



OPERATIONAL MANAGEMENT STRATEGY

39 Deansgate, Manchester

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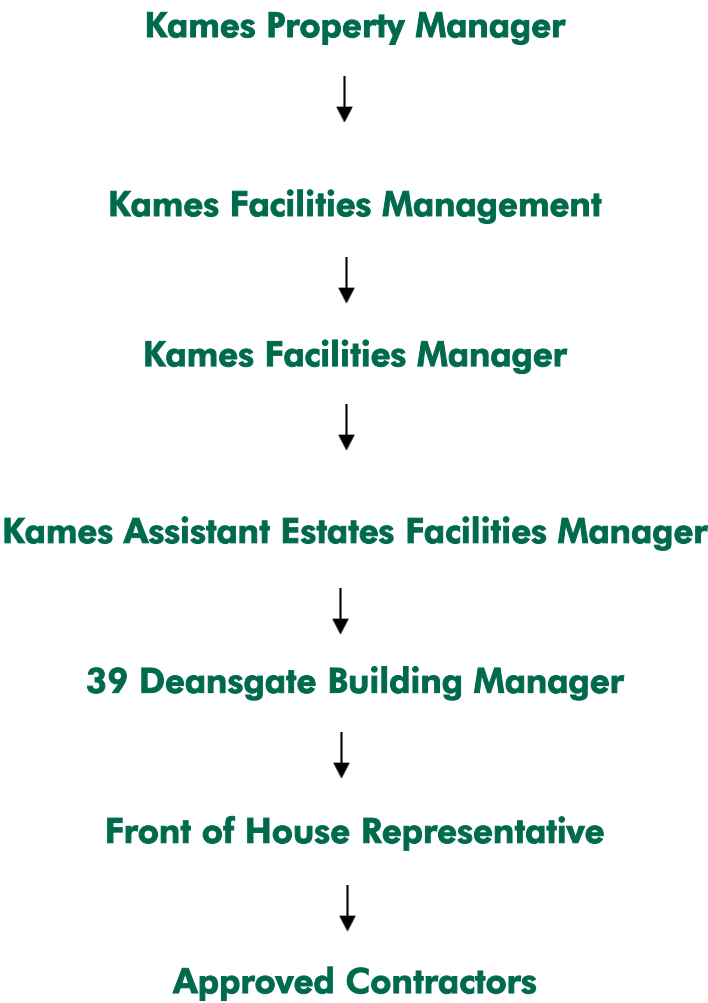
Operational Management Strategy

1 INTRODUCTION

- 1.1 This document provides the draft operational management strategy for the proposed 39 Deansgate development.

2 MANAGEMENT STRUCTURE

- 2.1 It is anticipated that a dedicated on-site FM Estate and Building Management Team will manage the day to day operational services on behalf of Kames Capital.



- 2.2 Several Approved Service Providers will be contracted to perform a variety of common area duties including but not limited to Front of House/Concierge for the multi-tenanted Office space; security for the Building; M&E maintenance; cleaning; lift maintenance; window cleaning; planned PPM and reactive repair; waste management; Event Management; environmental and energy management. All services and maintenance activities will be monitored for compliance with all relevant statutory and best practice Health & Safety requirements.

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- 2.3 Occupants and users of the Estate and the larger neighbourhood will be provided with a responsive, considerate and effective service to ensure that everyone's expectations are met.

3 OPERATIONAL MANAGEMENT STRATEGY - OFFICE SPACE

- 3.1 This document will contain useful factual information and details of the operation of the Building. Its principal objectives are to: -
- a. Ensure the efficient running of the Building in compliance with all relevant health, safety and other statutory requirements;
 - b. Minimise any disruption or annoyance to occupiers and users of the Building and;
 - c. Ensure that anyone using the Building experiences a rewarding and productive working environment.

Changes to the Operational Management Strategy

- 3.2 This OMS is in draft and will subject to change and once formally issued will be updated from time to time. Changes to it will be notified in writing. The Landlord reserves the right to amend the services and procedures set out in this document.

Access To The Building

Access/Security

- 3.3 The reception desk will be manned by a specialist Front of House Service Provider from 08.00hrs until 18.00hrs Monday to Friday. Outside these core hours the Building will be remotely monitored internally and externally by CCTV and a door access system will be employed.
- 3.4 An intruder alarm system will be installed to key external points of access. If activated this will raise the alarm to the Front Desk or if out of hours, to a remote call out monitoring station.

Visitors

- 3.5 All visitors entering the Building will be required to sign in electronically at the reception desk. They will be issued with a visitor's pass which is to be returned to the ground floor reception on leaving the building.
- 3.6 Visitors who arrive unannounced will not be permitted access to the Building pending tenant confirmation. To minimise delay tenants may advise the reception desk of intended visitors in advance.
- 3.7 The visitor passes will have details of the Building Health & Safety and Fire/Emergency procedures printed on the reverse.

