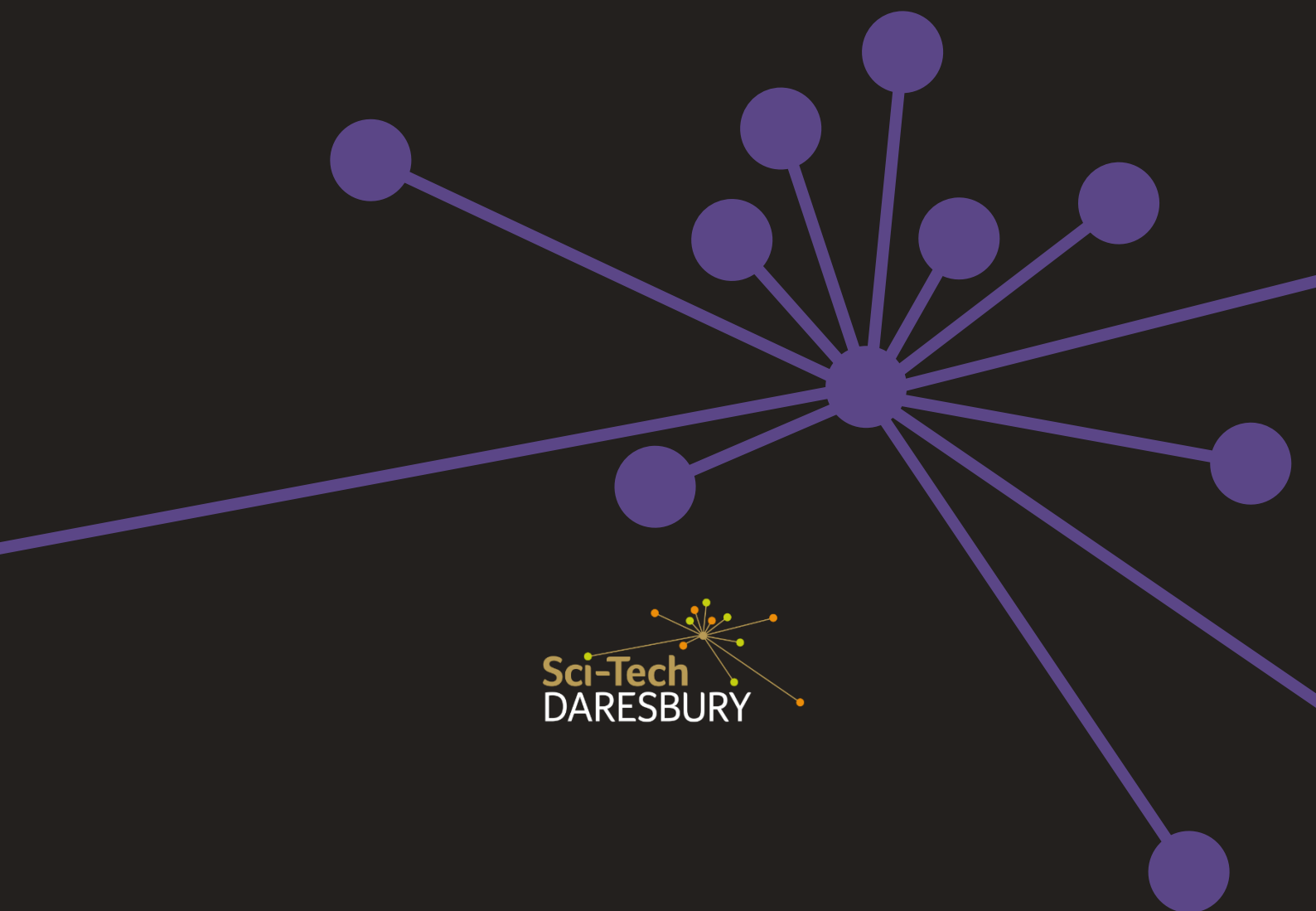


VANGUARD HOUSE TENANT HANDBOOK



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Version:	V1.0
Issue Date:	November 2024
Signature:	<i>Heidi Edwards</i>

HEALTH & SAFETY INDUCTION

COMPANY NAME	
Inductees names	
Job title of Inductees	
Phone number	
Emergency contact number	
Any health issues we need to be aware of to be able to assist if you become ill at work including prescribed medication, epileptic, diabetic, heart condition, allergies	
Building site rules explained to inductee: ✓ if completed	
Site familiarisation and Building emergency procedures explained	
Fire escape strategy, assembly point location, test day/time explained	
Contractors site rules and housekeeping explained	
First Aid Provision required by Tenant and accident reporting explained	
Alarm & car park lighting times of the building and use of welfare facilities explained	
Smoking policy and external smoking area location explained	
Hazard register issued	
RAMS / SSOW for Tenant staff in place by Tenant Company	
Hot works or Electrical Works or roof access W at H permit explained	
COSHH / RAMS required to be in place for Tenant contractors explained	
Reporting an emergency explained	
PASMA licence if assembling mobile tower / IPATH Licence if using a boom	
Duty of care to other Building & Car Park Users explained	

Declaration: I the inductor confirm that I have explained to the inductee details of the topics listed. I the Inductee confirm I understand the contents of the Induction.

