



Occupier Handbook

Introduction to Regent's Wharf



111,000 sqft. of Grade-A accommodation & amenity space

Regent's Wharf is a newly redeveloped office location, combining modern efficiency and scale with superb character and amenity, and designed with sustainability at its heart. It is situated on All Saints Street, near to the travel hub at King's Cross and is bounded by landscaping and the Regent's Canal.

The building is formed of four distinct elements. The heritage elements on the north and eastern part of the site were built at various times in the nineteenth century as warehousing and industrial use. The south and west sides of the site are formed by a newly constructed office building. The four buildings forming the campus surround a landscaped central courtyard with further landscaped areas at each side of the site and on

roof terraces at various levels.

The 2023 redevelopment by BentallGreenOak has integrated the four elements of the complex together as part of a comprehensive refurbishment and extension, creating a next generation building with unique heritage flair in a core King's Cross location.

The development comprises 111,000 sqft of Grade A accommodation and amenity space arranged across lower ground floor, ground floor and five upper floors. The sixth floor hosts the central plant made up of air sourced heat pumps and photovoltaic cells providing low impact heating and cooling.



Introduction

The JLL Building Management team will provide all occupants with a responsive, efficient and professional service. We are here to deliver a memorable experience to all occupiers and will work with you in close partnership to ensure that the building is maintained and managed to the high standard that you would expect from a location such as Regent's Wharf. By having a full-time management team and tried and tested service delivery partners, we are able to respond to your needs quickly and efficiently.

Please contact your Building Management Team on:

Ralph Kamper,
General Manager
07887 780760

Arlean Carlos Ribeiro,
Community & Customer Experience
Assistant Manager
07917517398

Where necessary, the Building Management Team will draw on the full support of JLL's Property & Facilities Management teams, who manage the property on behalf of the owner. The management office of JLL is 30 Warwick Street, London W1B 5NH.

KEEP THIS HANDBOOK SAFE

This is a practical working document. The purpose of this document is to help you appreciate the advantages of the property to the full. To ensure clarity of services and operations that JLL will deliver to occupiers. To give you help and guidance on everything from the air conditioning to bomb alerts. Please keep the handbook in a safe place and refer to it when in any doubt.

From time to time the handbook will be updated and re-issued (with updated version numbering) as information and services change.

Note: We have endeavoured to align this Guide with the occupational leases, however, in the event that any content of this Guide conflicts with the terms of the occupational lease, the lease provision will always apply.

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Occupier Directorate

Building	Floor	Occupier
The Canal Building	Ground Floor	SMA Sordo Madaleno
The Canal Building	First Floor	Genomics
The Mill	Third Floor	R.M.Williams
Thorley Works	Ground Floor	Bending Spoons
Thorley Works	First Floor	Bending Spoons
Thorley Works	Second Floor	Bending Spoons
Thorley Works	Third Floor	Bending Spoons
Thorley Works	Fifth Floor	Givenchy
The Mil	Fourth Floor	elasticStage
The Mil	Fifth Floor	elasticStage
The Packing House	Fourth Floor	elasticStage

Management Team

JLL are the Managing Agents for the building on behalf of the owner. We aim to manage the building as safely, efficiently and professionally as we can, dealing with any enquiries or problems as quickly as possible. Service levels will be agreed with occupiers prior to occupation.

All building records and documentation are held on site, as are emergency contact details for each occupier. These records are kept securely and will only be accessed by authorised Building Management staff in an emergency. Please help us to help you by providing us with your up-to-date emergency contact details via the General Manager.

Contact details for the Building Management team and key suppliers are detailed below:

Ralph Kamper(JLL)

General Manager

07887 780760

Ralph.Kamper@jll.com

Arlean Carlos Ribeiro

Community & Customer Experience
Department

07917517398

arlean.carlos@regentswharf.co.uk

Sophie Dunn (JLL)

Senior Surveyor (Property Manager)

07935 355929

Sophie.Dunn@jll.com

Chris Wagland (JLL)

Director (Client Relationship Director)

020 3147 1034

Chris.Wagland@jll.com

Craig Dabson (JLL)

Client Group FM Director

07702 638 031

Craig.Dabson@jll.com

Management team

Regular Cleaning Services

Emma Alom – Contract Director
Responsible for all internal and external cleaning services.

Integral

Lee Deery - Account Director
Responsible for all mechanical and electrical maintenance throughout the building, including statutory and routine inspections and testing of services.

CIS Security

Tom Walsh - Account Manager
Responsible for the delivery of internal and external security services.

Genuine Dining/Amplify

Tim Axe - Food & Beverage Manager
Responsible for the provision of Cook for Good Team reception and food and beverage services to the building.

Occupier Escalation

In the first instance please raise any building related issues via the occupier helpdesk.

However, should you wish to escalate any matters further then please contact the JLL management team as per the below chain.

First Escalation

Arlean Carlos Ribeiro

Community & Customer Experience
Department

07917517398

arlean.carlos@regentswharf.co.uk

Second Escalation

Ralph Kamper (JLL)

General Manager

07887 780760

Ralph.Kamper@jll.com

Third Escalation

Craig Dabson (JLL)

Client Group FM Director

07834 160 277

Craig.Dabson@jll.com

Occupier Helpdesk

In the first instance please raise any building related requests or issues via the occupier helpdesk.

[Regent's Wharf Equiem APP](#)

**Operating hours : 8am – 5pm
Monday – Friday**

1. Your email will be acknowledged by the help desk team and escalated as required to the appropriate service provider.
2. You will then receive an update on the issue or request raised with action taken.
3. Once the issue or request is resolved you will receive confirmation closing out any actions.

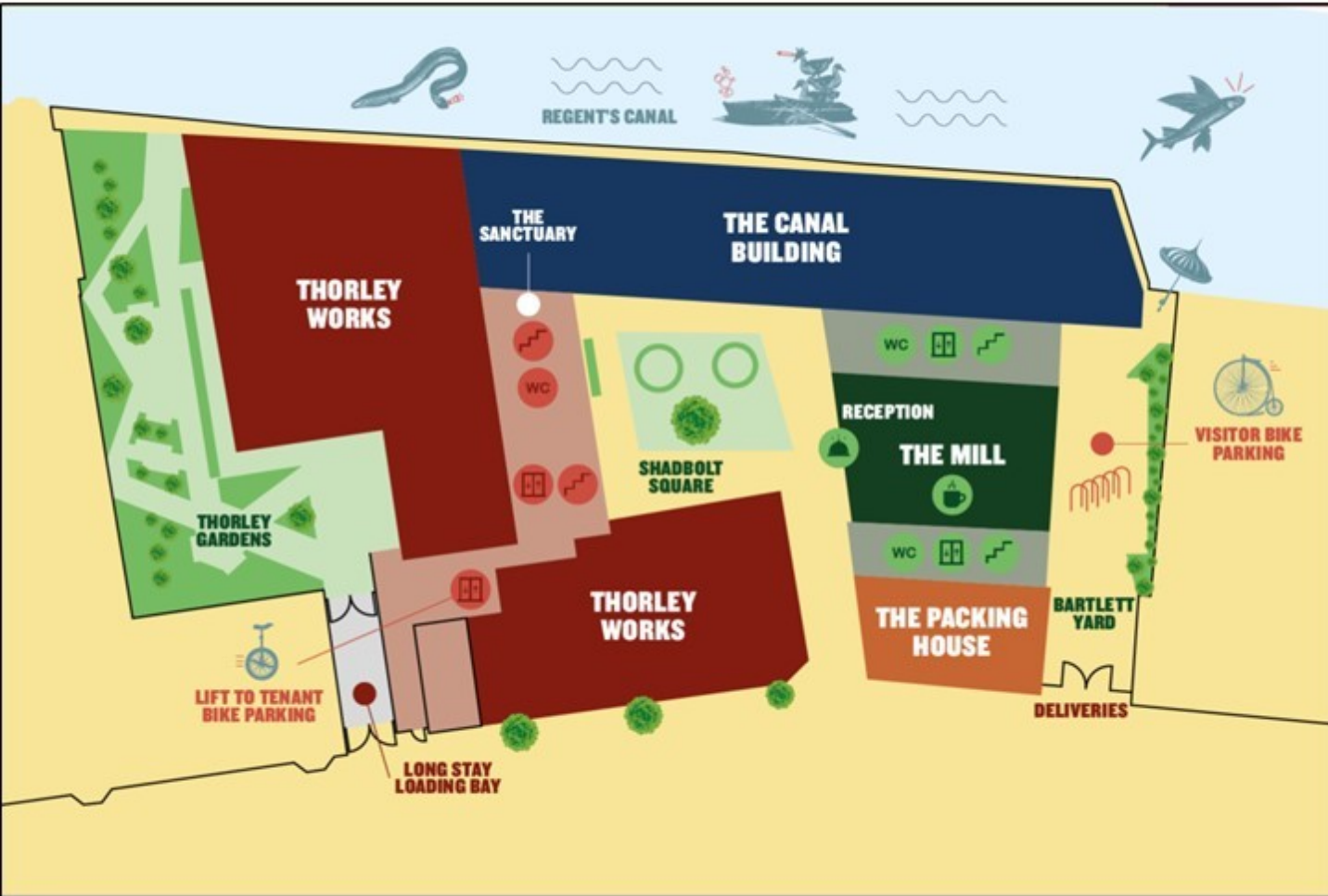


We aim to acknowledge all emails within 30min, provide an update within 24hrs and close out tickets (work required dependant) within 3 days during operational hours.

Outside of the helpdesk operating hours:

If you have an emergency or business critical issue this can be raised directly with our Security Control Room – <https://touchpointfm.co.uk/RegentsWharf/> , or via the 24-hour helpdesk [Regent's Wharf Equiem APP](#) M: 07917517398 T: 020 4603 3500. Any non-business critical issues can be raised via helpdesk in the normal way and will be acknowledged on the next working day.

Campus Map



The four commercial buildings, Thorley Works, The Canal Building, The Mill and The Packing House are laid out around and accessed off the central focal point to the scheme, Shadbolt Square. The main reception is also located here within the ground floor of The Mill.

Visitor bike parking and day to day deliveries are located via Bartlett Yard, to the east of the campus, with tenant bike parking accessed via the Thorley Gardens entrance, to the west of the campus and dedicated cycle lift to the Lower Ground Floor.

The Sanctuary, a multifunction room, can also be accessed in the North West corner of Shadbolt Square.

Access & Security

General Access

Primary access into the building is via the Main Reception in the central courtyard accessed from All Saints Street, this entrance is available 07:00hrs to 19:00hrs Monday to Friday.

The building can also be accessed via the side entrances in Thorley Gardens or Bartlett Yard from 07:00hrs to 19:00hrs Monday to Friday.

Outside these times, access will be via intercom or electronic access control using the pedestrian gates on Thorley Gardens or Bartlett Yard. The entrances can be reached from tenant floors via any of the staircases in the building.

Reception services operate from 08:00hrs to 17:00hrs, Monday to Friday. With security officers taking over this function outside these hours.

Disabled Access is also available via the central courtyard. All the office entrances from this courtyard access the lift lobbies which will provide access to any tenant floors.

Entry to the main lifts to all floors is via the call buttons located beside the lifts.

Access to the various buildings using the electronic access control currently requires the use of a card, but a building app is in preparation which occupiers will be able to download. Scanning your smartphone against the relevant readers will permit access. There is restricted access to some parts of the building so we would ask that if occupiers need access to these areas, please provide the following information so that the security team can set this up:

- Company name
- Employee name

NOTE:

For security reasons it is the responsibility of the occupiers to inform the Building Management of any member of staff that leaves so that their access can be deleted from the system.

Additional security to support occupier activity (events, fit-outs, moves, etc.) can be arranged through the Building Management team. Any additional requirements and costs must be confirmed and accepted in writing to the Building Management team in advance.

The 'Goods In' entrance is located in the Bartlett Yard (East) side of the building accessed via All Saints Street through which occupier deliveries and couriers enter the building. This will provide access to reception where deliveries can be directed to the relevant occupier. Access will be available via intercom at any time. Occupier deliveries out of hours are via arrangement with the Security team.

Please note that the security and reception teams will not accept any deliveries.

There is an agreed 'drop off point' for bulk deliveries which should then be taken to either Thorley Gardens or Bartlett Yard depending on the ultimate destination, but these must be removed within thirty minutes of delivery.

