

EMERGENCY CONTACT INFORMATION (Section 1)

And

TENANT'S HANDBOOK (Section 2)

for

1 Tanfield

Edinburgh

EH3 5DA



EMERGENCY CONTACT INFORMATION (Section 1)

Introduction	Page 5
Emergency Procedures	Page 5~6
Emergency Contact Details	Page 7

TENANT'S HANDBOOK (Section 2)

Tanfield Contact Details	Page 9
Health & Safety Statement	Page 10
Introduction	Page 11~12
Service Charge Setup & Administration	Page 12
Services Procurement	Page 13
General Description	Page 14
Operating Hours	Page 15
Security	Page 15
Access Control	Page 16
Reception Services	Page 18
Deliveries & Post	Page 18
Parking	Page 19~20
Shower Facilities	Page 20
Maintenance & Engineering Plant	Page 21~22
Defect Reporting	Page 22
Lifts	Page 23
Cleaning	Page 23
Refuse Collection	Page 24
Health & Safety Policy	Page 25~26



INDEX (Contd.)

TENANT'S HANDBOOK (Section 2)	
Risk Assessments	Page 26
Disability Discrimination Act	Page 26
Fire Procedures	Page 27~28
Lift Failure	Page 29
Keys & Locks	Page 29
Sign Writing	Page 30
Service Areas	Page 30
Other Emergency Procedures	Page 31
Gas Leak	Page 31
Electricity Failure	Page 31
Flood	Page 31
First Aid	Page 32
Accident Reporting	Page 33
Electricity at Work	Page 33
Portable Electrical Testing	Page 34
Gritting	Page 34
Arrangements for Contractors	Page 34
Substances Hazardous to Health	Page 35
Highly Flammable Liquids	Page 35
Display Screen Equipment	Page 35
Manual Handling	Page 36
Work Equipment	Page 37
Personal Protective Equipment	Page 37



INDEX (Contd.)

TENANT’S HANDBOOK (Section 2)	
Workplace	Page 38
Smoking	Page 39
Asbestos	Page 40
Bomb Threat/Chemical Attack Introduction	Page 41
Actions on Bomb Threat from Outside Source	Page 42
Actions on Finding a Suspicious Package	Page 43
Actions on Receiving a Bomb Threat Call	Page 44~45
Telephone Bomb Threat Checklist	Page 46~48
Actions on Receiving a Threat of a Chemical Attack	Page 49
Actions Following a Chemical Attack	Page 50
Revision history	Page 51



Introduction

The purpose of this manual is twofold. Firstly, to give recommendations on actions to be taken in the event of an emergency and secondly, to give advice on day to day tenant/landlord responsibilities.

Emergency Procedures – Please read this section carefully

Tenants are advised to have at least two members of staff conversant in emergency procedures to cover holidays and minimise reaction times should an emergency arise.

It must be stressed that business continuity plans and responsibilities remain with the tenant, whilst the landlord has no responsibility in this area, every effort will be made by the landlord and their managing agents, Savills, to assist in anyway possible.

As the nature of emergencies constantly changes, this cannot be taken as a definitive document and whilst every effort has been made to ensure the main eventualities have been covered, additions and amendments may well be forwarded for inclusion into the manual. Equally, if tenants have suggestions for improvements, they are encouraged to forward them to the Facilities Manager whose details are listed at the beginning of this manual.

General Responsibilities

Your lease agreement will in general define responsibility for the demised area in its entirety to be that of the tenant and the landlord's responsibility to cover common areas such as heating, lifts, landscaping, drainage etc.

This is very much a generalisation of responsibilities and tenants are advised to consult their lease for precise descriptions.

Please contact the Facilities Manager if you require clarification of any other details in the Tenant's Handbook.

Whilst possibly stating the obvious, it is worthwhile noting that simple housekeeping rules can help to avoid or reduce some of the risks.



Fire

Ideally, combustibles should not be left either within or outside the premises at any times however, if this is not possible, steps should be taken to ensure such items are not available for vandals.

Paper, cardboard etc should be placed in the appropriate bin store and secured.

Pallets and much larger items should be removed on the same day. If they cannot due to other circumstances, approval is required from the Building Management, and they should then be stored away from the property. Suffice to say, it should be as far away as is possible. Whilst there is no guarantee this will prevent them being ignited, it will help to ensure as far as possible that fire does not spread to the property.

Security

Whilst it is tempting to leave demise doors open even for short periods of time to accommodate certain activities, unless adequately monitored, it is seen as an open invitation to opportunists for theft or worse.

Card access/door magnetic lock systems are ideal to prevent unauthorised.

Suspicious Packages

Simple precautions as mentioned above will help to prevent suspicious packages being left anonymously on your premises.

Equally, they can be delivered through normal channels. Your Health and Safety Consultant or local Police Liaison Officer will be please to advise on precautions to be taken and there are some simple guidelines in the tenant's handbook to the rear of this manual.

Some of the more usual devices are delivered in jiffy bags and are primarily intended to harm and maim the recipient. Larger deliveries of course can contain explosive devices and are intended to cause major damage. There are sometimes telltale indications i.e. smell/odour or greasy marks from the seams and even loose wires can be seen before the package is opened.

Encourage employees to be observant and challenge strangers at the property at all times.

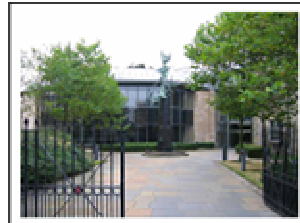
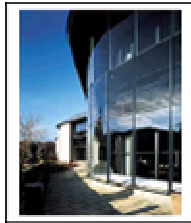
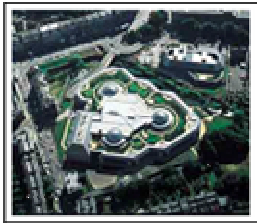


Emergency Equipment

It is recommended to establish an "Emergency Pack" for use in emergency situations.

