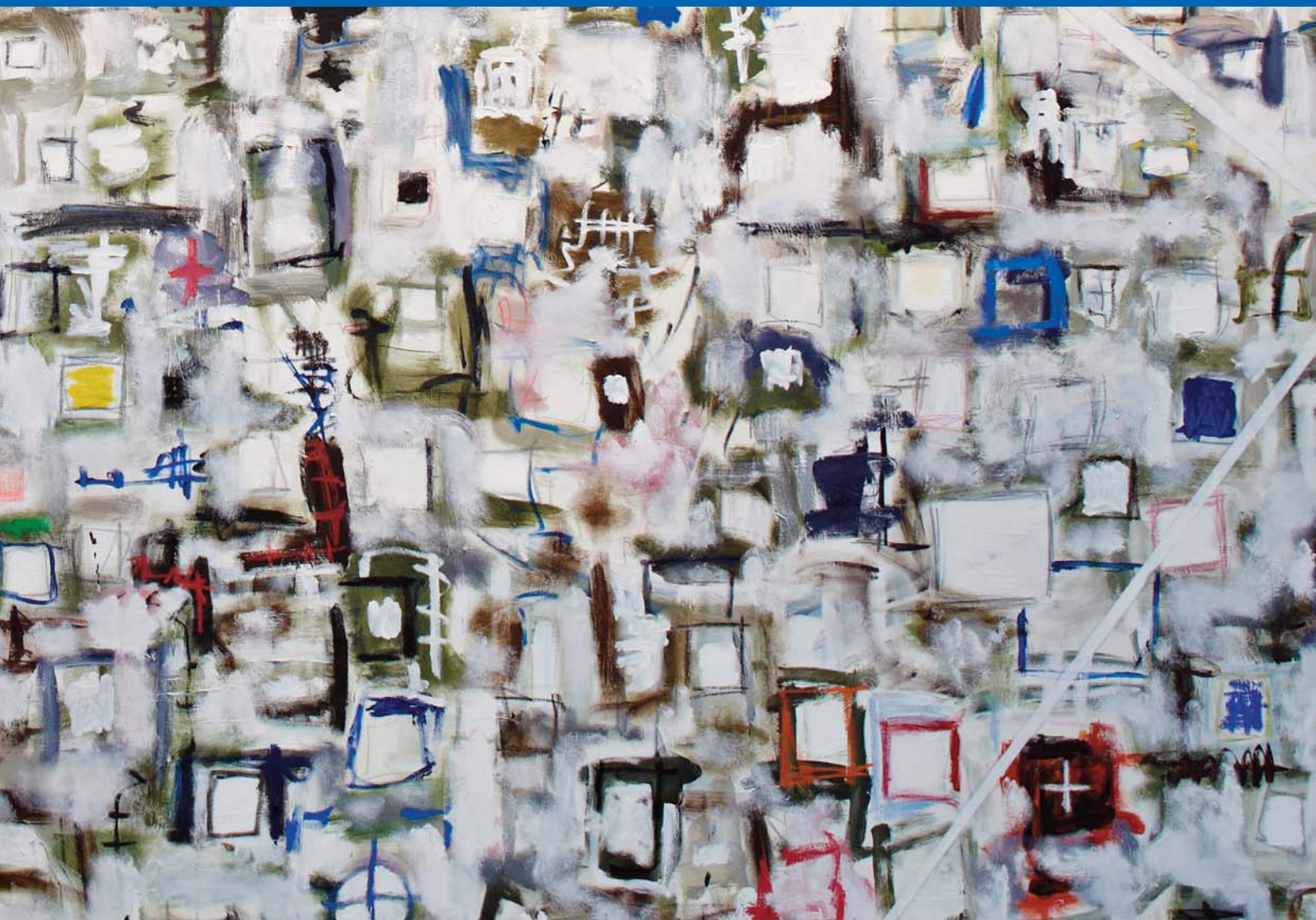


Occupier's Handbook

45 PALL MALL
ST JAMES'S





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1. Occupier's Handbook

1.1 Introduction

What is the Handbook for?

