

HYLO

Occupier Handbook

LO

Welcome to HYLO

HYLO is a **261,000 sq ft** office tower building, with a number of **podium & garden terrace** levels with the additional benefit of having a **retail, food & beverage** offering at ground floor level.

Savills and CIT are delighted to welcome you to your new office and within this, your Occupier Guide, you will be able to understand day to day practical information about the building and the services delivered by the Property Management Team in order to allow the building to function to a best-in-class standard.

Our primary purpose is to provide services and to assist you to get the most out of the building as one of our valued occupiers. This is achieved by ensuring that the building is maintained and operates in a safe and effective way at all times.

Within your Occupier Handbook you will find help and guidance on everything from the design of the building to air conditioning, the raising of permit requests through to use of the business lounge and terrace areas.

We ask that you take time to familiarise yourself with the procedures and processes here at HYLO.

From time to time updates will be made to this document. A latest version will always be available upon request.

It should be noted that this document is intended to provide practical guidelines and information only.

Nothing in this document is intended as a contractual undertaking and in all instances the terms of the relevant lease or agreement for lease will prevail.

We look forward to working in close partnership to ensure that the building and services you and your teams enjoy is delivered to the highest possible standard. The building services teams are available should you have any query or concern, or if there is something you want to bring to our attention.

1.0 Management Team	04–05
2.0 About The Building	06–14
3.0 Property Management Services	15–19
4.0 Access & Deliveries	20–25
5.0 Use Of HYLO’s Lounge & Garden Terrace	26–34
6.0 Hard Services Provided By The Landlord	35–38
7.0 Soft Services Provided By The Landlord	39–42
8.0 Occupier Obligations	43–49

1.0

Management Team

Meet the Team

Savills are employed as the Managing Agent responsible for the day-to-day operational management at the development. The Savills Property Management Team, manages the cleaning, security, maintenance and operations for the common areas of the building.

Joe Thomson

Property Manager

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Engineering Manager

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Adriana Valencia

Cleaning Manager

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Jenny Christie

Assistant Property Manager

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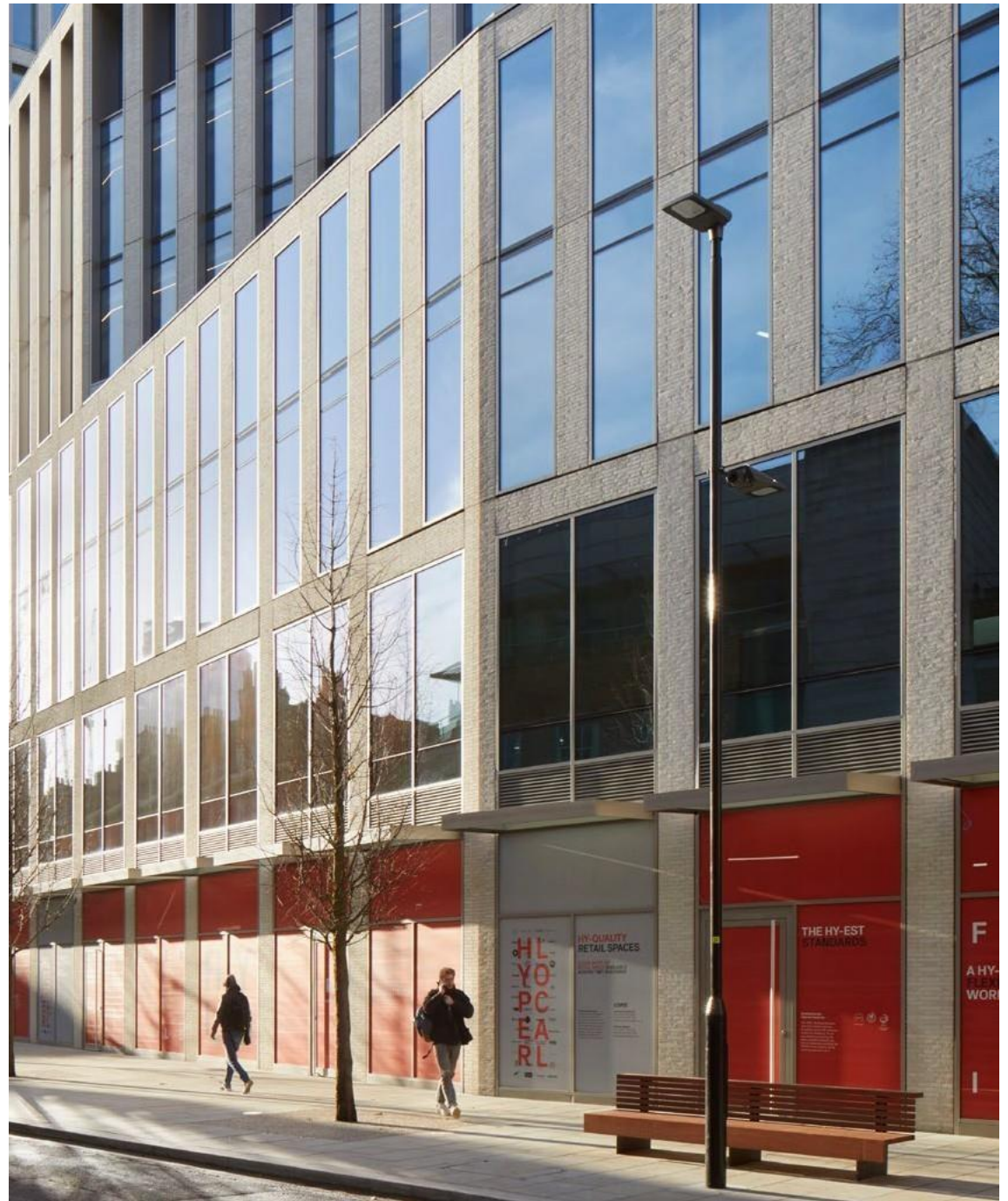
Howard Draper

Maintenance Manager

howard.draper@hylo-building.co.uk

020 33 0 78 3 00

The Property Management Team at HYLO is responsible for the common areas of the building. The team will also assist occupiers during their fit outs and deal with any other queries where they arise, to the best of their ability and remit. Please approach us with any questions or concerns that you may have.



2.0

About The Building

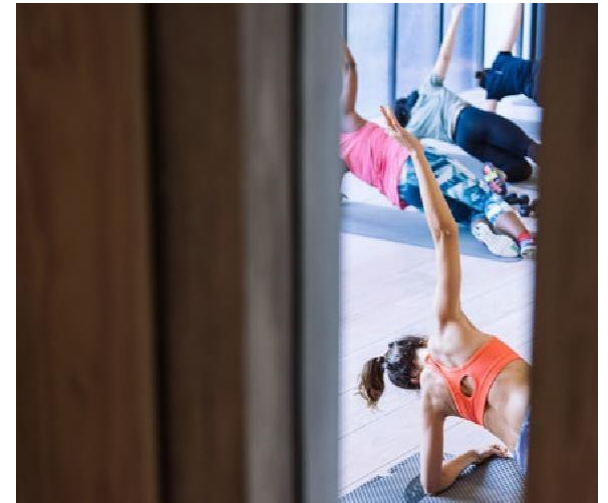
Retail and Food & Beverage

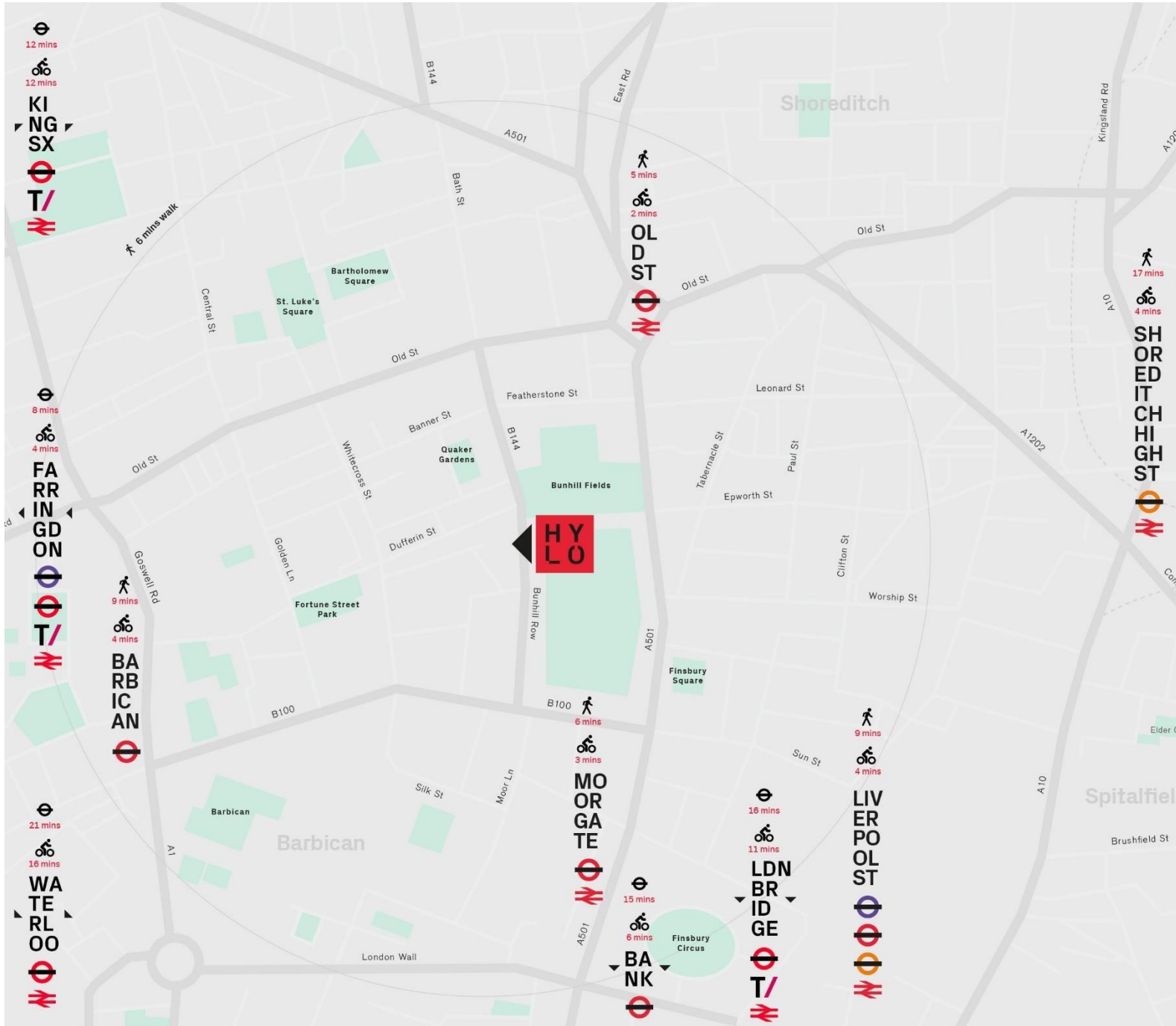
HYLO benefits from a number of retailers and food & beverage destinations just a stone's throw away from Bunhill Row.



Local Amenities

The immediate vicinity of the building is home to a selection of leading international businesses and a significant number of restaurants, bars and gyms, all within 5 minutes' walk.





2.3

Transport Links

There is no car parking available at the building. However, two blue badge holders parking spaces are available in front of the main reception entrance on Bunhill Row.

This area can also be used as a guest drop off and pick up point.

The nearest public parking facilities are situated 10 minutes' walk from the building at the NCP London Finsbury Square.



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Cycle Facilities

The building benefits from 407 internal cycle spaces including Brompton Lockers, Scooter Stands, Power Charging Points, and Accessible Spaces which are located at basement level 1.

There is a dedicated cycling building access point with automated door entry is located off Lambs Passage / Lambs Buildings. The cycle storage facilities are only accessible either using the cycle ramp and/or the dedicated lift to the space.

The building's internal cycle spaces are available on a first come first serve basis. Bicycles are not to be left overnight, the security team will monitor this during their daily patrols.

There is a total of 42 external Sheffield racks are located on the surrounding public footpaths of the property. These can be used by occupiers and / or their guests.

- x4 spaces on the west footpath on Lamb's Buildings
- x16 spaces on the south footpath on Lamb's Buildings
- x16 spaces on the east footpath on Bunhill Row
- x6 spaces on north footpath on Dufferin Street

Locker room and shower facilities are also available in the basement level adjacent to the cycle store.