Emergency Telephone Numbers – 1 Tanfield

Service Provided	Company/Contact	Telephone Number
Facilities Manager	Craig Young	T: 0131 556 3760 M: 0781 855 4660
Building Surveyor	Niall Joyce	T: 0141 222 4116 M: 07774 482 4321
Fire Service		999
Security Control Room	Securitas Security Services	T: 0131 558 7254 T: 0131 558 5231 T: 0131 558 5232
Police	Police Station	T: 0131 311 3131
Gas Supply	Corona Energy/Transco	T: 0800 111 999
Electricity Supply	Scottish Power	T: 0845 272 7999
Water Supply	Scottish Water	T: 0845 600 8855
Health & Safety Executive	Info Line	T: 0845 345 0055



SECTION 2

TENANT'S HANDBOOK & CONTACT DETAILS

for

1 Tanfield
Edinburgh
EH3 5DA



Tanfield Contact Details

Telephone No	Contact Name(s)
Tel. 01315563760 Mob. 07818554660 craig.young@tanfield-edinburgh.com	Craig Young (Facilities Manager)
Tel#1. 01315585234 Tel#2: 01315585233 gill.russell@tanfield-edinburgh.com	Tanfield Reception Desk
Tel#1. 01315587254 Tel#2: 01315585231 Tel#3: 01315585232 security@tanfield-edinburgh.com	Security Control Room
Tel: 01415666015	Niall Joyce (Director, Savills)
Tel: 01412219191	Gareth MacDonald (Associate, Savills)

Tenants should provide a list of **essential** contact names and telephone numbers (both for working hours and out of hours) to the Facilities Manager and Security Control. Their names will be contacted in the event of a major emergency regarding the building or their demise.



1 Tanfield

The Management of Health and Safety at Work Regulations 1999 require that where two or more employers share a workplace, each employer shall co-operate with the other employers, to enable them to comply with the relevant statutory provisions.

The Landlord and the Building Management recognises their responsibility to co-ordinate health and safety within the premises, particularly with respect to the common areas.

We also request that all tenants co-operate fully with them in the discharge of their duties under the relevant statutory provisions.

The Landlord and Building Management will provide each tenant with relevant health and safety information regarding the common areas of the premises and will undertake to co-ordinate emergency procedures, such as fire drills, on the premises.

Also, in order that Landlord and the Building Management can fulfil their responsibility to co-ordinate health and safety within the building and to provide a safe place of work for all tenants, employees, contractors and visitors, we require that you provide us with certain information regarding your arrangements for ensuring the health, safety and welfare of your employees.

Should any tenant have any queries regarding any health and safety matters please contact the Building Manager in the first instance.



Introduction

This tenants' pack is designed to provide you with information regarding the general operation of the building. Also it will assist you in fulfilling your obligations with regard to the health, safety and welfare of your employees and to enable you to co-operate with us in order that we may both fulfil our duties to co-operate in health and safety matters.

We would ask that you read this information carefully and comply with our request to liaise on certain matters and to co-operate with us in order that health and safety may be co-ordinated within the premises. We would also suggest that you take any necessary steps to comply with all health and safety requirements.

Should you have any queries regarding any of these matters please contact the Facilities Manager whose details are listed in this handbook

Formal amendment lists will be issued as they become necessary. It is in the holder's own interests to ensure that their copies are maintained up to date.

Nothing contained in this management guide and instructions shall in any way affect the provisions of any Statutory Regulations, in particular:

- Offices, Shops and Railways Premises Act 1963
- Fire Precautions Act 1971
- Health and Safety at Work etc Act 1974
- Control of Substances Hazardous to Health Regulations 1988
- Noise at Work Regulations 1989
- Electricity at Work Regulations 1989
- Environmental Protection Act 1990

Plus any subsequent amendments to these acts and regulations or a subsequently enacted legislation applicable to office buildings and accommodation.

Responsibility for complying with current and subsequent legislation and lease requirements remains with the tenant.



Overall running of Tanfield will be exercised by Savills Management Resources, referred to herein as the "Building Management". They have a Facilities Manager on site from 08:30~16:45 Monday to Friday. All enquiries and problems should be referred to the Facilities Manager in the first instance. The Facilities Manager will be assisted by a team which include landlord's contractors and security officers.

The Building Management Team are responsible for the operation and control of the building its plant, equipment and their maintenance, for all security, safety and emergency procedures, drills and evacuations and all other building services including the common parts. Tenants are, however, responsible for demise security, lighting, small power, internal fabric, repairs, general maintenance and cleaning within their demised premises.

The Facilities Manager and Security Control offices are situated in the Ground Floor of the building in the Management Suite corridor located to the right of the main reception.

Service Charge Setup & Administration

The Building Management has produced an outline annual service charge budget which includes detail on costs anticipated to operate and run the common parts of the building for the benefit of tenants. The service charge has been set up on the basis of a single multi-let building with one service charge schedule covering all expenditure. It is anticipated that the service charge will cover the following list of services:-

1. Common parts electricity
2. Common parts gas supply
3. Common parts water charges (not water rates)
4. Static site security
5. Common parts cleaning
6. Exterior and other common window cleaning
7. Maintenance of common M&E systems
8. Maintenance of Lifts
9. Health and Safety administration of common parts
10. Facilities manager costs
11. Management Fees
12. Common parts repairs and decorations.

The above list is not exhaustive but gives an overview of the types of services included in the charge quoted.



Services Procurement

All major service contracts are fully tendered to at least three suppliers to achieve best value and where possible, several M&E services will be bundled to one contractor for ease of administration and value.

