The Building Reception, Lift Lobbies and Office Entrances are equipped with signage displaying the Occupier's Company name. Requests for amendments / additions to this may be submitted to the Management Team who will endeavour to make the necessary changes within 14 working days, and subject to the terms of the relevant Occupier lease. Fonts and size of text shall be uniform to the Building; and the use of logos is prohibited.

2.13 Health, Safety and Environmental

The Landlord and Management Team places the effective management of Health, Safety and Environmental matters at the forefront of all its operations. We work collaboratively with Occupiers, Service Partners and Specialist Consultants to achieve a safe environment through suitable safe systems of work and accessible information for all parties.

Statutory Compliance

The management of the Landlord's statutory compliance is fulfilled by the Management Team with the aid of an online system enabling transparency on a day to day basis and providing real time data at all times.

Occupiers wishing to view relevant statutory documentation maintained by the Management Team may do so by providing a minimum of five working days' notice to the Management Team.

2.14 Permit to Work and Contractor Activities

The Management Team process permit applications to work in Landlord's areas or on the Landlord's operating systems. In the first instance, permit requests are to be sent directly to the Facility Manager via email.

Permit requests require a minimum of five working days' notice. A site and task specific risk assessment and method statement along with the contractor's liability insurance certification must be submitted as part of the request for a permit to work.

No work of the following nature may be carried out without an authorised permit from the Management Team:

1. Works of any nature to be undertaken in Landlord's areas or Common Parts, including the external perimeter and Estate
2. Work on electrical, HVAC or other services that are subsidiary to Landlord's services
3. Works requiring isolation to the fire alarm
4. Modification works to the Landlords fire systems
5. Tasks involving access to Landlord's areas
6. Work on / with heat-producing equipment or flammable material (hot works)
7. Work involving materials hazardous to health (Control of Substances Hazardous to Health (COSHH))
8. Access to external parts of the Building, above ground level and including roof/plant areas

9. All persons working under a Landlord permit are subject to receiving an induction

Where common parts and Landlord's areas are traversed or Landlord's plant used, a schedule of condition is to be prepared and agreed in advance between the contractor and the Management Team. Fabric, plant and fittings shall then be protected. Should any damage occur, the Occupier will be required to meet the costs of any remedial works carried out.

All contractors' employees should carry a form of employer's ID upon them at all times.

Trade contractors working in the Building are only permitted to access and egress the Building via the route stipulated in their Permit. Prior arrangements for access are to be made with the Management Team. Contractors wearing construction clothing will not be permitted to use the main entrances of the Building.

All work activities are to have a nominated supervisor who will be responsible for team safety, Building induction, emergency procedures, fire wardens (2 minimum) and first aid provisions.

Trade Contractors carrying out works lasting more than a day may use the toilets or showers in the common parts and Landlord's areas however only by prior arrangement with the Management Team. Where approval is given, the fabric and fittings in both toilet and wash basin areas must be suitably protected and regularly cleaned. Upon completion of the project, the areas shall be deep cleaned at cost to the relevant Occupier.

Where an Occupier or their contractor requires access to another Occupier's demise (for example to access a common riser) the Occupier is required to provide the Management Team with a request for access five working days prior to the proposed access date. Permission to access is subject to the approval of both the Management Team and the other affected Occupier.

Should an Occupier grant access conditional upon the attendance of a Security Officer, then the requesting Occupier will be required to meet the associated cost of the Officer.

The foregoing obligations in this section are in addition and without prejudice to the obligations of the Occupiers under their lease agreements.

3 Customer Amenities

3.1 The Terrace

5 Swallow Place provides a shared business amenity space on level 6 of the Building, referred to as “The Terrace” which is available for use in core business hours. Access is provided via the passenger lifts that serve the floor and entry to The Terrace is access controlled. The Terrace is accessible to all Occupiers freely throughout the day. The facility comprises an open plan lounge, two meeting rooms, a kitchenette and an outdoor rooftop terrace.

The Terrace is covered by CCTV and provides data points, Wi-Fi, charging points, customisable lighting and desk space. A phone is provided to contact the Reception Team.