395 lockers are available on a first come first serve basis. 332 of the lockers are secured with a digital lock that the user will set each time the locker is in use and 63 require a pad lock.

30 showers are available with:

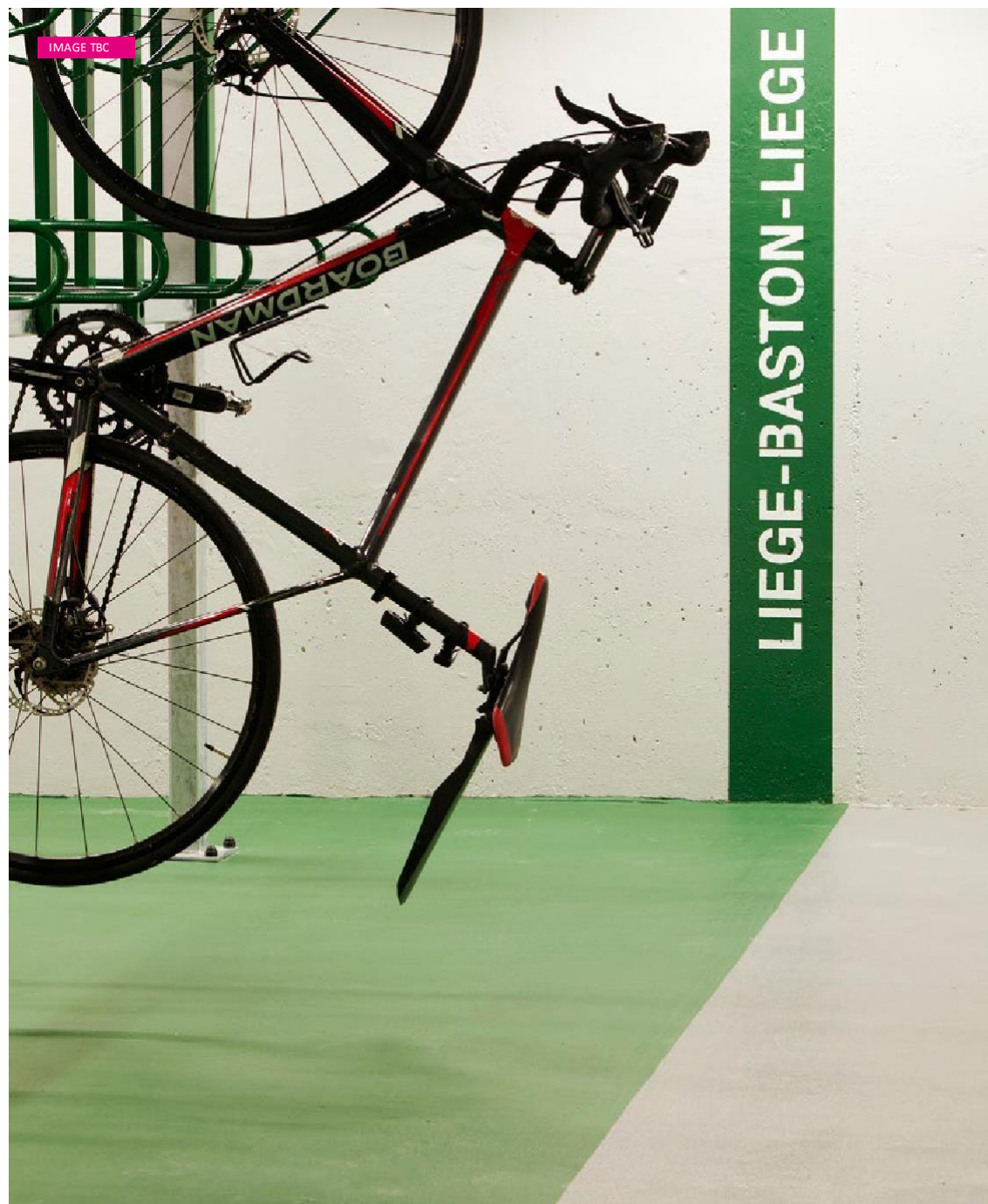
- 12 male
- 12 female and
- 6 unisex cubicles available.

Communal drying room facilities are located just as you enter the shower facilities area.

All equipment and clothing must be stored within lockers at all times; failure to do so will result in items being removed.

A towel service is provided for occupiers on a daily basis with associated laundering costs included within the service charge.

The lockers will be cleared fortnightly on a Friday, the Security Manager will communicate the upcoming date with notice. Belongings that are removed can be collected by contacting security@hylo-building.co.uk you will need to reference the locker number and items that were collected, if not, the collected belongings will be disposed of at the end of the month to a charity.



Access to the Loading Bay

The building's loading bay is located on the north facade which is accessible via Dufferin Street.

The loading bay has its own address and postcode, ensure your delivery is marked to arrive at the loading bay, not the front entrance via Bunhill Row.

All deliveries must be booked into the building via the Building Portal. Small, medium, and large goods vehicles can be booked on a space and time basis of up to 60 minutes. All deliveries must be booked to ensure availability to deliver and security of the delivery that it is expected.

Upon arrival the delivery driver should ring the intercom and announce their arrival. The security team will allow access into the loading bay via the roller shutter door.

HYLO Loading Bay,
10 Dufferin Street,
London,
EC1Y 8PD





2.6

Reception Team

The buildings reception team is available to welcome guests to the building from 08.00am to 18.00pm, Monday to Friday.

Outside of these times our security team deliver front of house services. Security will patrol the communal areas of the building out of hours and ensure external patrols are carried out securing the property.

Events & Enlivenment Services

HYLO is delighted to offer the following services:

- event management
- hospitality arrangements
- meeting room facilities

Lifts

HYLO benefits from two lift sets serving either the tower or podium floors.

There are **4** double decker passenger lifts serving the main Tower floors and **3** single lifts serving the Podium floors.

Each lift holds up to **20** passengers guaranteeing minimal congestion during the busy hours of occupation. Advanced lift software learns the destination patterns of the building and continually updates to adjust where to rest the cars when not in use. This ensures that there is always a speedy arrival of the car to the floor that lift call originates from.

Escalators are used to access the mezzanine reception tower lift lobby allowing the top part of the double decker lift car to be accessed.

HYLO's lift call system will direct you and your guests to the appropriate lift depending on your destination floor.

- **Even** numbered tower floors **8** to **26** will originate their journey from the **ground floor** tower lift lobby.
- Odd numbered tower floors **9** to **27** will originate their journey from the **mezzanine** tower lift lobby.
- All podium floors **1** to **7** will originate from the **ground floor** podium lift lobby.
- Level **7** is accessible by both tower and podium lifts allowing interchange between the two lift sets.



Identifying Common Parts & the Occupier Demise

Responsibilities as an occupier and the areas that are demised to your company are set out within your lease. If you are unclear as to what these obligations are, please ask the Property Management Team for clarification.

The common areas or landlord areas are explained in the lease as the areas which the Property Management Team is responsible for maintaining. These are the areas that will equally benefit all occupiers in the building, for example the lifts and the common area washrooms.

The costs for the upkeep of the common areas are included within the service charge budget.

Demised Areas Include:

- Internal office areas
- The false black mesh ceilings, ceiling voids and equipment uniquely serving the demise contained therein
- The doors of the premises
- Access control and security equipment uniquely serving the demise
- The insides of the windows
- Podium level south and north core washrooms and corridors

Common areas include

- Risers, ducts and service media (such as the air conditioning ducts) throughout the building.
- HVAC, fire & life safety systems
- Plant rooms and adjacent access corridors
- Reception area, entrances, lobbies and building tower core washrooms
- Core stairwells
- Lifts and lift lobbies
- Cycle store, locker rooms and shower facilities
- Loading bay, waste & recycling store areas
- The building exterior including glazing, cladding, roof and structural elements



3.0

Property Management Services

Philosophy

Our principal objective is to provide all occupiers with a bespoke and effective management service suitable to their individual needs.

We recognise that 'buildings are for people' and so our management approach ensures we manage buildings both as assets for their owners and provide services to those who work in them. Our aim is to ensure a safe, secure and stimulating environment in which businesses can operate.

We manage buildings and base our management strategies off of the five "E" pillars including:

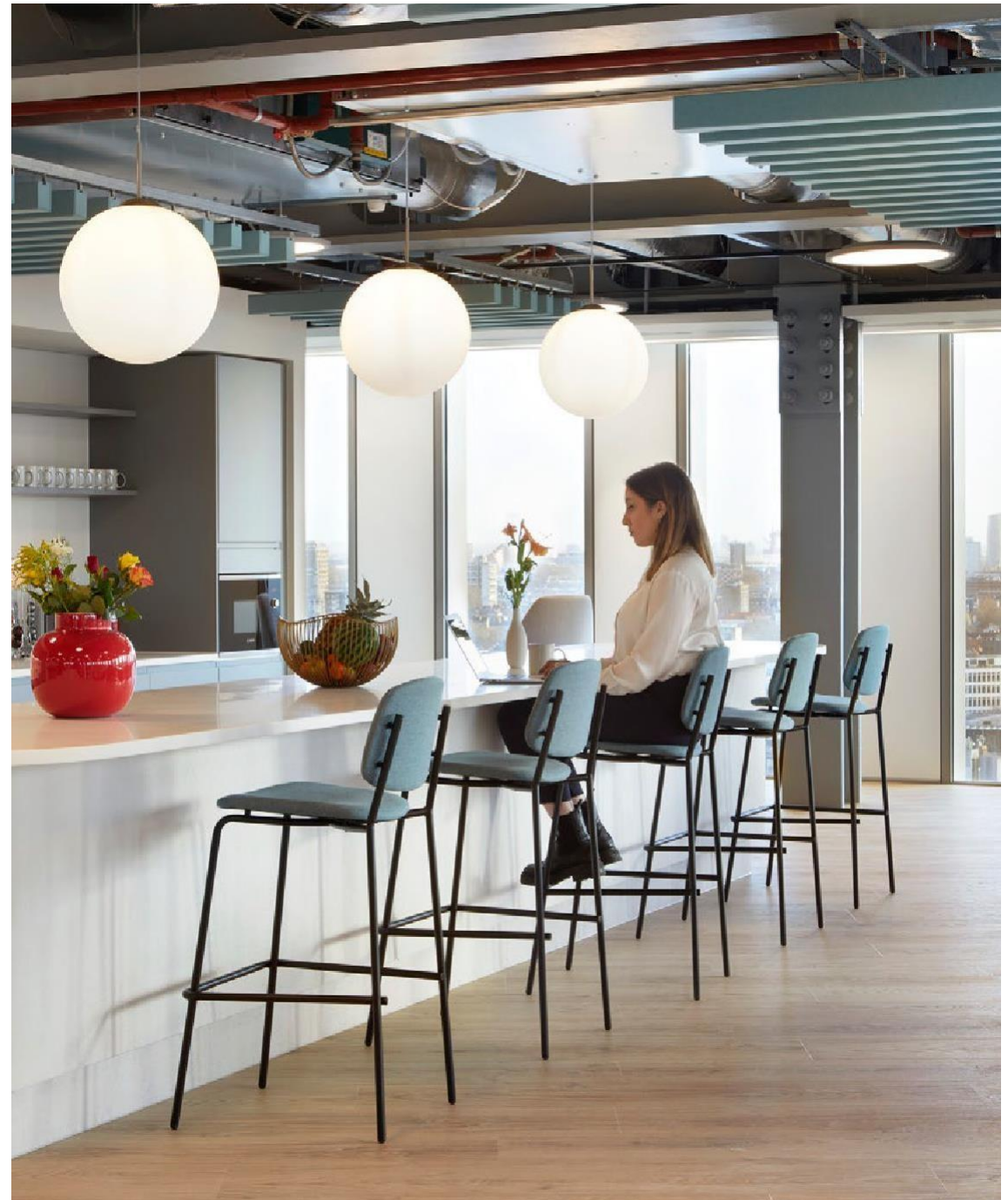
1. Expect – Operational Excellence
2. Engage – Innovation, Research & Customer Engagement
3. Environment – Sustainability, Wellness and CSR
4. Experience – Place Shaping
5. Evolution – The RISE Process

Regular communication, technical and operational expertise and evolution and financial control has a proven record of building management success.

We will manage the common areas of the building to ensure the finishes, plant and equipment is maintained to the highest possible standards and according to current legislation.

Although the Property Management Team will not have responsibility with regards to day-to-day operations within the occupier demise, they will have regular communication and raise any immediate concerns to the facilities representative for each occupier.

