99 BISHOPSGATE

OCCUPIERS GUIDE

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INTRODUCTION

This guide has been produced for the benefit of all occupiers of 99 Bishopsgate as a quick reference to the services provided by 99 Bishopsgate Management Limited; The Landlord. It also contains information to help occupiers to understand the policies designed to ensure the smooth daily operation of the building and external estate.

The Building is managed Brookfield Office Property Management Limited through a mix of in house staff and outsourced service suppliers.

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

The Management Team is also dedicated to providing a pleasant, productive and safe environment for all occupiers to work in. Should you have any requests, suggestions or comments as to how we can improve our service levels, please contact the Management Team.

1.0 GENERAL BUILDING INFORMATION

This document has been prepared to provide information about the building and guidance on the site occupancy requirements for occupiers of 99 Bishopsgate (The Building). It is intended to serve two functions:

- To describe the facilities and services available within the building.
- To outline the responsibilities and obligations of the occupiers and the regulations which govern the operation of the building.

Safety is everyone's concern. Material in this manual is prepared and supplied as general information to help occupiers meet security and safety issues. It is not the Management Team's intention to direct the occupier to adopt or use any or all of the information, except as required by law. Nor does the Landlord assume any liability in connection with any or all of the information that may or may not be used or adapted by the occupier.

The Landlord or Management Team reserve the right to make suitable alterations to the service levels outlined in this document, subject to the provisions of each occupational lease. Where this occurs, the Management Team will endeavour to consult with the occupiers prior to implementing the change.

1.1 HOURS OF OPERATION

Normal hours of business within the building are from 0700 to 1900, Monday to Friday, with the exception of UK public holidays. All other times are defined as outside normal working hours.

The Building operates a 24 hour open office regime, 365 days per year. Building service levels may however be subject to a change at weekends, on public holidays and around some festive holiday periods.

Hours of access

The building is a 24 Hour building. (See 1.3 for security arrangements) Access procedures are as follows:

- During normal hours, access can be gained via the main entrance located on Bishopsgate. Vehicle access is also available via the Loading Bay Entrance on Old Broad Street for those persons authorised to do so by their employer under either a Lease or Licence entered into with the Landlord.
- Outside of normal hours the main entrances will be closed. Access can only be gained upon presenting a valid security access pass to the security officer or card reader. Vehicle access is also available for those persons in possession of a valid access pass.

1.2 DEFINITION OF COMMON PARTS AND RIGHTS OF ACCESS

All areas within the building are categorised in order to define the rights of access for all building users. The buildings are generally defined as being Landlord's, Occupier's demise or common parts.

Common Parts may be used for access and egress as necessary for the Landlord, the occupiers, their staff and authorised visitors. They generally include:

- External walkways
- The main entrance and reception
- Lifts and lift lobbies
- Staircases
- Washrooms accessible from other common areas
- Loading bay
- Car park

Landlord's areas are locations retained by the Landlord which are restricted from general access, usually due to Health & Safety reasons. These include:

- The roof
- Plant rooms
- Riser cupboards
- Electrical distribution rooms
- Lift control rooms
- Basement storage areas

Access to Landlord's areas may be granted to occupiers with a genuine need for access. However, an Authorisation or Permit to work may be required.

External terraces may be allocated for use by an occupier. In such instances, the occupier should ensure that it is used sensibly and that hazards to staff and members of the public are suitably controlled.

Goods and holding area

The building is equipped with a loading bay, accessible via Old Broad Street. All deliveries and collections, including mail and those made by couriers, must be transported via the loading bay.

This area is under the control of the security team 24 hours a day.

External areas

All external areas and other parts immediately outside of The Building are under the direct supervision of the security team, 24 hours per day.

1.3 SECURITY SYSTEMS

General

Manned Security is provided to cover the common areas and external perimeter of the building.

The security presence will comprise 24 hour security officers in the reception, in the security control room, the loading bay and officers undertaking patrols, both internally and externally.

The Landlord and Management Team will regularly review the security arrangements to take into account the level of threat from external sources, such as terrorism. Where deemed appropriate, the security officer presence may be subject to change.

It must be emphasised that all parties have an important role to play to ensure that the security arrangements are effective. The need to adhere to the arrangements described should be emphasised by occupiers to their staff and where procedures are found not being observed, occupiers will be asked formally to ensure that their employees do observe them.

It is the occupier's sole responsibility to ensure appropriate arrangements are made for the locking and unlocking of all doors to their demise. Outside normal working hours all doors should be kept secure.

Access into occupiers' areas at night may be required in order to undertake inspections for fire and insurance purposes. Where this is the case, the number of persons authorised will be restricted by the Management Team to individuals agreed with the occupier.

CCTV

A closed circuit television system is installed in the common areas. This provides coverage of a majority of the ground floor internal areas, (including the main entrance, reception, lift lobbies), the lift cars, the external perimeter, the loading bay and the car park.

Access control

The Building perimeters doors are fitted with secure locking devices to control unauthorised access. The front entrance doors are fitted with video entry systems and the reception is equipped with access barriers, which are monitored by the Management Team.

The Management Team will take ownership of the control against unauthorised entry from ground and basement levels into the passenger and service lifts by suitable electronic and manned security measures.

Visitors' access

Between the hours 0700 and 1900, Monday to Friday, visitors to the building should report to the main reception area which will be covered by a Front of House presence. If prior notification has

been given by an authorised occupier, an access pass will be issued and the visitor shown to the correct passenger lift.

Where prior notification has not been given, visitors will be asked to take a seat and their host will be contacted and asked to collect their guest. Occupier specific procedures will be accommodated, provided that they do not compromise the building's security.

Outside of these hours, the reception area will be manned by a single security officer and as such high volumes of visitors cannot adequately be managed. Access will only be granted where prior notification, during business hours, has been made by an authorised occupier. An access pass will be issued and the visitor shown to the correct passenger lift.

If large parties of more than 20 visitors will be required outside of the reception hours, the reception presence will be extended to accommodate this at a cost to the occupier.

Contractor access

All contractors working within the building should report to the Loading Bay Office. This office will be manned between 0600 and 2100, Monday to Friday for the issue of security passes, and Authorisation/ Permit to work documents, to those persons who have previously been notified to the Management by the Occupier.

Unauthorised visitors

If any occupiers or their staff are aware of, or suspect the presence in the building of, unauthorised visitors, they should contact the Management Team immediately.

Suspicious circumstances

Any suspicious objects, odours or occurrences noticed within the building or its vicinity should be reported to the Management Team.

Threats to occupiers of the building

If any occupiers or their staff receives any verbal or written threats which could affect any occupier or user of the building, or the building itself, the matter should be immediately reported to the Management Team.

1.4 FIRE AND EMERGENCY

Fire prevention measures and means of escape have been incorporated into the building's construction and fabric, allied with detection, alarm and fire fighting systems. It is essential that all occupiers of the building are fully aware of the relevant outline fire instructions, which are included in the appendices to this document.

In accordance with statutory requirements and best practice, the building Management Team organises the following:

- A weekly fire alarm test.
- A bi-annual emergency evacuation drill.
- An annual review of the risk assessment fire of the common parts and Landlord's areas.
- An annual tenants' compliance audit of the demised areas. It should be noted that this does not remove the need under the Regulatory Reform (Fire Safety) Order 2005 for the occupier to undertake a fire risk assessment of its demised areas. These must be provided to the Management Team as evidence of compliance.

An emergency plan is also included in Appendix E.

Occupiers are to comply with the requirements and recommendations of the Building Control Officer, the insurers of the premises and the reasonable requirements and recommendations of the Landlord in relation to fire or other precautions affecting the demised premises.

The occupier of each floor is required to nominate at least 2 x fire and emergency marshals, to assist with emergency evacuations.

Occupiers are also requested to advise the Management Team of staff and regular visitors with disabilities or restricted movement, such as injured limbs or pregnancy that may require assistance during an evacuation.

Provision and maintenance of hand-held fire appliances in the common parts and other Landlord's areas is the responsibility of the Landlord. Occupiers are responsible for these within their areas.

1.5 FIRST AID

The Management Team will endeavour to have a minimum of 2 x trained first aid persons at the building, at any one time to assist with incidents.

It is the responsibility of all occupiers to have sufficient designated members of staff trained in first aid to respond to incidents involving their employees and/or visitors.

Accident book

An accident book is located in the Security Control Room which is located on the Ground Floor and is manned 24 hours per day. Occupiers are responsible for ensuring that accidents or near misses involving personal injury to their staff or visitors within the common or Landlord's areas (including the External Perimeter) are recorded in this book.

Certain accidents and occurrences including serious injuries (e.g. requiring an ambulance, dismemberment, significant near miss injuries and fatalities), carry an obligation under the Reporting of Injuries Diseases and Dangerous Occurrence Regulations (RIDDOR) to report to The Health & Safety Executive

In all cases the incident should be reported immediately to the Management Team, where advice and assistance can be obtained.

1.6 SMOKING POLICY

As a workplace smoking is NOT permitted in ANY PART of the building as dictated by the Health Act 2006. This includes the common areas, Landlord's areas and the areas demised to occupiers.

Smoking within 20yds of the building is prohibited.

1.7 SIGNAGE POLICY

The main reception is equipped with an occupier directory. Requests for amendments/additions to this must be submitted to the Management Team who will endeavour to make the necessary changes within 10 working days, at the occupier's cost. Where a split floor is demised to more than one occupier the Landlord will provide and arrange signage in the lift lobby in keeping with the house style.

1.8 DISABLED ACCESS

The Landlord and Management Team wish to ensure full compliance with the Disability Discrimination Act and also wish to avoid any situations where persons with a disability are disadvantaged by the building and its services.

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

It is particularly important that occupiers inform the security team of staff and visitors that may require assistance vacating the building in an emergency. This may include pregnant ladies.

2.0 TECHNICAL INFORMATION

This section describes some of the basic technical characteristics of The Building.

2.1 LOADING AND WEIGHT RESTRICTIONS

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

Floors

The occupier shall not do anything which may subject the demised premises or the building to any stress or strain beyond that which it is designed to bear with due margin for safety. In the case of office floor areas, specified details can be obtained from the building O&M Manuals. In the event that a Structural Engineer has to be appointed on behalf of the Landlord, any costs that are reasonably incurred by the Landlord in obtaining the opinion of a qualified structural engineer as to whether the structure has been or is about to be overloaded shall be borne by the occupier.