This occupiers' handbook for 45 Pall Mall has been prepared:-

- *to provide you with information about the building, its services and the management team who run it;*
- *to supplement the terms of your lease.*

It is important that you familiarise yourself with its contents.

What does it contain?

The handbook contains useful factual information and the house rules which constitute "Regulations" for the purposes of your lease. Its principal objectives are to:-

- *ensure the efficient running of the building in compliance with all relevant health, safety and other statutory requirements;*
- *minimise any disruption or annoyance to yourselves or other occupiers of the building and;*
- *ensure that your experience of 45 Pall Mall is rewarding for both your company and your staff..*

Changes to the occupiers' handbook

This handbook may be updated from time to time. Changes to it will be notified to you in writing..

It is most important that you take note of any communication from the landlord or the managing agents which adds to or amends the Occupiers Handbook, and place it with the original of this handbook for reference.



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2.0 Useful Contact Names & Numbers

2.1 Building Address

45 Pall Mall
London SW1Y 5JG

2.2 Landlord

45 Pall Mall Ventures Limited
c/o M1 Real Estate

2.3 Managing Agent

JLL
40 Bank Street
Canary Wharf
London E14 5EG

Associate Director
Robert Raffety
Email: robert.raffety@eu.jll.com
Tel: 0203 147 1681

Senior Surveyor
Sabine Miederer
Email: sabine.miederer@eu.jll.com
Tel: 0203 147 1455

Assistant Facilities Manager
Caitriona Lenaghan
Email: Caitriona.lenaghan@eu.jll.com
Tel: 0203 296 8616

Building Manager
Alan Donnelly
Email: alan.donnelly@eu.jll.com
Tel: 020 7269 8618

2.4 Help Desk Queries

For all queries during office hours please contact the main reception on 020 7976 2365.
For all fabric queries outside normal office hours contact Propertyserve on 0845 257 30 20.
For all M&E queries outside normal office hours contact JLL/Integral helpdesk on 020 8544 3599;
Jll.helpdesk@integral.co.uk. You will be requested to provide the following information:-

- *Name*
- *Position*
- *Contact Number*
- *Site Address*
- *Nature of the problem*



3.0 Access to the Building

3.1 Access/Security

The building is manned 24 hours a day, 365 days a year.

Additional security can be arranged through JLL for either loading bay attendance outside normal working hours and/or data cabling between tenant risers. All requirements and cost acceptance must be confirmed in writing to JLL in advance.

3.2 Visitors/Contractors

Visitors entering the building will be requested to sign in at the reception desk. They will be issued with a visitor's pass which will enable access through the building's security controls. To minimise delay occupiers may advise the reception desk of intended visitors in advance.

Please note that your visitors' pass, details site information on 45 Pall Mall Health & Safety and Fire/Emergency procedures, for the safety of your visitors, and compliance with the same. Contractors will also need to sign in at the reception desk and will be issued with a contractor's pass which will detail the permit required to undertake work at the property.

3.3 Welfare Facilities

Disabled persons facilities are available together with common washroom facilities.

First Aid. Accident reporting is required direct to the security officer on the front desk and JLL, in addition to your own reporting procedures that should also be completed.

3.4 Couriers

All couriers should report to the security officer located in the main ground floor reception. For security reasons couriers will be asked to remove any crash helmets or other headgear that hides facial features.

Couriers/deliveries must not be taken to the floors without occupiers' authorisation. Occupiers' will be contacted by phone to either collect and sign for deliveries at the reception desk or authorise the courier to deliver to the floor.

Note: The reception staff have instructions not to sign for deliveries.

Please refer to Section 10 for further details regarding deliveries and collections.