Hot and cold drinks are provided at the kitchenette however the area is not provided as a canteen so please limit food consumption to biscuits or sandwiches rather than reheating odorous or messy foods. Although this is a managed area, it is a self-serve / self-clear workspace. Please put used cups, crockery and cutlery in the dishwasher provided once you have finished with them.

If The Terrace is required out of hours, then please contact the reception to discuss availability and additional arrangements that will need to be put in place. For an event, there is a maximum number of people permitted for this floor, depending on the area’s usage, The Reception Team can advise on this in more detail at the time of booking.

3.2 Amenity Bookings

Subject to availability, use of the two meeting rooms is complimentary to all Occupiers during normal working hours however they must be booked in advance using one of the following methods:

- Telephone: 0208 103 6748
- Email: reception@5swallowplace.co.uk
- In person: Contact the Reception Team

Following a successful booking, an email confirmation will be sent out for your records.

Meeting rooms are allocated on a “first come, first served” basis. Rooms can be booked no more than two weeks in advance and are limited to a maximum of 2 hours per booking unless by special arrangement. Bookings are managed and monitored by the Reception Team for “fair” use to avoid a more prosaic booking system and Occupiers are asked to respect this principle.

The meeting rooms can accommodate 8 people each or can be combined to provide a single meeting room for 12 people. Each room has an audio-visual display and the method for connecting via Apple TV or Chromecast is displayed within the room; the Reception Team is on hand to assist if needed.

The outdoor rooftop terrace is generally accessible for use by all Occupiers during core business hours. This area can be booked for a private event or function on its own or in conjunction with the internal areas. The outdoor rooftop terrace has a maximum occupancy limit depending on the proposed use and reception will provide guidance in this regard whilst your arrangements are made.

Please note that the outdoor rooftop terrace is subject to the No Smoking / Vaping policy.

3.3 Cycle Store

The Building has a basement level Cycle Store with stands for 60 cycles. The Cycle Store is accessed via the ground floor access controlled automatic door and access ramp. Cyclists must dismount when using the access ramp. A lift is provided between the basement and ground floor, accessible from the Cycle Store to provide a convenient route to the rest of the building.

Cycle stands are available on a “first come, first served” basis. Further public cycle parking is available at the corner of Swallow Place and Prince’s Street.

All Occupiers who wish to use the cycle store are required to register their cycles with the Reception Team. Upon successful registration Occupiers will be issued with an identification tag which must be placed on the cycle and relevant access permissions on their access card. Occupiers may use the cycle facilities 24/7 however the facilities may not be used for long term storage. Occupiers are asked not to hang clothes or other items on their cycles.

The entrance, lift and cycle store are covered by high quality CCTV which is recorded and monitored by the Security Team. Management does not accept responsibility for loss or damage to cycles stored in this facility and its use is at the sole discretion of the Occupier.

Weekly reviews will be undertaken of the bicycles stored within the bicycle racks and where bicycles have been found to be left for a period in excess of 2 weeks, the Management Team will attempt to contact the owner and request removal. If the owner cannot be contacted, then the landlord will follow the “Lost/Found/Abandoned Property” Policy.

3.4 Lockers

Lockers are located in each of the male and female changing rooms and are available for use by the Occupiers. There are three drying lockers provided in each of the changing rooms and are coloured yellow for easy identification. Drying lockers are emptied daily and the contents are stored by the Reception Team in accordance with the “Lost/Found/Abandoned Property” Policy.

Keys for lockers are issued by the Reception Team and locker use is regularly reviewed. Occupiers are not permitted to hand over their locker to a colleague and must return the key to the Reception Team if the locker is no longer required. Occupiers Representatives are responsible for ensuring that locker keys are returned when a staff member leaves. A waiting list for lockers will be held by the Reception Team and when a locker becomes available then the next Occupier on the list will be contacted. The replacement of lost keys is chargeable. If a locker key is lost or forgotten please contact the Reception Team for assistance.