Training can be provided for occupier representatives in relation to any aspects of the online HYLO Portal such as raising a helpdesk request or submitting a permit application. Please contact the Property Management Team to arrange this.



Service Provision

As the Property Management Team, our role is to provide a responsive and high-quality service to the building on behalf of the landlord, communicate effectively with the occupiers and ensure that all parties adhere with the obligations or covenants within the leases.

The following services are provided and managed by the Property Management Team:

- Reception Services
- Manned Security and Security Equipment
- Internal & External Cleaning
- Towel & Hygiene Services
- Window Cleaning
- Maintenance to Mechanical & Electrical Equipment and Public Health Services
- Meeting Room and Event Services
- Lift & Escalator Maintenance
- Health & Safety and Statutory Inspections
- Pest Control
- Refuse and Recycling Management
- Utilities Procurement and Apportionment
- Customer Helpdesk Support
- Internal & External Landscaping

The HYLO Building RISE Portal & App

The **RISE facilities management portal** is the main way an occupier will communicate with the larger HYLO service team.

This can be accessed at riseportal.io

This is used for helpdesk requests, permit applications and booking deliveries.

When visiting the Portal for the first time you must first register as a new user and await the building team to assign a role before the system can be accessed.

When assigned the system will email the user and the available building modules associated with their role will appear in their view.

The **HYLO app** is the main way an occupier will get involved at HYLO.

Search for HYLO app and download it from the App Store or Google Play, register your details and the building team will assign access within 1 working day.

This is used for the HYLO social wall, visitor management, building documents, meeting room bookings and digital access card.

Each occupier will need to specify the domain address(es) authorised to access both the portal and the app on behalf of their tenancy.

For further details contact the reception team on reception@hylo-building.co.uk



Service Charge Cost Recovery

The cost of the services provided at the building is recovered via the service charge. Each year the Property Management Team will provide an estimation of the costs that are likely to be incurred throughout the shared areas in the building, which in turn will generate the service charge budget.

Included in this cost will be any planned expenditure that will be necessary to maintain the fabric and plant of the building. The service charge budget will be prepared according to the latest revision of the RICS Code of Practice for Service Charges in Commercial Property and issued no later than one month prior to the start of a service charge period.

The planned expenditure is fairly apportioned between the occupiers according to demised net internal area (NIA) or any other agreed apportionments. This is recovered via quarterly on-account demands in advance; this is known as an on-account service charge demand.

At the end of the financial year -April - March - when the actual expenditure is known, the accounts are audited and reconciled via an external team of chartered accountants and the appropriate balancing credits or debits are issued. We aim to reconcile the accounts within three months of each financial year end, again in line with the RICS Code of Practice for Service Charges in Commercial Property. We will advise you of the reconciled figures within four months of the end of each financial year.



3.5

Occupier Meetings

The management team will arrange occupier meetings in order to facilitate constructive dialogue between all parties within the building.

Occupiers are invited to monthly one-on-one meetings with the Property Management Team to raise and discuss any concerns or queries. This is the most effective way of ensuring quality communications are maintained.

For more information regarding the building please visit the website at hylo-london.com and do not hesitate to contact the Property Management team if you are unclear about occupier obligations or have any questions regarding your occupation or services within the building.

4.0

Access & Deliveries

Occupier Access to the Building

On entering the building at the ground floor reception, you will arrive at the main reception from Bunhill Row. You will be greeted by our front-of-house team who will warmly welcome you to the building.

Occupiers can make their way to their demised floor by using the building app digital access card, access card (occupiers request) or a simple handwave on the security gate in the reception area.

However, guests and visitors will need to report to the reception team in order to sign into the building, or activate their digital QR code to use on the security gates.

Access through the communal areas of the building is through an access control system, all assessable via the Hylo app. Therefore, Hylo do not provide access cards. This is at the occupiers request and expense, the authorised person of each occupier will need to specify access requirements for each access card.

The building security team will only make new access cards and grant the requested access level for occupiers when they are requested by the authorised person, the new card should be provided to Security and collected from there.

To create access cards a picture must be supplied by the occupier, or the security team can take the picture for the access card.

Please email security@hylo-building.co.uk to arrange the picture being taken. Cards will be issued within two working days of the access card request and can be collected from the reception desk located at ground floor level.

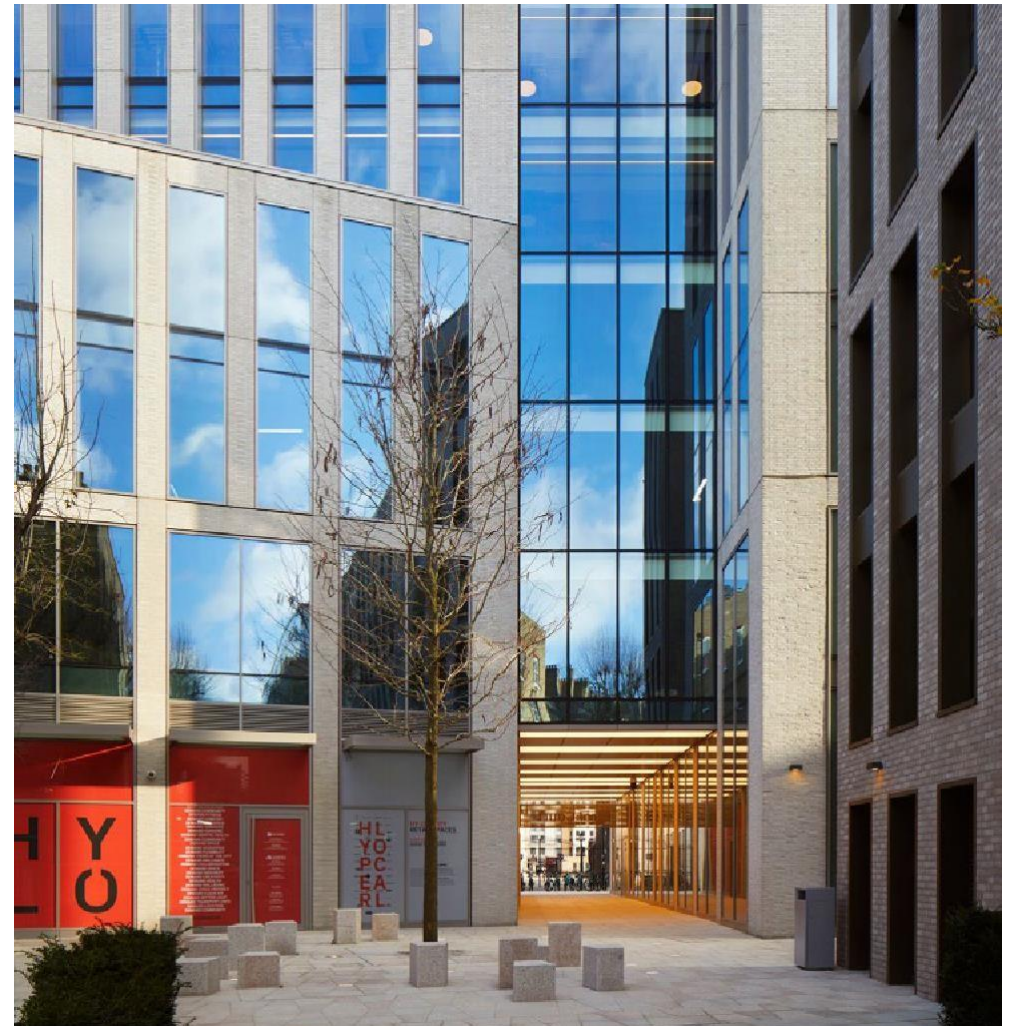
The HYLO app digital access card will only become available when the above process is complete, and occupiers are registered in the access control system.

Visit the reception desk to register your handwave to open the landlord access gates located on the ground floor.

The building is accessible 24 hours a day 7 days a week. Out of hours access for occupiers is facilitated through the building's access control system. Entrance into the building is via the main reception at ground floor level. Place your access card onto the black card reader located on the intercom point. Should a visitor require out of hours access, the intercom button will call through to the Building Control Room where a security officer will allow access if previously arranged.

Egress or leaving the building is through the push to exit button on the doors.

HYLO has a pet policy subject to occupiers allowing their employees to bring their pets into their demise.



Access for Visitors

Guest and visitor experience is improved immeasurably when their hosts have prebooked their visits in advance through the visitor management system. It cuts down waiting times, enables personal recognition and greeting, and enables us to spot repeat visitors and VIPs.

To inform the reception and security team of guests coming into the building all visitors should be pre-booked through the HYLO App visitor management module. If you require a desktop version of this module please contact the reception team to update your user role within the app.

Once the guest is booked in, their name will appear on the reception team view instantly, giving them an accurate and up to date list of visitors for the day. Unannounced visitors will be booked into the building via the HYLO App and their arrival communicated in line with the occupiers' visitor instructions.

Each occupier is invited to devise visitor procedures that fit their own guest journey and communicate them with the reception team. A meeting with the reception and facilities team will need to be arranged to discuss what is required for both the building and occupier receptions.

Access for Occupier Contractors

Contractors arriving on foot must be booked in as a guest in the visitor management section of the HYLO App, they will need to enter the Building via the Loading Bay.

They will be announced to the host on arrival in accordance with the occupier visitor instructions.

Contractors interacting with landlord systems should be booked with 2 working days notice, via the RISE Facilities Management Portal permitting section.

If they are arriving in a vehicle a space in the loading bay requires a separate booking in the deliveries section with a 60-minute limit on loading and unloading time.

The loading bay can accommodate small, medium and large goods vehicles up to 10 tons.

Any contractors that are only accessing or working in occupier areas such as occupier handymen, cleaners or M&E engineers, will not require a permit to work. Occupiers should provide the Property Management Team with a list of contractors who will be regularly accessing their floor and book them into the building as guests.

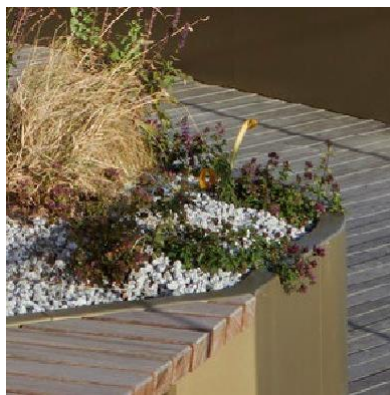


Project Based Contractors

All contractors undertaking work or requiring access to the common areas of the building including landlord risers will require an access or work permit. This permit request must be raised on the RISE Facilitates Management Portal and will become available for subsequent approval or rejection by the Property Management Team.