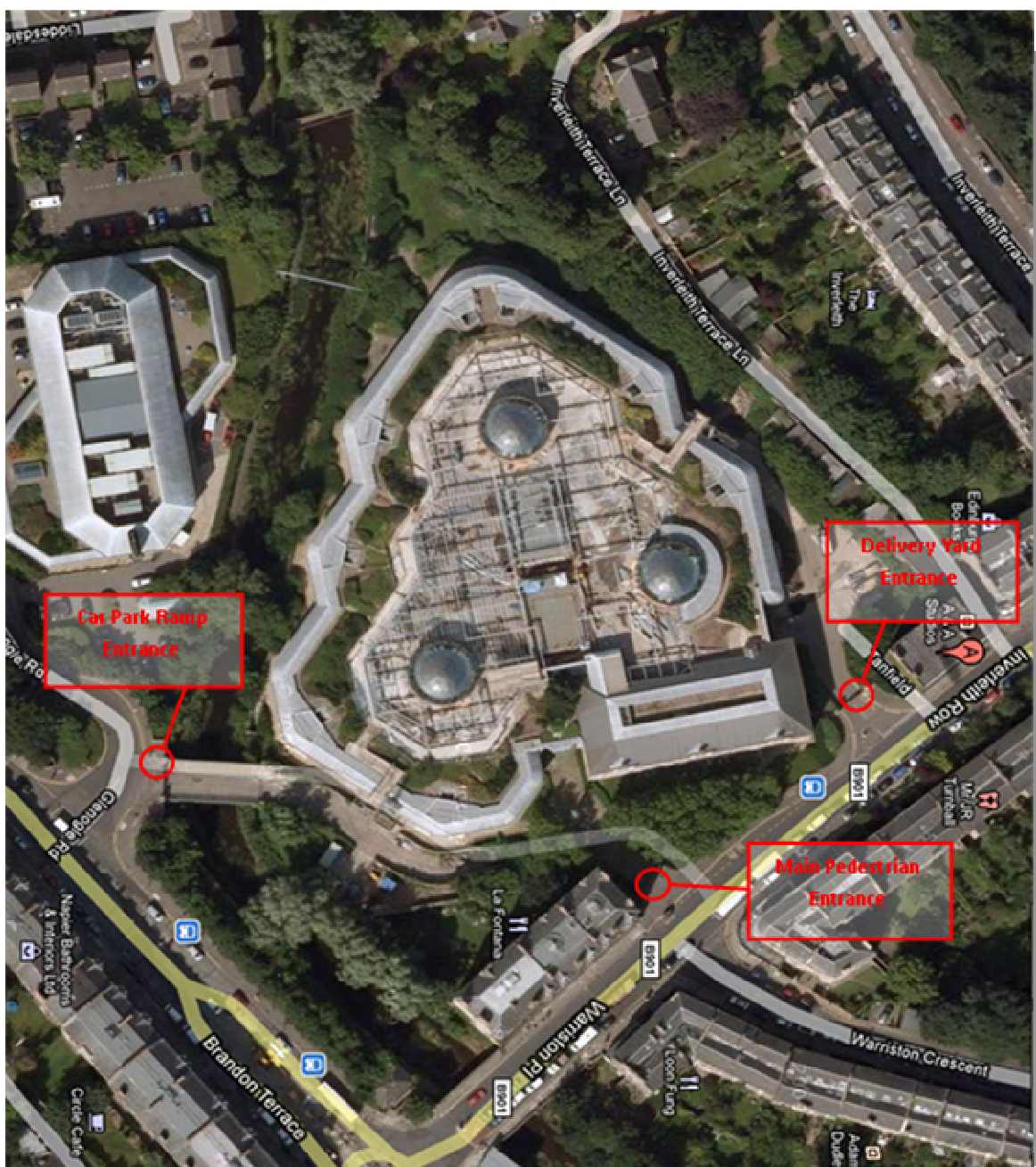
Standards of services provided will be constantly monitored and any contractors deemed not to be performing will be replaced.

Gas and Electricity supply contracts will be tendered via a retained utility broker to ensure best value. As a national business, we intend to use one broker for utilities on a number of buildings which will allow us to enter the UK utility wholesale market, offering significant savings on general rates available on the retail market. Tenants are reminded of the need for good housekeeping:

General Description

1 Tanfield is situated in the Cannonmills, City Centre area of Edinburgh and is also known as “Tanfield House”.

The main pedestrian entrance is located off Inverleith Row whilst pedestrian and car park access is off Glenogle Road during normal business hours only.





Operating Hours

1 Tanfield is manned by Security 24 hours a day 7 days a week including bank holidays.

The main pedestrian gate, Inverleith Row and the pedestrian/car park ramp gates will remain open between 07:00~18:00 Mon-Frid. The main reception will be manned during this time. These times are open to future review as the requirements of new tenants are met.

For additional out of hours services please contact the Facilities Manager.

Security

The Security plan for Tanfield has been formulated to safeguard the lives and property of all employees and contract staff within the building.

The Security team is supported by closed circuit television and door contact alarms, and a fire and smoke detection system is in place.

All visitors to the building must report to the Main Reception.

If a problem arises outside normal working hours the Facilities Manager can be contacted via Security on the number provided.

In the event of an emergency, contact the site Security Control room.

REMOVAL OF EQUIPMENT

In order to ensure additional security, all tenants removing equipment from the building must be accompanied by a letter of authorisation. Each tenant should supply the Facilities Manager with a current list of authorised signatories for this purpose. Please supply updated lists when changes occur.

Security or Reception can question any person carrying goods out of the building.



Access Control

Access to 1 Tanfield is controlled via Security Officers, CCTV, door contacts and a key fob access system in the basement car park area.

The key fob system is managed by the site Security. Any tenant given a car parking space under their lease agreement will be issued with an access key fob on completion of the appropriate Security form and acceptance of the Terms and conditions.

Any cyclist wishing to use the cycle racks in the basement car park will need to complete the form as detailed previous. There will be a charge for the fob unless covered under their lease agreement.

Tenants and their staff should ensure fire doors remain locked so as to restrict external access to their demise and in the interest of good security. All final exits from the building are alarmed.

Access to the roof garden is restricted to 2nd Floor tenants only as per their lease agreements.

VISITORS

Visitors should be instructed to go initially to the Main Reception. Prior notification of the names of visitors is strongly urged as this can be of assistance if large numbers of visitors are expected. Any special requirements regarding visitors should be discussed with the Facilities Manager in advance. The 4 visitor's parking spaces can be booked through Reception and are on a first come, first served basis.

CONTRACTORS AND STAFF

All contractors are required to report initially to the Security Control Room where they will go through a Site Induction and also sign in and out of the site.

They will then be directed to the appropriate Tenant suite to receive instructions.

Occupants calling in contractors must give prior notification to the Facilities Manager of the arrival of the contractor. In the case of "out of hours" work, full details of the company and personnel names must be provided at least 24 hours in advance. The contractor's supervisor will be responsible for clearing the entry and exit of his staff with Security Control.

The Facilities Manager must be made aware of any works which may impact Landlord systems and/or other tenants, and would thereby require Permits.eg Hot Works



GOODS DELIVERIES AND DELIVERY VEHICLES

All deliveries will be accepted through the Delivery Yard. Transport routes through the building should be agreed in advance with Security to ensure no damage to the Building or impact to other tenants.

Deliveries out of hours will only be received by Security by prior arrangement in writing and on the understanding that no responsibility is taken for the delivery.

Arrangements for routine deliveries are monitored by the Facilities Manager who will consult with tenants and issue or vary instructions as necessary to facilitate the orderly receipt of deliveries. The landlords cannot be held responsible for any loss or damage to goods delivered or attempting to be delivered to the building.

The delivery of any goods requiring special handling or of a hazardous or inflammable nature must be discussed in advance with the Facilities Manager.

OUT OF WORKING HOURS

Outside of normal office hours access to the building is restricted due to the closure of the Inverleith Row/Glenogle Road entrance gates and Main Reception doors.

There is a 2-way intercom fitted to the Main Pedestrian Entrance Gate should access be required out of hours.

For Health and Safety reasons, Security maintains a register of tenant staff working outside of normal working hours. It is the responsibility of the tenant to ensure that any staff working out of hours are registered with Security and must physically sign out when leaving the building.

In the event of staff wishing to return to work out of hours or work on a weekend, Security must be provided in advance with the appropriate details. Also adequate proof of identity will be required.

Tenants should ensure that they have in place a procedure to cover lone working outside normal working hours.