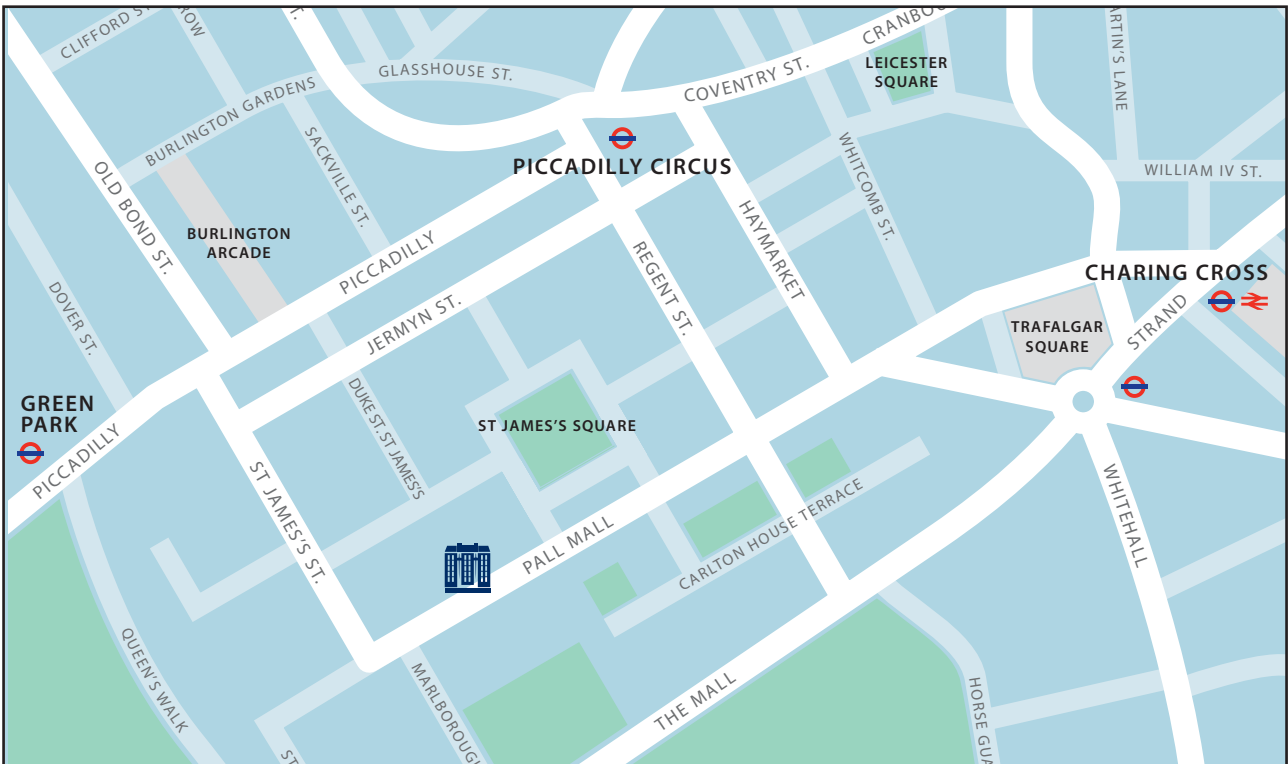
3.5 Parking

There is no visitor parking facilities within the Building.



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3.6 Area & Tube Map





4.0 Reception & Service Hours

4.1 Reception Desk

The reception desk at the Building is located on the ground floor in the main reception. The reception desk telephone number is 020 7976 2365.

4.2 Reception Desk Hours

The reception desk is manned 24 hours a day, 365 days a year. The landlord may vary the hours during which it is manned from time to time. Any changes will be notified to you in writing.

These hours are separate and distinct from the **Service Hours** referred to in the lease. (See paragraph 4.3 below.)

4.3 M&E Heating & Cooling

The heating and cooling system main plant machinery is not time controlled, but is controlled by the demands of the fan coil units on each floor. If more than 10% of the fan coil units require heating or cooling, the main plant will start.