Health & Welfare Facilities

- 3.8 Common area washroom facilities and showers together with disabled persons' facilities will be available.
- 3.9 A cycle hub facility will have dedicated showers, lockers and a drying room. This facility will assist with the implementation of the Travel Plan.

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- 3.10 A coffee shop/food outlet operation will be based in part of Business Lounge area and will be operated by an outsourced supplier.

Deliveries & Couriers

- 3.11 All couriers and deliveries should present themselves at the intercom at the access controlled and CCTV monitored Goods/Loading Bay area on the Lower Ground floor. For security reasons couriers will be asked to remove any crash helmets or other headgear that hides facial features.
- 3.12 The intercom will be linked to Reception who will in turn contact the tenant to inform them about their delivery.
- 3.13 Tenants will be contacted by phone to either collect and sign for deliveries at the Goods area or authorise the courier to deliver to the floor.

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

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

Emergencies

- 3.14 In the event of an accident in the common parts of the Building the incident should be reported to the Building Management Team in addition to the completion of tenant’s own reporting procedures.

Fire Precautions

- 3.15 The responsibility for safety from fire relies on all occupiers and strict adherence to the rules is important. Being prepared for an emergency is the best defence.
- 3.16 The Landlord’s Fire Safety Evacuation Plan will be incorporated into the Tenant Handbook.
- 3.17 Visitors’ passes also detail procedures, please ensure that visitors comply with these procedures, particularly the means of escape.

Disabled persons

It is important that Front of House are notified by the tenant (preferably in advance) if there are disabled persons in the Building so that appropriate arrangements can be made to suit their circumstances.

Fire Procedures

It is important for all staff to be aware of the correct action to take if a fire occurs. The following procedures should be noted carefully.

Evacuation of Building

- 3.18 On the sounding of the alarm all staff should cease their duties and together with other available staff, should inform visitors that an emergency has arisen and request them to immediately leave the building by the nearest available exit.
- 3.19 In addition, Fire Action Notices are affixed at all exits and adjacent to all break-glass points.

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- 3.20 Designated Fire Wardens should assist with the supervision of the evacuation and ensure that all parts of their relevant floors and toilets have been evacuated.
- 3.21 All staff should assemble at the Assembly Point indicated on the fire instructions.
- 3.22 All doors should be kept closed.
- 3.23 All electrical and gas appliances should be turned off.

Bomb Procedures – refer to Incident Management Plan overview below.

Searches of Bags and Packages

- 3.24 There may be occasions when searches of bags and packages carried on to the premises will be made. It would be requested that everyone co-operate with the requirement as it is intended for everyone's safety.
- 3.25 No unattended suitcases or briefcases to be left in the reception area or in any of the common areas.

Bomb Alerts

- 3.26 In the event of a bomb, tenants will be notified by the Building Manager/ Building Security and will be instructed to act in accordance with Police advice given.

Medical Emergencies

- 3.27 It is the responsibility of each tenant to satisfy the requirements of the Health & Safety (First Aid) Regulations 1981 in respect of properly trained first aid personnel, first aid boxes and record keeping.
- 3.28 If it is necessary to summon an ambulance by dialling 999 the Building Reception should also be advised so that they can direct the ambulance crew on their arrival.

No Smoking Policy

- 3.29 This will be a NO SMOKING building. For the avoidance of doubt this includes reception, atrium, and external areas adjacent to the building entrances, the stairs, lift lobbies, toilet areas and all tenant areas.
- 3.30 Tenants should instruct their staff not to smoke immediately outside the entrances to the building. The building reception/security staff have instructions to ask anyone smoking immediately outside to move away.

Cleaning & Refuse Collection

Cleaning

- 3.31 The landlord will arrange for the cleaning of all the internal and external common areas to include the main reception, atrium, lifts, lift lobbies, stairs and washrooms, and Building fabric. Any issues should be referred to the building management team immediately.
- 3.32 The landlord will also arrange external window cleaning and the cleaning of glazed areas on a monthly basis.

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- 3.33 Tenants will be responsible for the cleaning of the demised areas including the internal side of the windows within their demised areas.

Refuse Collection

- 3.34 A refuse area is situated in the upper ground level of the Building. Any refuse generated by occupiers should be taken to the refuse area by the occupiers own cleaning contractor/staff. No rubbish is to be left in the refuse store over the weekend period.
- 3.35 Occupiers waste should be placed in the refuse store by no later than 07:30 am. Only normal daily office refuse should be taken to the refuse store. For major office cleanouts tenants should make provision for the refuse to be dealt with separately.
- 3.36 It is the Tenant's responsibility under the Environmental Protection Act 1990, Section 34, Code of Practice (Duty of Care), to ensure that all waste leaving their premises is securely sealed in bags/containers. Any items such as chemical containers, medical waste, electrical equipment etc. that are not 'mixed office waste' should be removed by your own assigned contractor.
- 3.37 Occupiers should ensure that any cleaners appointed directly by them are made aware of the Code of Practice.