The Landlord accepts no responsibility for losses incurred during the delivery process.

Canal Access

It is the responsibility of occupiers to ensure that staff and contractors do not access the canal from these premises. This includes the walkway alongside the Thorley Works and Canal Building where specialist safety equipment and a permit to work is required.

Access & Security

Security

The building will be accessible to occupiers 24 hours a day, 365 days a year. One of the highest priorities of the management team is the personal security of all occupiers. There are a number of entrances, exits and hours of business which must all be considered and managed to ensure personal security for occupiers at all times.

Security initiatives include:

- Security controlled access to the Lower Ground floor for cyclist access.
- The on-site Building Management office in the Lower Ground floor.
- Monitored CCTV.
- 24-hour Security Control Room within the Management Suite in the Lower Ground floor.
- Regular patrols of the building by the Security team.
- Access to all internal parts of buildings limited by access control.
- Through JLL's connections with the Crime Prevention Association we will ensure that the property is inspected for assessment under the Building Security Accreditation Scheme.
- The Building Management team recommends that each occupier alarms their own demise as required and provides their own electronic access system as part of their fit out. Please note that emergency access cards will need to be issued to security.
- A full understanding of specific and unique business risks for all occupier's safety and security.

Children

A separate facility is provided in the central courtyard for the care of babies. This is called The Sanctuary.

It is the responsibility of parents to supervise their children during visits to Regent's Wharf, and to monitor their welfare.

Pets

Please note that pets are only permitted in accordance with individual lease agreements with each occupier. Pets are allowed through the Main Reception and via the lifts to occupier floors only.

Pets are not permitted in other landlord areas of the building, including the amenity spaces such as the Engine Room, The Roost, Cycle Stores, and Basement Showers & Changing Rooms.

The only exception to this rule is for legally recognised assistance animals.

All pets and assistance animals must be registered in advance using the Pet Registration Form, which is available on the Equiem App or at Reception. The form must be completed and signed by the Regent's Wharf Management Team before access is approved.

Please find the registration form and the Pet Policy via the links below:

[Pet Registration Form](#)

[Pet Policy](#)

Travel to Regent's Wharf

The nearby Kings Cross travel hub provides easy access to Regent's Wharf with local, national and international train services plus London Underground with access to the Piccadilly, Northern, Victoria, Metropolitan and Circle lines, and also Thameslink connections.

Access to the Elizabeth line for Heathrow is a short journey away at Farringdon or Tottenham Court Road stations connecting with the Metropolitan and Circle or Northern lines respectively.

A number of bus routes also pass through the area, or terminate at Kings cross.

However, the campus is designed with cycling in mind, so we would encourage occupiers to consider this method of transport.

Reception & Visitors

Reception Services

Visitors entering the building through the reception will check in with one of the Front of House team. The Front of House team member will notify the relevant occupier and then allow access to the relevant floor. To minimise delay occupiers should pre-book all visitors. If a visitor is not pre-booked, the Front of House team member will need to confirm with the relevant occupier that the visitor is expected before they can be directed to the relevant floor.

Please use the Equiem App system to pre-book visitors on [Regent's Wharf Equiem APP](#)

First Aid

Occupiers are advised to make their own arrangements to provide adequate first aid facilities for their staff and for visitors in their areas. We will endeavour to maintain a register of all qualified first aiders in the building for emergency purposes. Occupiers are requested to inform the Building Management team of their first aid staff in order to include them on the register.

The Reception team have access to first aid equipment, but this is intended for use by the Building Management staff only. In the event of an accident occurring in landlord demised areas involving occupier's staff or visitors please contact the Building Management team or the Reception team and they will assist as required and will liaise with the occupier's responsible person for reporting purposes.

All Security officers are first aid trained.



Disability Access for Visitors

Occupiers expecting visitors who may need additional access assistance should provide the Building Management team with 24 hours' notification where possible to ensure that the necessary assistance can be made available where required. Occupiers should also have a PEEP (Personal Emergency Evacuation Plan) for any persons working or visiting their demise who would need step free egress in an emergency.

If you have any queries in respect of this requirement then please speak with the Building Management team and they will clarify the position.

Reception Contact Details

The reception team is available to support occupiers with day-to-day enquiries, visitor assistance, access queries, and general building support.

You can contact reception using the details below:

Email:

arlean.carlos@regentswharf.co.uk

Landline:

020 4603 3500

Mobile:

07917 517398

For maintenance issues, service requests, or operational support, we kindly ask occupiers to use the Help Desk feature within the Equiem app wherever possible. This allows requests to be logged, tracked, and resolved efficiently.

For urgent matters or immediate assistance, please contact reception directly by phone.

EQUIEM

Equiem APP

EQUIEM

The Equiem app is the main digital platform used at Regent's Wharf. It allows occupiers to stay informed, manage visitors, and request support quickly and easily. We recommend all occupiers download and use the app as part of their day-to-day experience in the building.

The Equiem app is available to download on both iOS and Android devices.

Downloading the Equiem App

You can download the Equiem app directly using the links below.

Apple App Store (iPhone):

<https://apps.apple.com/gb/app/equiem/id1130114893>

Google Play Store (Android):

<https://play.google.com/store/apps/details?id=com.equiem.app>

Once downloaded, sign in using the email address and password you created during registration, then select **Regent's Wharf** as your location.

If you have any issues accessing the app or cannot find it in your app store, please contact the onsite team for support.

Booking a Space or Amenity

Step 1: Access Bookings

From the Equiem home screen, tap **Bookings** in the bottom navigation bar.

You will land on the **Catalogue** tab, where all bookable spaces and amenities are displayed.

You can:

Scroll through the list

Use the search bar

Switch between list and calendar view

Step 2: Select a Space

Tap on the space you wish to book, for example **The Engine Room**.

You will see:

Location details

Capacity

Available hours Monday to Friday, 08:00 to 21:00

Minimum and maximum booking duration

Icons showing available amenities

A message if approval from the bookings team is required

Tap **More Details** if you want additional information about the space.

Step 3: Complete the Booking Form

Scroll down to **Book Now** and complete the following fields:

Date

Select the date using the calendar icon

Start Time

Choose the start time for your booking

End Time

Choose the end time. The app will automatically apply the duration rules

Space Config

Select the required setup if applicable

Title

Add a clear title for your booking, for example Team Meeting or Client Workshop

Add Note

Use this optional field to share any additional information with the team

Once all required fields are completed, tap **Request Booking**.

If approval is required, you will receive an email notification once the booking has been approved.

EQUIEM

Equiem APP

Submitting a Help Desk Request

The Help Desk is the correct way to report issues or request support. This ensures all requests are logged, tracked, and handled efficiently.

Step 1: Start a New Request

From the home screen, go to **Requests** and tap **+ New Request**.

Step 2: Select Building

You will see a list of buildings:

The Canal Building

The Mill

Thorley Works

The Packing House

Tap the building relevant to your request.

Step 3: Select Space

Next, choose the specific area related to your issue, such as:

Lift Lobby

Toilets

Stairs

Courtyard

Yard

You may then be asked to select the exact floor, for example Ground Floor, Level 1, Level 2, and so on.

Step 4: Select Category

Choose the category that best matches your request:

Access & Security

Building Fabric

Cleaning

Customer Service

Emergency

Tap the most relevant option to continue.

Step 5: Add Details

You will now see the **Details** screen.

Description

Clearly explain the issue or request

Attachments

Upload photos or documents if helpful. Supported formats include PDF, JPEG, and PNG, up to 30MB per file. Once completed, tap **Review Request**, then submit.

Tracking Your Requests

All submitted requests appear under **My Requests**, where you can:

View the status

Track progress

See when the issue has been resolved

Inviting Visitors

Create a New Appointment

From the home screen, start a **New Appointment**.

Complete the following fields:

Title

For example Appointment with Client Name

Description

Optional message for your visitor

Location

Select where the meeting will take place

Date and Start Time

Choose the visit date and arrival time

Duration

Select how long the visit will last

Once complete, tap **Submit**. Your visitor will then be registered and expected at reception on arrival.

Need Help?

If you need assistance with bookings, visitor registration, or submitting requests, please contact the onsite team who will be happy to help.

Service Charge & Insurance

Service Charge

The detailed service charge mechanics are outlined in your lease. The accounting year referred to in this section runs from January to December. A brief summary of how JLL will manage the service charge is as follows:

1. JLL will produce a budget before the start of each new service charge year.
2. Once the annual budget has been agreed by your landlord, you will receive a detailed budget pack via email from the Property Manager. (approximately one month before the start of each new accounting period).
3. Your apportioned contribution to the service charge account will be invoiced by the Landlord quarterly in advance on the usual quarter days:
25 December, 25 March, 24 June and 29 September. Any queries should be directed to JLL in the first instance.
4. After the end of each service charge accounting period, JLL will review the expenditure and obtain a certificate from an independent firm of Chartered or Certified Accountants. JLL will also reconcile the on-account payments received from each occupier against their apportioned contribution to the certified expenditure. Approximately 4 months after the accounting period year end you will receive a detailed service charge year end pack enclosing the certified expenditure and reconciliation.

Insurance

The detailed insurance provisions are set out in your lease. A brief summary is outlined below:

1. The landlord or freeholder provides principal reinstatement insurance for the building, loss of rents and engineering.
2. The occupiers will insure their own usual business risks e.g., public liability, contents, business interruption etc.

Energy & Sustainability

JLL's Property Management team will aim to implement a management regime which complements the design rating and maximises the sustainability performance 'in use'.

Energy Management & Sustainability

- Metering
- Consumption Monitoring
- Inverters on motors
- Lighting Control
- Photovoltaic Cells feeding into the building services to offset costs
- Combined air sourced heat and cooling pumps for ventilation services with the heat used to provide hot water to the common areas
- Heat meters so that occupiers can measure energy consumption for heating and cooling
- An energy management system to ensure optimum operating times and set points for all central plant and occupied spaces
- All electricity supplies for the building are from suppliers providing certified 100% renewable energy sources. Copies of certificates are included in the appendices of this document.
- Tenants have their own electricity meters serving only the supplies they are responsible for. Tenant distribution boards, also under tenant control provide power for lighting, small power and ventilation services
- BREEAM Rating 'Excellent'

Occupiers should be aware that energy consumption data from all energy or heat meters will be displayed on a large screen located in the reception area with the aim of improving sustainability awareness.

Occupier handbook

Waste Management & Recycling

Regent's Wharf operates a number of waste streams to ensure efficient management of waste disposal. Waste streams are split between general waste, mixed recycling and food waste. Other waste streams may be introduced once the building achieves full occupancy.

It is the Occupier's 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 clear bags/containers. Any items such as chemical containers, medical waste, etc. that are not segregated must be clearly labelled.

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

Waste is to be placed in the bins located in the storeroom located in the Lower Ground floor. Effort should be made to ensure the correct type of waste is placed in the relevant bins (clearly identified).

Please note that it is the Occupier's responsibility to recycle within their demised area prior to your cleaning contractor bringing the recycled and segregated waste to the waste bins on the lower ground floor. A Weightron system is located in the lower ground floor, and we request that your cleaners weigh your waste before placing it in the bins.

Assistance can be provided for the sourcing of recycling bins should this be required.

Deliveries

Incoming Mail

Post will be delivered to the reception desk and will be sorted there by the FOH team ready for collection. You will be informed via email once your post is ready for collection. This will always be before 4pm daily.

Note: Each individual occupier will need to have their own business account with Royal Mail for mail collections as the building does not have an account. Alternatively, there is a post box located on the opposite side of Caledonian Road on the junction with Killick Street and Wharfdale Road.

Delivery Times

Delivery times are limited to 0830 – 1830 Monday to Friday and 0830 to 1330 on Saturdays. These can take place either in the loading bay or on the street. Delivery times for on-street are available after 1830.

Bulk deliveries such as builders' materials for fitout works must be booked in advance using the Touchpoint system on <https://touchpointfm.co.uk/RegentsWharf/>.

Delivery Method

The loading bay is available for smaller deliveries such as stationary but bulk deliveries must be made on the street.

Any on street deliveries must then be moved immediately to the loading bay or Bartlett Yard where they can be stored for a short period before being taken into the building (ideally around thirty minutes).

Any trolleys must have pneumatic tyres to minimise noise for our residential neighbours.