The time schedule for the fan coils units which supply heating or cooling dependent on the climate is **on at 07:00 - off at 20:00** these times can also be adjusted upon request on individual floors, via the onsite engineer on the BMS. There is also an optimized control incorporated in the system which allows the BMS to override these times when severe weather conditions arise.

The fan coil units are serviced twice a year throughout the building and a schedule is issued to all tenants before, giving dates of when the engineers will need access to their offices. The service is carried out on weekends.

The fresh air supply and extract air - to and from the offices is controlled by the main air handling units. The supply air enters the building through purpose built duct work and is distributed through duct work to the front of the fan coil units. This air is filtered three times before it reaches the office areas. These filters are replaced quarterly.

The site engineers working hours are from 07:00 to 16:00 and can be contacted through security on the ground floor front reception. Their number is: 020 7976 2365 security will then contact the engineer on his site radio. Any calls outside 07:00 - 16:00 please contact security who will then call the JLL/Integral help desk.

4.4 Out of Hours Access

Tenants should advise JLL of any staff or contractors wishing to gain access to the building outside the service hours.

Full details of access requirements should be given with not less than 48 hours notice. Costs associated with any additional security or heating and cooling outside service hours are to be borne directly by the occupier.

4.5 Emergencies

In case of an emergency contact the reception desk on **020 7976 2365**.



5.0 Fire Precautions

The responsibility for safety from fire rests on all occupiers and strict adherence to the rules is important. Being prepared for an emergency is the best defence.

5.1 Personal Emergency Evacuation Procedures (PEEP's)

Occupiers should carry out Personal Emergency Evacuation Procedures (PEEP's) if you require further information on PEEP's please contact the JLL management team.

DISABLED PERSONS

it is important that reception and JLL are notified if there are disabled persons in the building so that appropriate arrangements can be made to suit their circumstances.

5.2 Fire Action Notices

Fire Action Notices are affixed at all exits and adjacent to all break-glasses.

5.3 Means of Escape

The basement is served by two escape routes via protected corridors/ lobbies which lead to escape Staircases 1 and 2. These stairs lead up to protected corridors at ground floor and in the case of the main stair well the lower ground floor and then discharge to the outside. The office areas are served by 2 escape routes leading to lobbied Staircases 1 and 2. Full details are enclosed within the Building's Fire Management Scheme a copy of which can be obtained from JLL building management.

5.4 Fire Extinguishers

Fire extinguishers are situated throughout the property. All occupiers should take care to ensure that the fire extinguishers within their own occupied areas are in their proper place and regularly maintained. Occupiers are responsible for the testing and maintenance of these. They should arrange for them to be tested at least once a year by a competent person in accordance with the relevant British Standard Code of Practice.

5.5 Instructions

Under no circumstances must fire extinguishers be used to prop doors open.

5.6 Preparation and Training

Each occupier should designate a fire marshal / warden and confirm details of the Designated persons to JLL management team. All staff should familiarise themselves with the following:-

- *Location of break glass points*
- *Location of fire exits*
- *Action to be taken in the event of fire*
- *Location of firefighting equipment and methods of operation*
- *The sound of the alarm. (They are sounded every Monday at 09:00).*

FIRE PROCEDURES

It is important for all staff to be aware of the correct action to take if a fire occurs. The following procedures for fire drills, fire instructions (what to do if you discover a fire), should be noted carefully.



6.0 Procedures for Fire Drills

6.1 Nature of the Drill

Two fire drills will be arranged JLL management each year.

The purpose of a fire drill is to ensure that staff are aware of their duties in the event of an emergency, both in dealing with the fire and in directing the public from the premises without delay or alarm.

The action to be taken by a person discovering a fire is shown in the Fire Instructions.

The action to be taken by the person telephoning the Fire Brigade is shown in the Fire Instructions.

6.2 Evacuation of Building

On the sounding of the alarm signal all staff should cease their duties and together with other available staff, should quietly inform visitors that an emergency has arisen and request them to leave the building.

The Designated Fire Marshals should generally supervise the evacuation and ensure that all parts of the floors and toilets have been evacuated.

