

TENANT HANDBOOK

SILBURY HOUSE

300 SILBURY BOULEVARD

MILTON KEYNES

MK9 2AZ

May 2024

C O N T E N T S

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INTRODUCTION

Welcome to Silbury House.

This Tenant Handbook is here to provide you with useful information about the property.

Should you have any queries or questions regarding the day to day running of the property please contact the Customer Services Helpdesk which operates 24/7 where the team will be able to assist.

Should you have any queries regarding your demise, lease or occupation of the property, please contact the Property Manager shown within the Management Team.

Name	Role	Email	How can we help?
<u>CUSTOMER SERVICE HELPDESK</u>	<u>24/7</u>	ro@elogs.co.uk 01480 587762	A service desk available 24/7 to assist with common area related issues of the property.
<u>Matteo Scabia</u>	<u>Head of Property Management</u>	<u>Matteo.scabia@rorealestate.co.uk</u> 07703 737328	Matteo is Head of Property Management and point of escalation for all lease matters, assignment of work to your demise or service charge queries.
<u>Kate Simmons / Keith Symonds</u>	<u>Facilities Manager</u>	<u>kate.simmons@rorealestate.co.uk</u> 07841 205631 <u>Keith.symonds@rorealestate.co.uk</u> 07889 061414	Kate and Keith are the contact for day to day common area all services or queries.
<u>Maria Fernandez</u>	<u>Front of House</u>	<u>marketing@silburyhousemk.co.uk</u> 07518 209477	Front of House at Silbury House available from 8am to 5pm Monday to Friday.
<u>Ed Davidson</u>	<u>Asset Management Director</u>	<u>Ed.davidson@rorealestate.co.uk</u> 07725 630338	Ed is the best contact for leasing renewals
<u>Wendy Davidson</u>	<u>Service Charge and Property Administrator</u>	<u>Wendy.davidson@rorealestate.co.uk</u>	Wendy is a point of contact for all queries relating to your service charge budget.
<u>Linda Thompson</u>	<u>Sales Ledger Lead</u>	<u>Linda.Thompson@ROGroup.co.uk</u> 01707 601 419	Linda is the best person to contact if you have any queries relating to an invoice received or payments to be made.
<u>Ana Bajiri</u>	<u>Head of Sustainability</u>	<u>Ana.Bajiri@ROGroup.co.uk</u> 07874 087 558	Ana is the RO Group Head of Sustainability and is a direct contact for any queries relating to ESG/sustainability reporting, consumption data, energy efficiency, wellbeing and other related topics.

HEALTH AND WELLBEING

Fitwel

RO Real Estate place a great deal of importance on the health and wellbeing of its building occupiers, we are therefore delighted that Silbury House has achieved a 3-star Fitwel accreditation and is enrolled onto the WELL Performance rating.

Fitwel is a world-leading certification system striving to ensure that property supports occupant health & well-being. As a result, several features are included in this property to help promote and support healthier behaviours at work. More details on these features are provided below.

WELL Performance Rating

Silbury House is enrolled in the WELL Performance Rating which is an evidence-based, third-party verified pathway for measuring, benchmarking and monitoring building performance and occupant experience.

This targeted achievement highlights the building's implementation of best practices for continuous monitoring and performance across key indoor environmental quality (IEQ) metrics related to air quality, water quality, thermal comfort, acoustics, lighting and occupant experience.

INDOOR AIR QUALITY POLICY

We're delighted to announce the integration of RESET into our building. The RESET Air Index sets a new standard for communicating indoor environment quality by considering concentrations of various pollutants, such as PM2.5, CO2, and TVOC. Unlike AQI, which focuses solely on the most significant pollutant, the RESET Air Index provides a comprehensive assessment, taking into account all pollutants present.

ELECTRONIC CHARGE POINT

There are eight electronic car charging points located in the car park for the use of all occupiers.

BUSINESS CONCIERGE LOUNGE

The business concierge lounge is provided in reception for the benefit of all occupiers. The reception area is managed Monday to Friday by our Concierge Team who can help you with a range of services.

Front of House duties will include, but not be limited to:

- 'Meet and Greet' of all clients and employees
- Ensure reception, client lounge and all client areas are maintained clean and tidy, liaising with the cleaning team for any spillages or areas that require attention

- Booking taxis for employees and their clients on request
- Ensure all front office areas are clean, tidy and maintained to a satisfactory high standard and tasks are carried out promptly where required with minimum disruption to the working environment
- Being proactive in spotting opportunities for improving the quality of the reception and meeting room areas and related hospitality and services
- Assist with client functions as and when necessary
- Administering access fobs for tenants.