Courier Collections/Deliveries

All couriers are to report to the reception desk, regardless of the size of the delivery.

- Occupiers will be immediately notified of a couriers' arrival.
- Couriers' will be sent directly to the Occupier's reception/office or the relevant lift lobby.
- Incoming and outgoing items for couriers are not to be left at Main Reception at any time.
- All couriers are required to sign in and out at the point of entry.
- If couriers will not drop off directly to the occupier's reception the parcel will be rejected by the site staff as we have no storage facilities.

Occupiers must provide at least 24 hours notice of all bulk goods deliveries. Building Management has the right to ask Occupiers to alter delivery times to avoid congestion in the interests of good building management and to avoid disturbing our neighbours. Bookings can be made using the Touchpoint system on <https://touchpointfm.co.uk/RegentsWharf/>

Large deliveries must be arranged through Building Management as it may be necessary to agree on 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. If necessary, a schedule of conditions will be required by the Building Management team to avoid any disputes concerning any damage. In the event of special security arrangements being required the Occupier requiring these services must give a written understanding to pay all staff/security costs incurred.

It is not permitted to use lifts for bulk deliveries without prior permission.

Deliveries

Out of Hours Deliveries

Delivery times for the loading bay are limited to 0830 – 1830 Monday to Friday and 0830 to 1330 on Saturdays. Deliveries outside these hours will not be accepted in order to minimise the impact on our residential neighbours. There is some capacity for on street delivery outside these hours, but these must be booked using the Touchpoint system on <https://touchpointfm.co.uk/RegentsWharf/>

Whilst the Building Management team can sign for deliveries, the Building will not be able to accept responsibility for any items lost or stolen.

Any such deliveries must be removed at the earliest possible time.

Personal Food Deliveries

Food Deliveries from UberEATS, Deliveroo, Just Eat and any other third-party food delivery companies must come through the service entrance on the Bartlett Yard side of the building to the Main Reception who will contact the relevant person and direct the delivery to the correct location within the building. Short term cycle racks are provided in Bartlett Yard.

During working hours (8am – 5pm)

- All deliveries can be directed to the entrance on Bartlett Yard.
- Security will notify the occupier reception of its arrival, and the delivery person will be sent directly to the occupier's floor.
- Any occupier arranging food deliveries MUST ensure they provide a contact name and a telephone/mobile number to the delivery company.

Outside working hours

- Deliveries need to be met outside the building by the person ordering
- It will be the responsibility of the delivery company to contact the recipient/customer to confirm the food delivery has arrived at the Goods Entrance so the recipient can come down to collect. Security will not be responsible for contacting and possibly chasing each occupier to collect.
- Please ensure the delivery company clearly mark the bag/parcel/container with the customer's name to avoid confusion with multiple items being left at the Goods Entrance.
- The Building will not be able to accept responsibility for any items lost or stolen.

Cleaning

On behalf of the Landlord, the Building Management team arranges for the cleaning of all the common areas, being the Main reception, Engine Room, Shower & Changing Area (Lower Ground), Cycle Store, all toilet spaces and other lobbies, corridors and stairwells. We also arrange for the external windows and external cleans, including the landscaped areas. Our cleaning service partner will be used to perform all the above services.

Occupiers are responsible for the cleaning of their own demised areas, including internal windows. The external windows are cleaned on a quarterly basis by the management team's service partner with the internal reception windows cleaned on a weekly basis.

If you find fault with the cleaning of the common area, please let the Building Management know immediately via the helpdesk. Where possible, the procured cleaning contractor will use only environmentally safe products.

Smoking

As Regent's Wharf is a WELL rated building there is no requirement for smoking facilities to be provided, so Regent's Wharf has been designated a NO SMOKING property (including vapes and E-Cigarettes) which includes all outdoor terraces, balcony areas, service areas and the areas immediately adjacent to the entrances at All Saints Street.

Occupiers are requested not to smoke in the immediate vicinity of the entrances or building exterior.

Lifts

The building has six lifts in total: five main passenger lifts and the goods lift serving the ground and lower ground floors only. There are also two scissor lift which provides disabled access between floor levels in the Lower Ground floor of the Packing House, and between the 5th floor of the Mill Building and the courtyard link bridge.

All lifts will ground in the event of the fire alarm being activated. As such occupiers and visitors within the building will be required to use the stairs to evacuate. There are three main stairwells in the building – in the Thorley Works on the West side, and the Mill Building and the Packing House on the East side. One lift in the Thorley Works and one in the Mill Building are designated as Fireman's lifts and are capable of being powered separately by the standby generator.

In the unlikely event of a lift breaking down, there is an emergency intercom system, provided in all lifts, that communicates with the maintainers Help Desk (Kone) which operates 24/7. An engineer will attend within one hour of Kone being made aware of anyone trapped in the lifts to effect release.

The emergency telephones in the lifts are tested on a daily basis.

Car Parking, Bicycles & Lockers



Cycle Parking

There are 160 cycle spaces provided within the building at Lower Ground floor level, accessed via the cycle lift. The cycle racks are available on a first come, first served basis. There are a number of cycle spaces located in Bartlett Yard for short term use by guests, couriers, cycle deliveries, etc. on a first come, first serve basis.

In the unlikely event of failure of the Cycle Lift, then the Thorley Works staircase and the Packing House staircase are available to be used to bring cycles into and out of the Lower Ground floor area. These routes should ONLY be used in the event that the Cycle Lift is out of use.

Foldable bicycles and electric cycles are permitted into the building via the Cycle Lift but must be folded prior to entering (if possible).

Electric charging points are available in the cycle store along with gel fire extinguishers for emergency use in case of any adverse events.

A number of folding bike lockers for folding cycles are located in the Cycle Store.

Electric scooters must be stored within the tenants own demise. It should also be noted that charging of electric scooters is not permitted in building due to the increased fire risk inherent in this activity.

Car Parking, Bicycles & Lockers

Cycle Parking continued

Please Note: Cycles and personal items are left at the owner's own risk. JLL or the landlord will not accept any responsibility for anything that is lost or stolen.

- Cycles must be placed in the racks provided
- No helmets, bags, clothes etc. are to be left in the cycle store or changing areas. These must be stored within the lockers provided or hung within the drying room. If any item left is deemed to be suspicious, it will be treated as a bomb threat and reported to the emergency services

Lockers and Changing Rooms

There are two shower and changing areas located in the Lower Ground floor - Male and Female totalling 15 showers and 108 lockers. There is also a disabled shower facility available at this level, located next to the main shower blocks.

Each of the two main shower areas has individual shower cubicles with changing area and seat. We also provide a towel service and hairdryers within the area.

Two toilet cubicles, a drying room and a disabled shower are also available opposite the cycle store.

Lockers are managed by the Site Management Team and accessed with electronic Digi locks. The Site Management Team will retain the master code for these lockers and will clean them out on a weekly basis (early on Monday morning) with any personal belongings left in them to be stored for a three-month period after which they will be disposed of or donated to charity.

Please note: Personal items are left at the owner's own risk. JLL or the landlord will not accept any responsibility for anything that is lost or stolen if left unsecured with these spaces

We request that no helmets, bags, clothes etc. are to be left in shower or changing areas. Personal items must be stored within the lockers provided or hung within the secure drying room. If any item left is deemed to be suspicious, it will be treated as a bomb threat and reported to the emergency services.

The drying room will be cleared on a weekly basis to keep the area clean and tidy for all users. Any items left over the weekend will be removed into lost property for 3 months before being donated to charity.

Car Parking

There are no car parking facilities at Regent's Wharf. Local pay and display facilities are located nearby.



The Reception is open from 08:00 to 17:00, Monday to Friday, and is available to all occupiers. It can be accessed via the central courtyard or from Bartlett Yard. The reception service is provided by Genuine Dining, who are committed to offering a warm and welcoming experience for everyone at Regent's Wharf. Within the reception area, there is also the Genuine Dining Café, open from 08:00 to 13:00, serving freshly brewed coffee, light snacks, and a relaxed space ideal for informal meetings or a quick break during the morning. For any assistance, please contact the Front of House team at the reception.

There is also a communal terrace located on the 5th floor level of the Packing House, accessed via the lift within the stair core for that building. This space is known as 'The Roost' and is open from 08.00 to 19.00 Monday to Friday but can be booked for additional events if required.

No smoking, vaping/e-cigarettes, barbecues or music will be allowed on the terrace. Please note that the external terrace is only available until 21.00 due to planning regulations and at this time the terrace will need to be vacated.

Security is instructed to patrol this area regularly to ensure that Health & Safety measures are in place and that planning restrictions are adhered to.

Outside food and non-alcoholic drinks are permitted within the roof terrace area, but all rubbish must be disposed of in the bins provided.

We reserve the right to close the terrace at any time and at short notice if the weather conditions are unsuitable or unsafe.

Occupiers may also book exclusive use of the Engine Room, located below the reception, or the Roof Terrace for private events. All event bookings must be made via the Equiem App system under the Events & Spaces section. For additional assistance or specific arrangements, please contact the Community & Customer Experience Manager or the Front of House team, who will be happy to help. Any early closures of these spaces due to private events will be communicated in advance to all occupiers.

Any early closures of this space for private events will be advised to occupiers.

The Engine Room —



The Engine Room on the Lower Ground floor is a multi-use communal space open for all occupiers and visitors between 08.00 – 17.00, Monday to Friday and can be accessed via the stairs from Main Reception. There is lift access for disabled visitors via the Packing House core – please ask one of our Reception team for assistance.

This space contains a bar capable of serving alcoholic and non-alcoholic drinks and light snacks. The bar can be booked through the Community and Customer Experience Manager and will utilise Genuine Dining to provide services.

The Engine Room can also be booked for meetings or other welfare and wellness

activities. For booking information, please contact the Community & Customer Experience Manager who will be able to assist.

A programme of planned events will appear on the reception television screen and can also be added to the app currently under development.

Tenant Terraces

A number of terraces and balconies are allocated to occupiers as part of their lease terms.

Maintenance of these terraces is the responsibility of the Site Management Team including the maintenance of any landscaping. These terraces also include essential access equipment provided for either your safety or for access for window cleaning or external cladding. These devices have to be regularly tested and inspected so access is needed for this purpose.

Additionally, there are limitations placed on the use of these terraces by the local authority in order to protect the rights of our residents nearby:

- Terraces may not be used outside the hours of 0800 to 2100 hrs.
- Smoking, vaping and e-cigarettes are not permitted.
- The use of barbecues is not permitted.
- Amplified music is not permitted.
- Noise creating an increase of 5db at the point of residents' perception may result in complaints and a request to move the event inside.

Security are instructed to check these terraces regularly in order to ensure that these requirements are not breached, and we reserve the right to ask occupiers to leave the terraces if required or if any complaints are received from residents.

Please note that under local authority rules, any breaches of these requirements may be reported to the relevant authority by our neighbours.

Engine Room and The Roost – Occupier

Responsibilities & Expectations

The Engine Room and The Roost are provided free of charge for occupier use.

To maintain this for everyone, all users are expected to leave the space tidy and in a condition that allows the cleaning team to carry out their standard duties.

End of Event Requirements (Occupier Responsibility)

At the end of each event, the hosting company must ensure:

- All rubbish is placed in the bin area within the Engine Room
 - All food waste is removed and taken to the bin store
 - All bottles, glasses, and catering items are cleared
- Any spills are wiped down

The space must be left tidy and ready for the cleaning team to carry out standard daily cleaning.

Cleaning vs Tidying (Important Distinction)

The building cleaning team operates Monday to Friday, 07:00 – 17:00 only.

The cleaning team is responsible for standard daily cleaning, including:

- Floor cleaning
- Surface cleaning (including tables and chairs)
- Dusting of surfaces
- Removal of rubbish from the designated bin area to the bin store

However:

At the end of each event, the hosting company must ensure:

- Collecting all rubbish, including bottles, and placing it in the bins provided within the Engine Room
- All food waste must be taken to the bin store and must not be left overnight, to prevent contamination and odour
- Clearing all glasses and catering items

The space must be left tidy and suitable for standard daily cleaning.

Waste Management

- A bin station is available within the Engine Room.
- This must be used during and after events.
- Food waste must always be taken to the main bin store by the event organiser or designated representative.