Lifts

The occupier shall not do anything which may subject any of the lifts within the building to any stress or strain beyond that which it is designed to bear with due margin for safety. In certain circumstances, it may be necessary to employ the services of the lift maintenance company to supervise the use of a designated lift, for example, in the event of an office move whereby a lift is allocated for furniture removal. In such circumstances, all costs are to be borne by the occupier and subject to Landlord's consent.

2.2 ELECTRICAL METERING AND ELECTRICAL EQUIPMENT RESTRICTIONS

This section describes the strategy adopted to calculate and apportion the utilities costs between the Landlord's service charge and the occupiers.

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

- Occupier's small power and lighting
- Heating & Air conditioning during business hours
- Heating & Air Conditioning outside of business hours
- Occupier equipment installed within Landlords Plant Areas
- Communications rooms, Leisure & Welfare Facilities

Business Hours are defined as 07:00 to 19:00 Monday to Friday with the exception of public holidays.

The Management Team will receive a full range of metering data and plant operating times on a monthly basis in order to provide apportionment reports including the loads, times of operation and costs associated with each "user".

Incoming services

The main incoming Gas, Electricity and Water services, as described in the O&M Manuals are fitted with pulsed output meters providing data to the Building Management System on total utilities consumption within the Building.

Occupier small power & lighting

Occupier small power and lighting is distributed through 2no electrical risers on the tower floors and 4no risers on the podium floors; each riser containing a tenant distribution board for each office floor.

This data is collected by the Landlord from which an accurate apportionment of cost is calculated and recovered from each occupier.

Heating and air conditioning during both normal and outside of business hours

The Landlord's central plant control centres are fitted with meters, providing data to the Landlord's Automatic Metering Reading System. From these meters, electricity cost of running the central plant for the provision of Heating, Cooling and Ventilation can be determined.

There is a single gas supply serving the building which provides Low Temperature Hot Water to the Air Handling Units.

The office demised spaces receive heating via the supply air from the Air Handling Units this is then supplemented by the electrical re-heats off of the fan coil units. The fan coil units and electric re-heats are fed from the tenants demised space distribution boards and it is the intention that check meters will be installed by the Occupiers to record usage associated with these.

Heat meters have been installed on each of the 2011 Cat A floors to capture the coolth (this is the cooling energy load measured in kWh's) delivered to each demised office space, to allow cooling charges to be apportioned. Therefore there are no separate out of hours cooling charges as all cooling charges can be apportioned via the heat meters, whether in hours or out of hours.

This method of metering will ensure that the contribution each occupier makes to the energy costs will be directly linked to the cooling load on their respective floor.

Occupiers requesting air conditioning outside of business hours should do so in writing, giving at least 12hrs notice where possible: to allow an appropriate adjustment to the operating times on the Building Management System.

Occupier equipment installed within Landlord's Areas

In the event that an occupier installs equipment within a Landlord's plant room, the equipment may be supplied with electricity from a Landlord's distribution board.

If an occupier connects to a Landlord's distribution board it will be required to install a pulse meter, providing day, night and maximum demand data to the Landlord's automatic meter reading system.

Communications rooms, leisure & welfare facilities

In the event of an occupier installing systems, within its office space, requiring the use of additional gas or water, whether chilled water, domestic hot & cold water or medium temperature hot water, the occupier will be required to install a metering system deemed appropriate to record the costs associated with the additional supply.

Examples of such systems include:

- Additional cooling systems for communication suites
- Catering facilities
- Showers and leisure suites

This will require an appropriate system of metering to be installed and connected to the Landlord's automatic meter reading system. The strategy for metering such systems will be considered and agreed on an individual case basis.

Cost recovery

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

Service	*Frequency of Recovery*	*Method of Recovery*
Occupier small power & lighting	Monthly	Apportioned directly on a monthly basis utilising the tenant Billing Package
Heating & air conditioning during business hours	Monthly	Apportioned directly on a monthly basis utilising the tenant Billing Package
Heating & air conditioning outside of business hours	Monthly	Apportioned directly on a monthly basis utilising the tenant Billing Package
Occupier equipment installed within landlords areas	Monthly	Apportioned directly on a monthly basis utilising the tenant Billing Package

3.0 OCCUPIERS' SPACE AND ALTERATIONS

3.1 HEATING, COOLING AND VENTILATION SYSTEMS

The occupier shall not do anything which adversely affects the heating, cooling or ventilation of the building including, the supply of heated or chilled air to the demised premises or any other centrally controlled systems.

The occupier shall not do anything which imposes an additional load on the heating, cooling or ventilation plant and equipment or such system beyond that which it is designed to bear. Nor shall the occupier do anything to this equipment to consume unnecessary levels of energy.

3.2 COOKING PROHIBITION

The occupier shall not prepare or cook any food within the demised premises unless a proper kitchen has been approved and included in the fitting out of the demised premises with appropriate mechanical ventilation and alteration to the fire detection systems.

The following activities are envisaged and permitted:

- Heating/boiling of water by means of kettles, coffee-making and vending machines and the like.
- Reheating of food and drink by means of microwave oven.

The following activities and associated equipment are forbidden (without installations previously approved by the Landlord):

- Cooking of food, including all hob and conventional oven appliances.
- Use of small or specialist appliances i.e. toasters and the like, other than those listed above.

3.3 WASTE DISPOSAL

Refuse and litter

The Management Team operate a refuse recycling scheme for the benefit of all occupiers of the Building with the aim of recycling 100% of the building's waste products, 99 Bishopsgate prides itself in participation of the City of London's, Annual Clean City Award Scheme and has received Platinum Award on several occasions.

The recycling area is located in the loading bay. Management of the refuse area is undertaken by the Landlord's cleaning company whom have a dedicated waste operative who maintains the service area and operates the refuse disposal equipment.

Occupiers are required to ensure that their layout design incorporates adequate space for the installation of on-floor waste receptacles for these waste elements, the Landlords Cleaning Manager can advise. The Cleaning Manager carries out quarterly waste audits of tenant waste and reports on statistics.

The building operates a clear sack policy for disposal of waste from tenant floors. Some examples of waste; Cardboard, all types of paper, cans, cartons, plastic containers, glass bottles, textiles, batteries and toners, the list is not exhaustive.

No refuse shall be placed anywhere other than in proper containers provided for the purpose or as may be designated by the Landlord and no litter shall be dropped in any of the building or common parts.

Kitchen and food waste

In the interest of hygiene, food waste must be placed in kitchen caddies to avoid cross contamination before being disposed of via respective tenant cleaners and placed in the food bins provided in the loading bay.

Exceptional waste quantities

In the event that an occupier requires the disposal of large quantities of waste paper or cardboard or any other waste on an occasional or periodic basis the Management Team must be notified so that special arrangements can be made for these items to be specially removed. There may be a cost for this service.

The Landlords recycling and waste management contractor will provide guidance to all respective tenant cleaning contractors on where to store the general waste, and the recycling process in the loading bay. Information on how to improve sustainability is regularly communicated to occupiers via the management team.

3.4 ALTERATIONS

Subject to Lease terms, alterations of a structural nature to partitions, or to the mechanical, electrical, fire/life safety systems and public health services must not be undertaken without first contacting the Management Team, who will be able to determine to what extent Landlord consent and associated legal documentation is required. Consent may take the form of a formal Licence to Alter or a Letter Licence.

A tenant's request for consent to alter must be in writing and provide an undertaking to pay the Landlord's fees in approving the works whether or not they proceed to completion. These may include, but will not be restricted to a Landlord's representative, a management surveyor, mechanical & electrical consultants, a structural engineer, specialist sub-contractors and solicitors.

a. Alterations of a cosmetic nature including redecorations can be undertaken subject to all necessary consents e.g. Building Regulations, Fire Authority approval.

b. During all alteration works, due consideration must be given to other occupiers. Noisy work must be carried out only after liaison with the Management Team.

c. Site specific risk assessments and works method statements must be submitted for review by the Management Team at least 48 hours prior to the works are due to commence.

d. Authorisation and Permit to work forms must be completed, as appropriate, prior to the commencement of any works to Landlords' systems or in Landlord's areas, as detailed below.

e. Under no circumstances should alterations including fixings or attachments be made in the common areas without express permission from the Management Team. This includes voice and data cabling.

f. Trucking routes for the delivery and removal of goods associated with the alterations/fit out must first be agreed with the Management Team. Fabric finishes to Landlord's areas must be fully protected.

For full details of the regulations in respect of fit-out or alteration works, occupiers and/or their Project Managers should refer to the *Occupiers' Procedures Manual for Construction Works*.

3.5 WINDOW BLINDS

Manual window blinds are installed to the perimeter glazing units. These are an integral part of the building design and as such must remain in situ. Occupiers are responsible for the maintenance, repair and cleaning of the perimeter blinds.

Special blackout blinds may be considered for presentation suites subject to confirmation of there being no detrimental effect upon the perimeter glazing units.

3.6 LIGHTING CONTROL SYSTEM

Occupiers are responsible for the maintenance and repair of all ceiling mounted lighting units.

Occupiers are reminded that large quantities of energy can be wasted by lights remaining on when office areas are unoccupied. As such, occupiers should ensure an appropriate control/sensor strategy for their areas.

Annual Earth Hour - Occupiers are encouraged to participate.

3.7 WIRELESS NETWORKS

Occupiers wishing to install wireless LANs are alerted to the potential security issues associated with them and must take note of the possible interference issues that may occur due to the presence of other wireless networks.

Wireless Networks can offer connectivity to anyone within range of an access point; physical boundaries are no longer a relevant option for preventing access. Installation of devices with little or no security would allow any unauthorised user with appropriate equipment to connect.

In addition, wireless technologies use frequencies from a band that is divided into channels. In order for adjacent access points to work with each other and not cause interference, a different channel must be used for each Access Point.

Occupiers guests and visitors benefit from the landlords network (wifi) whilst in Reception.

4.0 MAINTENANCE

4.1 MAINTENANCE POLICY

The 24/7 maintenance team will carry out emergency, regular and planned preventative maintenance operations to all common building services outside the occupiers' demised premises with the exception of:

1. Any plant / equipment which has been installed by the occupier.

2. Any plant / equipment which was installed as part of the base build project but has been moved, altered, damaged etc by the occupier's fit-out contractor and which has not been accepted by the Management Team.