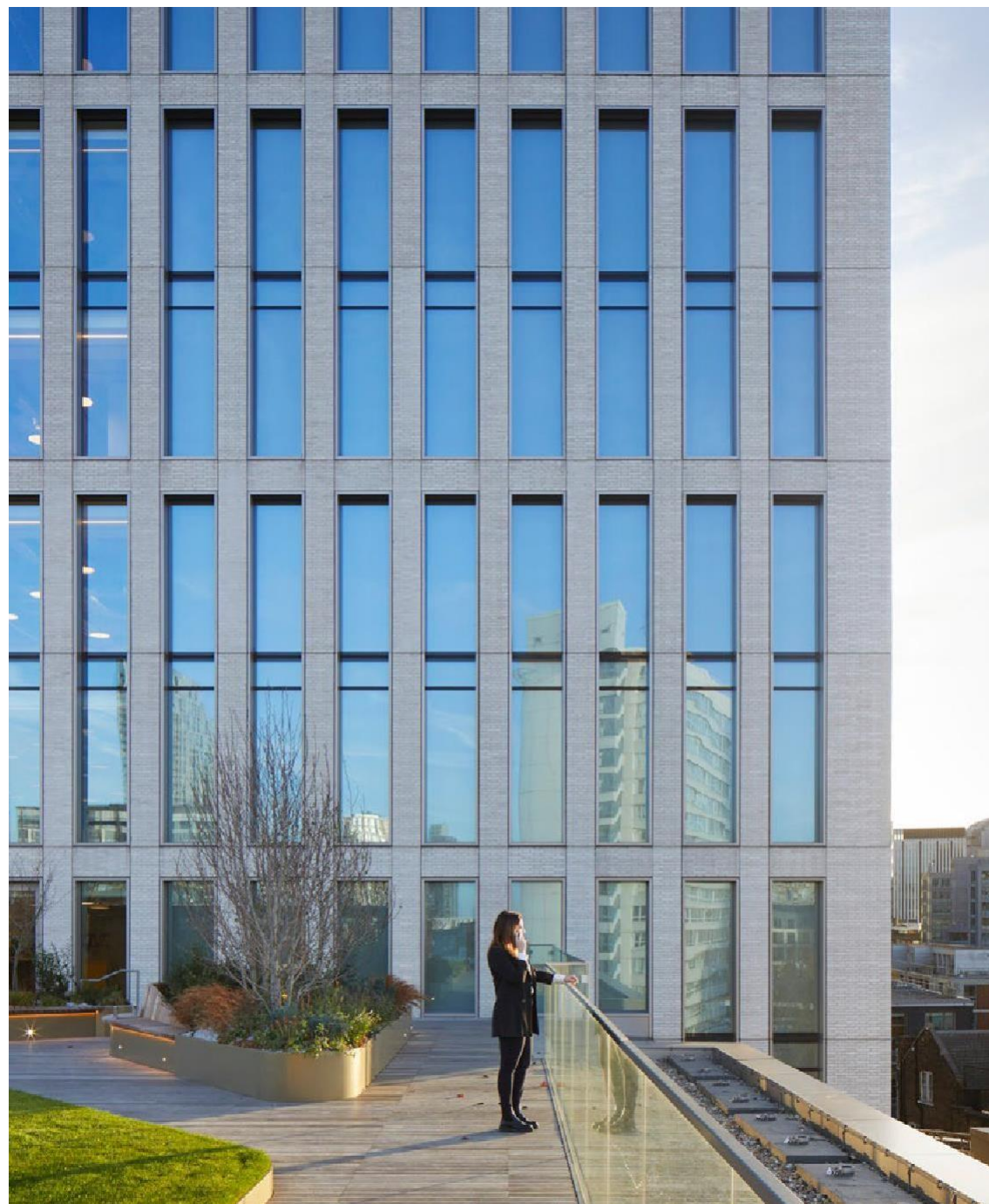
The permit request must be submitted by the occupier 2 working days or in some instances 5 working days in advance of the works taking place. This allows enough time for approval and for any queries or access arrangement to be dealt with from the Property Management Team.

All permit submissions must include the name of the contractor, a list of the personnel who will be attending site, an uploaded task and site-specific risk assessment and method statement (RAMS) and any relevant COSHH information or associated training certificates and insurances.



Each permit request will be reviewed and approved or rejected by the Property Management Team. Once the permit has been approved, the contractor personnel identified on the permit who is supervising the works will be required to read and sign the permit confirming that they have understood and accepted the conditions of the permit before work commences.

Please note that noisy works will not be permitted during working hours, which are set as being between 9am and 6 pm Monday to Friday.



Food Deliveries

Large food deliveries are to go via the loading bay, 10 Dufferin Street, London EC1Y 8PD and delivered via the goods lift. Takeaways can be collected from the courier outside the entrance of the building.

Incoming Post

Post and small packages for each office occupier will be received via the reception area where it will be loaded into the building's Omnipost storage locker system.

Post will be accepted and scanned through the building's Omnipost software system notifying occupiers that mail has arrived.

The system will produce an email containing a QR code that post or a package is ready to be collected.

Present the QR code to the post locker QR reader and the corresponding locker will pop open.

Please confirm occupier contact details for incoming post and packages with security@hylo-building.co.uk. These contact details should be a dedicated shared mail address not subject to working hours, public holidays or annual leave.

The person working in the Reception Area will sign for small deliveries unless otherwise instructed. All small deliveries and couriered envelopes will be stored in the Omnipost Lockers until collected by the occupier.

Any package or post delivered into the Omnipost locker will be held for **two working days**. As an example - Post delivered during Monday working hours will be available for collection until Wednesday evening where it will be removed by the night security team after 19:00. It will still be available for collection, but will be stored in a non-secured area until it is collected.

HYLO will not take responsibility for post or packages that have not been collected within 2 working days of delivery. The package will be rescanned into the Omnipost delivery system for collection but will be stored in a non-secured area until it is collected.

Outgoing Post & Couriers

Couriers should report to the Reception area where the courier will be directed to collect **ALL** items from the occupiers' floor. HYLO does not currently accept responsibility nor offer outgoing post services.

Late afternoon or evening Royal Mail pick-ups can be accommodated but must be arranged and agreed through the building management team prior to the service being procured through Royal Mail.



Loading Bay

The buildings loading bay operates a single point of entry and exit system. All large deliveries should be addressed to the loading bay address.

HYLO Loading Bay
10 Dufferin Street
EC1Y 8PD

Upon arrival at the building the delivery driver must request access to the loading bay via the intercom located adjacent to the loading bay shutter. After the delivery has been validated through the building's delivery system, the vehicle can proceed into the loading bay. The maximum height clearance into the loading bay is 4 m and maximum point loading is 15 kN per sq/m.

Delivery vehicles will be permitted a maximum of 60 minutes to wait and unload and or load within the loading bay. This will be enforced by the loading bay security officer. Any vehicles not adhering to the loading bay regulations will be asked to leave the premises.

In order to confirm your delivery slot within the loading bay, please use the RISE Facilities Management portal deliveries section which can be found at riseportal.io

It is required that all deliveries are booked into the system to allow access. Any deliveries that are not pre-booked could be turned away by security in the consideration of loading bay capacity.

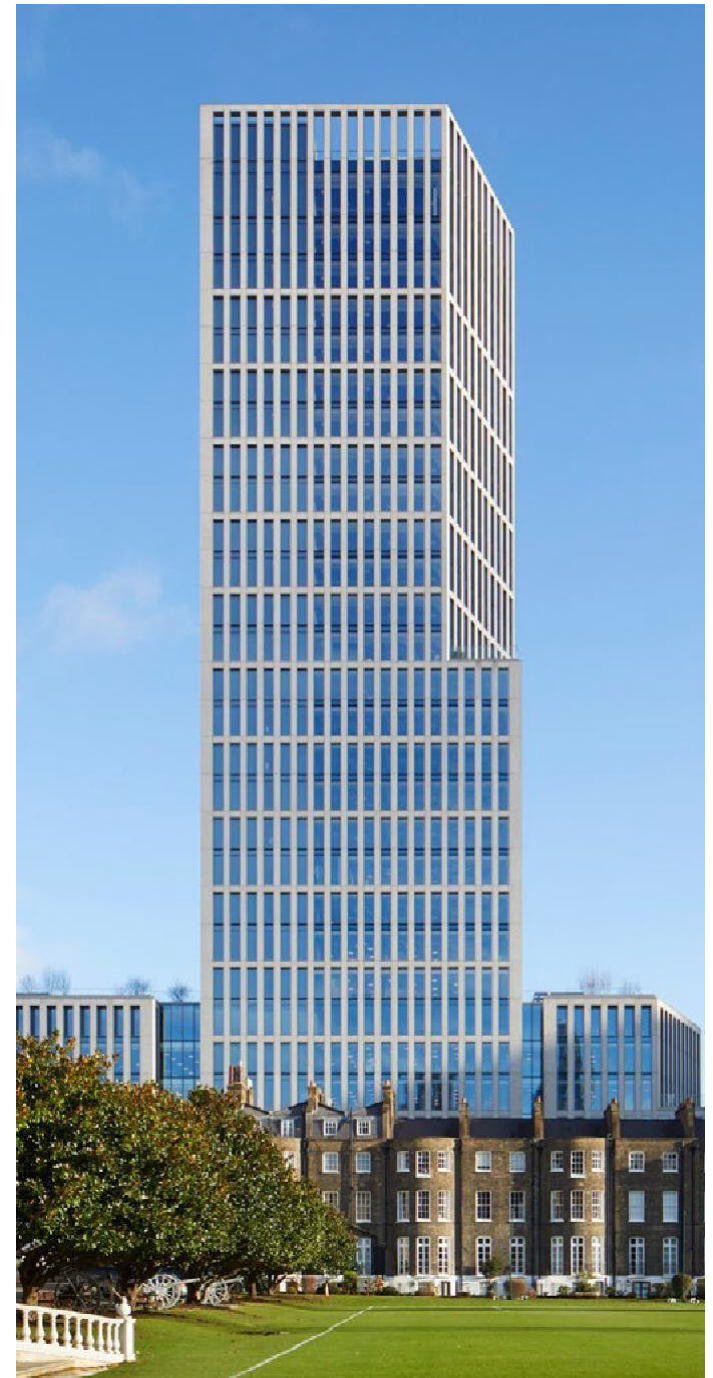
Most deliveries can be carried out in normal working hours. The delivery will be announced to the floor and must be accepted by the occupier before being allowed to move through the building.

Any larger deliveries, i.e. office moves or large office equipment should be agreed by with the security team.

In the case of large out of hours deliveries, there may be an additional security cost to the relevant company in order to arrange for an extra officer to be on site to monitor the delivery.

Advance warning of at least 2 working days is required for large deliveries in order to allow resource to be put into place and for other occupiers to be notified.

The loading bay security officer will not sign for large deliveries. Each occupier should provide contact details for a person or persons responsible for the delivery, and larger deliveries, should similarly be met by a member of the occupier company team before the goods will be allowed into the building.



5.0

Use Of HYLO's Business Lounge & Terrace

HY-LOUNGE

5.1

HY-LOUNGE and Terrace Overview & Opening Times

The use of the Level 7 HY-LOUNGE and terrace is accessible to all building occupiers and their guests. It is not accessible to the public. The areas are intended as an alternative working space and meeting rooms suite for occupiers in addition to being a space to relax and enjoy the building.

The HY-LOUNGE will be open and available to all occupiers and their accompanied guests between 8am and 6pm, Monday to Friday with the exception of Bank Holidays.

The facilities are available for private meeting rooms and events private hire. Inquiries can be made in the Business Lounge section of the HYLO App. The capacity of the lounge is limited to 130 people at any one time.

Access restrictions to the business lounge may include: fire drills, public safety issue, maintenance, cleaning, renewal or required works; however closure will be as short as possible.

Access restrictions to the terrace include high winds, snow, public safety issue, maintenance, cleaning, renewal or required works. Where within the control of the Property Management Team the closure will be as short as possible.

The HY-LOUNGE incorporates 3 individual meeting rooms, a combination of two meeting rooms or one large open area. The floor also includes the reception and lounge areas. These spaces are available to occupiers and their accompanied guests between 8am and 6pm, Monday to Friday.

The meeting rooms are available for occupiers' complimentary use for an allotted time per month. Or if needed; more time is available for a booking fee.

A hospitality charge is applicable to all meeting room bookings.

Bookings can be made in the Meeting Room section of the HYLO App or by contacting reception@hylo-building.co.uk

Pets are not allowed in the lounge. Food not part of meeting room hospitality or event catering cannot be consumed in the lounge but can be on the terrace.

Details on the available spaces, time and hire fees can be found in the HY-LOUNGE Meeting and Event Guide.

Please ask the reception team for this document or find it in the HYLO App Document Section.



5.2

Management Guide for HY-LOUNGE and the Terrace

The management plan is written in such a way as to take into account both the operational requirements and issues affecting the safety of occupiers, visitors, property management staff and the facility itself.

5.3

Access Controlled Doors

General access to the terrace area is via floor 7 using both the tower and podium lifts.

The internal separating wall system located in the lounge should ONLY be put into place by the HYLO team.

The meeting room entry doors are controlled through access control and require access rights to enter.