Respect for Facilities

- All fixtures, fittings, and floor boxes must be handled with care
- Any damage must be reported immediately
- Repair costs may be recharged where damage occurs during use.

Fair Use Principle

This is a shared space.

Its continued availability depends on:

- Respect for the cleaning team
- Respect for other occupiers
- Responsible use of the facilities

Failure to meet these expectations may result in a review of future bookings.

Engine Room – Event Set Up Guidelines

- The reception team is happy to assist with access to the Engine Room and AV support where possible.
- Please note that Regent's Wharf does not currently provide porter services. Event organisers and hosting teams are kindly responsible for arranging their preferred room layout before the event.
- Organisers are encouraged to arrive slightly earlier to prepare the space as required.
- Chairs are stored at the back of the Engine Room for use during events.

Lighting Requirements

The local council has placed a number requirements on the building to minimise light pollution, both for our neighbours and for wildlife requirements. While there is a detailed guide for these requirements, they can be summarised as:

- Canalside lighting has to be warm white light with operating times controlled and will therefore not function between the hours of 2100 and 0700.
- There is a lighting curfew at 2230 daily at which time ALL lights will be turned off. However, should you wish to work beyond this time, this is possible subject to motion sensor activation but ideally you should be as far away from windows as possible.
- Perimeter lighting around the internal façade or windows should have a reduced output.
- Cleaning and security routes during the curfew period must have reduced light levels. In the common areas these will be set to 40% of normal light levels.

A copy of the full requirements can be provided electronically on request.



Emergency Procedures (Fire)

Fire Alarm Systems

The fire alarm system is tested once a week on Tuesday mornings at 10.00am. Occupiers should report to the General Manager any areas of low audibility noted while the system is being tested.

In the unlikely event of fire and the alarms and voice evacuation being activated please ***EVACUATE THE BUILDING IMMEDIATELY.***

A fire evacuation drill will be carried out every six months and all occupants of the building are expected to participate; this is a mandatory requirement. Please emphasise to your staff that these are the two opportunities a year, you have to evacuate the building. This could be a lifesaving procedure, so please ensure all staff participates.

Responsible members of staff should be appointed and trained as Fire Wardens. A yellow jacket is to be worn by fire wardens to enable staff and the management team to identify them during the evacuation. Fire wardens should have a placard with their company name displayed clearly and to be visible to the evacuees for easy reference.

It is recommended that each Occupier should have at least one floor warden with a deputy. Areas of control should include toilets, storerooms, and the staircase. These should be defined in writing and by use of drawings to ensure there is no confusion over areas.

Fire wardens are responsible for ensuring that all members of staff in their area of control are trained in emergency procedures and those arrangements are in hand to safely evacuate disabled persons in their area of control.

Fire wardens are the spearhead of staff action in case of fire; they must know the emergency system, the appliances and the fire exit routes; they require the co-operation of everyone in their area of control when they supervise an evacuation.

Each Fire warden should be responsible for no more than 20 people and should ensure that a trained deputy/deputies take their place if they are absent.

On hearing the alarm and voice evacuation, they should ensure:

- That all personnel, including visitors and contractors leave immediately
- That the lifts are not used
- They undertake a physical check of all areas to ensure that the evacuation is complete
- Personnel do not return until instructed to do so
- Report to the senior fire person at the assembly point with the result of evacuation and the names of any persons not accounted for and their last reported sighting
- They remain available to assist in controlling events and to control the re-occupation of the site
- Fire Wardens should be easily identified by wearing a yellow jacket. Deputy Fire Wardens should also be appointed for periods of absence of the Fire Wardens

A detailed evacuation procedure is included in the emergency procedure section of these notes, which all building occupants should be familiar with.

Emergency Procedures (Fire)

Fire exit routes

All fire exit routes throughout the building must be kept clear at all times.

Fire Instructions

If you discover a fire:

1. **Immediately operate the nearest alarm call point**
2. **Evacuate the building immediately**

On hearing the alarm and voice evacuation:

- **Evacuate the building by the nearest available exit** - The Fire Alarm System at Regent's Wharf is a single stage alarm – if you hear the fire alarm then you must evacuate immediately if you have not been previously notified of a test.
- **DO NOT USE THE LIFTS**
(the lifts will ground)
- **DO NOT STOP TO COLLECT PERSONAL BELONGINGS**
- The Security Fire Controller will be located at the Fire Control Point in Bartlett Yard with a second person located at the Thorley Works exit.
- Fire Wardens should report to the Building Management Team located at the assembly point and identified by an ORANGE tabard.
- Security will notify the chief fire wardens when the building can be reoccupied, which they should then relay to their colleagues.

Please see the map on page 28 detailing the assembly point.

Occupier Staff Procedure

The Building Management team will activate the alarms.

On hearing the alarm and voice evacuation leave the building by the nearest available exit route.

If you discover a fire:

- **ACTIVATE THE FIRE ALARM**
- **DO NOT USE THE LIFTS**
- **DO NOT STOP TO COLLECT PERSONAL BELONGINGS**
- **KEEP CALM**

On leaving the building staff should go immediately to the assembly area, and report to your Fire Warden who will be wearing a yellow fluorescent jacket and holding a placard depicting the company's name. The members of staff should then congregate behind their company's placard.

It is vital that staff stay together in the allocated area under control of the Fire Warden.

When your Fire Wardens have completed their area search and are satisfied that all staff are evacuated, they will report the results to the Building Management Team/Security Officers, who will be positioned at the assembly point wearing an ORANGE tabard.

Continued over next page

Emergency Procedures (Fire)

When all occupants of the building have been accounted for, the Fire Wardens will be advised that the Fire Drill is complete, and staff will be instructed to return to the building. Fire wardens are requested to remain in reception after the drill for a quick debrief on the evacuation.

During the Fire Drill, Fire Wardens are requested to note any difficulties and report them to the Building Management Team, during the fire drill debrief. For example:

- Stiff or locked doors
- Obstructions in fire route
- Low audibility of alarms
- Anything which may impede an easy exit

We would be grateful for each occupier's full co-operation with the Fire Drill, as this is the only method we have to assess what our response would be to a real fire situation.

Fire Evacuation (Fire Drill)

Prior notice will be given of a fire drill to the accountable person for each occupier. In an effort to make the evacuation as realistic as possible we ask that this information is not passed to all members of staff.

The Fire Alarm System at Regent's Wharf operates on a single-stage alarm. When it sounds, please evacuate immediately using the nearest exit, do not use the lifts. Follow the signage to your designated assembly point on Wharfdale Road.

The Fire Alarm System at Regent's Wharf is a single stage alarm, so you should evacuate immediately. Please follow the signs to your nearest exit. As a security precaution, we would expect that a member of your staff remains within the building during the fire drill but must be accounted for by your Fire Wardens. It is recommended the person nominated to remain in the building should be rotated on the next fire drill to ensure everyone becomes practiced at evacuation.

Emergency Procedures (Fire)

Disabled Evacuation Procedure for Mobility Impaired Staff & Visitors

It is the occupiers' responsibility to arrange the safe evacuation of all persons (staff, visitors and contractors) within their demise. This includes making arrangements for persons who are visually, audibly, mobility or mentally impaired.

In order to assist the occupiers in the evacuation of disabled persons the following procedure has been prepared:

- A Personal Emergency Evacuation Plan (PEEP) should be created for each disabled person within the building; the Building Management team should be given a copy of this plan. There are disabled refuge points on each floor, along with fire telephones to communicate with Building Staff as needed. Further details can be provided by our Security Supervisor.
- Reception must be made aware of any disabled staff members. This is the responsibility of the employing company's fire wardens and HR team. Reception staff will record the name and location of the person on the disabled person's fire evacuation sheet (see below) as they arrive each day.
- The Security Officer must take details of any disabled visitors (name, person visiting and floor visiting) on the disabled persons fire evacuation sheet.
- The Security Officer must log out visitors and staff on this sheet as they leave the building.
- Each occupier should nominate a 'buddy' for each disabled staff member, whose role is to assist them in an emergency and accompany them until the emergency services arrive to evacuate.

Disabled Evacuation Procedure for Mobility Impaired Staff & Visitors

Date	Floor	Name	Person Visiting	Company	Evacuated?	Time Logged Out
11/05/22	2	B. Brown	P. Nicholas	Company A	-	1040
11/05/22	3	E. Parsons	J. Angelo	Company B	-	
11/05/22	5	G. Samuels	P. Brown	Company C	-	

In this case on 11/05/22, 3 people would require evacuation (from the 5th, 3rd and 2nd floors) and this information would be provided to the Fire Service if needed.

Responding to a Bomb Threat

In the event of receiving a bomb threat it is advisable to have this guide available to assist you. While many bomb threats involve person-to-person phone call, an increasing number are sent electronically using mail or social media applications. No matter how ridiculous or implausible the threat may seem, all such communications are a crime and should be reported to the Security Team. Please see the following helpful points in the event of receiving a bomb threat by phone:

- If possible, alert someone else to inform the Building Security Team
- Try and keep calm
- Try to obtain as much information as possible from the caller
- Record the time of call
- Keep the telephone line open even after the caller has hung up
- Report the call to Building Management / Security if someone hasn't already done so
- Record the exact wording of the threat

Time & Date of Call		D:	T:
Extension number at which call was received			
Caller Description			
Gender of Caller			
Nationality		Age	
Language Traits			
Well-spoken	Irrational	Taped	
Foul	Incoherent	Message Read	
Caller's Voice			
Calm	Crying	Hoarse	Angry
Nasal	Slurred	Excited	Stutter
Disguised	Slow	Lisp	Accent
Rapid	Deep	Familiar	Laughter
If the voice sounded familiar, whom did it sound like?			
What accent?			
Background Sounds			
Street noises	House noises	Animal noises	Crockery
Motor	Voices	Static	PA System
Booth	Music	Factory machinery	Office machinery
Other (specify)			

Ask these questions:

1. Where is the bomb?
2. When is it going to explode?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why are you doing this?
8. What is your name?

Complete the table on the left about the caller

This section should be completed once the caller has hung up and Building Management or Security has been informed.

Responding to a Bomb Threat

Building Search Following a Telephone Warning

The Police will always be called on receiving a bomb warning, but they will not normally search a building alone following a Bomb Threat. They consider the search is best carried out by nominated persons, from within the building, who have a good knowledge of the building and who can immediately recognise an item which may be out of place or suspicious.

The Police will be in attendance to give advice as required.

Each occupier should have nominated searchers, and deputies in case of absence, in the event of a telephone warning they will be contacted by the Building Management Team to carry out a search of their areas and report back on completion of their search.

The Building Management Team will simultaneously conduct a search of all plant rooms and the common areas of the building.

Suspicious Objects

If a suspicious object is found:

- **DO NOT TOUCH OR MOVE THE OBJECT**
- **IF POSSIBLE, IDENTIFY THE OBJECT WITHOUT TOUCHING**
- **DO NOT USE YOUR MOBILE PHONE WITHIN 15 METRES OF THE ITEM**
- **100 METRES IS THE RECOMMENDED MINIMUM EVACUATION DISTANCE.**
- **ONCE AT A SAFE DISTANCE, STAY BEHIND HARD COVER AND AWAY FROM SECONDARY HAZARDS SUCH AS GLAZED AREAS**
- **INFORM THE POLICE / BUILDING MANAGEMENT**

Responding to a Bomb Threat

Evacuation of the Building

If the Building Management team advise you to evacuate the building on advice from the Police – occupiers must go to the nominated assembly point directly. Please see map overleaf. Be aware the police may instruct us to go to a different assembly point; if this is the case you will be informed.