BIKE STORE

Sheltered bike storage facilities are available on-site free of charge for the use of building occupants and visitors only. We conduct an annual travel survey to ensure these facilities are appropriate to service your needs.

SHOWERS & LOCKERS

Showers and lockers are provided free of charge for the use of all building occupants and can be found on each floor.

The facilities are cleaned daily and any belongings left in the shower areas will be disposed of by the cleaners at the end of each working day.

Lockers are provided for daily use by all occupants and may not be reserved for personal, overnight or long-term use. The helpdesk reserves the right to remove any belongings left overnight or at weekends.

To avoid any problems, please ensure that all staff and visitors are made aware of this policy.

SMOKING & VAPING POLICY

Smoking, vaping and the use of any tobacco products is not allowed anywhere on-site including car parks and other outdoor areas. Anyone in violation of this policy will be asked to leave the premises.

Please ensure that your staff and visitors are made aware of this policy.

AUTOMATIC EXTERNAL DEFIBRILLATORS (AEDs)

We have provided AEDs in the lift lobbies on every floor of the property. These are for use by any building occupant or visitor in the event of a cardiac arrest.

No training is required to use the AEDs - the devices provide clear, audible instructions when opened and activated.

In the event of AED use, the helpdesk must be informed in order to reset and reinstate the device as necessary.

If you notice that any AED or its fixings have been damaged or are missing, or the unit is displaying a red maintenance light, please inform the helpdesk immediately.

TENANT COLLABORATION

Bi-annual tenant meetings are held for nominated tenant representatives to share information and feedback.

Within the tenant meetings, we will have a dedicated section on Sustainability to ensure two-way collaboration and optimum sustainability performance of the building. Health & Wellbeing will also feature as a specific topic to obtain feedback from building users on the health and wellbeing features above, discuss new ideas and initiatives.

Details of these sessions will be shared by your Property Manager, and we encourage all building occupants to attend.

RO conducts annual surveys to gather information, allowing us to continuously improve our facilities and services. The questionnaire will be shared via email and we encourage all building occupants to participate.

S U S T A I N A B I L I T Y

Silbury House has established clear commitments to sustainability, from design to operation. A holistic approach has been taken to refurbish the building to the highest quality, which demonstrates our commitments to achieve the highest energy efficiency and sustainability standards in office refurbishments. The integration of extensive solar panels, innovative construction methods, advanced energy systems and sustainable materials has established Silbury House as a leader in sustainable buildings.

In addition to addressing environmental impact, we have taken a targeted and comprehensive approach to occupant health and wellbeing by encompassing health and people-centric policies, eco-friendly practices and inclusive design, which further reinforce RO Real Estate's deep commitment to deliver and operate healthy buildings for our occupiers.

We understand occupiers will also have their own sustainability action plans/ goals and we want to help you achieve those. If you would like to discuss sustainability initiatives, please contact your Property Manager.

Below you will find details of some of the initiatives we have in place at Silbury House.

- On-site solar power generation through the installation of 116 solar panels
- 30% EV charging provision
- Lighting upgrades with advanced lighting controls
- Hybrid VRF system for optimised heating, cooling and hot water delivery

- Consistent 'RESET' monitoring and assessment of air quality through sensor technology
- 100% Renewable energy
- A private lockable lactation room
- Male and female low flush WC's
- Bicycle storage
- Smart technology installed to enhance energy performance and reduce carbon footprint

Silbury House is on target to achieve the following certifications/ accreditations as evidence-based efforts to meet the sustainability commitments and enhance the performance of the building for occupiers:

- EPC A (16) rated
- BREEAM 'Outstanding'
- NABERS Design for Performance minimum 5 stars rating
- Fitwell 3 start rated- awarded highest accreditation for healthier workplace environments
- WELL Performance rating

Assessing the environmental performance of the building

As a responsible Landlord, RO Real Estate is committed to maximising the sustainability performance of the Premises to exceed best practice and industry benchmarks. Our sustainability commitments support the delivery of a healthy, high- performing work environment for all occupiers.

Measurement of impacts and outcomes is critical in order to assess where to focus efforts and to understand the results achieved. As such, we will consistently monitor, assess, review and communicate the environmental performance of the premises with our Tenants.