5.4

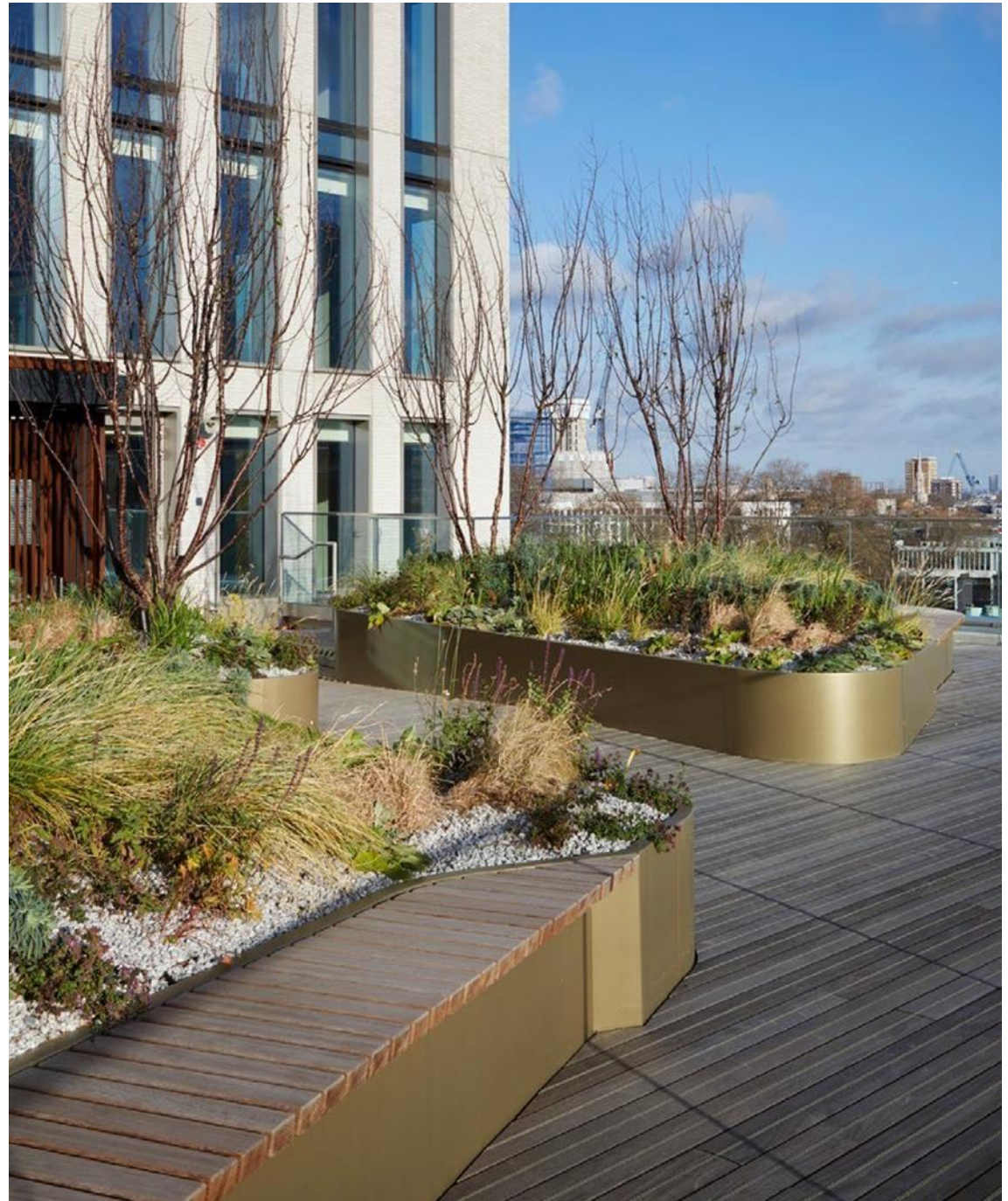
Security

The area is covered by CCTV. The cameras are monitored by the Property Security Control Room, which is manned 24/7. In addition, images are recorded and retained for a period of 30 days.

Property security officers will visit the lounge and terrace on all building roving patrols.

Occupiers and visitors may be subject to the following but may not be limited to:

- Security checks on visitors' names prior to arrival
- CCTV is in use at all times for security, safety and crime prevention purposes. Visitors agree that images may be stored, transmitted and shared with the applicable authorities.
- No liability will be accepted for loss of or damage to personal items and belongings.



5.5

Cleaning & Refreshments

A HY-LOUNGE and Terrace cleaning regime will focus on cleaning of horizontal services, litter-picking, emptying bins and cleaning of meeting rooms.

Refreshments are available as self – serve. A token charge is required to serve coffees from the machine.

The payment machine is located just beside the coffee machine.

Clean mugs and glasses can be found in the cupboard to the right of the machine. Dirty mugs and glasses should be returned to the cupboard and not left on the work tops or in the sink.

Please clean all areas after use and leave the business lounge ready for guests throughout the day.

5.6

Furniture

An appropriate amount of seating is provided should not be moved. Please take care not to spill drinks on the furniture or carpet.

Food

Hot and Cold Food not forming part of meeting room hospitality or event catering CANNOT be consumed within the lounge.

5.7

Toilet Facilities

Separate male and female toilets are provided in the core of the main building on the 7th floor and include an accessible toilet.

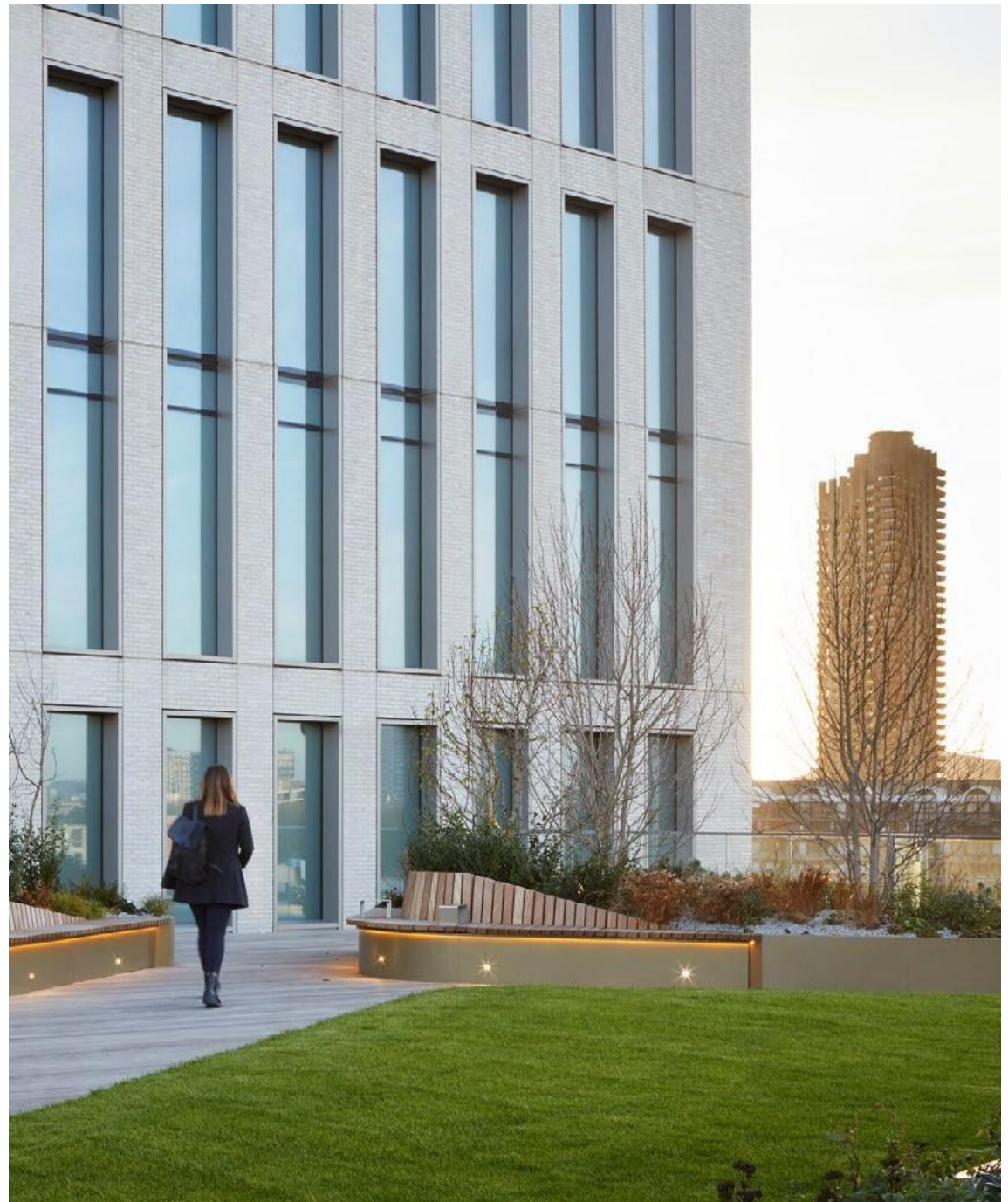
5.8

Landscaping

Landscaping is appropriate to the needs of a garden terraces and specifications include low growing evergreen shrubs, hedges and grass. Tree species have specifically been chosen for their ability to flourish at height and withstand the effects of high winds.

Maintenance is carried in the mornings by a specialist landscaping service partner, who conduct the appropriate planned, regular, reactive and seasonal maintenance tasks.

Access will be requested to the external irrigation landlord standpipe for weekly flushing, should your demise contain a balcony.





5.9

Availability

HY-LOUNGE and terrace welcomes all building occupiers from 8am to 6pm Monday – Friday excluding Public Holidays.

The meeting rooms and event spaces are available for hire subject to a pre-booking basis and subject to availability.

The spaces are booked on a first come first serve basis.

Event Bookings are at the discretion of the Property Management Team.

All events no matter the size or value require event coordination from the HYLO chosen service partner.

The hire fee covers cleaning, event management, and security will be payable for all events.

All food & beverage, entertainment and additional air conditioning fees are payable by the occupier.

5.10

Restricted items for the terrace.

- Cigarettes are not permitted
- Fireworks
- Kites, balloons and Drones
- Equipment for ball games
- Wheeled recreational items

This list is at the sole discretion of the Building management team

The terrace must not be used for visiting animals as a place for them to go toilet.

Alcohol not provided as part of an organised event cannot be consumed on the terrace.

External food not part of meeting room or event hospitality CAN be consumed on the terrace.

The Property Management Team reserve the right to determine, and change from time to time, the list of prohibited items.



5.11

Photography

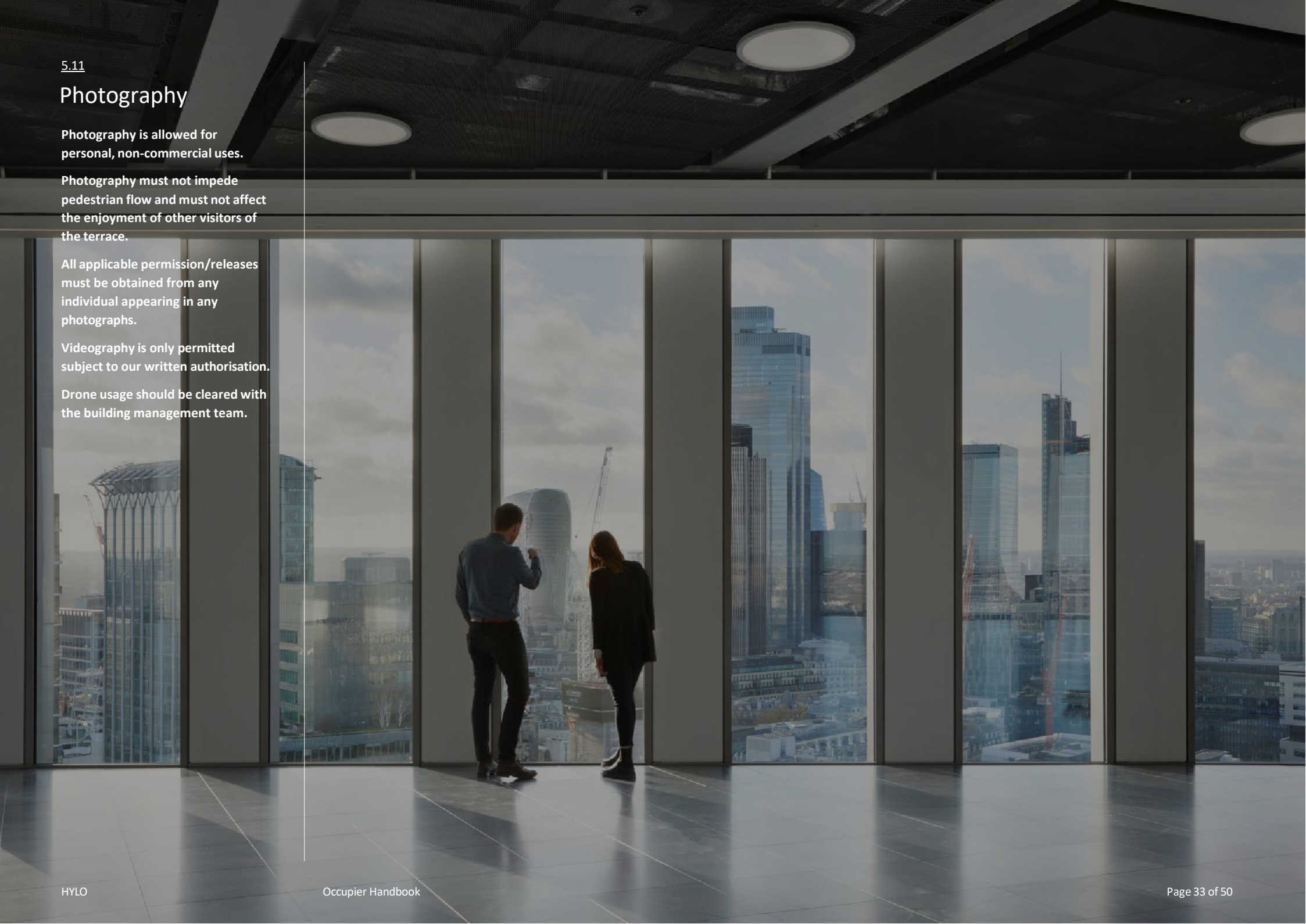
Photography is allowed for personal, non-commercial uses.