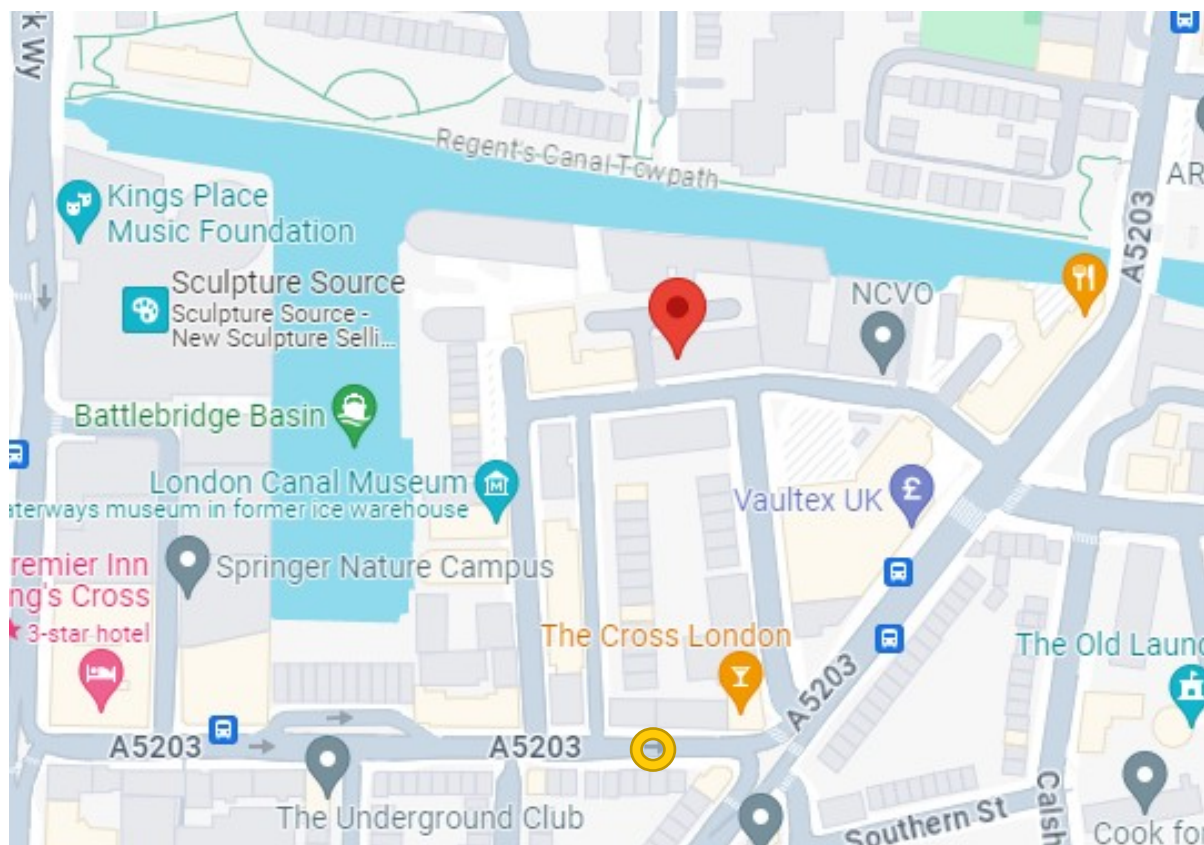
- On receiving a warning and advice to evacuate, the Building Management Team will notify the occupier representatives to meet at a selected location on the ground floor, to receive the latest information received from police on whether to evacuate or to receive an update on the current situation.
- If the option is not to evacuate and a real threat to the immediate area exists, it is advisable to keep staff away from windows when possible.
- As part of the Bomb Evacuation and Building Search Procedures the General Manager should be given copies of each occupier's office layout plans, to assist police or bomb disposal experts to locate suspect devices occupiers are requested to furnish the Building Management team with up to date drawings of their occupied areas.

If you are told to evacuate the building by the selected route and the unidentified package is in the building, do not use mobile phones when passing the suspect package (suggested safe area 15 metres). Be safe and switch your phone off.

- Take your personal belongings with you.
- Go immediately to the designated assembly area
- Report to your Fire Warden / Incident controller who will be wearing a fluorescent jacket and holding a placard depicting the company's name; members of staff should congregate behind their company's placard.
- When all staff members are accounted for contact the Assembly Marshall who will collect this information and pass it to the Security Officer/Management Team.
- Remain at the assembly area for further advice.
- If informed of a long exit period from the building and a company decision is made to send staff home, details must be given to the Building Management Team, including details of who will be liable to enter the building when the "All Clear" is given.
- Do not attempt to re-enter the building.
- Occupiers are to leave details of 2 nominated personnel in priority order with Security Team, with contact telephone numbers to include mobile numbers and landline numbers. The current priority nomination is to be circled on the priority list, which is held at security, occupiers are to check this list daily.

Responding to a Bomb Threat

Bomb Assembly Point



From the Marker 

Head south along Killick Street for 100 Yards and exit right
onto Wharfdale Road 

Responding to a Gas Escape

In line with Regent's Wharf's sustainable design principles, the building operates without any gas services, relying instead on cleaner and more energy-efficient systems.

Responding to a White Powder Incident

White powder incidents occur when a package is opened and found to contain an unknown or unexpected powder. Such powders may contain drugs or diseases, in which case this is a terrorist incident.

Any persons affected by the powder should take the package and as much of the contents as possible into a contained space such as an office or meeting room. DO NOT LEAVE THE ROOM. The room is then to be closed off until such times as a specialist incident response team arrives.

Inform your office manager who is to clear the area and inform the police in the first instance and the security officer at reception. Police will advise on any further action to be taken, but this is likely to include the isolation of air conditioning services, response by a specialist unit (who will attend while wearing protective gear), evacuation of the building, road closure etc.

If police advise the evacuation of the building, operate the fire alarm immediately. This will have the secondary effect of shutting down the air conditioning plant.

The security officer is to contact the General Manager, his deputy and the site engineer at the earliest possible time.

Health & Safety

JLL has a positive attitude towards the Health and Safety of its employees and of any persons who may be affected by its operations. Our staff receive regular training to an advanced standard.

The General Manager is responsible for maintaining and managing of the Health & Safety policy for Regent's Wharf, whom you should contact to view the policy or regarding any Health & Safety matter.

All contractors visiting and working at Regent's Wharf must make themselves aware of the content of the Health & Safety file and any detail which may be relevant to the work they are about to undertake prior to commencing any work. This document can be found within the management office.

All contractors working in the building must be in possession of a HazWork Permit, Hot Works Permit, or Access Permit (whichever is applicable) prior to commencing any works. Permits are obtained from the Building Management Team.

JLL arranges for a Health & Safety consultant to inspect all their properties. These include a fire risk assessment, water risk assessment and general risk assessment for all common parts. The Building Management team will provide notice of these visits.

The Owners also arrange for additional insurance engineering inspections to the lifts and all M&E equipment. Specialist consultant's monitor the performance of these contracts and carry out audits to ensure equipment is maintained to the specification of the contract.

The Building Management team maintains a record of all COSHH substances in use or stored in the building. Occupiers are requested to provide the Building Management Team with copies of any COSHH substances they may be storing.

Statutory Requirements/Best Practice

Fire Risk Assessments

An up-to-date copy of each occupier Fire Risk Assessment must be provided to the Building Management team.

All Fire Risk Assessments (FRA's) are held collectively in the Building Management Office, along with the Owner's FRA.

Any occupier who requires sight of the documents should contact the Building Management team.

If changes are made to an occupier's demised area that would affect the evacuation of the floor, the FRA is to be amended, with an updated copy sent to the Building Management team. An FRA must be reviewed annually even if no changes have been made,

The consultants used to produce the Owner's FRA would be happy to produce occupiers FRA's. If you require this service, please contact the Building Manager for details.

Asbestos Management

We have documentation confirming that no asbestos is present in the Regent's Wharf premises, copies of which are available on request.

Wiring Installation/Portable Appliance Inspections

Occupiers are required to produce certificated proof of their 5 yearly Electrical Tests and Inspection has been carried out in their demised area, including installation / modification certificates.

It is advisable in conjunction with the building annual electrical power down that staff arrange to carry out a visual inspection of their electrical services, including any portable appliances. This work could be carried out by the buildings M&E contractor, if you require this service please contact the Building Management team.

Any walls, partitioning or riser cupboards broken through to allow cable/pipe runs, must be properly fire stopped using LPCB approved materials. Notification (48 hours) is to be given if you require access to the risers on other floors.

All cables running through the risers must be clearly labelled on each floor, clearly stating what they are and who they belong to.

Maintenance of Fire Extinguishers

It is the occupier's responsibility to have an annual mandatory inspection of their portable fire appliances carried out.

Reporting

Any damage caused to the common areas through deliveries or fit-out works, is to be reported to the Building Management Team as soon as possible.

In general, it would be greatly appreciated if any damage noted in the common areas, is reported to the Building Management team, who will record it and ensure the necessary repair action is carried out.

Statutory Requirements/Best Practice

Water Leaks

Anyone who sustains a water leak in their demised area should inform the Building Management Team/Security Officer as soon as possible, to enable damage limitation procedures to be carried out, and inform any others who may be affected by the leak.

Accident/RIDDOR

Any accidents/RIDDOR incidents must be reported to Building Management Team/Security Officer as soon as possible to allow the incident to be logged on our Risk Management system. Access to this data is restricted.

Lone Working Procedures

If any Occupier has employees' lone working out of office hours, it is the occupier's responsibility to make regular (half hourly) check-ups with them regarding their welfare.

Water Hygiene Risk Assessments

An up-to-date water hygiene risk assessment of each occupiers demised area (including any water services) must be carried out and a copy provided to the Building Management team.

Permit to Work/Minor Works

Introduction

The following contractors' rules have been produced in order to comply with the duties under the Health and Safety at Work Act 1974 and all subsequent Regulations. The rules define the procedures which must be carried out before any works are commenced on site and the working practices which must be followed when carrying out works.

No contractor will be permitted to start ANY works without the authority of the Building Management SIGNED AND DATED Permit to Work, which MUST be arranged with the Building Manager 48 HOURS prior to work commencing. To gain access to the specified area of work the contractor must liaise with the Building Engineer.

Permits to Work, Site Reporting & Security Procedure

No works shall be carried out at the building without a valid Haz Work permit or hot work permit.

To apply for a Permit to Work contractors should liaise with the Building Management Team or raise the request using the Touchpoint system on <https://touchpointfm.co.uk/RegentsWharf/>. In support of each application, the contractor (or project manager) must provide a clear written description of the work that they propose to undertake and include access and egress procedures. The Building Management Team will consider this information before issuing the Permit.

Permits to Work can only be issued by the Building Management team. Permits are NOT valid unless signed by the Building Management team.

The permit must be carried by the contractor whenever on site and be displayed on demand to the Building Management. On completion of the work the Contractor must be signed off as complete on the Touchpoint system.

Passes will be issued to all contractors and their staff who are identified under a permit to work. These passes will allow the contractor access to the Building and freedom to work within conditions of the permit at a specific time, location, method of work, and nominated personnel. Any breach will result in immediate expulsion.

Those arriving on site with a signed Permit to Work should first report to the Security Officer to obtain their temporary security pass. Any contractor working on site without a valid Permit to Work and security pass will be expelled or not given access.

Permits are only valid for the period stated within the permit and must be re-issued if work is required for more than the period initially stated.

The contractor may be stopped from working if they are causing excessive noise or vibration, which leads to complaints from others regardless of what the permit states.

In the event of a contractor or his employee committing any unsafe act or any unsafe conditions they shall be liable. Any contractor found to commit an unsafe act or condition; will be removed from site forthwith by the Building Management Team or an authorised representative of the Building Management Team.

Permit to Work/Minor Works

Emergency Access

If an occupier requires emergency access to the landlord risers, then this will be provided but the occupier will still need to notify the Helpdesk via email that this is required on <http://touchpointfm.co.uk/RegentsWharf/>. If the request is given during business hours, then the resident Maintenance team will be asked to provide that access. Any requests out of hours will be attended to by Security.

Permits to Work

The control of all building and maintenance works on site is dealt with by HazWork and/or Hot Work Permits. Permits are required in respect of:

- Work resulting from a scheme authorised under a Licence for Alteration outside demised occupier areas
- Works connecting into or affecting building services.
- Works that may affect or disrupt another.
- Work requiring tools or material to be taken through any of the common or public areas of the Building.
- Work affecting the common or public areas of the Building.
- Work involving any testing or shutting down of any services.

No works can begin in any part of the Building without each contractor obtaining a Permit. The function of this permit is for Health and Safety purpose to ensure that the Building Management team are aware of all works being carried out in the Building at all times.

Permits must be collected and signed for by responsible parties in person from the Building Management Team prior to the commencement of the works.

Applications for permits can be made using the Touchpoint system on <https://touchpointfm.co.uk/RegentsWharf/>.

Permit to Work/Minor Works

Application for a Permit to Work

Application for a Permit to Work should be raised through the Building Management Team. A separate permit is required for each item of work and on each occasion. Permits can be requested using the Touchpoint system on <https://touchpointfm.co.uk/RegentsWharf/>.