As part of this, we will develop and maintain an *Environmental Action Plan* as a framework for enhanced collaboration to deliver actionable results and achieve targets for the benefit of the building and its' occupiers. The *Environmental Action Plan* will document improvement actions and initiatives taken to enhance sustainability performance of the building.

Our Facilities Management team is committed to carbon reduction strategies during operation and will therefore utilise the data captured by sensors, Building Management System and other smart technology solutions to identify potential shortfalls and improvements needed to minimise adverse impact.

Sustainability certifications and accreditations achieved to date mandate us to consistently capture data and monitor the energy efficiency of the building, and maintain optimum performance, to sustain these credentials.

Our Tenants and all occupiers will play a key role in this. Therefore, we will consistently engage with all stakeholders on measures, strategies and initiatives to maximise energy and

water efficiency; monitor temperature, air quality and waste to support us in improving the overall environmental performance of the premises, will delivering to our sustainability commitments.

Landlord & Tenant collaborative approach to Sustainability

This section highlights some of the steps the landlord and tenant shall engage and collaborate on to measure, assess and enhance sustainability performance of the building.

The Landlord pledges to:

- Continuously assess the environmental impact of the building and compare it to industry/ best practice benchmarks;
- Set realistic targets for reductions and efficiencies, in collaboration with Tenants and building occupiers, while monitoring progress towards agreed targets;
- Cooperate with Tenants to share consumption data relating to the Environmental Performance of the premises; identify appropriate strategies, measures and initiatives to minimise any adverse impact on the environmental performance relating to operation and use of the premises;
- Develop initiatives and strategies to support the Tenant to keep levels of consumption of energy and water at the premises as low as reasonably practical and encourage best practice behaviours, such as *RO Tenant Energy Challenge* and Tenant competitions which will be managed by the Landlord and consistently promoted to encourage reduction; identify well performing areas while addressing poorly performing ones, share best practice and celebrate successes;
- Strive to ensure utility supplies are procured from renewable sources;
- Consistently take into consideration the impact on the environmental performance of the premises when carrying out any works, while ensuring reasonable measures are taken to avoid or minimise any adverse impact.
- Engage with tenants to identify and promote smart technology solutions and measures that support in carbon reduction; energy and water saving; cost reductions of operating the building.
- Monitor the sustainability performance of the premises and occupier satisfaction through consistent engagement, surveys and data collection to ensure continuous improvements.

The Tenant/ Occupier pledges to:

- Minimise any adverse impact on the environmental performance relating to the occupations and use of the Premises and the Landlord's Property, while adhering to the Tenant Fitout guide provided by the Landlord;
- Ensure that appropriate refuse and recycling facilities are available in their demise and take reasonable steps to encourage the correct use of such facilities by occupiers on the premises;
- Take reasonable steps to keep the level of consumption of energy and water at the Premises as low as reasonably practical including the use of appropriate heating, lighting and ventilation system schedules and supply to the Landlord evidence of the steps taken;

- Consistently share consumption data with the Landlord for the purpose of reducing negative impact and improving the Environmental Performance of the Premises;
- Ensure that any works procured in their demises is carried out using good quality and sustainable materials by competent persons, taking into consideration the impact on the environment;
- Keep all furniture, fittings and equipment which form part of their demises in good and efficient working order, regularly serviced and where reasonably practical with due regard to the sustainability credentials and effect on the environmental performance of the Premises;
- Seek to adopt smart/ clean technology solutions that support carbon reductions and enhance environmental performance and sustainability credentials of the building;
- To operate the HVAC within the demise in accordance with the plant sequences and set points controlled by the single central BMS system;
- Keep the windows closed to prevent air leakage to ensure control over the building environment

PROPERTY MANAGEMENT

This section gives you an overview of some of the services we will provide on a day-to-day basis. If there is anything you would like more detail about, please get in touch.

PARKING

Each occupier has a number of spaces allocated to them within their lease. The car park bays to be used will be agreed with the RO Real Estate team and Tenant names will be marked on the appropriate bay.

SECURITY AND ACCESS TO THE BUILDING

The building has an electronic access control system, and all occupiers require an access pass to gain entry. The access pass provides entry to the office building and the bike store.

CCTV is present on site for security purposes only. Please note under General Data Protection Regulations we are not permitted to share images. If you suspect a crime has taken place, please inform us and report this to the Police who in turn will request footage from us. If you are unsure, please speak with the helpdesk.