3.5 Shower Facilities

There are Male, Female and an Access Compliant shower located in the basement changing rooms in the Basement Cycle Store area. The showers are for the use of all Occupiers and access control permissions are available on request from the Reception Team. Although the showers are cleaned regularly by the Cleaning Team, we ask that the area is treated thoughtfully. Any items left or discarded in the area will be removed in accordance with the “Lost/Found/Abandoned Property” Policy.

4 Building Services

4.1 Mail Services

The property is on the “standard” delivery times for Royal Mail. The post usually arrives between 10.00 and 12.00 at Reception. The postal address for the property is:

“Company Name”
5 Swallow Place
London
W1B 2AG

The Reception Team will take delivery of business items and notify the Occupier of their arrival. The Reception Team will not sign for deliveries and where a signature is required the Reception Team will contact the recipient or the recipient's company to request their attendance.

Occupiers may prefer their mail be delivered earlier and request a “Special Guaranteed” or “Timed” delivery from Royal Mail. For more information please contact Royal Mail Customer Services on 08457 740740.

4.2 Couriers

The receipt and dispatch of hand-held items for couriers is managed by the Reception Team. The Reception Team will call the Occupier upon the arrival of a courier so that the Occupier can sign for and accept the items. Should an Occupier representative not be available then the Reception Team will request the courier to return at a time when the company has a representative on site. The Reception Team will not sign for courier deliveries under any circumstance.

Food Deliveries

The Reception Team can notify customers of food arrivals but are unable to store or hold deliveries at reception.

4.3 Lifts - Use for Goods

The Building doesn't have a dedicated goods lift and the passenger lifts are used for the movement of goods. Heavy goods deliveries should be booked and arranged in advance with the Reception Team to minimise service disruption. The lifts may also be booked for inter-floor moves and transferring goods where the Occupier requires.

For deliveries of a large nature that could cause damage to the fabric of the Building, it will be necessary to agree the precise route of entry and ensure that relevant parts of the Building susceptible to damage are adequately protected. All protection works are to be carried out at the expense of the Occupier and, if appropriate, a schedule of condition is to be prepared by the Management Team so that disputes as to who caused damage are eliminated.

The Landlord or Management Team cannot be held responsible for any loss or damage which occurs either to goods delivered or during attempted delivery to the Building.

Whilst the Management Team will use all reasonable endeavours to ensure the lifts are operational at all times, it cannot be held responsible for failures of a lift due to improper use or unforeseen circumstances.

4.4 Vehicle Parking

There are no vehicle or motorbike parking spaces at 5 Swallow Place. Occupiers will need to find local alternatives should they be required. Real time parking space availability can be found using Westminster's Park Right App <https://www.westminster.gov.uk/parkright> or by using Parkopedia <http://www.parkopedia.co.uk>.

4.5 Cleaning Services

4.5.1 Common Parts Cleaning

The common parts such as the reception area, lifts, staircases, toilets, The Terrace, changing rooms, back of house and adjoining corridors to and from these areas are cleaned regularly by service partners provided by the Management Team. The Cleaning Team is dressed in a 'house' uniform. As a Front of House team, they are expected and trained to be customer friendly and understand this role and its importance.

The Cleaning Team comprises:

1x General cleaner 08.00 – 17.00 Monday to Friday

1x Early morning shift for Front of House 05:00 – 08:00 Monday to Friday

The Cleaning Team is sized and tasked with proving a high level of performance to keep the Building in excellent condition. For certain activities such as deep cleaning, extra resource is brought in to supplement this core team.

If you have any concerns over the standard of cleaning or if a spillage occurs in the Landlord's areas, please notify the Reception Team.

4.5.2 Cycle Store Changing Rooms

The basement Cycle Store area, changing rooms and WCs are cleaned and restocked as part of the Building Services. They are inspected by the Cleaning Team at regular intervals throughout the day to ensure that the required standards are maintained. During peak hours in the morning this task can be challenging, and the team prioritise enabling Occupiers to get through the facilities and into the offices over keeping the facility spotless and being a potential cause of delay. Occupiers are requested to leave the facilities as they would wish to find them.

4.5.3 Window Cleaning

External Window cleaning is carried out by a specialist cleaning contractor. The Building is cleaned at high level using a Rope Access Technicians and at low level with reach and wash and using cherry pickers (MEWPs). Other Landlord glazing is cleaned from inside the Building. Quarterly external window cleans are provided.