All staff, on completion of their duties, should assemble at the place indicated on the fire instructions which is located at St James's Square.

All doors should be kept closed.

All electrical and gas appliances should be turned off.



7.0 Fire Instructions

7.1 If you discover a fire or one is reported to you:-

- *Operate the nearest fire alarm call point.*
- *Designate a member of staff to call the Fire Brigade via the 999 System and notify the Senior Fire Warden that the Fire Brigade has been called.*
- *Proceed to the assembly point.*
- *Evacuate the immediate area, check to ensure that no one is left behind.*
- *Check toilets, storerooms and other unoccupied areas.*
- *Ensure that any disabled persons working in, or visiting your area are assisted and accompanied from the premises.*
- *Attack the fire, if possible, with appliances provided, but without taking personal risks. If the fire cannot be extinguished immediately, or conditions deteriorate, withdraw, closing doors behind you.*

- *Proceed to the assembly point, carry out the procedure in 7.3. below.*

7.2 If you hear the fire alarm:-

- *Ensure that all personnel in your area of control leave the premises using the available fire exit.*
- *Ensure that any disabled persons working in or visiting your area are assisted and accompanied from the premises.*
- *Check to ensure no one is left behind. Check toilets, store rooms and other unoccupied areas.*
- *Proceed to the assembly point, carry out the procedure in 7.3. below.*

7.3 Report to Assembly Co-ordinator

All wardens for each area should report to the assembly co-ordinator that their area is clear. Report any person that is unaccounted for.

7.4 Await instructions

Await instructions from the Senior Fire Brigade Officer to re-enter the premises.



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8.0 Bomb Procedures

8.1 Searches of Bags and Packages

There may be occasions when searches of bags and packages carried on to the premises will be made. We would request that everyone co-operate with the requirement as it is intended for everyone's safety.

No suitcases or briefcases are to be left in the reception area or in any of the common areas.

8.2 Bomb Alerts

In the event of a bomb, occupiers will be notified by the Security Officer, and will be instructed to act in accordance with Police advice given.

9.0 Medical Emergencies

It is the responsibility of each occupier to satisfy the requirements of the Health & Safety (First Aid) Regulations 1981 in respect of properly trained first aid personnel, first aid boxes and record keeping.

If it is necessary to summon an ambulance by dialling 999 the reception desk should also be advised (020 7976 2365) so that they can direct the ambulance crew on their arrival.



10.0 Deliveries & Collections

10.1 General

A goods-in delivery area, which is located at the rear of the building in the car park, is accessible via Rose & Crown yard by prior arrangement with the security desk.

10.2 Post

The Post will be delivered on a daily basis to the main reception for sorting by the security officer and collection by the occupiers.

10.3 Couriers

All couriers are to report to the security officer in the main ground floor reception.
(Tel: 020 7976 2365).

On the courier's arrival, the security staff will contact the recipient and advise them that the delivery is available for collection, or to authorise the courier delivering to the occupiers own reception. The appropriate person should then arrange to sign for the delivery.

Where occupiers have outgoing courier items they should request their courier to ask the security desk to call down the appropriate person to arrange handover of the item, or authorise the courier to visit the occupiers reception.

- No deliveries (either outwards or inwards) may be deposited at the reception desk.
- The reception staff have instructions not to sign for any deliveries.

10.4 Goods Deliveries

Advance notice must be given to the security desk of all goods deliveries. The security desk has the right to ask occupiers to alter delivery times to avoid congestion in the interests of good estate management.

In the case of regular deliveries timing should be co-ordinated with the security desk. Where bulk deliveries are being arranged which could cause damage to the fabric of the building, it will be necessary to agree the precise route of entry and ensure that 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 necessary, a schedule of condition will be prepared by the management team to avoid any disputes concerning any damage.

10.5 Responsibility for Loss or Damage

Neither the landlord, JLL management or the security staff or their representatives can be held responsible for any loss or damage, which may occur to any items or goods delivered to the building or to those items or goods during attempted delivery to the building.