Signed Inductor:

Signed Inductee(s):

Date:

BUILDING FACILITIES & LOCATION

This handbook is intended to give you a comprehensive guide to the facilities and services at Vanguard House. It encourages you to make the most of the buildings. The rules and regulations set out are for the benefit of all tenants.

1 THE BUILDING

Vanguard House comprises:

- 4 Offices and 4 Labs to the Ground Floor
- 6 Offices and 2 Labs to the First Floor
- 8 Offices to the Second Floor
- Communal kitchens, toilets and shower facilities on all three floors
- 1 Meeting Room and Mezzanine to the 1st Floor
- 1 Meeting Room and Boardroom to the 2nd Floor
- The total net lettable area of the building is 35,889 sq ft.

2 THE ADDRESS

Vanguard House
Sci-Tech Daresbury
Keckwick Lane
Daresbury
Cheshire
WA4 4AB

Vanguard House is owned and managed by Daresbury SIC LLP, St. James Business Centre, Wilderspool Causeway, Warrington, Cheshire WA4 6PS. Daresbury SIC LLP is a JV between Langtree/Science and Technology Facilities Council (STFC)/Halton Borough Council.

Should you have any queries or problems concerning the building during working hours, please contact the Building Manager (**Heidi Edwards**) on **01925 606551**, Mobile **07717 762864** or via email HEdwards@Sci-TechDaresbury.com who is based in the Management Office behind Reception. In the event of a building related emergency outside of working hours, please contact our Key Holder (**Frankton Group**) on **0808 175 3305** or emergency number **07379 879064**.

3 ACCESS TO THE BUILDINGS

Vanguard House Reception is staffed between the hours of 8.30am and 5.00pm Monday to Friday with the exception of Bank Holidays: Contact: VanguardReception@Sci-TechDaresbury.com or **01925 606555**

During normal working hours access will be possible via the revolving doors. From time to time the Reception team will be away from the desk dealing with other matters, attending training etc.

Entry and exit from the building will require your security access card to be presented to the relevant reader. Outside of the Building hours, access will only be permitted with the use of an access card through the rear doors as the revolving door will be locked.

Outside of manned hours, it is imperative for all companies to escort their visitors and ensure their safe exit from the building, as the revolving doors are closed. Anyone without an access pass card will become stuck in the reception area outside of reception hours; they will be unable to exit the building or gain access through the corridor, stair well doors and lift.

Emergency key holder information is left on reception in case of emergencies, there are also notices on the kitchen notice boards and in the post room. Any call out required by tenants' visitors or employees to exit the building out of hours, will result in costs being rechargeable to the tenant.

4 ACCESS TO OFFICES & LABORATORIES

The cards will be programmed to operate the car park barrier, rear access doors along with the main corridor doors giving you access to your office suite. All tenants should ensure that these doors are always closed securely behind them as it is a breach of security when these doors are left open.

Each card is individually numbered, and the Building Manager has a record identifying each key card holder. This system monitors all access through controlled doors as well as attempted access.

For those on the ground floor with grey loading doors, please refer to the moving in pack for the alarm deactivation information.

4.1 Unit Access

Two keys will be issued to occupiers on completion of their lease. If further keys are required these can be made available for a cost of £15.00 plus VAT with the associated carriage charge which will be charged through the monthly tenant services.

Cards will be issued to occupiers on completion of their lease at a ratio of 1:100 sq.ft. let space, for example: $2000\text{sq.ft.}/100 = 20$ cards. If further access cards are required, we can order these for you at a cost of £15 plus VAT per card along with the associated carriage charge which will be charged through the monthly tenant services. Tenants requiring access cards for new staff must request one on TenantHub. Please allow 24 hours for processing. Tenants will only be provided with access to the car park barrier once a car registration number has been given to Reception. **Tenants are required to update Reception when they change their car registration.** Please be aware of others tailgating - if you should have any concerns please contact Reception immediately or, alternatively, out of hours contact Frankton Group on 0808 175 3305.

4.2 Security Access Cards

Each card is individually numbered and the Building Manager has a record identifying each card holder. The system monitors all access through controlled doors as well as attempted access so you should not use anyone's card other than your own. For security purposes, Reception should be notified immediately via TenantHub of any leavers from the tenant company so that their access card can be cancelled. Cancelled cards can then be retained by the tenant company but must not be issued to another member of staff until they have been re-programmed with the new employee's details.

In the event of a card being lost/damaged or if additional cards are required, then a cost of £15.00 plus VAT will be chargeable.