Reception/Concierge Services

Full reception/concierge duties are conducted between 09:00 - 17:30 Monday to Friday. Reception will monitor access to the building.

Deliveries & Post

All deliveries and Royal Mail post should be directed to the Delivery Yard entrance.

ROYAL MAIL

All standard mail delivered by the Royal Mail should be dropped off in post sacks addressed to either the individual tenants or Building Management. There it will be sorted by Security and can be either collected by the Tenant or delivered to their Reception by Security.

Mail which requires a signature will be signed for by Security and then a receipt signature will be required on delivery to the Tenant by Security.

COURIERS

Tenants should have their deliveries/couriered packages delivered straight to their reception desks after the courier signs in at Security. If the delivery company refuse to deliver to the Tenant, then Security will contact the Tenant and request advice on how they wish to proceed.

OUT OF HOURS MAIL / DELIVERIES

Any deliveries that arrive out of hours between 19:00 – 07:00 will be held at the Main Reception desk until collected by the tenant.

*There is no general storage space in the Loading Bay area and all large deliveries must be removed by the tenant immediately unless special arrangements have been made with the Building Management.



Parking

There are a total of 297 car parking spaces with situated in the secure Basement car park, which are made available to tenants either under their lease or by separate licence.

Tenants must ensure that they only use the designated spaces as laid down in their lease agreement or separate licence.

Car Park Access: Approach on the left hand lane of the ramp. Stop at the key fob reader and present your fob to the reader. The roller shutter will then open. Once fully opened, drive through and the shutter will close automatically behind you

Car Park Egress: Approach on the left hand lane of the ramp as signed. Approach the exit roller shutter and stop over the square cut in the road. The roller shutter will then open automatically. Once fully opened, drive through and the shutter will close automatically behind you.

Access to the building thereafter from the car park is through the access controlled doors in the centre of the basement and up into the main atrium via the central stairs and two Scenic Lifts.

*Please note that all other doors in the car park are alarmed and any unauthorised access through these doors will be detected by Security and the appropriate action taken.

Pedestrian access is not advisable through these areas.

If a registered user of the car park space changes their car please contact Security to amend your details.

Owners leave their cars in the underground car park entirely at their own risk. The Landlord and Building Management accept no responsibility for any damage or theft to property left in this area.

There are 64 cycle rack spaces available to tenants.

All enquiries regarding parking should be directed to the Facilities Manager.

Tenants will be issued access key fobs dependent on their access requirements to the car park. Visitors and contractors are not allowed to use the car park unless by special arrangement with the Facilities Manager.



Security will patrol the car park and twice per day and check that all Tenants are in their designated spaces and that all vehicle match our records. A report will then be issued to Tenant highlighting any anomalies.

Shower Facilities

There are male, female and disabled shower facilities provided on the Ground Floor along the management suite corridor.

Locker keys are available from Security for short term use only ie showering after commuting to work by bike or whilst out running at lunch time. ***They are not to be used as a long term storage facility.***



Maintenance and Engineering Plant

ELECTRICAL

High Voltage Installation. The building is supplied at 11KV from the local HV distribution Network. The HV supply is directly connected to the Landlord's HV switchgear and transformers.

The voltage is then transformed to 415v at the utility substation and from then into buildings LV distribution network. This will provide the following electrical services; Lighting and power within all common areas i.e. entrance halls, staircases, lift lobbies and corridors. Also, all central plant and control systems, including heating, cooling and air handling systems.

The tenants areas will be metered individually which will allow the Landlord to back charge tenants for direct small power and demised electricity consumption.

A standby generator is provided on site to offer back and support for critical building systems.

HVAC

The office areas are heated and cooled on ground and first floors by means of a displaced air system utilising an air supply system bellow the floor, supplemented by LPHW perimeter heating.

Air is filtered and heated or cooled as necessary and is adjustable in terms of temperature to suit individual occupancy requirements.

The central air handling plant has the facility to supply fresh air during periods of the year when free cooling can be utilised.

WATER SUPPLIES

There is a connection to Scottish Water main supply. Mains water service is connected to separate storage tanks for drinking water and domestic cold water services, located within the tank room.

There are also two separate incoming fire mains serving the fire systems.

All basins have sensor activated taps. Hot and cold water is fed through a Thermostatic Mixing Valve and exits the tap premixed at 42 degrees Celsius.



MAINTENANCE OF SYSTEMS & REVIEW OF BUILDING STANDARDS

It is intended to have quarterly management review meetings with all tenants and building management staff. These meetings, to be held on site, will provide an opportunity to discuss all building management aspects which will include performance of building mechanical, comfort and environmental systems. This forum would be in addition to helpdesk facilities and on site building management who will deal with immediate concerns of enquiries which tenants may have.

Only Savills approved contractors have been appointed, who will constantly monitor and maintain the environmental and mechanical systems serving the building. This will ensure that any problems and or non performance of systems are dealt with as they arise to ensure maximum comfort and minimum disruption to tenants. All maintenance will comply with the recommendations of the Operation and Maintenance manuals relating to each item of plant. The O&M Manuals will be constantly reviewed to ensure maximum environmental and operating performance.

Defect Reporting

All building maintenance requests for landlord areas are to be logged with the Facilities Manager by phone in the first instance and supported by an email. This is for the common areas only which are managed by the Landlord's contractors and not for the separate contracts organised by tenants in respect of their demise.

The Building Manager will provide updates of progress and then confirm back to the tenant once a job is complete.

All discoveries, happenings or occurrences which endanger or appear likely to endanger the safety or security of the building fabric or occupants or which is damaging or likely to cause damage to the building, its contents or occupants must be reported to the Facilities Manager or Security immediately.



Lifts

All lifts have 24 hour availability. The Building Management is responsible for the maintenance and cleanliness of all lifts with a 24 hour, all year round, breakdown and repair facility.

Each passenger lift is fitted with an alarm system for persons trapped, and a facility to speak to the Lift Monitoring Service for assistance when necessary.

To gain the best possible service from the lifts, the doors should never be obstructed and only the lift landing button in the chosen direction of travel be operated.

In an emergency fire situation, all passenger lifts travel to Ground floor and remain out of action until reset. If the fire is on the Ground floor the lifts will move to the 1st Floor.

The information regarding lift breakdown should be circulated to all staff employed by tenants within their first day inductions.

There are:

- 2 no. passenger "Scenic" Lifts in the central Atrium serving the Basement to 2nd Floor.
- 2 no. passenger lifts located near the Main Reception serving the Basement to 2nd Floor
- 2 no. Goods Lifts located at the Delivery Bay, 1 serving the Ground to 1st Floor and the other Ground to 2nd floor.
- 1 no. Stairlift providing access from the 2^{dn} floor to the roof garden
- 1 no. Platform Lift on the 2nd floor in the S4 tenants area.