Occupiers are required to clean the internal faces of the office windows and other glazing as stipulated in the lease. Please contact the Management Team should you wish to use the Landlord's Window Cleaning Service Partner.

4.5.4 Office Cleaning

The cleaning of demised premises is the Occupier's responsibility. There is no provision in the Landlord's areas for the storage of Occupier's cleaning materials; Occupiers will need to make their own arrangements in this regard. Where relevant, potentially harmful cleaning chemicals materials are to be stored in line with COSHH guidance. Please contact the Management Team should you wish to use the Landlord's Cleaning Service Partner.

4.6 Waste Management

The Management Team work closely with the Building's Occupiers to achieve excellent waste management practices. Accordingly, the Building Management Team offer a refuse recycling scheme for the benefit of all Occupiers and are available to discuss the provision of further waste stream services where required.

The waste management and disposal facilities are located at the ground level Bin Store where bins are provided by the Management Team.

The waste management strategy provides for the effective management of the following waste streams:

- General office waste – Recyclable
- General office waste – Residual waste (non-recyclable)
- Food Waste

We ask that Occupiers ensure recyclable waste is disposed of in clear transparent bag and that all other waste is disposed of in coloured bags. These bags are available from the Reception Team upon request.

Occupiers are required to ensure that their layout design incorporates adequate space for the installation of on-floor waste hub for the bullet pointed list above as a minimum. This waste hub is to have twice as many recycling receptacles as general waste. Please note that the provision of waste bins under desks is strictly forbidden.

There is currently no provision for the disposal of large quantities of paper or cardboard, computer equipment, wood, metal, batteries, toner cartridges, lamps or Building materials. Occupiers should contact the Management Team should this service be required; any additional costs incurred will be chargeable to the Occupier.

The Management Team should be notified in advance where Occupiers intend to use and / or dispose of dangerous or potentially dangerous materials. Potentially hazardous waste should be disposed of in a manner that ensures compliance with statutory regulations and best practice. All such waste should be clearly stored and labelled, ready for collection by the nominated service provider. In the event that specialist disposal from the Building is required and additional costs are incurred, these costs shall be charged to the Occupier.

For more information on what can go into each stream please refer to a Recycling Guide or contact the following for further assistance:

- JLL Helpdesk – TCELondon@eu.jll.com
- Our Cleaning Services Partner – recycling@pssgroup.net

- The Sustainability Team – sustainability@eu.jll.com

4.7 Satellite and Multimedia Services

4.7.1 Communication Services

5 Swallow Place is equipped with a fully managed plug and play data network to provide Occupiers with secure, high speed internet connections. This provision includes Wi-Fi access points in the Basement, Reception and in The Terrace. Office spaces are provided with a single point incoming data connection. The data infrastructure is provided free of charge however is subject to the Landlord's data usage guide. For more information please refer to the Appendix 1.

The Landlord has not provided any dedicated telecoms infrastructure in the Building however the data network is compatible for use with most mainstream VOIP providers.

The installation of communication services by a third party is accommodated however may be subject to a legal agreement between the Provider and the Landlord ("A Wayleave"). Occupiers are to discuss any proposed installations with the Management Team who in turn will ascertain whether a Wayleave is required. Please contact the Management Team If you have any queries on the provision of data services.

4.7.2 Satellite and Television Services

Provision is made at roof level for the installation of Occupier satellite dishes / antennae, subject to space planning constraints and planning consent being obtained by the respective Occupier.

5 Technical Information

This section describes some of the basic technical characteristics of the Building. For more detailed information, please refer to the Technical Guide documentation.

5.1 Loading and Weight Restrictions

Loading allowances within the Building cover all floor areas and lift specifications.

5.1.1 Floors

The Occupier shall not do anything which may subject the demised premises or the Building to any stress or strain beyond that which it is designed to bear with due margin for safety. In the case of office floor areas, specific details can be obtained from the Building's Operations and Maintenance manuals (O&Ms) which are available upon request from the Management Team. If a structural engineer has to be appointed on behalf of the Landlord, any costs that are reasonably incurred by the Landlord in obtaining the opinion of a qualified structural engineer as to whether the structure has been or is about to be overloaded shall be borne by the Occupier.