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

Mechanical services

- Heating
- Ventilation systems
- Air conditioning
- Temperature control

Electrical services

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

Fire services

- Fire alarm system
- Sprinkler system
- Dry riser system
- Stair core pressurisation
- Hand-held fire fighting appliances in the common parts

Building management system

- Controls
- Supplementary workstations
- Motor control centres

Lifts

- Passenger lifts
- Goods/service lift
- Fire fighting lifts

Plumbing and drainage

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

The occupier will be responsible for regular maintenance operations to their own installed equipment and to those systems within their demised area. This will include but not be limited to:

- Split A/C equipment
- Electrical distribution

The Management Team may require evidence of such maintenance by the occupier to satisfy the building insurer. Tenants 5 yearly.

The Management Team will carry out emergency reactive works to this equipment if it is a life safety issue but the proper repair must be carried out by the occupier's representative otherwise their warranty may become void. The Management Team reserves the right to charge for this emergency call-out/reactive works and any associated costs.

(Note to carry out effective emergency reactive works adequately updated Operation & Maintenance manuals are mandatory and if they are not in place this may jeopardise any work being carried out.)

In the event of base build services being moved as part of the occupier's fit-out the Management Team remains responsible for all maintenance. However if the service is modified or damaged in any form then it becomes the occupier's responsibility to rectify the damage.

4.2 PROCEDURE WHEN A FAULT OCCURS

In the event of a fault occurring to the Landlord's services during the operating hours of 09:30 to 17:30 occupiers first point of contact should be the Help Desk. EXT: 333

In the event of a fault occurring to the Landlord's services outside the above hours the occupier should contact the Security Control room who will contact the relevant service teams. EXT: 216

In the event of any significant incident (such as water leak or electrical failure) occurring within an occupier demised area, and outside of the above hours, the occupier may contact the Security Control room for emergency assistance. Where possible, the Management Team will provide assistance to avoid accident or injury occurring as a result of a significant delay.

4.3 HELP DESK

A Help Desk facility is in place to enable both occupiers and the Landlord to be kept informed of progress concerning issues and/or problems within the building. The aim of the help desk is threefold:

- To provide a central point of contact.
- To provide assistance with all general and maintenance queries from occupiers and to ensure they are dealt with promptly and efficiently.
- To ensure that occupiers are kept informed regarding the progress on any outstanding issues.

The Help Desk procedure is simple and works as follows:

- Occupier calls or emails Service Desk and advises of problem/query.
- The problem is immediately logged.
- The appropriate service team is notified and work put in hand.

Once investigated, the service team notifies the Help Desk and advises:

Either That the job has been completed;

Or If the job needs time to be rectified, what needs to be done and likely timescale to resolve it.

In the latter instance the Help Desk will notify the occupier regarding progress and will keep the occupier informed.

The service level agreement can be viewed in Appendix I.

5.0 BUILDING SERVICES

5.1 CLEANING SERVICES

Cleaning of the common areas such as the entrance halls, lobbies, landings, lifts, staircases, common area washrooms/showers etc. will be carried out regularly by contract cleaners instructed by the Management Team.

The Landlord's contract cleaner will provide janitorial personnel who will ensure that the common area washrooms are maintained and stocks replenished on a regular basis.

Cleaning of the external surface of the external windows will be carried out regularly by the Landlord's cleaning contractor. Cleaning will usually take place in daylight, The Management Team will endeavour to ensure that as little inconvenience as possible is caused to occupiers.

5.2 POSTAL AND COURIER DELIVERIES

All Postal deliveries and courier services are to be received by the loading bay. The post should be clearly addressed for the appropriate occupier stating the floor level and company name – once received into the building the post will then be distributed by the Landlord's Logistics team.

All post is subjected to X-Ray scanning for security reasons however, oversize items cannot be passed through the scanning equipment and as such the occupier will have to satisfy themselves as to the source of the delivery and whether the package could be considered suspicious or not. In that event Security can assist and should be contacted.

Courier Services are as follows:

Couriers will not be accepted at the main reception. The packages will be received and logged by the logistics team and distributed to the appropriate occupier at the soonest opportunity but should the packages be of an urgent nature the occupier should arrange collection from the post room.

With consideration to the current Manual Handling Regulations, most small packages and items can be delivered. However, heavy items such as large IT or furniture deliveries should be made directly to the Occupiers Floor and the delivery booked in via the usual method. The Building Management reserve the right to assess each delivery and consider the safety of its employees and contractors prior to moving any items.

The Landlord and / or its representatives cannot be held responsible for any loss or damage which occurs to either post or other goods delivered/ collected.

5.3 CONTRACTOR WORKS

Hazardous Works

No work of the following nature may be carried out without written permission of the Management Team. This will be given in the form of either an Authorisation to Work or a Permit to Work, which will be controlled by the Management Team:

- Work on gas, electrical or other services, subsidiary to Landlord's services.
- Work on/with heat producing equipment or flammable material.
- Work to building security/fire detection system.
- Work involving materials hazardous to health (Control of Substances Hazardous to Health (COSHH)).

- Access to external parts of the building, above ground level and including roof/plant areas.
- Work within Landlords areas causing known hazards.

See Appendix B for Request For Permit form.

5.4 SATELLITE AND TELEVISION SERVICES

In order to provide satellite and television communication services to occupiers of 99 Bishopsgate, a Satellite and Terrestrial television dish and distribution system has been installed and maintained by AV World Satellite.

The installation consists of a number of satellite dishes, a terrestrial television antenna and a FM radio antenna, all located on the roof of 99 Bishopsgate.

Signals are received and sent down the building to each floor level via a number of booster stations, located at intermediate levels.

An annual line rental charge is payable through the service charge to AV World Satellite Ltd. This covers the Occupiers contribution for use of the system and a comprehensive maintenance service which includes call-out and technical assistance in the event of the occurrence of any faults.

Final connection to the house system is the sole responsibility of AV World Satellite Ltd.

5.5 5.5 LOADING BAY

Deliveries

- Hours of operation: 5am - 9pm
- Out of hours: By appointment

Advance notice of all goods deliveries must be given to the Management Team as described below. The Management Team has the right to revise the occupier's delivery time to avoid congestion in the interest of good estate management. In the case of regular deliveries, timing should be co-ordinated and agreed with the Management Team.

The Management Team can refuse to accept goods if reasonable effort has not been made to comply with these regulations.

Access and loading bay restrictions

Access into the building is restricted and occupiers should familiarise themselves with the logistics and limitations, ensuring that component and vehicle size is appropriate. All goods and materials are to enter the building via the loading bay.

The movement of goods and materials into and out of the building will be regulated and controlled by the Management Team. Occupiers must not move items of furniture and/or bulky heavy equipment into or out of the building without prior agreement.

Occupiers are required to carefully schedule all deliveries and collections, giving at least 24 hours' notice to the Management Team. Details of delivering company, vehicle registration number, delivery destination, time of delivery, anticipated delivery duration and recipient details should be provided. (An application form is provided for this purpose in the appendice G).

6.0 OTHER SERVICES

6.1 GOODS LIFT

Co-ordination of Goods Lift activity will be carried out by the Management Team in conjunction with Loading Bay deliveries. The delivery application form in the appendices is to be used to request the use of the Goods Lift to transport the delivered items to the occupiers' area. At least 24 hours' notice should be given and the Management Team has the right to revise the Occupiers' delivery times to avoid congestion in the interests of good estate management.

The Management Team can refuse to allocate goods lift facilities if reasonable effort has not been made to comply with these regulations.

The occupier is responsible for checking the dimensional limitations of the lift and associated access routes for suitability, particularly if the lifts are protected. The occupier shall ensure that all access routes, are suitable and accessible for the type of delivery expected.

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

The Landlord and/or its Representative cannot be held responsible for any loss or damage which occurs either to goods delivered or during attempted delivery to the building.

6.2 GOODS LIFT DIMENSIONS

Max 1650KG LG - 26

Depth	1500mm internal
Width	2000mm internal
Height	3000mm max internal
Clear Opening	1100mm W x 2000mm H
Capacity	1600 kg
Speed	3.0 m/s Goods Lift Data

6.3 CAR PARK

The Car Park operates a 5mph speed restriction.

No parking of any motor vehicles shall take place within the building curtilage except in such areas as may from time to time reasonably be designated for that purpose by the Landlord, or except as may be expressly permitted by the lease or other permission granted in writing from time to time by the Landlord to the occupier

The Occupier must manage any sharing of Occupiers' allocated spaces. However, all vehicle registrations are to be notified to security/reception in advance of vehicles arriving at the building.

Authorised occupiers shall observe any reasonable restrictions as shall from time to time be made by the Landlord in respect of the height, length or width of cars to be parked in the car park facilities and of the activities that may be undertaken within the car park.

The following list identifies some examples of activities that are prohibited within the Car Park areas:

- Washing or cleaning of vehicle
- Repair or maintenance works to any vehicle

- Transfer of petrol or other fuel into or out of the fuel tank of any vehicle
- Parking in a space not designated to the driver/ user of any vehicle
- Entry of any vehicle by towing or not under its own mechanical power
- Selling or hiring of any vehicle
- Entry of any trailer, boat or caravan

Occupiers shall observe any reasonable directions as may be made by the Management Team from time to time in respect of temporary closure of the Car Park and remove cars parked therein for the purpose of maintenance or repairs to the Car Park fabric and/or vehicle lift.

Should a driver damage another vehicle or any property or structure within the Car Park, the matter must be reported immediately to a member of the Security who will then pass it to the management team for further investigation, giving details of the vehicles involved, their full name and address and details of the vehicles' insurance policies. The car park is covered by CCTV in the interest of security and safety.

Vehicles must be driven carefully in the Car Park at all times. All persons within the Car Park must be aware of vehicles in motion.

All users of the car park do so at their own risk. The building management will not accept liability for any accidents, damage or loss incurred.

6.4 BICYCLES AND LOCKER FACILITIES

There are 91 spaces for Bicycles in the car park. Anybody wishing to use the Bicycle Racks will need to register their names with Security who will in turn issue a Bicycle Tag which will need to be displayed at all times whilst parked on the premises. Any Bicycles not displaying a valid tag will be removed.