Cleaning

Internal cleaning of common areas is handled by the building cleaning contractor and is under constant review in line with building occupancy demands.

A team of window cleaners is also employed to carry out internal window/glass cleaning in common areas and all external windows.

All cleaning of the tenant's demised areas is the responsibility of the individual tenants.

If you have any concern over the standard of cleaning or if a spillage occurs in the common areas please notify Security or the Facilities Manager.



Refuse Collection

Tenants are responsible for cleaning their own demised area and are asked to advise their cleaners to take all office waste to the refuse area, situated in the Delivery Yard. Bins are locked and a key can be obtained from Security.

RECYCLING

All tenant waste must be separated into the appropriate waste streams:

1. General Waste
2. Cans/Plastics
3. Paper/Cardboard

The refuse is collected on a weekly schedule which ensures there is adequate waste capacity as required.

The Loading Bay / Refuse Area must be kept clear and clean at all times, this area is covered by CCTV and any tenant/contractor found using this area as storage or leaving rubbish in the area will be charged for the removal of it.



Health and Safety Policy

STATEMENT OF POLICY

The Landlord in addition to their statutory obligations for Health and Safety do their utmost as a matter of policy to ensure the building provides a safe and healthy working environment where to the best of their abilities potential sources of danger are eliminated.

In order to fulfil this policy the Landlord requires the co-operation of every member of the building and tenant's staff.

OBJECTS

The Landlord's objectives are:

- (a) Provide a safe and healthy working environment for all persons working or having business within the building.
- (b) Ensure the safe and efficient operation of the building by the prevention of accidents to individuals and damage to property.
- (c) Minimise nuisance to all tenants and their staff.
- (d) Ensure all products brought into or used within the Landlord's and Tenant's demises are safe and appropriate for their proposed use and maintain a register of all such products to ensure all Health and Safety Executive recommendations and requirements (control of substances hazardous to health Regulations 1988 in particular) are met and observed.
- (e) Ensure contractors appointed by the Landlord or Tenants do not jeopardise the safe working environment policy of the building.

RESPONSIBILITY

Responsibility for Health and Safety cover on the part of the Landlords is exercised by the Facilities Manager and the Landlord's contractors. The Facilities Manager is also responsible for Tenant's observance. Jointly they are responsible for:-

- (a) Fire, bomb or hazardous substance spillage etc, emergency procedures and actions.
- (b) Safety training.
- (c) Housekeeping inspections.
- (d) Regular review of all building instructions and procedures especially with regard to Health and Safety.
- (e) Investigation of accidents, dangerous occurrences and reported hazards and any necessary remedial action.



CONSULTATION & CO-OPERATION

The Facilities Manager will establish a system of contacts with Tenants for the passing of information while Tenants should ensure such details are communicated fully to their staff.

Risk Assessments

Regulation 3 of The Management of Health and Safety at Work Regulations 1999 requires all employers to carry out an assessment of the risks to the health and safety of their employees whilst at work and the risks to the health and safety of non-employees arising out of or in connection with their undertaking. The purpose of the assessment is to help employers to determine the measures needed to comply with their duties under relevant statutory provisions. Again, employers who employ five or more employees are required to record the significant findings of such an assessment.

Health and Safety, Fire Risk, Asbestos and Water Risk Assessments are conducted annually in all areas of the premises which are the responsibility of the landlord. These assessments will be revised and updated as necessary. It is suggested that all tenants do likewise.

Disability Discrimination Act 1995

If visitors are expected, and it is known that they will need assistance in accessing the building, the Facilities Manager should be advised in advance to enable him to make appropriate arrangements. However tenants should also formulate their own Personal Emergency Egress Plans(PEEP). These should consider the difficulties of the building, people's requirements for assistance and the abilities of colleagues in giving assistance.

All Tenant's PEEPs should be shared with the Facilities Manager.



Fire Procedures

All tenants should produce their own fire procedures for their own areas and these procedures should link in with the overall Fire Safety Building Emergency Plan available from the Facilities Manager.

The following is given as a guide only.

The fire alarm is tested weekly, the test taking place at 10:00 on Friday mornings.

The alarm system is tested in accordance with Statutory Requirements. The sounders will sound for approx 10-15 seconds throughout the building. No action needs to be taken, however, please notify the Building Management if the sound is not audible.

In accordance with Health & Safety at Work Act 1974, the Fire Precautions Act 1986 and the building's Fire Risk Assessment a full Fire Drill will be held at least once annually. All drills will be co-ordinated with tenants in order that the whole building may be evacuated and the results of such drills will be communicated to tenants.

A copy of the building's Fire Risk Assessment is held in the Facilities Managers Office.

Tenants are to provide copies of their fire risk assessments to the Facilities Manager. Tenants are responsible for undertaking or instructing a competent person to undertake their Fire Risk Assessment covering their demise.

Tenants are to ensure Building Management has an up to date lists of their Fire Marshals.

Should any tenant discover a fire within their tenanted area, or within the common areas of the premises, the Fire Alarm must be sounded immediately via the nearest break glass point.

The fire brigade must be contacted immediately by dialling 999.

Upon hearing the alarm, all tenants must leave the building immediately by the nearest available exit and proceed to the Assembly Point. Fire Marshalls, appointed by respective tenants, will have their designated duties and must report to the site Fire Marshall at the Assembly Point.

The location of the assembly points are detailed on the Fire Action notices located next to all fire alarm break glass points in the common areas of the building.



No one must re-enter the building until told to do so by the appropriate Fire Marshalls. Remain at the assembly area until told to do otherwise. Follow any instructions that may be issued by the emergency services upon their arrival.

Fire Action notices are posted in various locations throughout the building indicating the fire procedure to be followed. All tenants must read these notices and familiarise themselves with their contents. All tenants should appoint a sufficient number of employees as Fire Marshalls, who should be trained in the functions they are required to perform.

Fire-fighting equipment has been provided at various locations throughout the common areas of the premises. As a tenant of the building you are required to provide any necessary fire fighting equipment to the area you occupy. This requirement will vary depending on the area of office space occupied and the activities undertaken within that area. Should you have any queries regarding this matter, please contact the Facilities Manager

For any evacuation out of normal hours the above procedure will still apply. However each tenant should have a procedure for staff to be identified as being in the building. Consideration should be given to the possibility that tenant Fire Marshalls may not be present.

Should any tenant have any queries regarding fire procedures within the building please contact the Facilities Manager.



Lift Failure

All lifts are fitted with emergency alarms which give direct contact with the lift maintenance Monitoring Centre which is manned 24 hours per day, every day.