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11.0 No Smoking Policy

The common parts of the building have been designated a "no smoking" area. For the avoidance of doubt this includes reception, the delivery and car park area, the external area adjacent to the building entrances, the stairs, lift lobbies and toilet areas.

Occupiers should discourage their staff from smoking immediately outside the front entrance or rear exit to the building. The reception staff have instructions to ask anyone smoking immediately outside to move away.

12.0 Cleaning & Refuse Collection

12.1 Cleaning

JLL management arranges for the cleaning of the common areas. Any complaints should be referred to JLL management so that they can be dealt with promptly.

JLL management also arranges external window cleaning and the cleaning of glass areas to the common parts.

Occupiers are responsible for the cleaning of the occupied areas including the internal side of the windows within their demised areas.

12.2 Refuse Collection

Refuse is collected from the rear of the building. It is the responsibility of the occupiers' cleaning contractors to take the refuse to the initial collection point in the basement area.

It is the occupiers responsibility under the Environmental Protection Act 1990, Section 34, Code of Practice (Duty of Care), to ensure that all waste leaving their premises is securely sealed in bags/containers and segregated into recyclable and non-recyclable waste and put in the appropriate communal bin. Further guidance on disposal should be referred to JLL building management. Any items such as chemical containers, medical waste, etc. that are not 'mixed office waste' should be clearly labelled.

Please ensure that any cleaners appointed directly by you are made aware of the Code of Practice.



13.0 Contractor's Rules/Permits to Work

13.1 Permit Procedures

Permit procedures apply for all contractors attending site, whether dealing with the common areas or occupiers accommodation. Permits to Work are available from JLL management. Risk Assessments and Method statements (RAMS) must be submitted at least 48hrs in advance, **and first approved by JLL management.**

13.2

All contractors are to sign in at the main reception desk located at ground floor level.

13.3

Contractors working without a valid permit will be removed from site immediately.

13.4

The proposed route for deliveries for fit-out works is via the Goods Lift. This will need to be agreed in advance with JLL management in order that adequate protection of the lift can be arranged.

13.5

Drilling is not permitted between 08:00 and 13:00 and 14:00 and 18:00.

14.0 Landlord/Occupier Procedures

14.1 General

The first point of reference when dealing with any issues affecting your occupation of 45 Pall Mall should be the lease under which you occupy your accommodation. The following information is provided to give a brief overview of Landlord/Occupier procedures.

14.2 Alterations

Landlord's consent will be required for any alterations to the demised premises.

Structural alterations including wayleaves for data cabling (save on occasion to facilitate affecting of fixtures and fittings, etc, and then only where permitted by and in accordance with, and subject to the conditions of the relevant lease) are absolutely prohibited.

A list of approved contractors is available from JLL Management. If in doubt please contact JLL Management. An application for Landlord's consent should be made to JLL Management surveying team (see section 2.3). Consent must be obtained before any works are started. It will only be given if the following conditions are complied with: -

- *Provide plans, sections and elevations of all internal layouts on a scale 1:100.*
- *Provide details of the programme, the Method Statement and the proposed contractor.*



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- *Provide evidence that the alteration complies with all relevant statutory requirements, including those relating to fire precautions, Building Regulations and Planning.*
- *Any consequential alterations to the existing electrical installation in the premises (including any connections or additions) must be carried out in accordance with the terms and conditions laid down by the Institute of Electrical Engineers and the regulations of the appropriate electricity supply authority. JLL management must be notified prior to any works commencing.*
- *If the Construction (Design and Management) Regulations 2015 (the "CDM Regulations") apply to any works which you want to carry out you will need to comply with them. The CDM Regulations include a requirement to appoint CDM Co-ordinator, prepare a Health & Safety Plan, notify the Health & Safety Executive of the works, and compile a Health & Safety File at the end. You should always check with your own advisers, and if necessary the Health & Safety Executive itself, if you are unsure about whether the CDM Regulations apply and what you should do.*

In addition to your obligation to pay the landlord's costs incurred in connection with the consent, you will be responsible for any costs incurred by the landlord in relation to the premises or the building in consequence of any alterations which you carry out. (As an example,

this could include the preparation of revised fire plans).