In support of each application the applicant is required to provide a clear written description of the work (Method Statement and Risk Assessment) that they propose to undertake and any relevant drawings. On the basis of this information the management team can issue consent to the works using the Permit.

At least 48 hours' notice is required for the issue of a Permit to Work.

The information required to accompany an application for a Permit to Work must be made in a separate written submission and as a guide should include information about the following aspects (where relevant);

- Details of Work: Full duties of work to be undertaken including specifications and scale drawings where appropriate and detailed risk assessment.
- Method Statement and Risk Assessment: Detailed site-specific method statements and risk assessments of operation including access arrangements from outside the building to the occupier's demise. The method statement should list the whole job from beginning to end.
- Insurance: A copy of the contractor's insurance cover note, identification of all hazardous operations including those using chemicals, power tools or any heat source for an operation such as cutting, grinding or welding. The contractors' insurance cover should be £1,000,000.
- Access: Proposed means of access to and transport of materials on site and removal of redundant items and rubbish.
- Waste: Proposed nature and method of disposal of waste and a copy of any special licences to Building Management.
- Operation Hours: Daily hours of operation for ongoing works and anticipated start and completion dates.
- Personnel: A list of personnel on site including names and responsibility and emergency telephone numbers.
- Health & Safety Responsibility: The individuals specifically responsible for the safe working practice of the contractor and their team, and a copy of the contractors Health & Safety Policy.
- Building Services: Required disconnection and reconnection to building services including electricity, gas, water, waste, chilled water, condensed water and hot water.

Permit to Work/Minor Works

Hot Work Permit

Due to increased risk and safety considerations associated with cutting, grinding and any other works which involved a naked flame or sparks, a separate Hot Work Permit is required which controls this method of working. If the Hot Works form part of a larger package of works, a separate Hot Work Permit will be required for these specific Hot Work operations.

For the safety of the contractor, and members of the public it is essential that during operations involving Hot Work, a separate fire watch observes the works with the appropriate firefighting equipment such as extinguishers, immediately available.

A Hot Work Permit will only be valid for only the time stated on the permit. If extension of a permit is required, the Building Management Team will need to grant authorisation.

The same information required for an application for a Permit to Work will be needed for an application for a Hot Work Permit. Particularly your attention should be given to the method of operation and precautions taken for the avoidance of fire.

Prior to commencement of any work involving the use of flame, hot air, arc welding and flame cutting, metal cutting equipment, blowlamps, brazing and soldering equipment, space heaters or any other equipment producing heat or naked flames – permission must be obtained in the form of a 'Hot Work Permit'. To obtain a Hot Work Permit the contractor must satisfy the following conditions:

Only qualified operators shall be allowed to use 'Hot Work' equipment.

All equipment being used must be secure, e.g. gas cylinders must be chained to either wall, bench or transporting trolley and welding cables must be secured in a safe manner.

All equipment being used must be in a safe working order. All valves, regulators and hose cables must be in a good condition with secure connections. Flash-back arrestors incorporating a cut off valve shall be fitted to all cylinders.

Any combustible materials must be removed from the vicinity of the work prior to commencement, where this is not practicable non-combustible screens must be used.

Gas bottles must be stored and used in well-ventilated areas.

Firefighting equipment (e.g. fire extinguishers) must be provided by the contractor and tested to ensure compliance with current standards throughout the duration of 'Hot Work'. (The contractor must determine the size and type of firefighting equipment for the task in hand). The contractor must not use the buildings firefighting equipment. The operator must be aware of:

- The fire procedures for the site.
-
- How to operate firefighting equipment.
-
- Evacuation procedures.

A thorough inspection of the work area must be made by the contractor upon completion of the work and then 60 minutes after completion.

Permit to Work/Minor Works

Hot Work Permit Continued

'Hot Work' undertaken by a contractor shall not be deemed to be completed until cancellation of the 'Hot Work' permit by the site Building Manager or representative.

When using welding, flame cutting, metal cutting equipment, blow lamps or any other naked flame, the contractor may be required to provide the following:

Non-reflective screens around the areas where such work is being carried out.

Notices warning of arc flashes, light flashes, hot metal etc.

Suitable eye protection to all personnel entering a welding, flame cutting area.

Additional protection to floors, walls, painted and finished surfaces.

Mechanical means of ventilation to remove smoke or fumes.

All gas supplies must be effectively isolated, if possible, at the cylinders, when the equipment is not in use.

Only cylinders which are required for immediate use shall be permitted on the site. Where storage facilities are required by contractors, they shall be provided following discussion with the Building Manager. The storage and use area must be well ventilated at all times.

Contractors are expected to comply with the standards laid down by the British Oxygen Company and other accredited suppliers.

Fire alarm detectors within the vicinity of work will require isolating, the contractor must provide exact details of the areas involved and request fire alarm isolation to the Building Manager and Building Engineer prior to works commencing.

Site Safety Rules

All work carried out at Regent's Wharf must comply with site safety rules, a copy of which should be obtained from Building Management Team. It is recommended that a copy of the site safety rules is included with the tender package to all contractors as the implementation of the rules will affect the contractor's method of operation and therefore possibly the price.

Security

Temporary passes will be issued to all contractors and their staff who are identified under a permit to work. These passes will allow the contractor access to the Building and freedom to work within the conditions of the permit. Access will be restricted to a specific time, location, method of work and nominated personnel. Any breach will result in immediate expulsion.

Loading & Unloading

All loading and unloading of vehicles are to be formally booked in and confirmed with the Security Manager in advance. Please contact the Security team on regent.wharf@cis-security.co.uk for further information.

Permit to Work/Minor Works

Fire Precautions

Contractors must familiarise themselves and comply with the fire precautions applicable to the site and which form part of this document. The contractor must comply with these instructions in addition to any other Conditions of Contract and statutory obligations relating to precautions and shall ensure compliance by his sub-contractors.

Permission for 'Hot Working', e.g. welding, flame cutting, blowlamps etc., must be obtained and shall be subject to a Hot Work Permit as detailed.

Contractors shall not misuse or interfere with firefighting equipment supplied and installed at Regent's Wharf. Should it be found necessary to move any firefighting equipment or carry out such work which may interfere with alarm systems, prior permission must be sought from the Building Management Team.

Copies of risk assessments must be passed to Building Management team prior to any Works taking place and the insurers notified.

Fire Detection

Areas containing easily ignitable material and places where flame or spark producing apparatus have been used, shall be inspected at meal breaks and at the cessation of work by a foreman or other responsible employee to ensure that no conditions exist which might lead to any outbreak of fire. The contractor shall ensure the portable appliances he provides are the correct type for the use, i.e. not to provide water extinguishers where there is a risk of contact with electricity.

Arrangements shall be made for keeping such appliances in good condition, including recharging after discharge; also, for ensuring that foremen, charge hands and key workers know the purpose of, and how to use, the fire appliances and their location.

Fire Alarm Activation

In the case of an evacuation, please ensure that you leave your place of work in a safe and secure state. However, do not delay the evacuation process and do not stop to collect your personnel belongings.

At no time attempt to re-enter your place of work or the building until you are told to do so. The assembly point is as indicated within the fire evacuation procedure. Do not use the lifts - only the stairs.

Permit to Work/Minor Works

Reporting Fires

All fires shall be reported immediately to the Building Management team whether or not damage has been caused.

Any possible evidence as to the cause of the fire shall be preserved.

Any employee, or the employee of any sub-contractor, who may have relevant knowledge of an incident, shall be made available to be interviewed by the Building Management.

If the Fire Brigade have been called, Building Management must be advised, to enable the standard procedures to be put in place.

To prevent the rapid spread of fire, combustible materials should be stored off site wherever possible. Any location of storage on site shall require the express written authority of the Building Management.

All firefighting apparatus shall be kept clear and readily accessible. Neither they, nor signs indicating their positions, should be removed or obscured.

Co-operation with Local Fire Services

Any request for access by fire service officers for the purpose of inspecting the works will be granted. The Building Management's Representative should be advised of all such visits in advance.

The contractor should provide information about potential fire hazards and firefighting facilities as requested.

Any suggestions from fire service officers for additional fire precautions should be forwarded to the Building Management's Representative.

The contractor must also advise on any High-Risk materials, such as flammable gasses, flammable liquids, etc. he intends to bring on site to the Building Management.

Permit to Work/Minor Works

Plant Machinery & Equipment

Contractors must supply all plant, tools, machinery and equipment for their own use, the equipment must be fit for use and have the necessary test certification e.g. Portable Appliance Test.

Contractors must not leave unattended any hand tools, included powered hand tools. When not in use they must be locked in a proper toolbox to protect against theft or misuse and at the end of each day's work, be removed to a place of security under the contractor's control.

Contractors must mark all portable tools and equipment with the Contractor's name.

Contractors must ensure that their employees are supplied with, and use, any form of personal protective equipment as appropriate. This includes safety helmets, eye protection, safety footwear, gloves, hi-vis etc. Regent's Wharf and its agents accept no responsibility or liability for loss or damage to plant, tools, machinery or equipment belonging to contractors whilst at the site.

All electrical plant, equipment and leads must be fully inspected and tested inline with the Portable Appliance Testing Regulations.

Housekeeping

It is the contractors' responsibility to ensure that during his operations a high standard of 'housekeeping' is maintained at all times:

- The work area must be kept tidy and in a safe condition to work.
- Materials in use must be stacked securely and should not obstruct gangways, fire exits or any access areas. No combustible materials must be stored or left in an escape route.
- Waste material and rubbish must not be allowed to accumulate and should be disposed of by the contractor as soon as practicable and always at the end of the working day.
- Disposal of all waste is the responsibility of the contractor.
- All contractors' materials must be removed from site at completion of the contract. Regent's Wharf and its agents reserve the right to dispose of any materials, tools or equipment remaining after contract completion and counter charge as appropriate.
- Suitable protection must be taken into consideration of existing surfaces, finishes etc. within the working area.

First Aid

Contractors are to be made aware of the nearest First aid facility as provided by the employer.

Permit to Work/Minor Works

Accidents & Dangerous Occurrences

All accidents and near misses (no matter how slight) which result in personal injury to contractors' employees must be reported to the Building Management team.

Any accident or dangerous occurrence which is notable under the Reporting of Injuries Disease and Dangerous Occurrences Regulations must be reported to the enforcing authority and to the Building Manager.

Security Regulations

- The Contractor must give the Building Management team no less than 48 hours' notice of their intention to commence work on site.
- All contracts are to ensure that the safety rules and procedures for contractors shall be observed at all times by the contractor and their employees whilst on site at Regent's Wharf.
- All contractors' employees must be adequately supervised, instructed and trained to ensure that they are competent to carry out their duties in a safe manner.
- Smoking (including vapes/e-cigarettes) is NOT allowed at Regent's Wharf or at any of the entrance/exits.
- The contractor shall regard the Site Safety Rules and any contractual documents as strictly confidential and protected by copyright.
- The Contractor must ensure that all the workpeople at the Site:
 - Carry at all times any pass issued by Security/Reception and display the said pass on demand.
 - Surrender any badge, pass or keys issued whenever leaving the Site.
 - Will not copy any keys or hand them to a third party.
 - Report immediately the loss of any access pass or keys to the Building Management team. Any loss of keys or passes will be charged to the contractors.
- Do not enter any part of the Site other than areas where the work is being carried out, apart from the washroom accommodation and storage places (if any) allocated to him and the approaches thereto.
- Do not use any form of radio receiver or transmitter on the site other than approved paging or cellular telephone devices. The use of radios, audio equipment and the like are not permitted anywhere on site.
- Comply with any direction given by Reception and in particular submit to any examination by such staff of any vehicle or article entering or leaving the Site.

Permit to Work/Minor Works

Connections to Services & Isolation of Plant

The connection of equipment to any service or power supply must be discussed and agreed with the Building Management team and Building Engineer representative prior to commencement of work. The use of any services without permission is strictly forbidden.

It is the contractors' responsibility to ensure that the service on which they are working have been completely isolated and made safe before they commence work.

Portable electric tools shall be double insulated. Power supply for portable tools, lights etc., used by contractors must not exceed 110 volts CTE (50 volts). All 240 volt supplies shall be wall mounted not less than 1.5 meters above floor level and shall be fitted with ELCB units. The contractor is responsible for supplying and necessary transformers; any confined space work only low voltage equipment must be used.