Please note the site is monitored out of hours and any tenants gaining unauthorised access will result in a charge being issued unless we are pre-notified and can stand down the monitoring.

CLEANING

The cleaning of the common parts is undertaken by Pro Kleen who are on site Monday - Friday. This service is including periodic deep clean of the common areas, entryway matting and ordering of required consumables on site.

WINDOW CLEANING

Window Cleaning is provided by Pro Kleen cleaning and is carried out on a monthly basis cleaning all accessible external windows. Some front windows facing the road need to be cleaned by swivelling them from inside the office – these are carried out, out of hours so access to your demise is required.

REFUSE DISPOSAL

The landlord arranges building waste collections with Grundon.

Please ensure your office collections are at a suitable frequency so not to cause an overflow of waste in the bin store and create problems for other occupiers.

If the Landlord is required to arrange separate collections to clear overflowing waste a charge may be applied.

POST & DELIVERIES

Post is delivered to reception.

TENANT SIGNAGE

Tenant signage is provided throughout the building. If there are any changes to be made after the initial installation there may be a charge to do so. Please speak to the helpdesk if you require any changes to be made.

UTILITIES

Electricity, gas and water for the common parts is included in the service charge and procured and managed by the Landlords appointed Energy Broker.

RO Real Estate has chosen Get Solutions as our preferred energy broker to facilitate our energy procurement needs. With a shared commitment to sustainability, we actively prioritise sourcing the cleanest available energy options wherever they exist. This reflects our dedication to reducing our carbon footprint and contributing to a greener and more environmentally responsible future.

Electrical sub-meters are located in the main electrical distribution room and are applied to each demised space.

We will bill you monthly in advance, based on an estimated consumption, with quarterly reconciliations. This approach aligns closely with the methodology employed by utility companies for billing and recharging electricity in residential settings.

MECHANICAL SERVICES

Building mechanical and electrical maintenance is performed by Cambridge Maintenance Services who visit the property currently once a week. Main plant is managed via the building control management system which regulates the operational times of equipment to ensure it is used efficiently.

LIFTS

The building is served by a lift going from Ground to 3rd floor. This is currently maintained under a fully comprehensive contract by Schindler. The lift is equipped with an auto dialler which can be used to call Schindler Helpdesk in the event of an entrapment, in the unlikely event that the auto dialler does not work please use the following number: 01932 758100

Do not use lifts in the event of a fire.

S E R V I C E C H A R G E

SERVICE CHARGE

The Service Charge year runs from April 1st to March 31st of each year.

The Service Charge is in place to fund the services which are provided to the common parts of the building for example cleaning, security and maintenance. These costs are apportioned to Tenants based on the percentage of the property each Tenant occupies in relation to the whole building or using another fair and reasonable method determined by your Property Manager.

At least one month prior to the start of the Service Charge year, we will send you a Service Charge Budget Pack explaining what the budget will be for the coming year.

Service charge is payable in accordance with the terms of each Occupiers lease – usually on account, quarterly in advance on the usual English Quarter Days of 25th December, 25th March, 24th June and 29th September. In order for us to pay for the services required to operate your property we request prompt payment of all on account and balancing service charges.

Within 4 months of the Service Charge year end we will reconcile the actual expenditure against the budget. The budget is our best estimate of annual expenditure and won't always match perfectly with the final year expenditure. In the event that the expenditure exceeds budget then a balancing charge will be raised, similarly if expenditure falls below budget then a credit will be issued.

We are committed to following the guidelines set out in the RICS Professional Statement, Service Charges in Commercial Property, and as such we aim to be as transparent as possible with your service charge, always seeking value for money when procuring services.

More details about how we manage your service charge can be found in your Service Charge Budget Pack.

HEALTH & SAFETY

Your Health and Safety is a priority for us. We will ensure that the building complies with all relevant H&S regulations and in return we ask that you comply with our H&S procedures and provide us with certain information about your H&S procedures. The following section provides more detail about what is our responsibility and what is yours.