Occupiers' name signs

Occupier's signage (which is in the common parts of the building) is installed, maintained and (where necessary) be amended by JLL management.

14.3 Group company occupation

Save as expressly provided to the contrary in, and in accordance with, the lease no one other than the occupier may occupy the premises.

14.4 Sub-letting

The provisions for subletting are set out in the lease.

Where subletting is permitted under the lease, an application to sublet must be submitted to JLL management.

You must provide the following information relating to the proposed sub-tenant: -

- Full name and address of the proposed sub-tenant.
- (If it is a company) details of its registered office, and company number, together with a copy of its certificate of incorporation.
- Confirmation of the proposed sub-tenant's business and of the use to which it intends to put the premises.



- *References for the proposed sub-tenant from: -*
 - *its bankers*
 - *its accountant*
 - *its current landlord (if applicable)*

14.5 Assignment

Assignment of part of the demised premises is absolutely prohibited. Assignment of the whole of the demised premises is permitted. The provisions for assignment are set out in the lease. An application to assign must be submitted to JLL management.

You must provide the following information relating to the proposed assignee: -

- Full name and address of the proposed assignee.
- (If it is a company) details of its registered office, and company number, together with a copy of its certificate of incorporation.
- Confirmation of the proposed assignee's business and of the use to which it intends to put the Premises.
- References for the proposed assignee from: -
 - its bankers
 - its accountant
 - its current landlord (if applicable)

in all cases copy letters of application for the references should be supplied which should in each case specifically refer to any concessions to be given to the assignee.

- Accounts. Full copies of the last three year's audited/company accounts and balance sheets for the proposed assignee or (where the assignee has been trading for less than three years) for the period since it began to trade.

If the landlord believes that the assignee is not of sufficient covenant strength, they may insist that the assignee provides a rent deposit or some other form of security, such as personal guarantors. in all cases an authorised guarantee agreement will be required.

- Alterations proposed by the assignee. You should also provide details of any alterations the proposed assignee intends to make to the demised premises. This information need only be given to JLL management in the first place.

You should note that you will be responsible for all of the landlord's costs incurred in connection with all applications for landlord's consent.



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15.0 Training Facilities

- Fire Awareness and Health & Safety -
Tetra Consulting
Greg Wilson
Tel: 020 8875 0700
Greg.wilson@tetraconsulting.co.uk
- First Aid -
St John Ambulance
Tel: 0844 770 4800



16.0 Energy Management

Future energy initiatives under consideration are:

- Smart meters for occupier areas enabling monitoring and reporting
- Voltage optimisation for main landlord incomer
- Smart meter for gas meter enabling monitoring and reporting

Occupiers can make their own areas more efficient, by following these simple steps:

1. Turning off your PC and monitor in the evening could save £39 per year per person
2. Turning down your monitor brightness will lower electricity consumption
3. Accepting a slightly (1°C) reduced temperature in the workplace could save over £4 per year per person
4. Optimise your clothing to minimise mechanical heating/cooling
5. A plugged in charger still uses electricity when not connected to a device, please unplug all chargers when they are not in use
6. Reducing paper use by only printing when needed and printing double sided could save £20 per year each per person

7. Consider the electronic equipment in your area, turning off obsolete kit

8. Keeping blinds open and turning off lights when there is enough daylight or when areas are unoccupied could save more than £10 per year per person

9. Keep windows closed to enable the air conditioning to work effectively

10. Keep the communal fridge door closed, don't waste water, don't over-fill the kettle and keep using the recycling bins provided

17.0 Useful Telephone Numbers & Notes

- Local Council - 020 7641 6000
- Police - 020 7437 1212



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