Anyone stranded in a lift should press the alarm call button as indicated on the panel instructions, which will automatically ring answered by the Centre. Follow the instruction given by the operator and provide details as requested.

Failure of the Lift also raises an alarm to Security who will also attend provide support and guidance whilst they await attendance of the Lift Contractor.

Should there be no immediate response, remain calm and do not panic. The phones are on a call queuing system and the Centre may be answering another call.

Lift engineers will release the lift occupants as quickly as possible. No attempt should be made to leave the car until the lift engineer has confirmed that it is safe to do so.

Keys & Locks

To afford Security staff necessary access to all parts of the building, to deal with any emergency situation arising, a comprehensive set of keys, including those to tenants' demises, is required to be maintained in Security Control.

The locks to the main entrances/lift lobby doors on each floor giving access to Tenants' demises are required, in the interest of the general security of the building, to conform to a master system. Once fitted, these locks must not be changed or modified or additional locks fitted e.g. combination locks without authorisation through the Facilities Manager.

The Facilities Manager will discuss with Tenants any other key holdings considered necessary, and agree the limitations to be applied to the use of any keys taken into Security Control's keeping.

The locks fitted to doors leading to fire access routes, lobbies and staircases of whatever type (push bar, glass bolt, break glass key access etc) are approved under Fire Regulations. They are Landlord's property and maintained by them. In the interests of the safety of all persons within the building they must not be altered or tampered with in any way.

Any difficulties with such locks must be reported, without delay, to the Facilities Manager. Failure to do so could jeopardise lives in the event of any emergency.



Sign Writing

A building company directory is displayed in the Main Reception. Tenants should provide the Facilities Manager, in writing, with the exact wording they require to be displayed, they will arrange for the appropriate Sign-writing to be carried out.

In the future, tenants' names may be displayed on additional directories in the appropriate lift lobbies/stair landings; the style and wording of signs must be approved by the Landlord. Within their demises tenants are of course free to display their company names and logos in whatever way and style they wish. It should be noted that no signs or wording are permitted on any exterior windows or walls.

Service Areas

The following areas service the building as a whole and associated costs are included in the service charge for the building. Tenants have no rights of access to these areas other than those given in their lease.

- Building Management Offices
- Service Walkways
- Service shafts
- Security Control Room
- Fire and other staircases not otherwise demised
- Cleaners rooms
- General stores
- Plant rooms
- Mechanical and electrical risers
- Roof areas



Other Emergency Procedures

Should such an emergency occur within the Premises we would ask that all instructions issued by security be followed. This could involve the evacuation of the building, refraining from smoking, etc.

Bomb Threat/Chemical Attack

Please see Page 41 of this handbook.

Gas Leak

Should any member of tenants staff detects a strong smell of gas on site the following action to be taken, as far is possible. Inform Security and the Facilities Manager immediately.

Take any necessary steps to make the premises safe. Security will contact Transco (Tel. 0800 111 999) request their presence on site. Transco will advise on evacuation needs of the building.

DO NOT:

- *smoke*
- *use a naked flame*
- *switch any lights or electrical appliances on or off*
- *sound an alarm*

DO:

- *open all doors and windows (if smell inside the building)*

Electricity Failure

The obvious effects of mains power failure are the loss of general lighting and power to most areas and passenger lifts stopping. Fire Alarm and Fire Fighting Systems function normally and sufficient emergency lighting is maintained to permit easy and safe egress from the building.

Action within Tenants' own areas must depend upon what standby provisions they have themselves made. A standby generator provides supplies for the essential services including fire and emergency and security systems.

Flood

Should flooding occur within the building tenants should inform Security or the Facilities Manager immediately, they will ensure that appropriate action is taken.

Should flooding endanger the electrical system or electrical equipment, staff should be evacuated from the area and, if safe to do so, the electrical system or equipment isolated from the mains.



First Aid

The Health and Safety (First Aid) Regulations 1981 require all employers to carry out an assessment in order to determine their own individual requirements for the provision of first aid for their employees.

In most cases this will require the provision of a First Aid Kit to the minimum prescribed standard and the nomination and training of a First Aider or an Appointed Person.

A First Aider must be fully qualified and certificated and will be responsible for administering first aid treatment, maintaining first aid kits and facilities, summoning medical assistance and maintaining records. Some tenants may employ sufficient staff to warrant the nomination and training of a First Aider; smaller Companies may nominate an Appointed Person who will not administer first aid but will take charge of an emergency situation, summon medical assistance, etc., in the absence of a first aider.

As a minimum requirement, an Appointed Person must be available at all times. This will probably mean that at least two persons will be required to be nominated in order to cover periods of absence.

In the emergency event of no tenant First Aider being available, contact Security who will provide a First Aid trained officer to support.



Accident Reporting

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) requires that certain accidents or dangerous occurrences at work be appropriately reported. Marlow International has developed a system of accident reporting and investigation for their own employees and would suggest that all of our tenants do likewise in order to comply with existing legislation.

Such a system would involve an investigation to determine the initiating event of an accident and any relevant contributory factors. This would be followed up with regard to rectifying any hazards in the workplace, modifying or amending a system of work and informing employees of any lessons to be learned.

RIDDOR requires employers enter all accidents in the appropriate accident book introduced by the HSE, which also complies with the requirements of the Data Protection Act 1988. It is mandatory to report certain accidents and diseases to the HSE and tenants are advised to read the appropriate legislation.

We also request that all tenants notify security of any accidents or incidents occurring within the landlord areas of the premises. All such occurrences will be recorded through the Savills Accident/Incident reporting procedure on site and will be reported to the enforcing authority where appropriate. Tenants must in addition of course maintain their own accident book for occurrences within their demises.

Electricity at Work

The Electricity at Work Regulations 1989 requires that the complete electrical installation be examined and tested at least every five years by a competent person.

The Building Management will ensure that the electrical installation to the common areas of the premises is inspected and tested as required and appropriate records held. Further examinations and tests will be carried out as required. We would request that tenants ensure that such inspections/tests are carried out on the electrical installation to their own demise.

We ask tenants not to carry out any alterations to the main installations themselves or without the consent of Building Management. All electrical works must be carried out under the authorisation of the Facilities Manager responsible for the premises. All works will be carried out under a permit to work.



Portable Electrical Equipment

Portable electrical equipment is also required to be regularly tested by a competent person. Records should be kept of all such tests and any maintenance work carried out.

Gritting

Provisions have been made for the gritting of the entrances, pavements, delivery yard and car park ramp.

Arrangements for Contractors

Savills manages the property on behalf of the landlord and accordingly need to be aware of all activities carried on within the premises in order that health and safety matters may be co-ordinated.