There are a total of 69 lockers in the car park solely for the use of Bicycle users. The lockers are allocated daily on a first come first served basis. We kindly request that all Lockers are emptied at the end of each working day with keys being returned to Security. Any lockers found to be occupied for more than 48hrs will be opened and the items removed to lost property.

6.5 OUT OF HOURS HVAC SERVICES ARRANGEMENTS

The central plant, controlled by the Building Management System (BMS), will normally operate to provide the design ambient conditions between the hours 0700 to 1900, Monday to Friday (excluding public holidays).

Operation of these systems will be extended, in line with occupiers' requirements providing at least 24 hours written notice is given to the Management Team.

Occupiers should be aware that the costs associated with the increase in energy consumption and additional wear, tear and maintenance of the central plant will be recovered from the occupier/s.

Occupiers are reminded that the Heating and Cooling of office space not only incurs a cost but also impacts upon the global environment.

A request form for out of hours services is enclosed in Appendix D.

LOOK

APPENDICES

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APPENDIX B 24

APPENDIX C 26

APPENDIX D 27

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APPENDIX L 44

APPENDIX A

CONTACT DETAILS

Main telephone number: 020 7628 9900

99 Bishopsgate Management team are located primarily on the Ground Floor.

Title	*Name*	*Mobile number*	*Telephone number*	*Email*
General Manager	Amanda Hitchcock	07710 173764	0207 628 9903	amanda.hitchcock@brookfield.com
Technical Services Manager	John Crocker	07713 272696	0207 628 9907	john.crocker@brookfield.com
Operations Manager	Maria Goody	07739 951553	0207 628 9909	maria.goody@brookfield.com
Facilities Services Supervisor	Bill Vernon	07802 758052	0207 628 9908	bill.vernon@brookfield.com
Facilities Administration Coordinator	Hayley Connor		0207 628 9900	hayley.connor@brookfield.com
Fire & Security Manager	John Sephton	07715 058435	0207 628 9900	john.sephton@brookfield.com
Reception Services Manager	Cristina Botezatu		0207 628 9900	cristina.botezatu@brookfield.com
Engineering Supervisor	Daniel Mumford	07702 26337	0207 628 9900	daniel.mumford@brookfield.com
Cleaning Manager	Rui Duraes	07733 891874	0207 628 9900	rui.duraes@brookfield.com
Reception Desk			0207 628 9900	reception.bishopsgate@brookfield.com
Helpdesk			0207 628 9908	bpoteam_99bishopsgatehelpdesk @brookfield.com
Loading Bay Office	Mike Butcher		0207 628 9900	mike.butcher@brookfield.com
Emergency	Security		0207 628 9912	bpodept_99bishopsgatesecurity @brookfield.com

APPENDIX B

APPLICATION FOR PERMIT TO WORK/ACCESS

Below is an example of the form all contractors are required to complete when requesting Access or a Permit to Work.

This form can be requested from the 99 Bishopsgate Management Team.

99 BISHOPSGATE MANAGEMENT LTD 10309

Application For A Permit To: **Access ☐ Work ☐ Connect to Base Build Systems ☐**
(Tick As Appropriate)

Name of Tenant: _____ **Signature:** _____

Name of Contractor: _____ **Date:** _____

Works Supervisor: _____
[Office Telephone No]: _____
[Mobile Telephone No]: _____

- **A Permit will be issued between 07:30-08:30 & 18:30-19:30 in the loading bay and must be signed for by the person carrying out the works. This application is specific to the named personnel only. No other works shall be carried out and all other areas shall remain locked.**
- **All areas shall be left in a safe condition and no connections to the domestic water systems are permitted unless appropriate chlorination certificates have been submitted**
- **Duly Authorised permits to work on the services installation or building fabric, bestows no warranty or representation by the Landlord, as to the design or operational efficiency of the resulting installation**
- **WARNING The area named may contain live electrical apparatus and mechanical plant that may start automatically.**
- **This application and supporting information may be faxed to the Management offices on: 0207 628 9901 between 08:00 – 17:00 Monday - Friday.**

For Access Only: [24 Hours Notice Required]	**For Work:** [5 Working Days Notice Required]	**To Connect:** [5 Working Days Notice Required]
Names of Operatives Location:	Description of Work: (Method Statement Attached) Location:	Description of Operation & System Concerned: (Method Statement Attached) Location:
Time/Date	Time/Date	Time/Date
Reason	Reason	Reason

Building Management Consent For Permit To Be Raised By Approved Person
Building Management Signature:_____ **Date:**_____
Comments_____
_____
_____

Last Revised : 23/04/01 99 Bishopsgate Management Ltd

99 BISHOPSGATE – SAFETY CHECKLIST

Tick Box To Indicate Safety Implication And Specify Appropriate Action In Job Safety Review Below:

Evaluation
- Impact on building ☐
- Impact on Personnel ☐
- Impact on environment ☐
- Impact on business continuity ☐
- Emergency instructions required ☐
- Impact on security ☐

Isolation of Services
- Electrical ☐
- Mechanical ☐
- Water ☐
- Fire Protection Systems ☐
- Access Systems ☐
- Gases ☐

Assessment of Hazards
- Environmental Tests ☐
- Chemical Risks ☐
- Combustible Substances Check ☐
- Noise ☐
- Working Alone ☐
- Working Out of Hours ☐
- Equipment & Materials Storage ☐
- Vehicular Movement ☐
- Loading and unloading ☐
- Appropriate Notices Displayed ☐
- Moving Parts/Equipment ☐

Work Area
- Extra Lighting required ☐
- Barriers & Protection required ☐
- Fire Extinguisher requirement ☐
  - Foam ☐
  - Water ☐
  - CO^2 ☐
- 110V Power Equipment required ☐
- Access Equipment required ☐

Special Procedures/Equipment

_____
_____
_____
_____

Personal Protection
- Protective Clothing ☐
- Gloves ☐
- Safety Shoes ☐
- Ear Defenders ☐
- Eye Protection ☐
- Safety Harness & Lifeline ☐
- Torch/hand Lamp ☐
- Communication device ☐
- Breathing Apparatus ☐

JOB SAFETY REVIEW

A Safety Job Review **Must** Be Completed For All Permit Activities

Local Instructions And Operating Parameter Specified Below :

_____
_____
_____
_____
_____

Last Revised : 23/04/01

99 Bishopsgate Management Ltd

APPENDIX C

APPLICATION FORM FOR OUT OF HOURS ACCESS TO THE LOADING BAY

NAME

COMPANY

CONTACT NO.

VEHICLE REG

VEHICLE DESCRIPTION
(COLOUR/MAKE/MODEL)

DATE REQUIRED

TIME

APPROX LENGTH OF STAY

HOST NAME

HOST COMPANY

HOST CONTACT NO

ADDITIONAL INFORMATION

SIGNATURE OF APPLICANT

APPROVED BY

SIGNATURE

APPENDIX D

REQUEST FOR OPERATION OF AIR CONDITIONING OUT OF NORMAL BUSINESS HOURS

NAME

COMPANY

CONTACT NO.

SERVICES REQUIRED TO OPERATE

FLOOR NUMBER(S) / AREA

DATE REQUIRED

TIME *FROM* *TO*

ADDITIONAL INFORMATION

I understand that this service will initiate a utilities and maintenance charge which I hereby agree to.

SIGNATURE OF AUTHORISED APPLICANT

ACKNOWLEDGED AND IMPLEMENTED BY

SIGNATURE

APPENDIX E
EMERGENCY PROCEDURES

FIRE

Occupiers Responsibilities

It is the responsibility of all occupiers within the building to ensure the safety of themselves and those with whom they work. In addition, it is a requirement of law that all occupants are familiar with:

1. The actions to be taken on discovery of fire and on hearing the alarm.
2. The location of fire alarm call points within the building and the method of operation.
3. The location of firefighting equipment within the building and the method of operation.
4. All escape routes within the building.
5. The purpose of fire resisting doors and their location within the building.
6. Evacuation procedures for the building and the location of the assembly points.

Fire Prevention and Safety

Should you consider that something presents a fire risk within the building, immediately report to your line manager or 99 Bishopsgate Security.

- Do not leave large amounts of combustible materials around your work place.
- Do not obstruct ventilation grills on electrical equipment.
- Do not obstruct fire escapes, fire exits or any fire related equipment.
- Do not wedge fire doors open.

Fire Wardens should ensure that these preventative measures are observed and the necessary action taken to amend the situation, should they be abused.

Fire Alarm System

In the event of the activation on the fire alarm panel, an automatic 5 minute period is instigated to allow for an investigation to be conducted prior to an evacuation.

Activation of a single detector will alert security staff in the Fire Control Centre and sound the evacuation on the floor of origin and the floor above. Activation of a manually operated fire alarm call point, or a sprinkler head will automatically initiate a phased evacuation of the building.

Should the incident necessitate evacuation of the building the full continuous alarm will sound, initiating the phased evacuation of the building. All building occupants and visitors will evacuate with the assistance of the Fire Wardens.

Fire Alarm Test

The fire alarm will be tested at 08:15 and 20:00 hours every Friday.

Should the alarm sound for a longer period on test days you must assume that this is a genuine alarm. Staff not hearing the alarm on test days should report the matter to a Fire Warden or the Fire and Security Manager.

Fire Evacuation Drills

Fire evacuation drills will be conducted on a regular basis, not less than twice every year. The purpose of the drill is to ensure that all occupants are familiar with the fire and emergency procedures for 99 Bishopsgate.

Fire Wardens

Each occupier must ensure:

- They have enough fire wardens to cover their areas and to cover for lunch breaks, holidays and sickness. Fire Wardens should be identified by a high visibility jacket or vests, which should be worn during any evacuation.

- They have all received specialist training with regard to fire safety matters and are on hand to assist you. Please comply with their directives as they are working to provide you with a safer working environment.

New starters are inducted by the occupier, introduced their fire marshals and shown the procedures to follow in the event of an emergency.

On discovering a fire

Operate the alarm by breaking the glass of the nearest fire alarm call point, this will cause the alarm to be activated.

Only fight a fire if you have been trained to do so, but do not take personal risks.

If you cannot contain the fire, close the door to the room affected. Then evacuate the area following the instructions for an evacuation ensuring the alarm has been raise.