Photography must not impede pedestrian flow and must not affect the enjoyment of other visitors of the terrace.

All applicable permission/releases must be obtained from any individual appearing in any photographs.

Videography is only permitted subject to our written authorisation.

Drone usage should be cleared with the building management team.



Behaviour & Conduct

All guests using the HY-LOUNGE and Terrace must behave in a safe manner and act as good neighbours to the surrounding community.

Anyone engaging in the following could have their access to the areas restricted:

- Excessive noise of any kind, including music or vocal
- Smoking cigarettes or e-cigarettes
- Abusive or threatening language or gestures or actions
- Excessive drinking of alcohol or being under the influence of alcohol or drugs
- Throwing anything over the balustrade
- Causing damage or nuisance
- Littering
- Sunbathing other than in office attire



5.13

Public Liability Insurance

The Landlord places and maintains appropriate Public Liability Insurance to cover the operation of the terrace.

5.14

Occupiers and Visitors

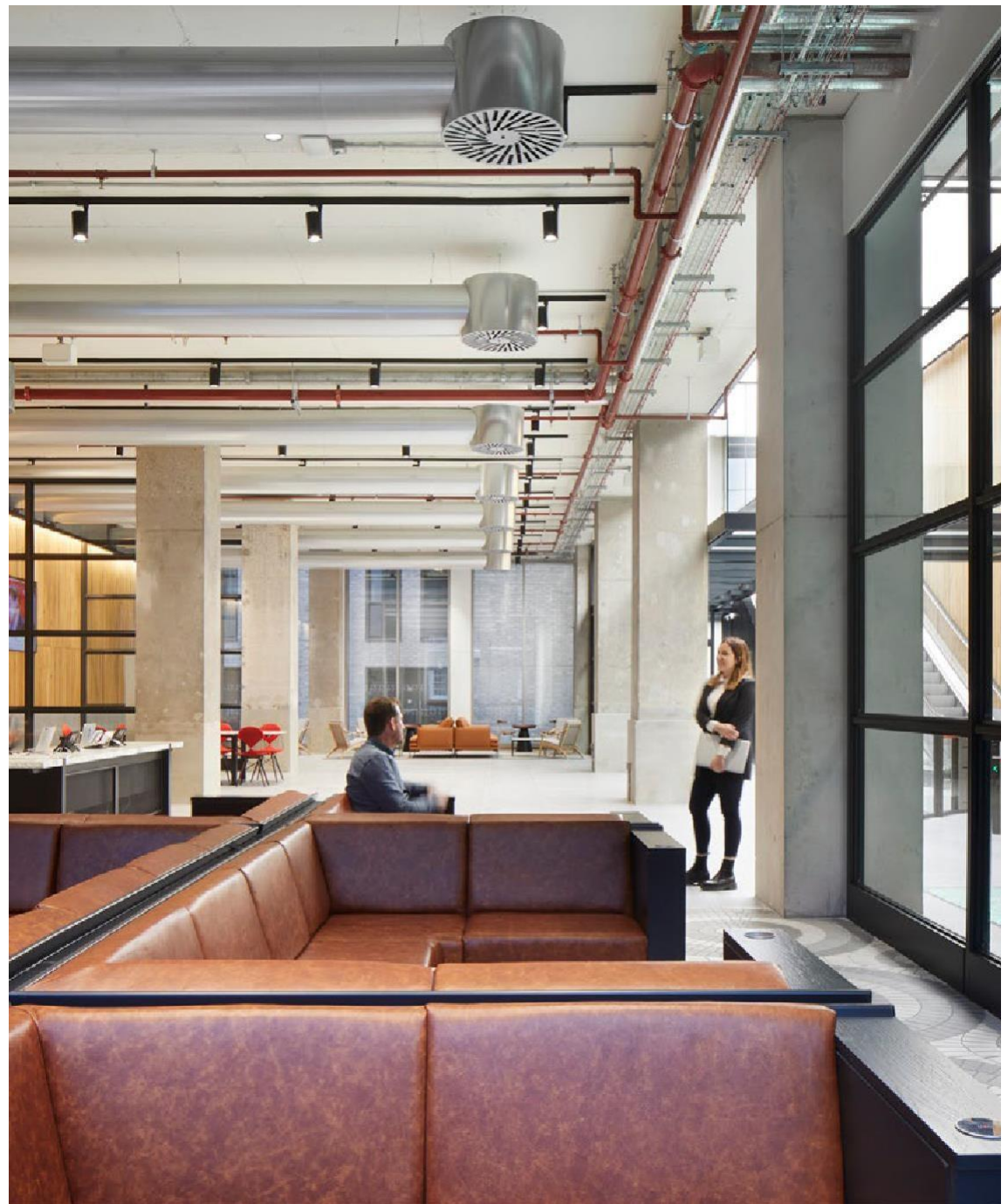
Communal areas are for the use of all occupiers and their accompanied guests. All visitors should be escorted by their host.

The HY-LOUNGE is only available as exclusive space through a confirmed booking.

5.15

Acceptance of Management Guide

By holding a confirmed event booking or booking into the building, all occupiers and their visitors accept the rules and regulations of the HYLO, HY-LOUNGE and Terrace areas.



6.0

Hard Services Provided By The Landlord

On behalf of the landlord, the **Property Management Team** delivers a **range of services** at building based on good estate management.

These are divided between **‘hard’ and ‘soft’ services** as set out in the following sections. **The cost of these services is apportioned between occupiers** within the service charge.

6.1

Engineering Systems & Services

All base build plant systems such as cooling and heating, life safety systems and public health are maintained in accordance with industry CIBSE guidelines and the requirements of the operating & maintenance manuals for the plant.

6.2

Building Plant Hours of Operation

The main plant will operate from **8am to 6pm Monday to Friday excluding public holidays**. The building plant services run in a demand driven basis therefore saving on energy consumed.

Direct Occupier Costs

Any occupier requests to run the plant outside of these hours will incur an additional cost. We ask that these requests are submitted to the Building Management Team 2 working days before additional air conditioning is required.

Direct energy consumption costs such as Small Power and Lighting and Out of Hours Air Conditioning will be billed to occupiers.

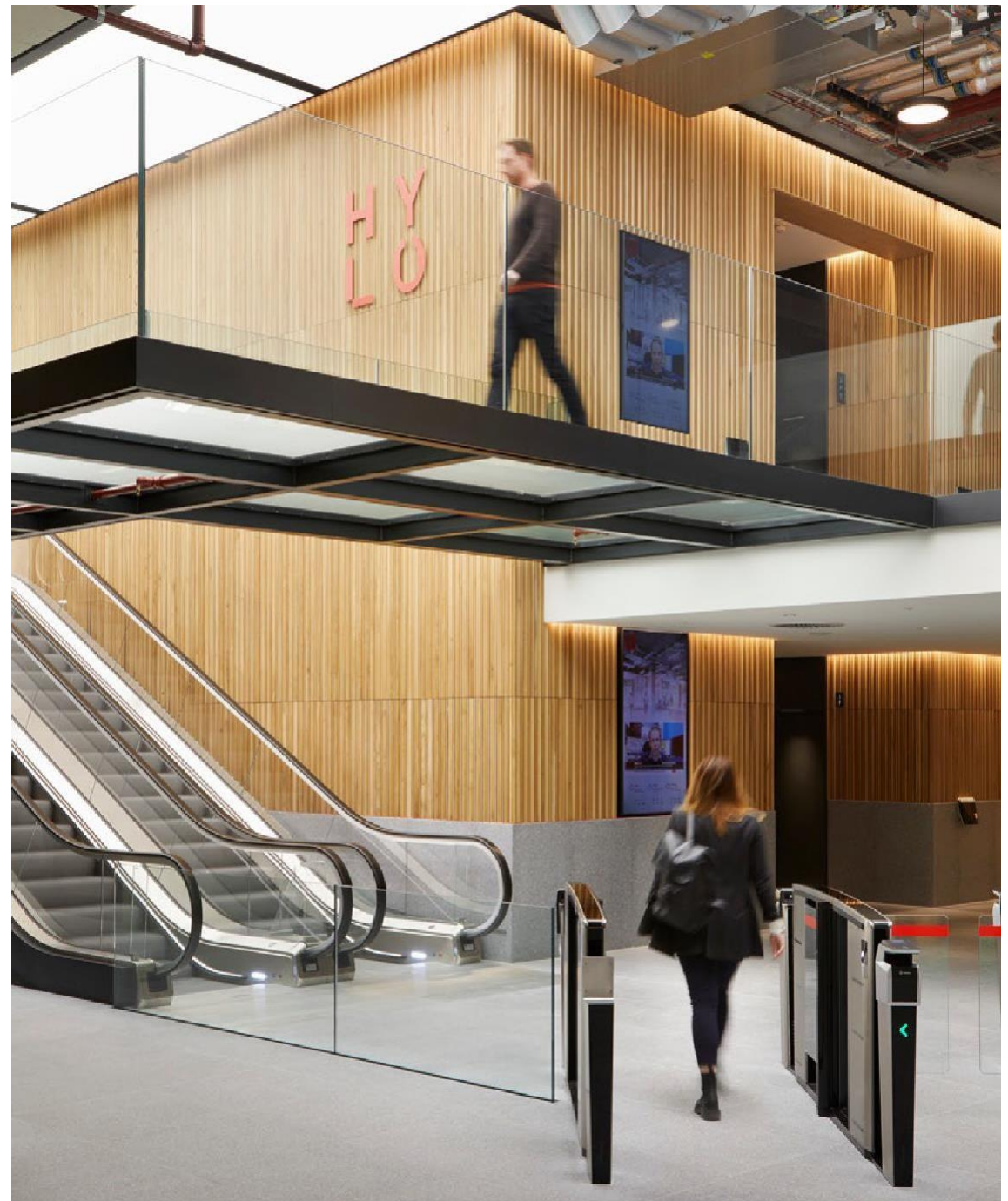
These costs will be charged in addition to the service charge energy costs.

6.4

Apportionment of Landlord Plant Running Costs

All metering within the building is connected to the landlord's Energy Management System (EMS). The following landlord communal services are charged through the Service Charge electricity cost codes. They are communal services that all occupiers benefit from.

- Chillers
- Motors & Pumps
- Temperature Control Equipment
- Tenant Electrical Power Generation and Distribution
- Fire Alarm System
- PAVA System
- Sprinkler Protection System
- Life Safety Systems Backup Generator
- Lift & Escalator system
- 2 BMU Cradles
- Public Health System
- Pump Systems for Water Provision for Toilets and Sinks
- Sump Pumps
- Loading Bay Power
- Reception Power, Heating & Cooling
- Communal Area Lighting
- Communal Terrace Irrigation System
- Boilers / CHP
- Motors & Pumps
- Temperature Control Equipment
- External Lighting



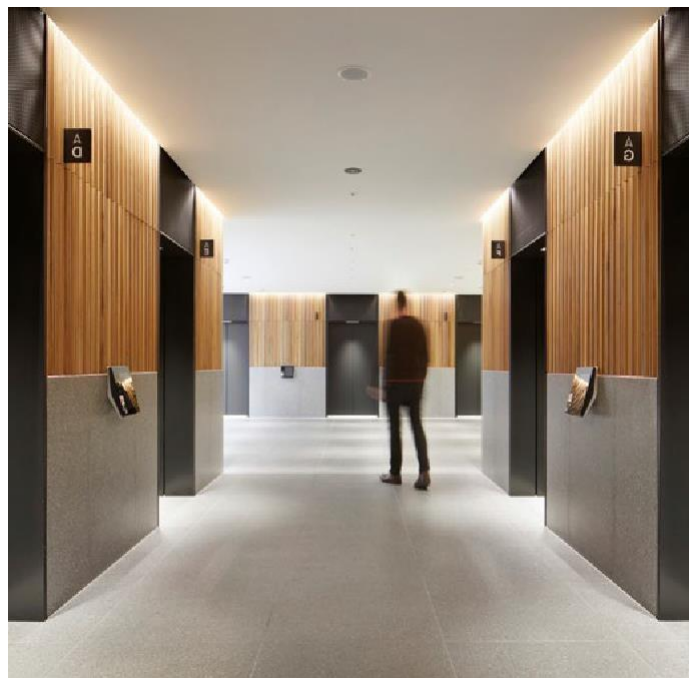
6.5

Annual Building Shutdown

In order to undertake essential works, a maintenance black building shutdown is required on an annual basis. This allows us to complete the high voltage and low voltage maintenance. At least one month's notice will be given to occupiers of any planned shutdown and the date is to be agreed with the occupiers where possible.

