



Helping to
keep you safe...

We know it can feel like there's a lot to do when you first move in, and it can be hard to work through what happens and when.

So we've put this handy document together to summarise everything you need to know to keep you and our other customers safe.



Fire marshals and fire safety

If you're a serviced space customer, we'll fill in a Fire Management Checklist with you when you first move in – you don't need to do your own assessment before then. You do need to give us details of Personal Emergency Evacuation Plans (PEEPs) for anyone who needs help evacuating.

If you're in your own office space, you'll need to complete a Fire Risk Assessment when you move into your new space. You're responsible (under the Regulatory Reform Fire Safety Order 2005) for completing your own fire risk assessment of your legally occupied space.

You'll need to include details of your fire marshals, your fire evacuation procedure and Personal Emergency Evacuation Plans (PEEPs) for anyone who needs help evacuating.

We'll need to see a copy of your Fire Risk Assessment so that we're aware of anything significant, know who your fire marshals are and the processes you have in place.

Planned fire evacuations

Your Customer Manager will arrange a planned fire evacuation every 12 months. This typically takes about 30 minutes, but will depend on the size of your building. It's really important that everyone takes part, as if it was a real evacuation, and leaves the building using their own evacuation procedures. Your fire marshals should be onsite on this day, and some of the things we'll all be looking out for are:

- Any communication issues – has the alarm and the message to evacuate reached everyone, in all areas of the building?
- That everyone uses their nearest fire door
- Any difficulties opening the fire doors
- That everyone leaves the building as quickly as possible without collecting personal belongings

There are designated meeting points that your fire marshals should direct your team to – ask your reception team or Customer Manager where this is for your building.

Bomb threat

This is a process that hopefully we'll never have to put into practice. But if you do receive a threat (phone call, package or something else), you need to raise the alarm with the reception team immediately. They will work with the local police to take appropriate action and keep everyone safe.

If we're notified of a threat in the local area, we'll need to comply with any instructions we're given. This might mean having to stay in the building if the threat is outside, or evacuating to a safe place provided by the police.

Accident reporting

If you or one of your visitors has an accident in a common area of the building, you'll need to let our reception team know. They'll make sure you're okay first, then you'll sit down together to put a note in the accident book. Our team will need to know what happened and when. We'll then review what we can do to prevent future accidents. If you or one of your visitors has an accident in your suite, you'll need to record this in your own accident book.

Asbestos report

Our surveyors do an annual asbestos review to check the condition and location of all the identified asbestos in the building (if there's any at all).

We'll then share this with you and it's up to you to pass this information on to any contractors who carry out work in your space. We keep all of the asbestos information on-site and you can take a look at it whenever you need to – just ask your Customer Manager.

We'll ask you to sign an acknowledgement form every year, which is just to confirm that you know we hold asbestos information on-site and that you agree to share this with any contractors if you're having work done.

CCTV

We have CCTV in our buildings as a security measure, and your Customer Manager can show you where the cameras are. You're responsible for putting your own security measures in place for your suite.

Suite alterations and Contractor Management

If you're considering making changes to your suite, you'll need to gain our approval before any work starts. We need this because the changes might affect the structure, appearance or services in the building. Work may affect other customers and it may need to comply with Building Regulations. We're also obligated to ensure anyone doing work is aware of their duties under the Health and Safety Regulations.

We'll take a look at your application as quickly as possible and won't withhold our approval unreasonably. If we do need to say no, we'll always have a conversation with you to explain why and look at alternative options. If our building surveyors are happy for the work to go ahead, we'll inform our legal team as they might need to amend your lease. We'll then prepare a 'Licence to Alter'. This is a legal document that gives you our official consent to carry out works under the conditions we've all agreed.

There's likely to be a cost involved with making changes to your space, but we can help you keep these costs down by using our in-house teams. Even if your application isn't approved, you might still be charged for the time it takes us to review the work. We'll always let you know why and how much this is going to be.

Before any works start, you'll need to send us a few documents. This includes a Risk Assessment and Method Statement (RAMS) from your contractor - please send this to your Customer Manager, who will check them over before the works start. We'll either give you the go-ahead for the works, or let you know if we need something else.

When your contractors arrive on site, they need to sign in with a member of our team. We'll give them a contractor pass for the building and complete a Permit to Work with them. We'll let your contractor know of any risks that they may come into contact with on-site and make them aware of any other contractors working in the area.

Use of electrical items

You're welcome to use your own electrical items in your space - all we ask is that every item you use has been through PAT (Portable Appliance Testing) and that you're conscious of overloading sockets. If a contractor is doing work in your suite, you'll also need to make sure that their equipment has been properly tested.

Emergency lighting

Your facilities team test the emergency lights in the common areas of your building each month. Once a year, our electricians will do a full review of the emergency lighting in the common areas.

Water and air conditioning testing

We test the building's air conditioning systems every quarter, and we test the water temperature in the common areas every month. If you have toilets or kitchens in your space, you'll need to test the water temperatures in these areas weekly.

Hot taps should reach 50°C or above after 1 minute and cold taps should be 20°C or below within 2 minutes. If you take any readings that fall outside of these ranges, please tell your Customer Manager.

If you'd like us to carry out these inspections in your space, please speak to your Customer Manager and they will go through the costs with you.



Once you're in your new space...

We know you'll have a lot going on in the first few days. You'll have people moving in and finding their feet and the last thing we want to do is bother you while you're getting settled.

If you can send us a few documents in advance, this means we can leave you to it (but we're here if you need anything!).

We need to see:

- **Fire risk assessment**
Including fire marshal contact details, fire evacuation plan and any PEEPs that are needed. Don't forget to write any electrical items into this plan (toasters, etc).

You'll also need the following in place:

We don't need to see any records of them, but this is just a handy reminder:

- **Workstation and Display Screen Equipment (DSE) assessments**
This includes screen glare, seat positioning and the general ergonomics of your space.
- **Accident book and first aid kit**
We hold these for common areas, but you'll need one for your own suite
- **Appointed first aider/s**
- **5 year electrical plans**
(Not relevant for Serviced Space customers)
This is the certificate showing that all electrical sockets and wiring is in good condition. We test all wiring in the common areas of the building. If you'd like us to carry out this inspection in your space, please speak to your Customer Manager and they will go through the costs with you.



This isn't intended to be an exhaustive list of checks you need to have in place, and it's likely to be longer if you work in certain scientific industries. Always do your own research and consult a Health and Safety professional (this could be someone who already works for you or an external consultant).