Actions on Hearing the Pre Alarm (an intermittent tone with voice message)

Remain where you are, gather together visitors and contractors under your care. If you are a Fire Warden return to your work station and don your high visibility jacket/vest.

If you are at your desk:

- Lock away sensitive documents and valuables
- Clear your desk of loose papers
- Collect your personal valuables
- Wait at your work station

Actions on hearing the Evacuation Alarm (a continuous tone with voice message)

Evacuate the building via your nearest available fire exit.

- Do not use lifts
- Do not stop to collect personal belongings
- Ensure that doors are shut behind you
- Proceed to your designated assembly point

The building fire alarm system will initiate a phased evacuation of the building. This will take place in the following sequence:

Floor with fire	*Floors immediately evacuated*
Floor of origin	Floor of origin & Floor above
Ground Floor	Ground Floor, 1st Floor, Lower Mezzanine & Lower Ground Floor
Below ground	Lower Mezzanine, Lower Ground Floors & Ground Floor
26th Floor	26th Floor & all roof levels

The fire alarm system will continue to transmit the evacuation message and alarm to a further two floors above the level of the highest floor being evacuated. This sequence will continue at three minute intervals.

Upon reaching the top floor of the building the evacuation will commence down the building starting at the floors below that of the origin of the alarm.

On exiting the building you should proceed to your designated assembly point. Remain at the assembly point; do not re - enter the building until instructed that it is safe to do so. The Fire Wardens have a responsibility of not only evacuating their floor but ensuring that all staff get to and remain in their designated fire assembly area. No one should enter the building when the fire alarm is sounding.

Means of escape

The predominant means of escape is by using the North and South cores of the building which will mean that the final exit doors will exit onto:

North Core Wormwood Street

South Core Bishopsgate via the main reception

Within the building there are 7 stairwells that lead to fire exits. See Figure 1 on following page.

PEP (Personal Evacuation Plan)

Should a member of staff require an alternative arrangement to evacuate a member of staff then a personal evacuation plan should be put in place by the occupier. All PEP staff should have designated minders for an evacuation. Any PEP must be communicated to the Fire and Security Manager.

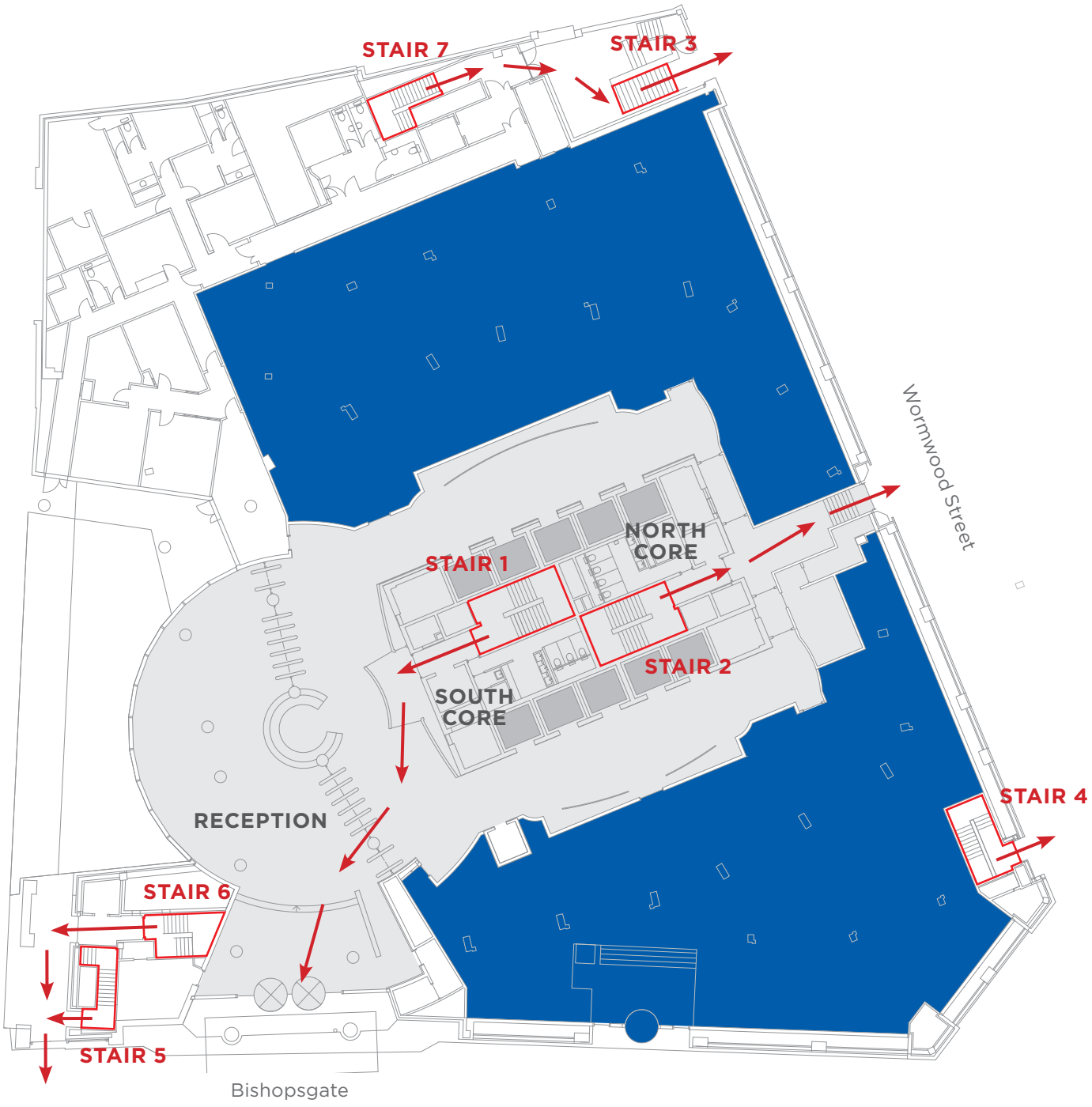

Figure 1 Stairwells leading to fire exits onto Wormwood Street (from North Core) and Bishopsgate (from South Core)

BOMB THREAT INTERNAL

1. Interior Search during office hours – security and occupiers

The only search that can be successfully completed of the Occupiers areas is by the Occupiers themselves as 99 Bishopsgate Security Offices are not familiar with the layout of the floors and will not know what is out of place.

A threat is received

- Building Management is informed.
- Security Staff will commence a search of all common areas from the ground floor level downwards immediately and then all unoccupied areas.
- The Duty Security Shift Manager will contact each occupier contact and inform them that a threat has been received and ask them to initiate their occupier bomb search procedure.

What to look for in Common Areas

- Anything that is out of keeping with the floor.
- Any briefcase, bag, box, etc. which does not belong.

If nothing is found

- Inform the Fire Command Centre by using one of the fire phones.
- Listen carefully to any instructions given

Action upon finding a suspicious package

- Try to place some means of identification by the suspicious package.
- Contact Fire Command Centre.
- Start to move people away from the area.
- The Police will wish to speak to the finder of the package upon their arrival.
- Prepare for evacuation.

If an evacuation occurs

- Follow evacuation procedures.
- No Occupiers or their visitors, once they have been evacuated, are to be allowed back into the building until a complete search has been carried out by 99 Bishopsgate Security and the emergency occupiers contact.
- The decision to re-inhabit the building if evacuated will be taken by the Building Manager. No other person has the authority to issue the all clear.

2. Interior Search Out Of Hours & Weekends

A threat is received

- Police to be contacted and appraised of the situation and our actions.
- Building Management to be contacted and appraised of the situation.
- 1 Security officer is to commence the search of the common areas below ground floor.
- 1 Security officer is to commence a search of the common areas from roof to 5th Floor Common areas South Side then all common areas on the South and East podium floor.
- 1 Security officer is to commence a search of the common areas from roof to 5th Floor Common areas North Side then all common areas on the North and West podium floor.

What to look for in Common Areas

- Anything that is out of keeping with the floor.
- Any briefcase, bag, box, etc. which does not belong.

If nothing is found

- Inform the Fire Command Centre by using one of the fire phones.
- Listen carefully to any instructions given.

Action upon finding a suspicious package

- Try to place some means of identification by the suspicious package.
- Contact Fire Command Centre and await instruction.
- Contact the Police and update them of the find.

- Prepare to evacuate and follow bomb out of hours evacuation procedure if requested.
- The muster point for this procedure is located at the rear of Tower 42.

Actions on the building being cleared

- Await further instructions, the Police will advise on the best course of action.
- No Occupiers or their visitors, once they have been evacuated, are to be allowed back into the building until a complete search has been carried out by 99 Bishopsgate Security and the emergency occupiers contact.
- The decision to re-inhabit the building if evacuated will be taken by the Building Manager. No other person has the authority to issue the all clear.

BOMB THREAT EXTERNAL

The Police will advise 99 Bishopsgate Management. If the advice is to evacuate:

Follow evacuation procedures as if for Fire.

If the advice is to invacuate:

In the event of a device being detected within 500m of the building the Police may recommend that all staff remain inside the building. In order to prevent injuries from the blast ALL occupants are to move into the central stairways to give maximum protection. The Fire Alarm system has been preset to instruct said evacuations via panel keys identified thus. Activation will result in the following message being transmitted via the PA system to all floors:

Even Floors

"May I have your attention please. May I have your attention please, due to circumstances beyond our control it is necessary for all staff to move into the stairwell containing the Gentlemen's toilets, do not try to exit the building, but remain within the stairwell on your normal floor of occupation, I repeat do not try to exit the building, but remain within the stairwell on your normal floor of occupation and further information shall follow shortly."

Odd Floors

"May I have your attention please. May I have your attention please, due to circumstances beyond our control it is necessary for all staff to move into the stairwell containing the Ladies toilets, do not try to exit the building, but remain within stairwell on your normal floor of occupation, I repeat do not try to exit the building, but remain within the stairwell on your normal floor of occupation and further information shall follow shortly."

APPENDIX F

REQUEST FOR ACCESS CARD

To be completed by relevant Company Representative.

REQUEST FOR ACCESS CARD

REQUEST FOR ACCESS CARD

To be completed by relevant Company Representative

☐ **New Starter** ☐ **Replacement**

Access requested for ..... *(name)* of :

.....(*company*) from ..... / ..... / ..... (*date*)

If the above is a temporary member of staff please enter date that their employment terminates .... / .... / ....