All electrical work must be carried out in accordance with the standards laid down in the electricity (Factories Act) Special Regulations 1908 and 1944 and the Electricity at Work Regulations 1989, and the 16th Edition of the Institute of Electrical Engineers Standards.

All altered or new services must be fully tested and checked as necessary prior to reinstatement, and certificates issued.

Installation/Identification of New Services

All services installed by the contractor are to be suitably labelled to enable easy identification this includes all plant, equipment and cabling. Cabling should be labelled at regular intervals of not more than 3 meters when installed in risers or other Owner's areas.

Fire Barriers & Fire Walls

All fire barriers and firewalls must be kept in good order. Any services that pass through such barriers must be resealed with a system as approved by Building Management or their advisors. The use of foam is not permitted within the building.

Permit to Work/Minor Works

Scaffolding, Ladders, Working Platforms & Means of Access

There are currently substantial legislation and codes of practice in existence which detail the duties imposed on Building Management relating to access to the place of work. These details are not reproduced in these contractors' rules, but contractors are expected to be aware of and to comply with such requirements.

Contractors must detail the proposed method of work and the safety and security precautions prior to commencement of work to the satisfaction of the Building Manager.

Contractors shall work strictly in accordance with statutory regulations and any other requirements as advised by Local Authorities.

The contractor shall ensure that no step ladders, scaffolding, or other plant brought on to the site by them or by a sub-contractor shall at any time be accessible to any unauthorised person.

Contractors must provide their own ladders.

All ladders must be inspected before use by the contractor to ensure they are in a safe working condition.

All ladders in use must be securely tied in position. Where tying is impracticable a person must be stationed at foot of the ladder to prevent it from slipping at all times unless the ladder is not more than 3.05 meters in length and is securely placed.

Ladders must rise to a height of 1.07 meters above the landing place or above the highest rung reached by the feet of the person using the ladder.

Where the use of ladders is to be continued into the next day it must be taken down at night or access prevented.

The contractor shall take into consideration areas where the general public circulate and must take such precautions to prevent any risk of damage or risk due to falling or moving materials. This may include road closures, pavement closures, signage, netting, etc.

Where it is anticipated that overhead work shall be carried out, the areas below must be cleared of personnel by arrangement with the Building Management team. Gangways, etc. shall be cordoned off as appropriate and warning signs displayed.

The contractor must provide records and keep details of all statutory documentation e.g., record of scaffolding inspections, tests and examination of certificates of lifting appliances and equipment, accidents etc.

Permit to Work/Minor Works

Roof Work

Contractors' personnel are not permitted to go onto any part of the roof of the premises without the express permission of the Building Management team and must be in possession of an approved HazWork permit.

Contractors' personnel shall not be permitted access to any part of a roof unless they have the knowledge, experience and resources necessary for the work to be completed safely. Before commencement of work the contractor shall consider the hazards involved and the precautions necessary to overcome them and consult with the Building Manager where it is necessary.

Materials shall not be deposited on a roof unless properly supported and secured.

Where any contractor, during the course of his work, is likely to approach the edge of a roof, he must ensure that officer rails and toe boards are properly fitted, and in a safe condition. The use of safety harness must be used where officer rails/ toe boards are impracticable.

Where there is any possibility of falling materials, contractors must ensure that no person is at risk from such falls, by the erection of barriers or other suitable means.

Precautions must be taken to ensure that any roof work does not obstruct or interfere with any fire escape.

Contractors shall ensure that valleys gutter and downpipes are not obstructed by rubbish or materials.

The contractor's attention is drawn to the various HSE documents relating to roof work, and they are expected to comply with the content of these documents.

The contractor may also be required to erect special signage to alert others of their works.

Prior to any roof works, the contractor must conduct a detailed risk assessment and method statement for the works concerned.

Refuse Disposal

Combustible refuse e.g., shavings, packing materials etc. shall be collected and bagged up at least every three hours and shall be removed to a safe place at the end of each working day.

No burning of refuse on the site will be permitted under any circumstances.

Combustible refuse which cannot be safely disposed of on-site shall not be allowed to accumulate but will be removed from site on each working day.

All waste must be disposed of according to the waste management as part of the Environmental Protection Act 1990.

Permit to Work/Minor Works

Variation of Regulations

These conditions may be varied or added to any time by the Building Management team who will be kept up to date with all relevant regulations and requirements.

Legal Responsibilities

The contractor must ensure that all work is carried out in accordance with Section 2 & 3 of the 1974 Act, the Construction Regulations, and any other relevant statutory provisions.

Your landlord and JLL acknowledges and accepts its responsibilities for contractors working on the premises as specified in Section 3 & 4 of the Health & Safety at Work etc. Act 1974.

Disclaimer

Nothing contained within this document relieves the contractor of his obligations to comply with any statutory legislation or duties under common law and no permission or consent by or on behalf of your landlord or its agents under these safety rules and requirements shall in any way relieve the contractor of his liability for accidents, injury and/or damage under the contract.

These precautions are additional to any for which the contractor may be responsible by statute.

These conditions may be varied or added to at any time by the landlord or agent.

Permit to Work/Minor Works

Relevant Legislation

When carrying out work at 78 St James's Street all contractors must comply with all current Health and Safety and safe working practices legislation and directives including:

- Health & Safety at Work Act 1974
- Electricity (Factories Act) Special Regulations 1908 and 1944
- Electricity at Work Regulations 1989
- Institute of Electrical Engineers Standards 16th Edition
- Construction Regulations 1961 and 1996
- Construction Design and management Regulations 1994
- British Standards Code of Practice for Access and Working Scaffolds, Special Scaffold Structures in steel
- Health and Safety Executive Guidance Note GS42 – Tower Scaffolds
- Prefabricated Aluminium, Scaffolding Manufacturers Association Code of Practice
- Fire Precautions Act 1971
- Highly Flammable Liquids and Liquefied Petroleum Cases Regulations 1972
- The Management of Health and Safety at Work Regulations 1992
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Provision and Use of Work Equipment Regulations 1992
- The Manual Handling Operations Regulations 1992
- The Health and Safety (Display Screen Equipment) Regulations 1992
- The Personal Protective Equipment at Work Regulations 1992
- The Factories Act 1961
- The Offices, Shops and Railway Premises Act 1963
- The Fire Precautions act 1971
- The Control of Substances Hazardous to Health Regulations 1988
- The Noise at Work Regulations 1989
- The Abrasive Wheels Regulations 1970
- The Health and Safety (First Aid) Regulations 1981
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985
- Introduction to the Construction Regulations 1961 and 1966
- The Construction (General Provisions) Regulations 1961
- The Construction (Lifting Operations) Regulation 1961
- The Construction (Health and Welfare) Regulation 1966
- The Construction (Head Protection) Regulation 1989
- The Safety Representatives and Safety Committees Regulations 1977
- The Safety Signs Regulations 1980
- The Ionising Radiations Regulations 1985
- The Control of Pesticides Regulations 1986
- The Health and Safety Information for Employees Regulations 1989
- Fire Precautions (Workplace) (Amendment) Regulations 1999

Procedures for Occupier Alterations

Introduction

These requirements detail the outline procedures concerning Permits to Work and Licences for Alteration that must be followed at Regent's Wharf or all works carried out whether inside or outside an occupier's unit.

These regulations should be used to assist in developing and planning work and should be notified to all Project Management Design Teams and contractors at an early stage. If there is any inconsistency between the regulations and the terms set out in the lease, the terms of the lease/contract shall prevail.

The maintenance of services within the ceiling void relating to HVAC (heating, ventilation, air-conditioning including fire dampers) provision is the responsibility of the Landlord via the service charge. Access provision should be considered, but also access may be needed to the works to carry out this maintenance.

The Occupiers must consider / allow for during any proposed fit-out works the unimpeded access to Landlord services media that does not form part of the occupier demise. Unimpeded access is to be provided to all Landlords interconnecting service media (as stipulated within the Lease) within ceiling voids, raised floors and riser cupboards for maintenance, including but not limited to:

- Fire alarm cabling and devices
- Electrical trunking and associated cabling therein
- Lighting control modules and associated cabling
- Where required, lighting fixtures and fittings
- Air conditioning terminal units (VRV, VAV, FCU etc.)

- LTHW and CHW pipework, valves and commissioning stations
- Access control system devices and equipment
- Primary and secondary ductwork installations
- Landlord's data cabling
- Domestic hot and cold water services pipework and valves
- Any services which serve the demise or property as a whole

Where Occupier alterations (including installation of partitions and solid ceilings) to the floor plates will impede access, the Occupier is to ensure appropriate access hatches/provision is provided to the aforementioned services or if this cannot be achieved the Occupier is to allow for relocation of these services as part of their License to Alter application to areas which are impeded by Occupier installations. Suitable access is defined as access via step ladders and other access equipment without the necessity to overstretch to gain access to plant and equipment.

All works undertaken by the Occupier will be subject to a License to Alter and review before works are approved. Should it be established that appropriate access is not provided, or services have not been altered to allow for future maintenance works, the application will not be approved and the Occupier will be requested to re-submit their application which may incur additional costs and cause a delay in getting approval for works.

Continues over next page.

Procedures for Occupier Alterations

The landlord's M&E consultants and M&E contractor will undertake a final review of completed occupier fit-outs to ensure all necessary requirements have been maintained. Where access hasn't been provided a letter will be issued to the occupier formally notifying them and highlighting where access needs to be provided.

As part of any landlord approval CI and FHP will highlight these requirements and request these access provisions are demonstrated on submitted drawings, however the incumbent maintenance contractor will need to confirm they can fulfil their maintenance requirements on completion on any occupier fit-out works.

Licence for Alteration

Occupiers may not make alterations or improvements to their demise without the Owner's consent which, when granted is recorded in a formal Licence for Alteration document drafted by the solicitors and signed by both parties.

Generally, any works of alteration or improvement to the fabric or services to a unit will require a Licence for Alteration. Any works to the building may also require a planning application to Islington Council. These applications take at least 8 weeks to determine, and so early engagement with Islington is advised.

Any occupier considering undertaking works should make a formal application to the Owner in writing to the surveyor, including full details of the proposals. The occupiers must also give an undertaking to pay professional fees incurred by the Owner in considering and drawing up the Licence. This should be drawn up for the approval of the works. They should put their solicitors in funds for the Owner's professional fees. The solicitor must then give an undertaking to the Owner's solicitor that funds are in place.

The Licence document itself records the Owner's consent to the alterations and is concerned with the nature of the proposed change and effect it may have on the building's insurance policy and the Owner's interest in the property itself. No work can begin before the Licence is granted. The completion of a Licence to Alteration is likely to take at least four weeks from application so it is important occupiers make their first approach well before the anticipated start date of the works.

In making an application for the Owner's consent, four sets of drawings and specifications should be included. Two of the sets will be incorporated into the Licence agreement and the remainder is to review the proposals by the Owner and their consultants. Drawings must also show the routes and locations of any pipework, cabling etc. that run through Owner or other occupied areas.

Statutory Requirements

All appropriate statutory consents must be obtained before work commences and evidence of these consents should be included with the application for the Permit to Work. This includes consents under the Town & Country Planning Act, The London Building (Construction) Bylaws 1972 and the London Building Act. The applicants should obtain building control, District Surveyor and Fire Officer's approval both to proposed works and method of operation.

Upon completion of such works or alterations, the District Surveyors and/or Fire Officers may require a full demonstration of the means of escape and fire safety systems.

Procedures for Occupier Alterations

Design & Consideration

Some guidance of general design and consideration is given below.

Building Management may be able to provide further assistance particularly relating to Owner's services and building structure. Please contact the management team but allow adequate time for appropriate research and liaison.

- Design and Considerations
- Access for Landlords or Landlord's representatives within an occupier's demise.
- Facility for testing all HVAC equipment
- Drainage points for HVAC equipment
- Sound insulation between neighbour and property.
- Metering on incoming services
- Identification of all installed services (& equipment)
- Maintaining building design temperatures
- Local authority requirements
- Fire and smoke detection
- Adequate storage space
- Access for disabled persons
- Security
- Electrical loading against available supply
- Floor loading
- Maintaining minimum internal temperature

Telecoms (Wayleave) Requirements

Occupiers may not introduce new telecoms services to their demise or the building without the Owner's consent and the grant of a wayleave document drafted by the solicitors and signed by all parties. This is a legal document that provides rights for a third-party supplier (on behalf of the occupier) to install equipment in the building.