5.1.2 Lifts

The lifts vary in the safe working loads they can carry (see section 2.6). The Occupier shall take no action which may subject any of the lifts within the Building to any stress or strain beyond that which it is designed to bear with due margin for safety.

The lifts incorporate certain failsafe mechanisms that will remove the lifts from general service if not used properly, therefore:

- delivery loads must be distributed evenly inside the lift cars
- the Safe Working Load of the lift must not be exceeded and when calculating the total weight of the load the calculations must include the weight of the trolley or truck and the palette and the delivery persons
- doors must not be propped open and correct 'key-off' procedure must be followed.

In certain circumstances, it may be necessary to employ the services of the lift maintenance company to supervise the use of a designated lift for example, in the event of an office move whereby a lift is allocated for furniture removal. In such circumstances, all costs are to be borne by the Occupier and subject to prior approval.

Internal lift cars including flooring must be protected during large material moves i.e. construction materials, furniture etc. However, if a lift becomes damaged by an Occupier's in-house or contracted activity the Occupier shall be responsible for meeting the full cost of repair.

5.2 Electrical Metering and Electrical Equipment Restrictions

This section describes the strategy adopted to calculate and apportion utilities costs between the Landlord and the Occupiers.

The areas to be considered by this strategy are as follows:

- Occupier's small power and lighting

- Heating and air conditioning during business hours, where applicable
- Heating and air conditioning outside standard business hours, where applicable
- Occupier equipment installed within Landlord's plant areas and connected to landlord services

Business hours are defined as 08.00 to 17.30 Monday to Friday except for UK public holidays.

The Management team shall appoint an energy management consultancy who will receive a full range of metering data monthly in order to provide apportionment reports for each Occupier.

5.2.1 Incoming Services

The main incoming electricity and water services, as described in the O&M manuals (available upon request from the Management Team) are fitted with meters, providing data to the Building Management System (BMS) of total utilities consumption within the Building.

5.2.2 Occupier Small Power and Lighting

The tenant risers are sized to take the prospective lighting and power load for the area served. From the respective tap-off sub mains are taken via independent meters to lighting and small power distribution boards in each riser.

Data collected from the Landlord and Occupier meters will be used by the energy consultant to calculate a quarterly report detailing the apportionment of costs where applicable.

Any Occupier wishing to install additional distribution boards, subject to Landlord's approval, will do so at their own cost and will incorporate a meter as approved by the Landlord.

5.2.3 Heating and Air Conditioning

The provision of Heating and Air Conditioning is provided by the Landlord's air source heat pump system and delivered within the Occupier Demise via 4 pipe fan coil units.

The Landlord's Electrical and Energy Metering System (EEMS) shall monitor all Occupier consumption and be used in the calculation of the recharges.

5.2.4 Occupier Equipment installed within Landlord's Areas

In the event that an Occupier needs to install plant in the Landlord areas and connect to the landlord energy supplies; this will be subject to Landlord approval. Costs incurred by the Landlord in the consideration and monitoring of the installation shall be recovered directly from the Occupier.

Energy used by the Occupiers plant shall be recovered from the Occupier on a monthly basis as outlined in the following section.

Note: Occupiers must not rely on the provision of Landlord's air conditioning plant for the support of their own additional critical business equipment or support systems, for example communication suites. The Occupier must make their own provision for this purpose other than where expressly pre-agreed in writing with the Landlord.

5.2.5 Cost Recovery

The table below shows the frequency and method of cost recovery that is to be implemented by the Landlord.

SERVICE	PERIODICITY	METHOD OF RECOVERY
Occupier small power and lighting	Monthly	Direct recharge per Occupier. To be reconciled Monthly.
HVAC In Hours and Out of Hours	Monthly	Direct recharge per Occupier. To be reconciled Monthly.
Occupier Equipment installed onto landlord supplies	Monthly	Direct recharge per Occupier. To be reconciled Monthly.