Name .....

Authorised Signature .....

Position .....

Access cards will only be issued upon receipt of this document.

.....

To be completed by employee upon receipt of Access Card

I have received my access control card and understand that I am responsible for the use of the card whilst it is in my possession. I am also aware that I am required to report the loss or theft of my access card at the earliest opportunity to 99 Bishopsgate Management Ltd. I understand that in the event of employment termination, I will surrender the card to 99 Bishopsgate Management Ltd.

Name .....

Signature .....

Date .....

This Document to be retained by 99 Bishopsgate Security

APPENDIX G
LOADING BAY

DELIVERY INFORMATION

COMPANY DELIVERING

VEHICLE REG

VEHICLE SIZE *WIDTH* *LENGTH*

VEHICLE HEIGHT

DATE REQUIRED

TIME OF ARRIVAL

APPROX LENGTH OF STAY

DESCRIPTION OF GOODS

RECIPIENT'S NAME

RECIPIENT'S COMPANY

ADDITIONAL INFORMATION

SIGNATURE OF APPLICANT

ACKNOWLEDGED BY

SIGNATURE

COLLECTION INFORMATION

COMPANY COLLECTING

VEHICLE REG

VEHICLE SIZE *WIDTH* *LENGTH*

VEHICLE HEIGHT

DATE OF REMOVAL

TIME OF DEPARTURE

APPROX LENGTH OF STAY

DESCRIPTION OF GOODS

SENDER'S NAME

SENDER'S COMPANY

ADDITIONAL INFORMATION

SIGNATURE OF SENDER

ACKNOWLEDGED BY

SIGNATURE

APPENDIX H

GOODS LIFT APPLICATION FORM

NAME

COMPANY

CONTACT NO.

DESCRIPTION OF GOODS

DATE REQUIRED

START TIME

APPROX TIME REQUIRED

DRIVER REQUIRED

SIGNATURE OF APPLICANT

ACKNOWLEDGED BY

SIGNATURE

APPENDIX I

SERVICE DESK SERVICE LEVEL AGREEMENT

Category	*Fault*	*Resource*	*Priority*
Air conditioning	A/C – Hot A/C – Cold A/C – Draught	Helpdesk Engineer	02 – Within 1 hour
Leak	A/C – Condense Leak	Helpdesk Engineer	01 – Immediate Response
Access	Access – Fault	Access Engineer	03 – Within 2 hours
Leak	Leak (Chilled) Leak (Fittings) Leak (Toilet)	Helpdesk Engineer	01 – Immediate Response
Lighting	Light – Delmatic Light – Out	Helpdesk Engineer	03 – Within 2 hours
Mainteinance	Maint – Engineer Maint – Handyman	Helpdesk Engineer Handyman	03 – Within 2 hours
Power	Power – Fault	Helpdesk Engineer	01 – Immediate Response
Blocked	Sink – Blocked Toilet – Blocked Urinal – Blocked	Helpdesk Engineer	03 – Within 2 hours
Clean	Window Cleaning Cleaning	Window Cleaner Cleaner	03 – Within 2 hours

APPENDIX J

KEYS ISSUE

A set of keys for the entire building will be monitored and controlled by Security.

Should a key be required, Occupiers should make an appropriate request to the security team and complete the necessary paperwork (see sheet attached). There will be occasions when Security will escort and unlock areas on request as opposed to issuing keys. The keys are the property of The Landlord, and their control is vital to the operation of the building.

All Keys signed for must be returned before departure from the building. Security will complete a key check at the end of each day (1900 hours) and keys not returned will be followed up with the person(s) who signed out the key in question. In the event that keys are not returned within 24 hours, the Management Team reserves the right to replace the locks with all associated costs being recovered from the occupier. Persons having left the premises with keys for the building would be required to return these keys that same day.

All persons requiring keys must sign for the keys themselves. It will not suffice for others to sign for them on behalf of another. Building ID will be required in order to sign out keys.

See Attached Signing Out/In Sheet

Name	*Company*	*Contact No.*	*Permit Number*	*Key No/s.*	*Reason Required*	*Date*	*Time Out*	*Time In*	*Officer's Signature*

APPENDIX K

SERVICE CHARGE EXPLANATORY NOTES

INTRODUCTION

This document sets out the strategy to be adopted by 99 Bishopsgate Management Limited and Brookfield Office Property Management Limited to ensure that the occupiers of 99 Bishopsgate contribute a fair and reasonable proportion of the costs associated with the operation, maintenance and repair of their respective services; i.e. of the building's service charge.

This document describes the services that are delivered through the service charge regime and which are apportioned, in order to allow you to understand each element of service provided. These should be read in conjunction with the main budget spread sheet, which is attached at the end of this document.

Brookfield Office Property Management Limited is engaged to operate a service charge. This involves a review of the costs of all services delivered to the common parts to ensure that they are allocated appropriately within the agreed service charge structure and then apportioned to each occupier on a fair and reasonable basis as per each occupational lease.

Each occupier will contribute to the service charge account quarterly in advance; the aggregate monies collected equating to one quarter of the service charge budget, which will be set by 99 Bishopsgate Management Limited and Brookfield Office Property Management Limited prior to the commencement of each financial year.

SCHEDULE 1 – OFFICES

1. Management

1.1 Management Fees

Building and Service Charge management fees paid to the Landlord or their Agent.

1.2 Accounting Fees

Reconciliation and service charge audit charges.

1.3 Site Management Resources

Staff Costs

Compensation & benefits paid to building management staff (including their associated administrative and training costs).

The management provision on site is as follows:

General Manager	Amanda Hitchcock
Technical Services Manager	John Crocker
Operations Manager	Maria Goody
Facilities Services Supervisor	Bill Vernon
Facilities Administration Coordinator	Hayley Connor

The management team is available between 08.30 and 17.30 and will be on call outside these hours.

IT / Communications / Document Management

Costs incurred for the provision of IT and telephony leasing for the Management Team and additional cost of Document Management Systems utilised to control O&M information

Office Costs

Cost of equipping and running the site management office, including stationery, telephone bills, furniture, petty cash expenditure, and other consumables.

1.4 Landlord's Risk Assessments, Audits and Reviews

Consultancy fees and other costs incurred in providing and reviewing the Landlord's health & safety management systems, occupier engagement programme and other compliance auditing regimes.

2. Utilities

Electricity

Electricity supplies to the building—the costs charged to the Occupiers in the service charge is for the provision of lighting , lifts and general power for the common areas.

Gas

Gas supply to Landlord's central plant.

Water

Water supply to Landlord's central plant, common parts and retained areas.

3. Soft services

3.1 Security

Security Guarding

Contract costs incurred in providing building security guarding for the exterior, common parts and retained areas. The costs incorporate both static and mobile patrol duties.

Allowance has been made for the following:

Fire and Security Manager x 1
Monday to Friday, 08.00 to 18.00

Security Supervisors x 3
Monday to Sunday, 1 x 24 hours per day

Leading guards x 3
Monday to Sunday, 1 x 24 hours per day

Security Officers x 6
Monday to Sunday, 2 x 24 Hours per day

Front of House guard x 1
Monday to Friday, 07.00 to 18.00

Loading Bay Coordinator x 1
Monday to Friday, 07.00 to 18.00

Mail Room Operator x 1
Monday to Friday, 07:00 to 18:00

The loading bay can be accessed from 05:00 to 21:00 Monday to Friday, however by prior arrangement these hours can be extended and in exceptional circumstances the occupier will cover the costs of the extended man power this should be required. The Reception can be accessed 24 hours per day 7 days a week. Costs are budgets for staff training and additional cover requirements as they may be required throughout the year. Any additional cover not required will be credited back to the service charge at year end.

Receptionists

Contract costs incurred in providing building receptionist.

Receptionists x 2 (staggered hours)
Monday to Friday, 08.00 to 17.30

The reception services are provided through the Front of House team and are available during the hours 08.00 to 17.30 Monday to Friday with the exception of Bank Holidays. Outside the above hours the reception will be covered by the security team. The budget includes a provision for holiday cover.

Security Systems

Servicing and maintaining building security systems for the exterior, common parts and retained areas such as CCTV, Access Control, intruder alarms and consumables

3.2 Cleaning & Environmental

Internal Cleaning

Cleaning internal common part and retained and non-demised areas, including lifts reception management accommodation, loading bay, car park, toilets and escape routes.

The cleaning contractor provides the following staff:

Cleaning Manager x 1
Monday to Friday, 06:00 to 14:30

Cleaning Supervisor x 2
Monday to Friday, 05:00 to 16:00

Day Janitors x8 (staggered Hours)
Monday to Friday, 08:00 to 18:00

Part Time Cleaners x 15
Monday to Friday, 05:00 to 07:30
(early Morning Cleaning Team)

Window Cleaning

Cleaning of windows and cladding in accordance with the Landlord's obligations. This will be completed every 6 weeks for the building and includes the tower external windows, the podium exterior windows, the windows in the entrance hall and lobby, internal atrium glass and the City Walkway.

The cleaning contractor provides the following staff:

Window Cleaning Supervisor x 1
Monday to Friday, 06:00 to 14:30

Window Cleaning Operative x 1
Monday to Friday, 06:00 to 14:30

Waste Management

The collection and compacting service including the provision of battery and glass bins, these will be collected as required.

Pest Control

The provision of pest control services to the common parts of the property including external areas under management.

Internal Floral Displays

Provision of flowers on the reception and a Christmas Tree.

External Landscaping

The maintenance to the external planted areas on the ground floor only.

4. Hard services

4.1 Mechanical/Electrical Services

M&E Maintenance

Planned maintenance works to the Landlord's mechanical, electrical and public health services, including H&S compliance, water treatments, building management and control systems, fire detection and life safety equipment and standby power equipment maintenance

The maintenance team cover 24 hours and include the following staffing:

Engineering Supervisor x 1
Monday to Friday, 08:00 to 16:00

Senior HVAC Technicians x 4
Monday to Sunday, 06:00 to 18:00
or 18:00 to 06:00 (4 teams operating 24/7)

HVAC Technicians x 4
Monday to Sunday, 06:00 to 18:00
or 18:00 to 06:00 (4 teams operating 24/7)

HVAC Technician Relief
Covering holidays and absences during the year

Day Shift Help Desk Team x 3
Monday to Friday, 07:00 to 18:00 (staggered hours)

M&E Repairs

Routine repair works to the Landlord's Mechanical and Electrical services and consumables.