LANDLORD RISK ASSESSMENTS

We will carry out risk assessments on all common areas, the frequency with which we carry out risk assessments is noted below. This may differ upon a business, structural or risk change. The helpdesk will make available risk assessments carried out at the building including:

- Health & Safety - Annually
- Fire – Bi-annually
- Fire Audit – Bi-annually (runs in sequence with FRA)
- Fire Drill - 6 monthly
- Legionella - Annually
- DDA – 5-Yearly
- Fire Doors – Every 6 months

Your responsibility includes but is not limited to the following:

- To have a risk assessment carried out for your demise
- To ensure your demise has an appropriate number of fire extinguishers and that they are tested annually
- To ensure that your staff have adequate fire safety and first aid training
- To ensure that you have an adequate number of fire wardens
- To provide the building management with copies of your risk assessments and names of fire wardens
- To provide the property management team with copies of PEEPS where applicable
- To ensure appropriate PAT testing is carried out
- To ensure water management of your office is completed with records kept
- To ensure emergency lighting is flick tested monthly and a full 3-hour discharge test by a competent person carried out annually, maintaining records of each.

FIRE SAFETY

We will carry out a weekly test of the fire alarm every Monday. The system will also be inspected on a regular basis as part of the fire alarm maintenance contract.

The fire assembly point is located as follows: by the bin store

FIRE ESCAPE ROUTES

We will check fire escape routes on a weekly basis, but we need your assistance to ensure they are kept clear. Please be aware that it is a legal requirement that evacuation routes are not obstructed and are maintained for the safe use of all users of the building, therefore:

- Fire doors must not be propped open.
- Evacuation routes must be kept clear with nothing being stored in the area .

EVACUATION PROCEDURES

All staff should be familiar with the following:

- Means of raising the alarm
- Location of break glass call points
- Location of fire exits
- Action to be taken in the event of fire or another emergency
- Location of firefighting equipment and methods of operation
- Location of assembly points

Fire drills will be held twice a year and all Tenants are required to participate.

On hearing the fire alarm, leave belongings and evacuate the building using the nearest fire exit. Doors will automatically open. Occupants are to meet at the assembly point, by the bin store in the car park.

Fire wardens must wear yellow high-viz jackets so they can be easily identified.

ELECTRICAL FIXED WIRE TESTING

It is a legal requirement to have fixed wiring installations inspected on a 5-yearly basis. The Landlord is responsible for carrying out testing to all Landlord equipment. If you require a copy of the certificate, please ask the helpdesk.

EMERGENCY PROCEDURES

FIRE

The Fire Brigade is **NOT** automatically contacted when the fire panel is activated. Tenants should call the Fire Brigade if the fire panel sounds.

- The fire panel is located at reception
- The fire assembly point is located as follows: by the bin store
- Zone plans are located in reception above the fire panel.

POWER FAILURE

If there is a localised power outage the affected Tenants should contact the Helpdesk.

STRUCTURAL DAMAGE

Should the tenant observe any structural damage to the building, please contact the Facilities Management team immediately. If any structural damage is identified, the property will be evacuated pending further investigation.

LOSS OF WATER SUPPLY

In the event that there is a loss of water supply to the building please contact the Helpdesk. In the meantime, try to conserve water by stopping any non-essential usage.

WATER LEAK

In the event of a water leak, please contact the Helpdesk for assistance. If water has found its way into or near any electrical equipment inform the Helpdesk so the equipment can be checked before it is used again.

CHEMICAL SPILLAGE

The Property Management team do not hold chemicals within landlord areas other than those used by the Cleaning Team.

This equipment is kept in a locked cupboard and COSHH Safety Data Sheets provided. Tenants should have COSHH Safety Data Sheets for any chemicals used within their demise. If there is a chemical spillage the Helpdesk should be contacted.

ACCIDENTS/INCIDENTS

Tenants should inform us of any incidents or accidents within the common parts of the building by contacting the Helpdesk. Please also notify the police if appropriate.

TERRORIST THREAT

Please follow the national guidelines for advice on how to stay safe in relation to terrorist threat.

[National Counter Terrorism Security Office - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

SQUATTERS / TRAVELLERS

If you discover any unauthorised activity on your premises or others in the building please report to the Helpdesk in a timely manner.

T E N A N T W O R K S

If you would like to carry out any works at the building, we ask that you give us plenty of notice so that we can be sure to collect all the information we need prior to you starting work.

Further information is available in our fit-out guide. Please request a copy of the document, and we will provide it to you.

LICENCE TO ALTER

Your Lease will determine when a Licence to Alter is required but this is usually when the works are structural or include re-configuring the accommodation, modifying the building services or connecting to the building mains. Examples include a full office refurbishment, AC modifications or the installation of a water cooler. The complexity of the works will determine if and how they should be documented.

If a Licence to Alter is required it will need to be drafted by the Landlord's solicitor and an undertaking to pay the solicitors fees will be required before works are started.