We ask that all tenants liaise with the Facilities Manager prior to commissioning any work by contractors in and around the premises.

This would include any work carried out by window cleaners, telephone engineers, electricians, etc.

Approval must be sought prior to work being carried out in order to ensure that only competent persons carry out work within the building.

Advice on the necessary assurances and procedures to be obtained from contractors before work commences can be obtained from the Building Manager.

All authorised works impacting Landlord systems and other tenants will be carried out under the permit to work system that will be managed by the Facilities Manager.



Substances Hazardous to Health

The Control of Substances Hazardous to Health regulations 1988 (COSHH) state that no work which is liable to expose anyone to substances which are hazardous to health shall be carried out unless an assessment of their activities has been made. (These regulations have since been replaced by The Control of Substances Hazardous to Health Regulations 2002, although the main requirements remain the same).

The assessment involves evaluating the risks to health arising from work involving substances hazardous to health, and then establishing what has to be done to meet the requirements of the whole of the COSHH Regulations.

The Building Management have carried out an Assessment of all substances used by their own employees and contractors that may be deemed hazardous to health. We would request that all tenants carry out an Assessment of any such substances used within their tenanted areas. Such substances would include those labelled as "very toxic", "toxic", "corrosive", "harmful", or "irritant". The reason for this request is to enable us to know what substances are used within the building in order to determine their compatibility with other substances and with the fabric of the building.

Highly Flammable Liquids

All tenants should inform the Facilities Manager of any highly flammable liquids used or stored within their tenanted areas and of the method of storage used. This information is required to ensure that such substances are stored in the correct manner and to ensure that the Fire Authority is informed of their presence in the event of a fire.

Display Screen Equipment

The Health and Safety (Display Screen Equipment) Regulations 1992 cover workers who habitually use VDU's for a significant part of their normal work. Employers are required to assess the workstations of all such employees and assess and reduce risks. Factors such as hardware, software, workstation, the environment and any other factors specific to individuals using the equipment must be considered. Where risks are identified, steps must be taken to reduce them.



Manual Handling

The Manual Handling Operations Regulations 1992 apply wherever there are risks to the health of employees from manual handling, including any lifting and carrying carried out by office staff. The employer is required to:-

- Avoid the need for hazardous manual handling as far as is reasonably practicable;
- Check whether an item needs to be moved at all, can any repair or maintenance work be carried out in situ?
- Consider the use of mechanical aids;
- Assess the risk of injury from any manual handling that can't be avoided; and
- Reduce the risk of injury from hazardous manual handling, as far as reasonably practicable.

It may be that as a result of such an assessment the main requirement is to provide adequate training of employees to cover:

- How to recognise harmful manual handling;
- Appropriate systems of work;
- Use of mechanical aids; and
- Good handling technique.



Work Equipment

The Provision and Use of Work Equipment Regulations 1998 require that employers ensure that all items of work equipment provided to their employees and the self-employed working for them comply with these Regulations. All work equipment must be suitable by design, construction or adaptation, for the purpose for which it is used or provided. It must be suitable for use in the place it was intended to be used and only used for the purpose it was intended and in accordance with the manufacturers' instructions. All work equipment must be maintained in an efficient working order and in good repair.

The Building Management will ensure that items of equipment within the premises, such as lifts, AC systems, etc., are regularly maintained to the highest standard. We would ask that any defects noted to such equipment be reported immediately to Security who will record the defect and take any appropriate action.

We would also ask that you inform us of any equipment which may be classed as dangerous and is used or stored on the premises. Such equipment might include abrasive wheels, angle grinders, etc.

We would also suggest that you take any necessary steps to ensure that you comply with the requirements of these Regulations.

Personal Protective Equipment

The Personal Protective Equipment (PPE) at Work Regulations 1992 require employers to assess the risks and the PPE they intend to use to ensure that it is suitable. Employers are also required to ensure that they clean, maintain and replace PPE; provide storage for PPE when it is not being used; ensure that PPE is properly used; and give training, information and instruction to employees on how to use and how to look after it. All new PPE must have a "CE" mark.

Please ensure that you take the necessary steps to comply with these Regulations.



Workplace

The Workplace (Health, Safety and Welfare) Regulations 1992 place general requirements on employers to ensure a good standard of health and safety within the workplace. The Regulations broadly cover the working environment, safety, facilities and housekeeping.

The Building Management will endeavour to ensure that the common areas to the building meet these requirements and are maintained to a high standard. We would ask that you ensure that standards within your tenanted area also meet the requirements of these Regulations.



Smoking in the Workplace – The Health Act 2006

The above Act came into effect on 01 July 2007 and from this date it will be prohibited to smoke in most premises, places and vehicles.

It places a duty on employers, managers and those in charge of premises to:-

- Take reasonable steps to ensure that staff, customers, members and visitors are aware that these premises are required by law to be smoke free;
- Ensure no one smokes in smoke free premises

Tanfield has a designated smoke shelter, location as shown below.

Smoking is prohibited anywhere else on the grounds. Please can you also encourage employees to refrain from smoking outside the building entrances in the interest of the building image.





Asbestos

The Building Management recognise that they have responsibilities under the Control of Asbestos at Work Regulations 2002 as the person in control of the premises.

Locations of known Asbestos are held on the site Asbestos Register held by the Facilities Manager.

There is no known presence of Asbestos in any of the common or tenant areas.



Bomb Threat/Chemical Attack How You Can Help

The object of these guidelines is to make you familiar with the procedures adopted by the Building Management that should be followed in an emergency of this nature so that you will be prepared to handle it correctly and to react calmly and efficiently.

Terrorists frequently (but not always) give warnings of bomb explosions. So, unfortunately, do people making hoax calls.

Very often the warning calls are made to organisations other than the intended target, police, media etc.

Responding to warning calls often involves making difficult decisions. What is often overlooked, however, is the importance of gaining the maximum amount of accurate and useful information from the call, and unless a telephone recording system is installed, this is usually only witnessed by one person.

It may be expected that telephonists would receive such calls, but experience shows that any member of an organisation could be the recipient.

Where possible the person receiving the call should arrange for the call to be traced. Some telephone systems allow for this to be done after the call has terminated, and in this case the appropriate action should be taken immediately after the call.

In every case, whether the recipient considers the call to be credible or otherwise, the same procedure of recording all details, obtaining as much information as possible, and reporting without delay must be followed.

.....

This booklet should be kept so that it is available for easy reference should a call be received.

The following pages are guidelines to the procedures to be adopted, including a Check List, which should be completed by the person receiving the call.