The shutdowns will also take place outside of the core building operating hours wherever possible. The annual building shutdown is planned and organised by the property management team, the occupier is expected to power down their floors in accordance with the provided timeline.

Costs incurred by the occupier with IT shutdowns, staff coverage and other shutdown support will not be recoverable from the landlord or the service charge.



6.6

Lifts

The building is constructed with **13 lifts**.

All lifts will benefit from a planned preventative maintenance programme with a 24 hour all year-round breakdown and repair facility. This will allow for a one-hour emergency response time for lift entrapments and a four-hour emergency response time for lift breakdowns. To gain the best possible service from the lifts, the doors should never be obstructed.

In an emergency fire situation, no-one should use the lifts. Should you be in lift transit during a fire evacuation or emergency situation, the lift will automatically return to the ground, the doors will open and the lift can then be evacuated. If the fire is at ground floor level the lift will land at an alternative escape floor for final exit via the stairwells.

6.7

Telecoms

Telecommunications to the building are provided via basement telecoms intake rooms and dedicated data risers to serve the occupiers on each floor. There are two main incoming routes to the building to provide each occupier with resilience from their chosen telecoms provider.

New communication services entering the building will need its own wayleave agreement with the landlord.

6.8

Building Utilities Metering and Recharging Strategy

The building metering strategy is contained within a separate document, which is available on request.

7.0

Soft Services Provided By The Landlord



7.1

Security Services

The security control room is located behind reception.
A 24/7 manned security guarding service is in place at the property.

Life safety and security systems will be monitored from the security control room.

A CCTV system has been installed to provide coverage of the building, perimeter and internal areas. There is scope to extend this system to enhance existing coverage if deemed necessary.

Security will patrol the communal areas of the building in and out of hours, ensuring a number of external patrols are carried out 24/7 securing the property.

Manning of the security team is as below:

Role	Shift	Hours
Security Manager or Security Supervisor	Mon - Sun	24 hours
Loading Bay Officers	Mon - Fri	07:00–19:00
Security Officers – patrols, break cover, front of house, and deliveries	Mon – Sun	24 hours

7.2

Front of House Services

The main reception is located at 103-105 Bunhill Row on the ground floor level where the reception team hosts guests and occupiers Monday to Friday 8am to 6pm (excluding public holidays).

Outside of these hours Front of House services are provided by the security team.

7.3

Internal Cleaning

The cleaning team for the building provide a daily cleaning service of all common areas.

During Monday to Friday 8am to 6pm - housekeeping staff and operatives are on site to ensure that the front of house areas, washrooms and shower rooms, back of house areas and building perimeter are kept clean, sanitised and tidy.

One operative will work coordinating the waste collection and compacting services ensuring the waste is efficiently collected and kept tidy.

All communal areas will be checked regularly to ensure the level of cleanliness is maintained and consumable items topped up.

7.4

Pest Control Services

The internal common areas benefit from pest control services.

Occupiers should make their own pest control arrangements for areas within their demise, but it is recommended that each occupier utilises the pest control company selected by the Property Management Team for the landlord areas, for services within their demise. This will provide economies of scale and a uniform service throughout the building. More details are available on request from the Property Management Team.



7.5

Window Cleaning

Cleaning of the external envelope is completed on a quarterly basis, with the exception of the ground floor glazing which is completed weekly. The main entrance glazing is spot checked daily by the cleaning team.

The main HYLO Tower is cleaned by the use of a window cleaning cradle or BMU located on Level 29. The South podium floors are cleaned via a second BMU located on Level 7. Podium levels are also cleaned from reach and wash and abseiling techniques accessing the facades of the building from the external tenanted demised balconies. Suitable access arrangements will need to be agreed for the window cleaning team to work from the balcony every 3 months. The average length of time that they will work from the balcony would be 1 – 4 days depending on the area of glazing.

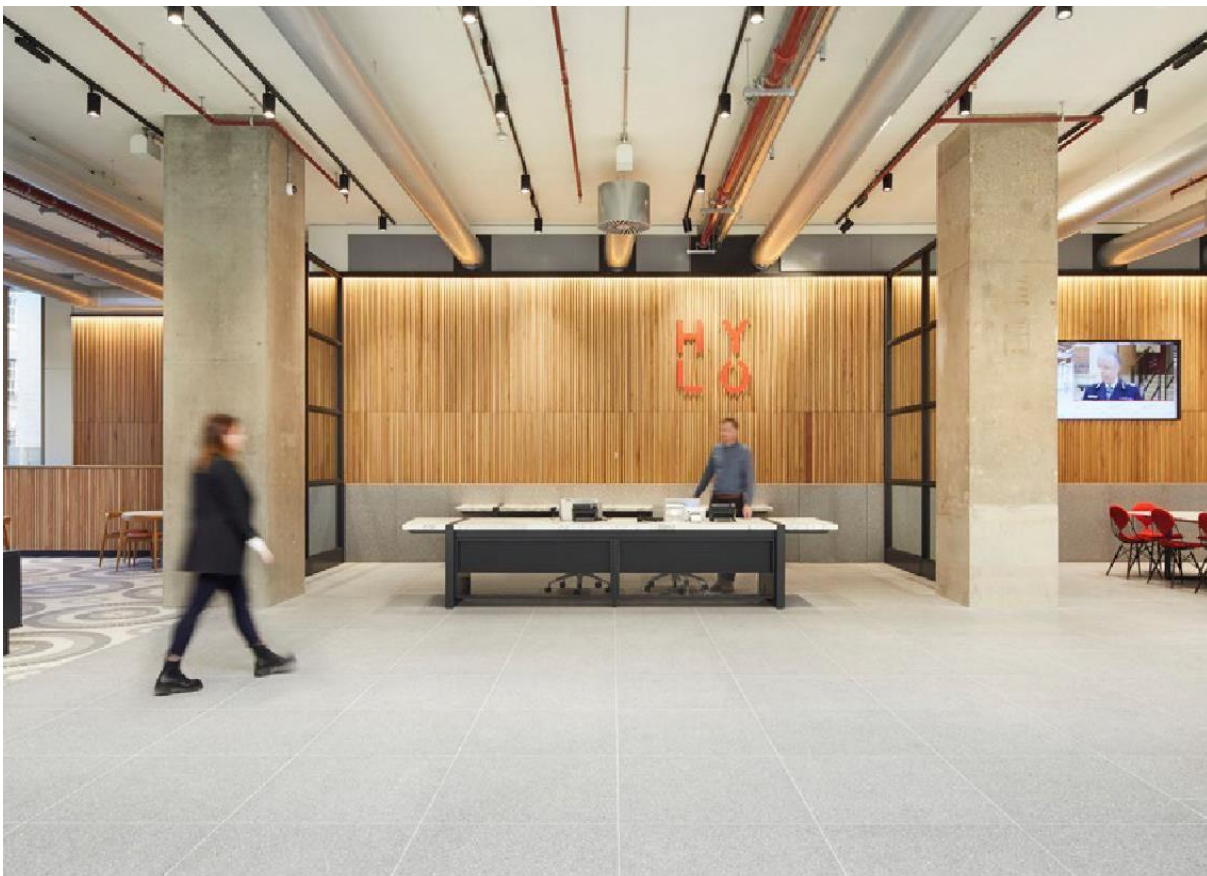
Cleaning the inside of the occupier demises and internal glazing is not included within the service charge and is the responsibility of each occupier.

Assistance can be provided by the HYLO Cleaning team at preferential rates if required.

8.0

Occupier Obligations

Obligations set out in your lease



8.1

Maintenance & Engineering

HYLO benefits from an on-site 3 person internal maintenance team. This team will maintain landlord controlled building systems and respond to helpdesk temperature requests and reactive maintenance needs.

The maintenance team is responsible for maintaining and servicing the HVAC equipment serving each floor biannually. They also maintain the life safety systems including the fire alarm and sprinkler systems. Access arrangements will be requested when needed.

The black ceiling tiles on floors 16 – 28 form part of the occupier's demise which need to be removed by the occupier if needed ; to allow for maintenance of the landlord systems.

The maintenance team is present 8am to 6pm Monday – Friday.

8.2

Maintenance of Your Space

Each occupier is required to ensure they are compliant with legislation maintain the maintenance of all services installed within their demise. This includes, but is not limited to:

- Interface Communication Cards to Life Safety Systems installed by the occupier
- Electrical and Mechanical Equipment uniquely serving the demise
- Emergency Lighting Repairs after the LCM
- Uniquely Serving Fire Suppression Systems
- Uniquely Serving BMS controls
- Fabric, doors and associated ironmongery installed by the occupier
- Access Control installed by the Occupier
- Leak Detection installed by the Occupier
- Domestic water system to be flushed should they be used infrequently

Occupier Contact Details

Each occupier is required to provide the following contact details:

- More than 1 and up to 3 **FM contacts** used for day to day contact with the building team.
- More than 1 and up to 3 **Emergency Out of Hours contacts** used in the event of major Security alerts, mechanical plant failure, damage, partial or total destruction of the building or because of a HYLO critical system activation. Emergency e-mail communication will include all three names on the contact list. If a call tree is initiated the building will contact the first name on the list and only move onto the next name if the first person does not answer.
- **Post contact** details should be a dedicated shared mail address not subject to working hours, public holidays or annual leave.
- **Fire wardens** will be contacted during fire evacuations.
- **Access control authorised person(s)** can request changes on the landlord access system.
- **Electrical competent persons** can request access to the tenant electrical riser for emergency works within the tenanted area.

Storage

Storage of high-risk materials is not permitted on site including, but not limited to, potentially explosive fuel, liquid, degradable materials or any material potentially harmful to building users.

All occupiers are required to adopt good housekeeping methods to ensure there are no Health and Safety or security implications arising from the storage of their materials. Nothing is to be stored in the landlord risers.

General Waste & Recycling

The building operates a mixed recycling and residual waste system and is committed to diverting 100% of waste away from landfill.

HYLO operates a ThinkGreen Waste Scale which will measure individual waste streams generated by each occupier and has the ability to accurately report and target waste stream objectives.

Training on the weighing scale and the required PIN number will be supplied by the HYLO cleaning manager and their team.

All general residual (non-recyclable) waste should be disposed in clear bags by the occupier and placed in the general waste container in the bin store located in B1.

All mixed recycling should be disposed in clear bags by the occupier and placed in the mixed recycling container in the bin store located in B1. All cardboard boxes should be broken down flat before disposal.

Food waste should be placed in a biodegradable or clear bag and placed in the food container in the bin store located in B1.

Glass items should not be in plastic bags of any kind and be placed into the glass container in the bin store located in B1.