For less complex works a letter licence may be required and there will be a fee for drawing up this document.

Redecoration and minor alteration can usually be done without the need for a Licence to Alter however we will require the following information before you start work:

- A copy of plans and specification for the works including a written scope of works.
- The date the Tenant intends to start carrying out the Works and a program of works.
- An approximate value of the works.
- A site-specific Risk Assessment and Method Statement.
- Permit to work.
- A copy of the Contractors insurance policy documentation.
- Full contact details of the Project Manager / Team.

On completion of the works the Tenant must give to the Landlord:

- A copy of the as-built plans.

If you are unsure about whether you need a Licence to Alter just let your Property Manager know and they will talk it through with you.

LEASE EXPIRY

As the end of your Lease approaches, we will contact you to establish whether you would like to renew your Lease. If so, we will discuss your needs and propose terms.

if you do not wish to renew, then we will start the yielding up process. This will include inspecting the premises to ensure you have kept to your repairing obligations and you will hand the premises back as required by the Lease. This will usually involve you being served with a formal Schedule of Dilapidation setting out what works need to be carried out and what we consider to be a reasonable cost of those works.

You can carry out those works before you leave. However, it is difficult enough to organise moving and fitting out your new premises without also having to organise works to the premises you're vacating. So, most Tenants will prefer to agree a cost for the works and leave us to deal with the Dilapidations once they've vacated. We can negotiate an appropriate figure at that time.

We understand moving premises can be a stressful time so to help make the process go as smoothly as possibly we have set out some simple guidelines below:

- Please tell your Facilities Manager as soon as you have a confirmed moving out date as we will need to let our insurers know that we have a vacant unit.
- Please arrange with your Facilities Manager a suitable time to hand in any access passes, keys or fobs.
- Please take meter readings on the day you move out and pass these on to your Facilities Manager.
- If you have any utility contracts you must inform your provider that you are leaving the building.
- You should inform the Local Authority so that they can amend their business rates demands.
- Please leave a forwarding address with your Facilities Manager in case we need to contact you.

INFORMATION FOR ALL OCCUPIERS

BUILDING OPERATIONS

- For all maintenance issues call **24/7 Helpdesk Number 01480 587762**
- Weekly fire alarm test is carried out weekly
- Fire Assembly Point is located by the bin store
- Access to the building is **8am to 5pm**, if you require access outside of these times please contact Front of House
- Access fobs are required for entry to the building. There may be a charge to replace lost fobs. If you lose your fob please contact Front of House.
- Parking spaces are demised to each tenant and signage displayed accordingly. **Please only park in your demised spaces.**

Appendix A

Premises: Silbury House, 300 Silbury Blvd, Milton Keynes MK9 2AZ

INTEGRATED PEST MANAGEMENT PLAN

INTRODUCTION

Pests are populations of living organisms (animals, plants or microorganisms) that interfere with activities or the use of facilities for human purposes.

Integrated Pest Management (IPM) is an approach that seeks to avoid the routine or automatic application of chemicals to manage pests, which may result in harm to the environment, non-target species or human health. It establishes a preventative approach to managing pests by combining biological, cultural, physical and chemical tools.

RO GROUP has adopted this IPM Plan for the buildings and grounds under their control. The plan outlines procedures to be followed to protect the health and safety of staff, tenants, visitors and members of the public from pest and pesticide hazards. The plan is designed to voluntarily comply with policies and regulations required under the Fitwel certification system.

Objectives of this IPM plan include:

- Elimination of significant threats caused by pests to the health and safety of building occupants and the public.
- Prevention of loss or damage to structures or property by pests.
- Protection of environmental quality inside and outside buildings.

RESPONSIBLE PERSONS

The Facilities Manager shall be responsible for:

- appropriately delegating authority for implementation of the plan
- reviewing the plan annually (or as frequently as deemed necessary) to ensure its effectiveness
- making necessary changes to the plan to ensure effectiveness, and
- disseminating communications relating to pest management.

It is the responsibility of the Facilities Manager to ensure that this IPM plan is implemented appropriately at each property or facility.

This IPM plan shall be included in the tenant manual. It is the responsibility of each tenant to ensure it is implemented in each tenant demise.

PEST CONTROL CONTRACTORS

All contractors engaged by RO Group for the control of pests and handling of pesticides of Practice which relate to humane, effective and safe pest control methods.

Further information on the codes of practice can be found at the BPCA website

(<https://bpca.org.uk/pest-advice/documents-and-codes/codes-of-practice>).