1 Tanfield

Procedure for Bomb and Chemical Attack Threats

1. Bomb Threat Procedure – Introduction

It is the responsibility of all tenants and visitors to be aware of the following procedures, which will be adopted in the event of a bomb threat and/or warning being made against **1 Tanfield**

These procedures are devised to aid in the smooth, professional, and efficient handling of such incidents, where the safe and timely evacuation of all the building's occupants is paramount.

2. Actions on Bomb Threat from Outside Source

In the event of receiving notice of a bomb threat from an outside source (i.e. a tenant, newspaper, police etc.) the following actions are to be taken:

- Ascertain the exact details of the threat as follows:
 - Location of the device within the building
 - Time device is set/expected to detonate
 - When the original threat call was made

- Notify the following, if not already informed:
 - Building Security
 - Building Manager

- **DO NOT** use the fire alarm as this could activate the device.
- Once the last person has left the building, all main entrances will be locked.
- Confirm that all staff are properly accounted for, and then await arrival of emergency services.
- Upon the arrival of emergency services, pass on all information received, along with details of any missing persons following the roll calls, and provide any further assistance as required.



3. Actions on Finding a Suspicious Package

In the event of finding, or being notified of, a suspicious package, the following actions are to be carried out. However these should only be conducted once all reasonable steps have been taken to ascertain the packages owner or origin:

- Notify the following, if not already informed:
 - Building Security
 - Facilities Manager
- Security will make the appropriate decision on action which may include contacting of the Emergency Services and evacuation of the building by use of the fire alarm. If unsafe to do so, as the device is or is suspected to be in the vicinity of the building's Assembly Point, instruct staff, visitors and contractors verbally of the need to evacuate and of the need to go to a secondary Assembly Point.
- Once the last person has left the building ensure all main entrances will be locked.
- Confirm with each tenant that all their staff are properly accounted for, and then await arrival of emergency services
- Upon the arrival of emergency services, pass on all information received along with exact location of suspect device and the details of any missing persons following the roll calls.

Note – It must be remembered that under no circumstance should the package be moved, and that radio equipment or mobile telephones should not be used with a distance of 200 feet from the package.



4. Actions on Receiving a Bomb Threat Call

In the event of receiving a bomb threat call, whether aimed at **1 Tanfield** or not, then the following record/report sheet is to be completed either during or immediately following this call:

In addition security should be aware of the notes/comments preceding this sheet at all times.

Telephone Bomb Threats – Action

Every call must be treated as genuine

R ECORD
E XACTLY
A LL
C ALLS
T AKEN

- ◆ Write down all that is said. EXACT WORDS of the call are most important.

- ◆ Note the EXACT TIME OF THE CALL, and any time quoted by the caller. Check if the 12 or 24 hour system is used.

- ◆ KEEP CALM - ASK QUESTIONS - KEEP TALKING
("It is a bad line, could you say that again" - "this is important, I am writing it down, could you slow down please.)

- ◆ LISTEN FOR CLUES
Note details of: - SPEECH - LANGUAGE - VOICE - ACCENT -
BACKGROUND NOISE - MANNER. (Tick boxes on Check List)



EVACUATION

- Notify the following, if not already informed:
 - Building Security
 - Facilities Manager
- **DO NOT** use the fire alarm as this could activate the device.
- Security will make the appropriate decision on action which may include contacting of the Emergency Services
- Instruct staff, visitors and contractors verbally of the need to evacuate and of any need to go to their designated Assembly Point.
- Once the last person has left the building ensure all main entrances have been locked, before proceeding to the Assembly Point.
- Confirm that all staff, visitors and contractors are properly accounted for, and then await further instruction from Security or the emergency services.
- Upon the arrival, liaise with Security and the emergency services. Pass on the completed record sheet and all information received, along with details of any missing persons following the roll calls.



Tanfield

Telephone Bomb Threat Check List

CALL RECEIVED BY: _____

DAY _____ DATE _____ TIME _____

MESSAGE Exact words used

QUESTIONS

- ◆ Where is the bomb?
- ◆ When is it going to explode?
- ◆ What does it look like?
- ◆ What kind of bomb is it?
- ◆ What will cause it to explode?
- ◆ Did you place the bomb?
- ◆ Why?
- ◆ What is your name?
- ◆ What is your address?
- ◆ What is your telephone number?

ANY OTHER COMMENTS BY CALLER



AT THE END OF THE CALL KEEP LINE OPEN

LENGTH OF CALL _____

TELEPHONE NUMBER REVEALED _____

Other Information

THE CALLER

MALE FEMALE YOUNG OLD
NATIONALITY

LANGUAGE

WELL SPOKEN IRRATIONAL TAPED FOUL
INCOHERENT

VOICE

CALM CRYING ANGRY NASAL
SLURRED EXCITED STUTTER DISGUISED
SLOW LISP RAPID DEEP
HOARSE LAUGHTER

ACCENT _____
FAMILIAR (Who) _____

BACKGROUND

STREET HOUSE ANIMAL TRAFFIC
CROCKERY VOICES SILENCE ECHO
MUSIC FACTORY OFFICE PA SYSTEM

OTHER _____

COMMENTS OF PERSON RECEIVING CALL



POLICE INFORMED AT _____

OFFICERS NAME _____ NUMBER _____

SIGNATURE _____

DATE _____

PRINT NAME _____



5. Actions on Receiving a Threat of Chemical Attack

In the event of receiving a threat of chemical attack security are to carryout the following actions:

- Ascertain the exact details of the threat as follows:
 - Location of the device within the building
 - Time device is set/expected to detonate
 - When the original threat call was made

- Notify the following, if not already informed:
 - Building Security
 - Building Manager

- Security will make the appropriate decision on action which may include contacting of the Emergency Services and evacuation of the building by use of the fire alarm.
- Commence evacuation of the building by use of the fire alarm. If unsafe to do so, as chemical is or is suspected to be in the vicinity of the building's evacuation point, instruct tenants verbally of the need to evacuate and of the need to go to a secondary evacuation point.
- Once the last person has left the building ensure all main entrances have been locked.
- Confirm with tenants that all their staff are properly accounted for, and then await arrival of emergency services.
- Upon the arrival of emergency services pass on all information received, along with details of any missing persons following the roll calls.



6. Actions following a Chemical Attack

Should such an attack be launched without warning notify Building Security immediately.

In addition, and where possible with no risk to personal safety, seal off the contaminated area at the closest point by locking doors etc.

Security will immediately contact the Emergency Services

Security and the emergency services should be informed of the exact nature of the incident and the estimated number of current casualties.

Follow exactly any and all instructions given by the Emergency Services.



Tanfield

Revision History

Revision No.	Description of Change	Date
1	First revision	7 th December 2009