Any occupier considering undertaking works should make a formal application to the Owner in writing to the surveyor, including full details of the proposals. The occupiers must also give an undertaking to pay professional fees incurred by the Owner in considering and drawing up the wayleave. They should put their solicitors in funds for the Owner's professional fees. The solicitor must then give an undertaking to the Owner's solicitor that funds are in place.

The wayleave document itself records the Owner's consent to the alterations and is concerned with the nature of the proposed change and effect it may have on the building's insurance policy and the Owner's interest in the property itself. No work can begin before the wayleave is granted. The completion of a wayleave is likely to take at least four weeks from application so it is important occupier make their first approach well before the anticipated start date of the works.

In making an application for the Owner's consent, drawings and specifications should be included. Drawings must show the routes and locations of cabling etc. that will run through Owner or other occupied areas.

For further details please refer to the 'Wayleave Guide for Occupiers'.

Procedures for Occupier Alterations

Applications

Applications for Licence for Alteration should be sent in writing with supporting information to:

Sophie Dunn (JLL)

JLL

20 Water Street

Canary Wharf

London. E14 5GX

Sophie.Dunn@jll.com

Contractor's Instructions

Permit to Work - Requirements

Only approved contractors holding an authorised HazWork, Hot work permit are allowed on site. No other contractors should be allowed on site unless authorisation to access and to work has been raised by a member of the Building Management team. If contractors are working alone on a site, they must report and sign in at security on arrival.

Once a contractor has signed their acknowledgment of the authorisation instructions, Security can issue approval for the time stated on the authorisation to access.

The contractors should provide their own trolleys for the transportation of items. Materials can only be transported via the goods lift with approval from the Building Management team. The contractor must ensure the lift has been protected with the lift drapes.

No works can be carried out on the premises without a completed HazWork/Hot Works Permit signed by Building Management.

To obtain a Permit to Work the following guidelines must be followed;

	Guideline	Description
1	48 hours' notice	Permit must be requested at least 72hrs in advance
2	Health & Safety Policy	A copy of this document is required
3	Risk Assessment	A detailed Risk Assessment must be completed to the Building Management's satisfaction.
4	Method Statement	A site-specific method statement detailing works from start to finish is required
5	Public Liability Insurance	A copy of certificate to the value of £10 million must be supplied
6	Drawings	For installation works drawings will be required for approval



Contractor's Instructions

Contractor Details Required

Details Required	Contractor to Complete
Name of Contractor	
Address of Contractor	
Person in charge of contractor (Name and telephone number)	
Emergency contact number	
Name of /organisation Requesting work	
Names of operative attending site to conduct work	
Start Date	
Completion Date	
Time work's due to start	
Time work's due to finish	
Hot Work Permit required*	YESNO

**Hot works permits are only valid for one shift*

House Rules for Contractors

Access

Site access and egress is through the Goods In entrance on via either Thorley Gardens or Bartlett Yard. If certain bulky materials need to be brought into the building, then arrangements need to be made with the site Security team.

Deliveries/Removals

All deliveries should be notified to the Security team. We will ask you send a calendar invite to request a particular delivery slot no later than 24 hours in advance, and the Security team will either accept the invite (delivery slot confirmed) or reject the invite (delivery slot refused). The team should give you a reason if it is refused. When booking a slot, please ensure the following information is provided:

- Start AND finish time of delivery
- Detailed explanation of delivery – size, number of boxes/cages/pallets.
- Expected unloading and time to bring into the building and up onto the relevant occupier floor.

All delivery invites should go to: <https://touchpoint.fm.co.uk/RegentsWharf/>.

Please refer to the Site Fit Out Guide for additional information on access and restrictions.

Please also be mindful of a few key points which you need to relay to your suppliers:

- Our loading bay is small and is not designed for storing or unpacking, so please ensure this is done before items are brought into the building.
- We are asking where possible that pump trucks and pallets are NOT brought into the building, due to the constraints of narrow corridors. We would ask you arrange where possible to break deliveries down into smaller, more manageable cages, trolleys and other items to move goods through the landlord areas.

- Any items unpacked outside need to be done neatly and without causing obstruction to our neighbours and pedestrians.
- Any rubbish or packing items MUST be cleared away and removed

Any damage to common areas caused by fit out works must be reported immediately, even if the contractor affects a repair to the damage that has been made.

Should any user wish to arrange major removals which are to take place outside normal service hours, application should be made to the Building Management Team at least seven days in advance giving details of items to be moved (including loads), the dates and times, the route proposed, the method to be used e.g., goods lift/staircase and the arrangements to be made to protect the building and landlord's finishes therein. This will be monitored by the Building Management Team and extra security provided if deemed necessary.

Upon receipt of such application, the Building Management has the right to ask users to alter their proposed arrangements to avoid inconvenience to others or in the interest of good estate management.

House Rules for Contractors

Deliveries/Removals Continued

Users who wish to have either partial or sole use of the goods lift outside service hours, for the purpose of moving heavy or bulky items, shall provide the Building Management with separate details of these proposals. These should cover the protection of finishes, the weights of such items to ensure hoists are not overloaded, and the provision of stand-by lift engineers if so required. The cost of these additional services will need to be covered by those carrying out the works.

The landlord and/or the management company cannot be held responsible for the loss or damage to the items being moved by users within the building.

Users shall have sole liability of any damage that occurs to any part of the landlord's building and finishes whilst they are moving loads to and from their demised areas and shall put right that damage entirely at their own expense and to the original specification. If necessary, a photographic log of the condition prior to such works will be kept by the Building Management team.

Noisy Works

Noisy works are to be carried out at an agreed time laid down by the management team as consideration needs to be given to the residents of the neighbouring properties. Minor items of noisy work may be undertaken during the day, but only with prior agreement from the Building Management and others likely to be affected.

Please keep in mind there may be others in the building and due consideration needs to be shown to all for the duration of the project.

Parking

There are no parking space facilities for contractors at Regent's Wharf.

Health & Safety/Evacuation Procedures

JLL Procedures for Contractors and Project Management, taken from the JLL Health and Safety Guidance Manual must be read in conjunction with the Health and Safety procedures in the Site Rules for Contractors at Regent's Wharf, before work commences.

The Fire Evacuation procedures provided by contractors need to be site-specific; details of the building evacuation procedures can be found within this occupier guide under section 11 Emergency Procedures (Fire). The procedures should include the name of the contractor's fire warden responsible for reporting to the ground floor reception in the event of a fire. Contractors are reminded to notify the Building Management team of any changes to the nominated fire warden.

House Rules for Contractors

Welfare Facilities

Welfare facilities will need to be provided within the occupier's workspace during the duration of the project works.

Housekeeping

Any walls, partitioning or riser cupboards broken through to allow cable/pipe runs, must be properly fire stopped using LPCB approved materials. Notification (48 hours) is to be given if you require access to the risers on other floors.

All cables running through the risers must be clearly labelled on each floor, clearly stating what they are and who they belong to.

Waste removal and storage must be agreed in advance with Building Management. Building Management should be informed if a 'Wait and Load' system is proposed to remove waste from the Building.

Communication

Any requests for isolation of the fire alarm system must be given to Building Management 48 hours in advance, ensuring when the work is completed the system is re-activated.

When hot works are carried out the necessary fire precautions must be taken (see section on fire precautions) and approved in advance by the Building Management.

Any works being carried out which interfaces on the Owner systems, at least 48 hours' notice is to be given to the Building Management, along with a method statement and risk assessment covering the works.

Mechanical & Electrical Services

A detailed provision for repair and maintenance responsibilities is outlined in your lease, and we would encourage all occupiers to review the lease carefully. The JLL on-site management team will have a full matrix of responsibilities as this will form the basis for the scope of work conducted by the landlord's maintenance contractor. Please by all means contact the Building Management team or JLL Property Manager for a detailed run through of the respective landlord and occupier responsibilities. The following is a high-level summary of base building systems:

Air Conditioning

The landlord retains overall responsibility for all air and water systems providing air conditioning to the offices which are served by the central building systems. Those associated services within ceiling voids serving HVAC systems are maintained by the Landlord via the service charge. All modifications and additions to these systems by occupiers within their demise must be agreed with the landlord prior to the works being undertaken. Any freestanding systems installed by occupiers will remain the responsibility of the occupier but must be approved by the landlord prior to their installation.

Fire dampers are also maintained by the Landlord via the service charge. Tenants must provide access for this essential maintenance on request.

If an occupier requires the air conditioning to be turned on 'out of hours' they will need to contact the Building Management team. There will be an additional cost for the usage.

Water

The Building has a single metered incoming mains water supply to serve all areas. The costs of that supply are charged to the Service Charge for the Building and consumption is monitored.

Electricity

The Building is supplied by two sub-stations within the building, with occupiers lighting and small power supplies on each floor being sub-metered at the distribution boards to enable direct recovery, outside of the Service Charge, of occupiers' consumption costs. Note: Some occupiers have their own check meters with their own direct supply.

Gas

There is no gas present at Regent's Wharf.

Kitchen Extract

Any kitchen extract systems, as installed as part of the occupier fit-out, will be the sole responsibility of the occupier for maintenance, testing and cleaning. All regular certification to be issued to the landlord.

Fire Systems

The landlord retains responsibility and control of the fire alarm and sprinkler system regardless of its location.

Where occupiers install their own systems for whatever reason then the landlord is responsible for the interface unit connecting to occupiers' systems. Occupiers will be responsible for the systems themselves and must supply test data to the landlord at any time on request.

Mechanical & Electrical Services

Lifts & Access Equipment

The lifts and access equipment remain the responsibility of the landlord

Security Systems

The landlord retains the responsibility for the security systems that are part of the main base building installation. Any occupier installation remains with the occupier other than that the landlord may request at any time sufficient detail to check that occupier systems do not compromise fire escape provisions.

Computer Room/Generator/UPS

Any computer/server room installed as part of the occupier fit-out or UPS will be the sole responsibility of the occupier.

Maintenance & Operation

The engineering team for the Building is provided by the managing agents M&E Services Maintenance Contractor and have been chosen to provide the multi-disciplinary capabilities. The engineers perform planned equipment maintenance on a computerised schedule. Access to the occupiers' areas will be required by the engineers from time to time to carry out maintenance and operation works. Access during and outside of normal business hours, except in the case of an emergency shall be by prior arrangement between the occupiers and the Building Management Team.

In addition, if the Landlord requires, for planned maintenance and Health and Safety reasons, to curtail the M&E Services, occupiers will be provided with as much advance notice as possible of planned shutdowns. CEWA applications will be presented for approval where appropriate.

Amendments to the Occupier Handbook

No	Amended by	Date of Amendment	Remarks
1	Ralph Kamper(JLL)	28 th November 2023	First draft
2	Ralph Kamper (JLL)	1 st March 2024	Inclusion of Touchpoint information
3	Ralph Kamper (JLL)	16 th May 2024	Client required amendments
4	Ralph Kamper (JLL)	11 th June 2024	Client required amendments
5	Ralph Kamper (JLL)	24 th June 2024	Insertion of Lighting Requirements Section
6	Ralph Kamper (JLL)	2 nd July 2024	Insertion of Campus Map Page
7	Arlean Carlos (Amplify) and Vladislavs Davidovics (CIS)	05 th November 2025	Inclusion Equiem information - Fire Safety – First Aid & Emergencies – Deliveries & Logistics
8	Arlean Carlos	17 th December 2025	Updated with detailed Equiem app guidance, booking and visitor steps, Help Desk instructions, app download links, reception contact details, and clear access to the Pet Policy, Reception contact details and registration form.
9	Arlean Carlos (Amplify)	28 th March 2026	Section updated: Engine Room & The Roost – Usage Guidelines Introduced clear end of event requirements, defined cleaning versus tidying responsibilities, and added waste management and facility use expectations.
10	Arlean Carlos (Amplify)	28 th May 2026	The Occupier Directory has been updated, and the picture on the Occupier Helpdesk page has also been changed.
11	Arlean Carlos (Amplify)	17 th June 2026	The Occupier Directory has been updated for elasticStage.



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