M&E Inspections and Consultancy

The consultancy charges for auditing the quality of maintenance works, condition of plant and H&S compliance.

4.2 Lifts

Lift Maintenance Contract

Planned maintenance works to lifts in the common parts and retained areas, including contractor's H&S compliance. This charge includes the full provision of lift engineers to attend call outs for breakdown and lift entrapment within agreed time frames.

Lift Inspections and Consultancy

The consultancy charges for auditing the quality of maintenance works, condition of plant and H&S compliance

4.3 Suspended Access Equipment

Suspended Access Maintenance Contract

The cost of the planned maintenance works to the Landlord's Suspended Access Equipment, including contractor's H&S compliance.

Suspended Access Inspections and Consultancy

Auditing quality of maintenance works, condition of plant and H&S compliance

4.4 Fabric Repairs & Maintenance

Internal Repairs & Maintenance

Routine repair and maintenance of building fixtures and finishes in the internal common part and retained areas.

External Repairs & Maintenance

Routine repair and maintenance of building fabric, external fixtures and finishes, and external common parts.

Project Works

Projects undertaken over and above base-level (routine) operational, maintenance and repair costs and may include for 2014 the basement and plant room areas which are in need of minor repair and redecoration

SCHEDULE 1 – RETAIL

1. Management

1.1 Management Fees

Building and Service Charge management fees paid to the Landlord or their Agent.

1.2 Accounting Fees

Reconciliation and service charge audit charges.

2. Utilities

Water

Water supply to Landlord's central plant, common parts and retained areas.

3. Soft Services

Window Cleaning

Cleaning of windows and cladding in accordance with the Landlord's obligations. This will be completed every 6 weeks for the building and includes the tower external; windows, the podium exterior windows, the windows in the entrance hall and lobby, internal atrium glass and the City Walkway.

The cleaning contractor provides the following staff:

Window Cleaning Supervisor x 1
Monday to Friday, 06:00 to 14:30

Window Cleaning Operative x 1
Monday to Friday, 06:00 to 14:30

Waste Management

The collection and compacting service including the provision of battery and glass bins and these will be collected as required.

APPENDIX L
TENANT BILLING PACKAGE

INTRODUCTION

This Report has been prepared to explain the process of energy billing for 99 Bishopsgate which will be referred to as the Tenant Billing Package (TBP) within this Report.

The package operates on the Building Management System (BMS) for the Building using data collected from a series of installed energy meters but may require certain modification when each of the Tenants takes occupation within the Building.

The Tenant Billing Package (TBP) covers the use of both electricity and gas, although the majority of the comment in this report is targeted towards the use of electricity which is the major energy cost for the site.

SUMMARY

This Report details the strategy and the methodology of operation of the Tenant Billing Package for 99 Bishopsgate. The package has been designed to provide an equitable charging system for energy whilst allowing the Tenant to operate the Building at any time of day.

There is no true way of charging a Tenant for exactly what he uses in a Building which does not provide totally separate services to each of its Tenants, and it must be accepted that the building is a collection of different types of organisation merging together into a single entity. However, the purpose of the system is to provide a methodology which provides comfort to the Landlord that he is charging fairly and comfort to the Tenant that his proportion of the payment is reasonable.

The package operates with a series of energy meters within the Building being monitored over various time zones by the Building Management System. The system is available for use from the date of occupation by the Tenant.

ENERGY BILLING STRATEGY

The Tenant Billing Package (TBP) for 99 Bishopsgate is configured in line with the information detailed in Appendix L.1 which sets out in detail the methodology for the calculation of the costs.

Electricity Costs

The electricity account which is received from the supply authority every month has a number of "fixed element costs" which, for the purposes of this report, are considered to be any cost which is not for the direct charge of units (kWh). This can be defined as the Availability Charge, the Maximum Demand Charge and other minor costs. Although elements of the fixed charge vary each month they are not related to the units of electricity consumed.

The cost can be calculated by dividing the total cost of the bill by the units used to develop an average cost per unit of electricity for the Building which is charged at all times of the day.

The system is simple, meaning that future software changes can be implemented without fuss. There is a portion of the fixed element applied to those users who operate the system for longer hours and this is considered fair, particularly as the out of hours

use normally implies that the particular Tenant or combination of Tenants uses more than his normal share of the power.

It should be noted that there is no overall method which is 100% accurate, because a building of this description, is by its very nature, a combination of different users all using a common system; and it is impossible to attribute for example the maximum demand to a particular Tenant or combination of Tenants.

The approach adopted in the case of 99 Bishopsgate is to ensure that the actual units used by the various Tenants are measured and allocated accurately and fairly and then the average cost is applied.

The method of allocation has been described in the Appendix L.1, but there are some points to note about this as well. There is an element of the use within the building which is common to most of the Tenants and which is generally termed the base load and this includes:

- Lifts
- Landlord's Lighting
- Transformer Losses
- Miscellaneous equipment such as security equipment, sump pumps, etc.

The above equipment is unmetered. Allocations of costs associated with use is apportioned by the floor area occupied.

The systems within the building have been designed to provide the Tenants with the ability to use the plant and systems at any time of day or night providing that they are prepared to pay a fair sum for its use. If they are the only Tenant using power at night they will pay the full amount for the cost or running the services during the period of their use. Should other Tenants start to utilise services during the period the costs are obviously then shared between the two Tenants.

The TBP takes raw data gathered from meters linked to the BMS system and processes the information to produce an energy statement every month for the use of energy within the building. There are special facilities within the TBP to monitor the use of energy separately at various times of the day in order that the true cost that the energy use can be established.

In a building the size of 99 Bishopsgate it is not possible to monitor every item of energy using plant within the building, as the wiring and metering costs would be prohibitive and the information collected would not be needed in the assessment of use. The process is therefore to take the primary users of energy within the building and allocate the use to the Tenants within the building.

The primary use which is monitored within the building can be summarised as follows:

1. Tenants own direct use of power for lighting and small power.
2. Tenants own use for supplementary plant and equipment.
3. Services Plant which does not vary in load with Tenants activity.
4. The Chillers and HVAC Plant which vary with Tenants activity.
5. All other plant and equipment.

All of the above categories can be monitored by a process of direct measurement or deduction enabling each Tenant to be charged accordingly for the energy being used.

At the same time the total energy being used on the site is being monitored and the price of electricity assessed using the latest contract tariff arrangement being enjoyed by the Landlord using the method described earlier in this section.

All tenants are supplied with the opportunity to install key/override switches on their floors which, if fitted, can be used to extend the operation of the plant beyond the standard hours currently 07:00 to 19:00. Use of the override facility also enables the energy used during that time to be charged to the tenant according to the number of units used.

The above equipment is unmetered. Allocations of costs associated with use is apportioned by the floor area occupied.

Gas Costs

The use of Gas will be small compared to that of electricity, and is unlikely to be affected by the users in the building, therefore its cost will be applied according to the floor area occupied. The majority of the gas being used for the plant warm up which is not linked to the Tenant lighting and general power.

Life Cycle Costs

It is not only electricity costs which must be considered in this exercise since the freedom to use the plant at will, means that the plant operates for

an extended period. The maintenance of the plant and indeed its life is affected by this and therefore must be taken into account.

It is felt that the use of the plant is unlikely to significantly affect the life of the systems and that no provision is currently built into the system for charging for this, although this will be under constant review as the use of the building develops.

The maintenance however is affected, and a maintenance contract has been set up which includes an incremental element in terms of an hourly running cost which provides the facility to charge the Tenants according to the use of the key switches in the same manner as the electricity is allocated.

THE TENANT BILLING PACKAGE

The Tenant Billing Package (TBP) comprises a number of meters, as stated above, linked to the BMS which processes the data and passes it to a sophisticated data base program which produces a statement for each Tenant. This statement will be forwarded to the Managing Agents, who will produce an electricity demand for each Tenant based on this information.

The statement is divided into three sections:

Direct Energy Usage
This includes the Tenants lighting and small power, out of hours central plant usage and Tenants additional chilled water.

Services to Common Parts
This includes miscellaneous electricity for lifts and gas consumption and costs will be allocated on a net lettable basis.

Air Conditioning
This covers the Landlord's chiller and HVAC equipment during normal operational hours (07:30 - 19:00).

A sample statement is located in Appendix L.2.

The process which is adopted to achieve this is complex and can be considered in a number of steps.

Metering

There is a significant amount of metering installed as part of the Landlord's installation which can be summarised as follows:

1. Electricity meters for each zone (4 per floor) to monitor the use of lighting and small power used directly by the Tenant.

2. Electricity meters for each of the main HVAC panels, which are used to assess the use of the HVAC plant, particularly out of hours for charging directly to user Tenants and for the performance monitoring of plant and systems.

3. Electricity meters for each of the Chillers in order that the variable load within the building can be assessed for sub charging to the Tenant.

4. The incoming power supply to the building is monitored by the LE meter for total use.

5. The Gas supply to the building will be measured to assess the use for charging.

In addition to the above the Tenants are required to install meters to supplementary plant which they might install and to have the meters linked to the Tenants Billing Package.

All of the meters are linked to the BMS via a data communications network which is separate from the main BMS system to maintain integrity. The BMS system maintains logs of the energy use according to a number of different time zones and on a regular basis the data is transferred to the TBP where the processing takes place. The meters are checked on a regular basis to ensure that the BMS is collecting the correct data.

Out of Hours Operation

Each zone within the building is supplied with the potential for its own key switch/override button which can be used by the Tenant to extend the hours of operation of the air conditioning plant to suit their own particular hours of operation. The key switch will initially be located in the riser cupboard but can be extended by the tenant if required.

The switches activate a special metered consumption log within the TBP which will record the usage of the plant and charges the Tenant the total, or a proportion of the total use if more than one Tenant is using that plant out of hours. The BMS

keeps a zone hours record of all Tenant use which is available to the Tenants if required to note the out of hours use being generated by their staff.

A Tenant may wish to operate permanently or semi permanently outside of the stated operating hours of the building and graphical tables are set up on the BMS to allow a Tenant to override the key switches by software such that the plant is extended every day until the command is reversed. This facility is available by applying in writing to the General Manager at least 24 hours prior to the plant operation being required.