All contractors engaged in pest control must be suitably trained and qualified. *General Pest Control (GPC) - Level 2 Pest Management* is the minimum qualification level acceptable.

All contractors shall be fully insured and operate safe systems of work using suitable RISK and COSHH assessments, as well as complying with appropriate HSE and government guidance relating to the handling and application of pesticides.

RELEVANT LEGISLATION

- Health and Safety at Work Act 1974
- Control of Pesticide Regulations 1986
- Management of Health and Safety at Work Regulations 1999
- Personal Protective Equipment Regulations 2002
- Control of Substances Hazardous to Health 2002
- EU Biocidal Product Regulation (528/2012)
-

ASSOCIATED SERVICE PROVIDERS

RO Group service providers including cleaning, facilities management and landscape maintenance will be directed to provide special attention to pest-vulnerable areas including food storage, preparation and serving areas; washrooms; custodial closets; mechanical rooms and entryways into the building.

Service providers or other IPM experts will be asked to provide input on any RO Group facility renovation or reconstruction projects including reviewing plans for pest-conducive conditions, suggesting pest-proofing measures and inspecting construction where applicable to prevent and avoid pest problems.

POSTING AND NOTIFICATION OF PESTICIDE APPLICATIONS

When pesticide applications are scheduled in areas accessible to regular building occupants, the Facilities Manager shall provide notification including:

1. Posting a pest control information sign with the date, time and location of the application and the product applied in an appropriate area and including contact information for additional details.

2. Providing this information to all individuals working in the building.

Where pests pose an immediate threat to the health and safety of building occupants or the public, the Facilities Manager may authorise an emergency pesticide application and shall notify by telephone relevant occupants or their representatives. Disinfectants, anti-microbials and pesticide baits applied in inaccessible areas are exempt from this notification.

RECORD KEEPING

The Facilities Manager will maintain records of all Pest Control Contractor visits and pest control treatments for at least three (3) years. Requests to be notified of pesticide applications may also be made to the Facilities Manager.

GENERAL IPM STRATEGIES

Pest management strategies may include education, exclusion, sanitation, maintenance, biological and mechanical controls, and pre-approved, site-appropriate pesticides.

The Integrated Pest Management process shall consist of the following steps to be conducted by the Building Manager or their chosen Pest Control Contractor as appropriate:

1. Identify the pest species and population size. Locate any nesting sites and points of entry to the premises.
2. Identify the cause of the infestation and address this in the first instance, e.g. excess or poorly stored waste, spilled or accessible food.
3. Locate the opening providing entry for pests into the building and instruct appropriate repairs.
4. If ants are identified inside buildings, affected areas will be cleaned using soapy water to eliminate any pheromone recruiting trail deposited to help other ants find the location of food and water sources.
5. If the above steps have been taken and the pest problem has not resolved, the application of pesticides shall be endorsed.
6. Building occupants will be informed of ongoing action required to prevent future problems, e.g. cleaning up spilled food or drink more promptly or thoroughly, storing food in sealed containers, repairing leaking or dripping pipes or faucets, etc.
7. Review and implement additional steps to avoid future infestation, such as more extensive repairs, changes in the food policy, changes in exterior landscaping to remove pest habitat, or selection of pesticide baits or gels, preferably in manufactured tamper-resistant bait stations placed in areas inaccessible to children or other building occupants.
8. Assess the effectiveness of the pest control methods used and amend the pest management plan as necessary.
9. Keep appropriate records.

Decisions concerning pesticide application will be based on a review of all available options. Efforts will be made to avoid the use of pesticides by adequate pest proofing of facilities,

good sanitation, selection of pest-resistant plant materials, and appropriate horticultural practices.

When it is determined that a pesticide must be used in order to meet pest management objectives, the least-hazardous material, adequate for the job, will be chosen. All pesticide applicators will be trained in the principles and practices of IPM and the use of pesticides approved for use by RO Group. All applicators must comply with the IPM policy and follow appropriate regulations and label precautions when using pesticides in or around RO Group facilities.

This IPM plan is effective from the date given below and shall be reviewed annually.