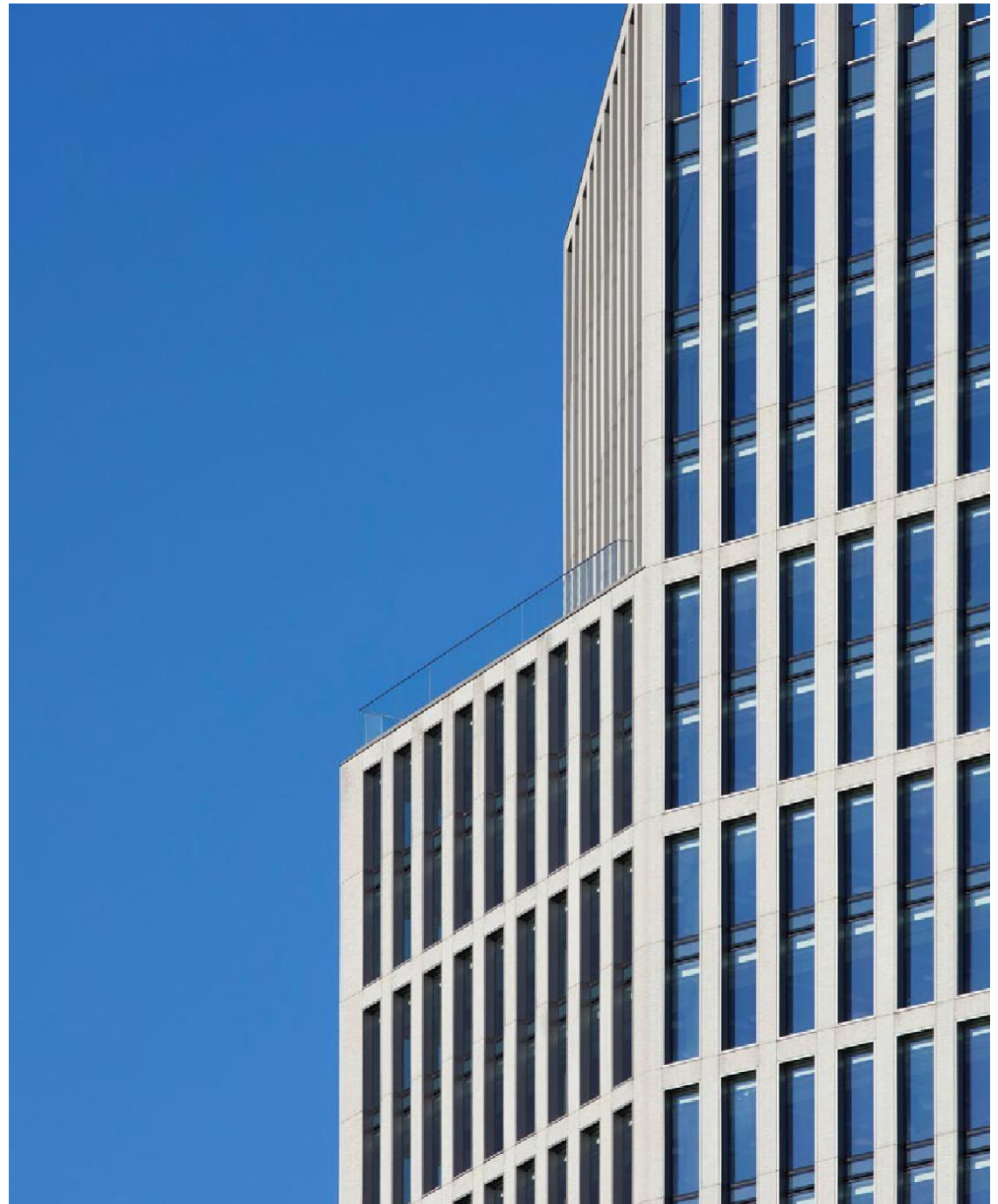
We ask that each bin is filled to a reasonable capacity before using other empty bins. Rubbish must not be left in the lobbies or common areas at any time.

Any occupier refuse removed by their own cleaning service provider should be handled with care to prevent damage to floor finishes from liquid leaks, such as unfinished cups of tea and coffee. Any such leakages will be reported to the associated occupier FM teams and any costs associated with repair or deep cleaning will be recovered accordingly.

Building construction or fit-out waste must not be placed in the refuse bins. All waste arising from fit-out works is the responsibility of the contractor to remove from site. Any costs levied for the removal of fit-out waste will be recharged to the occupier. Where more than one fit-out is taking place and responsibility cannot be established, additional costs will be shared between the respective occupiers.

Please note that disposing of any lights or fluorescent tubes via the bins is not permitted at any time.

Anything further needing to be disposed of can be arranged at a charge to the occupier.





8.6

Smoking

Smoking is not permitted in any area of the building including on the various terrace levels. Additionally, smoking directly outside the main reception entrance or at the fire escape doors will be discouraged.

We request that smokers use the open areas adjacent to Bunhill Row as a smoking area. This policy includes the use of e-cigarettes.

8.7

Alterations

Occupiers wishing to carry out alterations or fit-out works to their demise should contact the Property Management Team in the first instance to discuss their proposals.

Detailed information of the fit-out and alterations approvals procedure is provided in the fit-out guide document which is available on request.

8.8

Health & Safety Policy

Each occupier is responsible for the safety of their employees, contractors and visitors within their offices. Should you see an incident or anything else that creates a health and safety hazard or issue, you are responsible for taking all reasonable actions necessary to resolve the situation. In addition, you should also contact the Property Management Team to report any health and safety hazard you notice in the common areas. The Property Management Team will act promptly to resolve the situation.

There are also areas of shared responsibility regarding safety. Occupiers and landlords are required to provide written evidence of fire risk assessments and hazard analysis reports, as well as evidence to show that an effective management system has been put in place to document and maintain the standards of the regulations. The regulations place responsibility on the owner and its agent to ensure compliance with the regulations. In this instance, we are required to co-ordinate, monitor and control occupier activities. We recommend copies of your risk assessments are made available to the Property Management Team whenever they are completed or reviewed.

To review landlord safety document please make an appointment with the Property Management Team.

Fire Safety & Regulations

Under the Health and Safety at Work Act 1974 all buildings have set procedures for carrying out:

Testing of fire safety systems by completing:

- Regular 6 monthly evacuation drills
- Coordinating fire system alarm activations
- Coordinating emergency situations such as fire, bomb threat, plant failure, etc.
- HYLO Fire Procedures are detailed in a separate document, given to occupiers' FM contacts.

Fire Systems Testing

The building owners have a statutory obligation to carry out weekly testing of the fire systems. Occupiers and their employees have a statutory obligation to co-operate in safety tests and procedures.

The testing of the public address and fire alarm system is the most noticeable weekly event. The timing of the fire alarm system tests is kept as regular as possible so that occupiers can plan around the inevitable disruption but also so that the maximum number of building occupants hear the testing and are able to familiarise themselves with the system.

One of the most important aspects of the weekly test is to give occupiers the opportunity to listen to the alarm output on their floor, familiarise themselves with the signal and to report any defects. For this reason, the timing of the weekly test will not be changed to out of working hours, or a time considered to be too early or late in the day to allow the largest number of occupiers to hear it.

The volume or sound level of the signal that occupiers receive is required to be above certain predetermined levels. If those levels appear to be too loud this is frequently because the alarm signal must be at such a level whereby it cannot be ignored and can be heard in all areas of the office/demise. If the signal level is too low this should be reported to the Property Management Team.

Occupiers are obliged to ensure that any faults are reported so that repairs or adjustments can be carried out. Occupiers are responsible for ensuring that all their staff hears the alarm and that all areas within their demise have adequate alarm facilities.

HYLO test the alarm every Friday at 10.00, the alarm can take up to 8 minutes for the system to complete its weekly test.

Fire Evacuation Drills

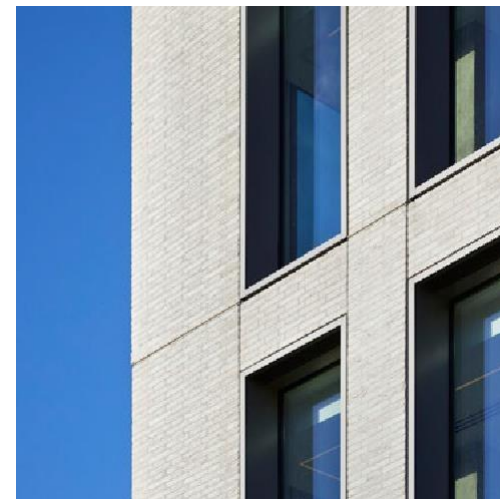
Fire evacuation drills are arranged approximately every six months and will take place at a time agreed with the occupiers. It should be noted that changes to an agreed fire evacuation drill date or time will not be made for meetings or other routine building operations once the date and time has been agreed.

As with weekly fire alarm testing, the drill is carried out so that most occupiers can participate. The reason for the evacuation drill is to give occupiers, fire wardens and property management personnel the opportunity to practice and refine the procedures. Any mistakes, errors or failures during the drill are 'lessons learned'. It is therefore encouraged that the building team receive feedback from the occupiers.

The procedures adapted for the fire evacuation drills are varied to bring a degree of realism to the event. During evacuation drills we attempt, as far as practically possible, to follow the building fire procedures.

It is the responsibility of each occupier company to plan for the safe evacuation of any persons

who may require further assistance or who cannot use the escape stairwells unaided. A Personal Emergency Evacuation Plan (PEEP) should be in place for any such persons and this plan should be shared with the Building Management Team to enable coordination with the emergency services in the event of an evacuation. The main evacuation muster point for HYLO is a general dispersal. All occupiers will be notified before any change to the muster point is made. The secondary evacuation point is a general dispersal going away from the building. It is very important that the building have appointed responsible persons contact details to communicate with the occupiers when this happens.



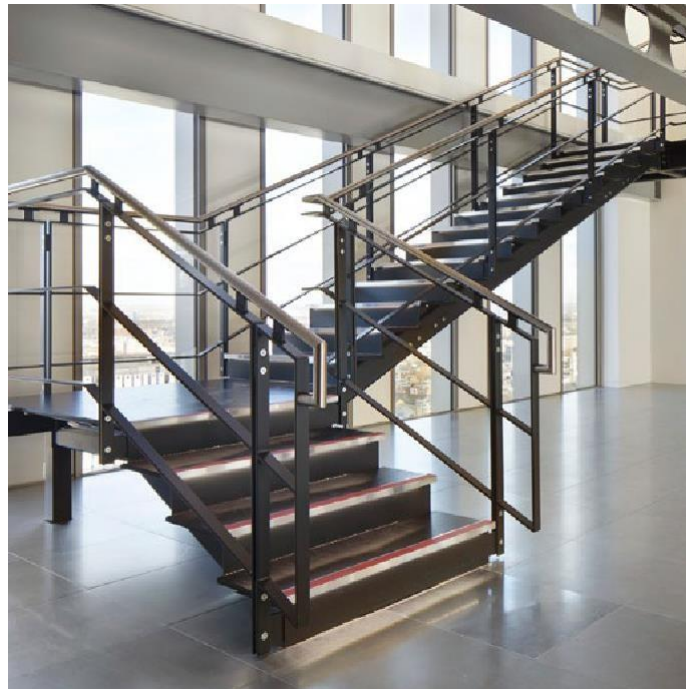
Fire Wardens

Occupier fire wardens are required to:

- Ensure their allocated area is clear and evacuated at the appropriate time.
- Ensure that staff take part in the fire drills.
- Ensure that staff are aware of their responsibilities and the building procedures.
- Ensure visitors, disabled persons or others who are either unfamiliar with the building or require assistance for any other reason are assisted through their PEEP.
- Ensure staff disperse from the Building.
- Check that everyone is accounted for.
- Report that the area is clear or that assistance is required by confirming this to the Assembly Point Coordinator, located in Erroll Court.

During a HYLO fire evacuation one Fire Warden will need to communicate with the building the state of the floor and all tenanted employees whereabouts if the floor is clear or not.

Occupier Fire Wardens are responsible for communicating the all clear message to their staff for re-entry of the building.



Fire System Activations

As with every other building of any size and complexity there will be occasional fire system activations resulting from non-critical events; whilst we do everything we can reasonably do to avoid unwanted or non-critical alarms we will not always be able to prevent every activation.

There are several reasons for activation of the alarm systems, the most common reasons being one of the following:

- Activation by occupiers using aerosol products.
- Occupiers or contractors causing dust setting off smoke detection devices.
- Contractors carrying out hot works without the proper fire alarm isolations in place.
- Contractors working on occupiers' systems linked to the building fire alarm system without the proper fire alarm isolations in place.
- Contractors damaging system wiring or devices during demolition or construction.

Stringent procedures are in place to control the works of contractors and thereby ensure that there are correct measures to prevent the accidental activation of the fire systems. If it is found that a contractor has acted in a way whereby they have avoidably activated the fire systems the works will be suspended until proper measures are in place, or in some circumstances the contractor may not be allowed to continue works.

If this document has not covered any subject you require further information or clarification of any detail please contact the Property Management Team who are here to provide best-in-class services within the outstanding space that is HYLO.

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HYLO

105 Bunhill Row,
London EC1Y 8LZ