Data Analysis

The analysis of the data collected via the TBP attempts to allow for all of the variables which affect the energy use within the building and charge accordingly, in particular, the following regime is applied.

Tenants Own Use

The Tenants own use is monitored by the meters installed at each of the floor riser cupboards or via additional meters installed by the Tenant, and the total for each meter and thus each zone, and thus each Tenant is logged on a daily basis with the use charged directly to the Tenant. There is no differentiation made of the hours of use for the Tenants direct energy consumption.

Landlord's Chiller Use

The use of electricity by the Chillers depends on a number of factors namely, the density of occupation, the heat producing equipment and the climatic conditions. The first and second factors are directly proportional to the lighting and small power use within the building and the last factor is common to all users.

The use of power on the Chillers therefore, is apportioned according to the proportion of lighting and small power used by each Tenant. The TBP assesses the percentage use of each zone within the building and applies this percentage to the use of the Chiller and then processes the cost for each Tenant according to the zone. There is a correction to this analysis where the Tenant installs his own supplementary plant for air conditioning from the Tenants Chilled Water supply which is considered later in this report. The Landlord's Chiller use appears on the individual Tenant energy statement under the title of Air Conditioning.

Where the Chillers are used out of hours, the use of the Chillers are apportioned according to number of zone hours in use and the Tenants charged according to simple zone hours of use.

HVAC Plant Use

The use of the HVAC Plant is monitored via the electricity meters which are installed on each of the motor control panels, and this power is totalled. The normal occupation hours are totalled and charged according to the proportion of use by the Tenants in a similar manner as for the Chillers. There are allowances for Tenants who have significant areas which are not covered by the Landlord's central plant.

During the out of hours operation the use of the HVAC Plant is charged according to the zone hours used by each Tenant out of hours and thus, if only one Tenant is using the system they pay for all of the energy used.

General Non Metered Power

The non metered power for the building generally covers the Landlords lighting, lifts and miscellaneous power which is assessed from the difference between the LE meter and the total of the other meters, and will be charged according to the floor area occupied by each Tenant.

Tenant's Chilled Water

There is a separate Tenants chiller within the building which provides the chilled water for Tenants use which is deemed to be in excess of that supplied by the Landlord. The Tenants circuit can be supplied from this chiller or from the Landlords chiller in an emergency situation.

The methodology adopted to charge for the Tenants energy use varies between the normal working day and the out of hours use. During the normal working hours, the electricity use of the Tenants chiller is added to the Landlords chiller and the two are allocated as the method described for the Landlords chiller. During out of hours the general electricity use of the Tenants is monitored separately and the Tenants chiller electricity use is allocated to those Tenants who use chilled water according to the percentage use of their general power.

Tenants may install their own cooling equipment and account must be taken of this in assessing the proportion of power to be charged. The Tenant will pay for all of the supplementary plant, however, it would not be fair to charge the proportion of the main chillers for this load. Where this is the case, the equivalent electricity use by the Tenants CHW supply is calculated using the co-efficient-efficient of Performance (this is the proportion of cooling to electricity for the machine on load) and deducted from the Tenants lighting and small power before proportioning to the Landlords chillers.

Gas Consumption

The consumption of Gas is felt to be uniform throughout the building for the purposes of this analysis and is charged on the basis of floor area occupied.

All data is collected in a number of different time zones to reflect the requirements of the Tenant Billing and in particular the following:

1. Day time use as defined by the Utility Authority for charging.

2. Night time use as defined by the Utility Authority.

3. Normal hours of occupation use as defined by the Landlord.

4. Use of the main plant and equipment during override key switch use.

An important area of the Tenant Billing Package is the integrity of the data collected and presented. There will be times when meters fail or their connection to the BMS cut for whatever reason. The TBP monitors the regular use of each of the meters and automatically raises a flag if the consumption suddenly changes by printing a warning when the Building Management operates the system. An estimate is then entered and the meter checked for correct operation.

Data Storage and Presentation

The prime function of the Tenant Billing Package is to prepare a monthly statement for the Tenants to cover the amount of energy used within the building. The storage of the data and its subsequent presentation is based on the pyramid structure, where only the final summary information is presented to the Tenant as the monthly statement.

There is however an audit trail which allows the operators to track back through the system to monitor the use of each individual meter.

The data is logged and presented in the following format:

1. There is a monthly presentation of the statement for each Tenant which shows the total Tenant use for each of the main categories detailed in Section 2.00 and the total cost which is due for payment. The statement includes the out of hours costs applied.

2. There is a monthly print out of the daily profile for each of the Tenants for the energy categories detailed above, which is retained by the Building Manager for reference by the Tenant if required.

3. There is a log of each of the BMS recorded meter readings on a Tenant by Tenant basis covering each of the time zones being monitored, and this is retained for an audit trail if so required. This is not printed as a matter of course.

4. There is a zone key switch log retained within the system for printing if required.

5. There is a calculation of the monthly statement using the method employed by the utility authority which is used by the TBP to determine the average unit cost. The system also compares the previous month's calculation with the actual invoice received from the authority and any discrepancy corrected with a reconciliation. It should be noted that the discrepancies will be small but are created by the elements of the tariff which can not be calculated such as the Fuel Variation Cost.

Only the energy statement is presented to the Tenant as a matter of course but all of the information is available if required.

The Building Management have the option within the system to change data items which vary from time to time, including the method by which the tariff is calculated and the floor areas occupied by a particular Tenant.

APPENDIX L.1 – METHOD OF CHARGING

There are 3 main areas which need to be considered in calculating the costs of the electricity for 99 Bishopsgate and these can be detailed as follows:

1. Calculation of monthly cost

The monthly electricity is calculated in effect using the same formula used by the Electricity Supply Authority using the data collected by the Building Management System.

The format of the Contract for the supply may vary from year to year, but it is likely that the supply agreement results in charges of certain categories including the following:

- The Unit Charge which normally has two pricing bands based on the time of day
- The Availability Charge which is based on the total available supply to the site
- Maximum Demand based on the highest half hourly average load in the course of a month (normally only applied in the winter months).
- Miscellaneous Costs

In general, each of these are calculated every month from the data collected by the BMS and thus there is no requirement for the Building Management to wait for the utility bill. The BMS monitors the units or kWh via the London Electricity meter to provide a continuous assessment of the maximum demand. The units used are logged in a series of time zones to suit the format of the final agreement.

The monthly calculation of the cost provides a total which is very close to the actual bill for the month, as supplied by the supply authority. However, there are small differences because of variables which cannot be predicted such as the Fuel Variation Cost.

The difference in cost is normally less than 1% of the monthly bill and there is a reconciliation every month, whereby the difference between the actual bill and the calculated bill is added or subtracted as appropriate to ensure the correct ongoing total.

The calculation of the monthly bill cost and the monthly consumption provides the average cost of a unit of kWh of electricity for that month, which is the datum for the calculation of all costs of electricity whenever it is used.

This is an important feature of the Tenant Billing System for a number of reasons, including the fact that Maximum Demand costs cannot be attributed to a Tenant, but only to the building as a whole. In addition, it is only fair that users taking power during the night should make a contribution towards the fixed costs element of the Maximum Demand and the Availability Charge. This does not mean that the units used by the individual Tenants will be averaged but only the cost which is applied to those units.

2. Allocation of unit consumption

The second area of analysis is the allocation of the unit consumption within the building, and this in itself can be sub-divided into a number of separate areas including direct use by the Tenant, air conditioning load (building load related use) and non load related use.

Tenants Direct Use

There are a number of electricity meters within the site which monitor the power used in each of the Tenant zones, in essence there are four per floor.

The meters are each attributed to a Tenant and that Tenant is charged according to the amount he uses using the average unit cost.

Air Conditioning Load

The air conditioning load varies according to the heat gain within the building and each of the Tenants is charged according to their contribution to this heat gain.

Heat gain is caused by one of three factors; the climate, the occupation density and the equipment within the area served. The first is considered to be uniform for each Tenant but the others may vary somewhat but are proportional to the amount of electricity used directly by the Tenant.

The consumption of the air conditioning plant which varies with load, is therefore charged according to the proportion of power used by each of the Tenants. The plant in question is the Chillers and the main Air Handling Plant.

The Tenants have the option of installing additional air conditioning equipment to serve areas where heat gain exceeds the central plant systems, in the main, this is via the chilled water supplies which are available for direct Tenant Use. The electricity for the supplies direct to the Tenant will be apportioned according to load within those areas as previously detailed.

There may be limited areas where Tenants have installed their own unitary plant, such as split air conditioning equipment. This equipment is monitored separately and the air conditioning which it supplies is compensated for when allocating the Landlords air conditioning charges.

The air conditioning supplied by the unitary equipment is calculated using the Co-efficient of the Performance supplied in the O&M Manuals for the Tenants fit out.

Other Plant

All other plant is assessed by taking the difference of the direct use plus the related load and the total use as taken from the LE supply is charged according to the floor area occupied by the Tenant.

3. Out of hours use

The Tenants are offered the facility to override the operation of the central plant to occupy the building on an out of hours basis. A key switch may be fitted in each of the zones of the building which can be operated according to a pre-agreed time schedule.

The use of the key switch outside the hours of normal occupation of the building, nominally 07:00-19:00 starts the plant, and during that time the BMS/Tenant Billing Package monitors the total hours of use and the electricity consumed by the plant and equipment.

Over the month each zone is monitored in this way for every day and as part of the output from the system there is full summary of the use of the key switches. In addition, there is a totalisation of the zone hours and the out of hours energy use which is costed using the average unit cost. The Tenants are charged for their proportion of the zone hours used during the month, according to their lighting and general power use.

APPENDIX L.2 – ENERGY STATEMENT

Direct Energy Usage

Lighting and Small Power	26250.00		
Out of Hours Plant Usage	0.00	Zone Hours	**0.00**
Chilled Water (Tenant's additional supply)	1385.00		
	27735.00	at £0.0601	**£1,666.87**

Services to Common Parts

Miscellaneous Electricity	15181.71	at £0.0601	**£260.44**
Gas Usage	84849.39	at £0.0500	**£4,242.46**

Air Conditioning

Landlord's Chillers & HVAC Plant	15181.71	at £0.0601	**£912.42**

Energy statement Total	**£8,321.57**