6 Maintenance

6.1 Landlord's Helpdesk

The Landlord's Help Desk will ensure all enquiries and faults are responded to in an efficient and effective manner.

The Landlord's Help Desk is available 24/7/365 and is contactable by telephone on 01480 484 351 or email TCELondon@eu.jll.com.

When contacting the Landlord's Service Desk Occupiers will be provided with a call reference number. For any faults reported, the Service Desk will provide regular updates to the Occupier until the matter has been agreeably resolved.

6.2 Maintenance Policy to Common Services

The Maintenance Team will carry out planned preventative maintenance, routine repairs and emergency response to Landlord common areas and Landlord common services with the exceptions of:

- Any plant or equipment which has been installed by the Occupier or demised to the Occupier under the terms of the lease.
- Any plant or equipment installed as part of the base build project but has been moved, altered, damaged etc. by the Occupier's fit-out contractor and which has not been accepted by the Management team.

Building services outside the Occupiers' demised premises includes but is not limited to:

6.2.1 Mechanical Services

- Heating
- Ventilation systems
- Air conditioning
- Temperature control

6.2.2 Electrical Services

- LV switchgear and distribution system (excluding small power and lighting circuits)
- Dual supplies to mechanical plant associated with life safety systems
- Emergency lighting and signage
- Security systems
- Standby generator

6.2.3 Life Safety Systems

- Fire alarm system
- Sprinkler system
- Dry riser system

- Hand-held fire fighting appliances in the common parts

6.2.4 Building Management Systems

- Controls
- Supplementary workstations
- Motor control centres

6.2.5 Lifts

- Passenger Lifts
- Fireman's Lifts
- Basement Lift

6.2.6 Plumbing and Drainage

- Domestic hot and cold water services
- Surface water drainage
- Foul water drainage

7 Occupier's Responsibilities

7.1 Landlord's Inspections

The Landlord and / or Management Team shall carry out a review of the Occupier's demise and statutory compliance documentation on a periodic basis.

Where the Occupier's compliance is considered acceptable a re-inspection will be programmed periodically. However, where the inspections raise health, safety or environmental concerns, a re-inspection may be programmed to enable the Management Team to work with the Occupier to close out any issues.

The review will be programmed providing the Occupier with reasonable notice. The review will include an inspection of the Occupier's demise and a review of the following statutory documentation:

- Occupier's Fire Risk Assessment
- Occupier's Register of Fire Wardens
- Occupier's Legionella Risk Assessment
- Fixed Wiring Test Documentation
- Portable Appliance Test Records
- Kitchen Extract Service Records
- Life Safety Maintenance Records

From time to time, the Landlord and Management Team may appoint a specialist consultant to advise on matters observed during an inspection and costs associated to this consultancy is to be met by the Occupier.

7.2 Occupier's Maintenance

The Occupier is responsible for regular maintenance operations to their own installed equipment and to those systems within their demised area. This includes but is not limited to:

- Light fittings and associated lamping, control modules, emergency lighting
- Occupiers fire suppression systems
- Occupiers UPS
- Fire extinguishers
- Plant installed by the Occupier whether it be located on-floor or in Landlord's areas.

The Management Team requires periodic evidence of such maintenance by the Occupier to satisfy the terms of the lease and Building insurer. Please contact the Management Team should you wish to use the Landlord's M&E Service Partners.

7.3 Health & Safety

The Regulatory Reform (Fire Safety) Order 2005 requires each Occupier to undertake its own a fire risk assessment of its demised area at suitable intervals. A copy of this is to be provided to the Management Team when it is initially established and, on every occasion, it has been formally reviewed or revised, typically on an annual basis.

The Occupier is also responsible for carrying out their own H&S risk assessments within their demised space. If you would like any assistance or if you wish to use the Landlord's H&S Service Partners please contact the Management Team.

7.4 Heating, Cooling and Ventilation Systems

The Occupier shall do nothing which adversely affects the heating, cooling or ventilation of the Building, including the supply of heated or chilled services to the demised premises or any other centrally controlled systems. The Occupier shall do nothing which imposes an additional load on the heating, cooling or ventilation plant and equipment or such system beyond that which it is designed to bear. Nor shall the Occupier do anything to this equipment to consume unnecessary levels of energy.