As a guide, the following labels demonstrate that products meet these criteria and may be used to guide procurement:

- EU Ecolabel
- Blue Angel
- Blauer Engel (Blue Angel)
- Der Milioukel (Good Environmental Choice)
- Ekologicky šetrný výrobek (Czech Republic)
- Svanen (The Swan, Nordic Eco-label)
- Återvunne ascore (Vitality Leaf)
- Xima nuxurror (Living Planet)
- Indoor Advantage Gold
- Indoor Air Comfort Gold
- FloorScore
- Eco INSTITUTE label (2010 version)
- MAS Certified Green
- Global GreenTag
- VPC (ISO 16000)
- SCS Indoor Advantage & VOC Plus
- AgBB
- M1-RTT ISO 16000

In advance of works being carried out, contractors are required to confirm that proposed materials and furniture comply with the low VOCs, zero formaldehyde requirement and provide the data sheets for the appropriate products.

Dust

Contractors working within IQ Group premises must take all reasonable precautions to avoid dust entering from their construction and maintenance works. Dust gets into adjacent workspaces, common areas and the external environment can cause damage to equipment, fixtures and fittings, and create nuisances for building users or members of the public.

Dust must be appropriately contained and disposed of, e.g., using vacuum attachments on tools, installing cutting stations with dust capture systems, or sealing work areas and employing portable air filtration.

STORAGE OF FOOD & WASTE

All foods shall be stored in appropriate containers and refrigerated as appropriate to minimize smells.

Refrigerators shall be cleaned daily to remove food residues and out of date food shall be disposed of on a weekly basis.

Areas used for food storage and preparation shall be cleaned daily as a minimum.

Any area used for hot food preparation (eg: kitchens or sites containing microwaves) shall be appropriately ventilated to ensure smells do not escape into adjacent workspaces or common areas of the building.

Food and kitchen waste shall only be disposed of in waste containers with closing lids (eg: pedal or swing top bins) and not allowed in open top waste paper baskets or open plan floor plates.

Waste from kitchens and bathrooms shall be disposed of daily as a minimum. Indoor waste containers and the surrounding areas shall be cleaned thoroughly weekly as a minimum.

Damp & Mould

Within the landlord's demise, high-risk areas such as bathrooms, showers, kitchens, external windows and doors will be checked monthly by the Facilities Manager (or a delegated contractor) for signs of standing water, water ingress, condensation and damp.

Within the tenants' demise, the Facilities Manager shall conduct regular inspections (at a frequency agreed with each tenant) to check for signs of damp and mould.

Appropriate maintenance tasks will be assigned by the Facilities Manager to address the cause of the damp immediately and prevent further water ingress/damage.

Any area displaying signs of mould growth will be isolated and treated immediately by a suitably qualified contractor.

Suitably qualified contractors will be engaged by the Facilities Manager to conduct regular checks on mechanical plant as per the manufacturer's guidelines (or at least annually) to check for refrigerant gas leaks, condensation and build up in drip trays. Any issues will be immediately reported to the Facilities Manager and remedial action implemented.

Drip trays will be treated quarterly with appropriate antimicrobial and antifungal agents to prevent mould and bacterial growth.

Cleaning Products

All products used for cleaning and maintenance of the facilities shall be selected to be least harmful to human health and the environment. They shall be certified to one of the following standards, or an equivalent:

- EU Ecolabel
- Green Seal
- Blaue Engel (Blue Angel)

- Bra Miljoval (Good Environmental Choice)
- Ekologicky Setrny Vyrobek (Czech Ecolabel)
- Svanen (The Swan, Nordic Ecolabel)

Where no certified products are available for a particular function, products shall be selected that are least toxic to human health and the environment.

Herbicides & Pesticides

It is the responsibility of the Facilities Manager to appoint appropriately qualified landscaping contractors. COSHH regulations shall apply to the storage and handling of any herbicide, fungicide, or pesticide used on site and method statements completed in advance of their application demonstrating due diligence for the avoidance of harm to human health and the environment.

Herbicides, fungicides and pesticides shall not be stored on site at any time. When in active use, chemicals shall be appropriately controlled to avoid ingress to the property and contact with any person in or around the building.

Chemicals shall be disposed of appropriately as per COSHH and waste management regulations and not allowed to enter any drain or watercourse. Contaminated containers shall be removed from site by the landscaping contractor and disposed of appropriately.

Chemicals shall be selected on a basis of least harm to human health and the environment.

Please refer to the Integrated Pest Management Plan for further information relating to appropriate contractors, practices and pesticide selection.

Vehicle Exhaust Pollution

Vehicles in access roads, car parks and in close proximity to RO Group premises must not allow engines to idle for more than 1 minute. All contractors, delivery drivers and couriers will be informed of this policy at building reception and in contract documentation.