7.5 Fitouts / Alterations

The Landlord and its nominated representatives shall process an Occupier's application for Landlord's permission in accordance with the lease and where appropriate taking into consideration the guidance outlined in the RICS Licence for Alterations in Commercial Property.

Alterations of a structural nature to Building fabric, windows, partitions, or to the mechanical, electrical, life safety systems and public health services must not be undertaken without contacting the Management Team, who will be able to determine to what extent Landlord's consent and associated legal documentation is required. Consent may take the form of a formal Licence to Alter or a letter licence for smaller matters.

If Landlord's approval is required, no works may proceed until Landlord's approval has been received.

The Landlord's licence for alteration process is outlined as follows:

1. The Licence for Alteration (LFA) application should have suitable and sufficient documentation to detail the proposed works. The documentation pack is outlined in the Occupier's Fit Out Guide.
2. The Occupier is required to provide an undertaking for reasonable costs associated to the review and processing of the LFA application. These costs may include but are not limited to:
 - Fit-out Coordinator
 - Engineering Services Consultant
 - Structural Engineering Consultant
 - Architectural Consultant
 - Validation Engineer

- Engineering Consultant
- Security Engineering Consultant
- Specialist subcontractors
- Legal Representatives
- O&M / Schematic Revision

3. It is recommended that an LFA application is submitted 6 weeks in advance of the proposed work commencement date.

Whilst the Building Management Team will process an LFA application in a reasonable time, insufficient detail provided in the documentation pack may cause delays to the review process.

4. In order to ensure that the Building insurance policy is not invalidated all Occupiers Contractor's Insurance must be evidenced to the Landlord's insurers prior to commencing any works.
5. The Contractor's Insurance details are to include proof of cover of:

Employers Liability	Advisory minimum limit of £10,000,000
Third Party (Public) Liability	Compulsory minimum limit of £25,000,000
Professional Indemnity	Advisory minimum limit of £10,000,000
Contractors All Risk	Advisory limit of indemnity that reflects the maximum value of the contract undertaken, with an allowance for inflation.

6. During all alteration works, due consideration must be given to other Occupiers. Noisy work must be carried out during non-business hours as outlined in this guide.

Noisy work includes all drilling, cutting, grinding, jigsaws, mechanical sanding, use of electric drills and screwdrivers, hammering, movement of scaffold towers and trolleys on cement or floor screed, and any such works that cause a noise disruption to neighbouring Occupiers within the Building.

7. A Landlord's permit to access or permit to work may be required during the alteration works. In this instance, the normal permitting process is to be followed as outlined in section 2.14 of this guide.
8. A pre-start meeting (if required by the Landlord) will be held between the Landlord, Fit Out Coordinator, Occupier and the Principal Contractor prior to the work commencement date. The purpose of this meeting is to discuss:
 - Introductions

- Contact details
- Induction process
- Welfare facilities
- CDM Regulations (if applicable)
- Permit to work process
- Emergency procedures
- Noisy works limitations
- Arrangements for access and egress to the property and the work site
- Goods in / out process
- Healthy, safety and environmental matters relating to the specific work
- Process relating to working on the Landlord's systems and commissioning
- Additional security arrangements
- Fire watch process (if / when applicable)

7.6 Food Preparation

The following food and drink preparation activities are acceptable within the Occupier's demise:

Heating / boiling of water by means of kettles and vending machines reheating of food and drink by means of a microwave.

The Occupier shall not prepare or cook food (with the exception of the above) unless a suitable kitchen facility has been approved and included in the fit out of the demised premises with appropriate alterations to the ventilation and life safety systems made.

For the avoidance of doubt, toasters, toasted sandwich machines, ovens, hobs, gas burners, popcorn makers, are not allowed to be used in the Occupier's demise unless prior modifications have been made to the ventilation and life safety systems.

APPENDIX 1

IT System Information and User Guide

APPENDIX 2

Your Contacts