The cards will be programmed to operate the rear entrance door, and the corridor doors giving you access to your office suite or laboratory. Tenants should ensure that all doors are always closed securely behind them as it is a breach of security when doors are left open (only Sci-Tech staff or security should prop internal doors open using the door guards). Do not hold open any doors out of hours as this will set off the alarm and summon a security guard. Security attendance charge is passed on to tenants causing the alarm activation.

Any call out by a tenant or their visitors/contractors for security guard assistance will require your own company password and will incur a charge from the security provider which will be passed on to the tenant – the fee is currently £75 + VAT (as at November 2024).

4.3 Emergency Door Release (Green Box/Button)

All tenants are required to wear their photo ID card and building access card in a lanyard whilst walking around Vanguard House. Should any tenants become locked inside the building out of normal working hours who have neither their building access card on them nor their mobile phone to call a member of their own team for assistance, the emergency door release (green button) can be used which will alert our off-site Security company (Frankton Group). You would need to quote your own company password if assistance is required. Please note that **the emergency door release buttons are for emergency out of hours use only** as a call-out fee will be charged to the tenant company in such instances – the fee is currently £75 + VAT (as at November 2024).

4.4 STFC Site Pass Application/ID Card

For security/ID purposes, it is mandatory for all tenants to undertake the on-line Health & Safety induction asap after joining Vanguard House (each tenant company has a copy of the most up-to-date STFC pass application form which contains a web link to access the quiz). Once the quiz has been successfully completed (with a pass mark) you then need to complete the STFC pass application form **in full** and email it directly to HEdwards@Sci-TechDaresbury.com – please do not visit Daresbury Laboratory to collect your ID card until advised to do so via email from Heidi Edwards. This ID card will allow you to access various on-site facilities including the café/restaurant, gym, library, exercise classes etc. Anyone not wearing their ID card around Vanguard House or the Campus can be stopped and questioned by Sci-Tech Daresbury staff.

If your ID card is out-of-date it is not necessary to complete a pass application form and have it signed by Heidi Edwards (this is only for new starters). To renew your ID card, complete the on-line quiz again, then

email SiteAdm@STFC.ac.uk to make them aware (they will email you when your replacement ID card is available for collection).

5 BUILDING INDUCTIONS

Tenant companies are responsible for ensuring all their employees:

- are inducted into the building - this induction must cover building procedures, fire alarm and evacuation procedures, and PEEP (Personal Emergency Evacuation Plan) if applicable;
- undertake the on-line health & safety induction (STFC pass application);
- familiarise themselves with this handbook.

6 CAR PARKING

6.1 Car Park

All vehicles parked in the car park are left at the car owner's risk. All tenants have a set number of allocated car parking spaces, and we do offer additional parking facilities at our Hostel Plot which is located first left at the roundabout as you enter the Campus.

There are 7 car parking spaces to the entrance of the building designated for disabled drivers. We kindly ask that tenants refrain from parking in these spaces unless they have a genuine requirement to do so (any such parking must be notified to Reception).

The speed limit in the car park is 5mph. All tenants, their visitors and contractors should always drive with due care and attention whilst on the premises and refrain from parking in non-allocated spaces. **Repeat offenders of parking rules will have their access to the barrier removed.**

All drivers and pedestrians using the car park do so under their own risk. Daresbury SIC LLP does not accept liability for any misuse of the car park facilities and for the actions of drivers and pedestrians using the car park facilities. Any damage to the car park, barriers or landscaping will be chargeable to the tenant.

6.2 Repair and washing of vehicles

The repair, valeting and washing of vehicles is **not** permitted on site.

6.3 Overnight parking on site

A situation may arise where it may be necessary to leave your vehicle parked overnight on the car park. Please ensure that the Building Manager is informed of this in the first instance and if the BM is unavailable then Reception staff should be notified.

6.4 Cyclists and Motorbikes

There is a bike shelter located in the rear car park. Cyclists should follow the one way system when entering or leaving the site, and should not ride on the pedestrianised areas. For ease of access to the car park, cyclists

should enter via the spaces which are located next to the car park entry and exit barriers. Do not pass under the barrier arm.

Motorbikes can be park in the crosshatched section to the right before the barrier. If you are unsure on where to park, please ask at reception.

All bikes/motorbikes are left at the owner's risk.

6.6 Electric Vehicle Charging

At Vanguard House we have 2 x double electric vehicle chargers supplied by POD-POINT (these are located immediately on the right as you pass through the car park entrance barrier). To register to use the charge points, email the Travel Hub via travelhub@sci-techdaresbury.com

7 MEETING ROOMS

To book a meeting room at Vanguard House, please use Tenant Hub (if not already registered with Tenant Hub, this can be set up for you by Reception). If your requirement is for the following day, please email Reception for assistance. Meeting rooms are available for hire at rates published on Tenant Hub. Please note that cancellation charges apply. Non-return of a meeting room access card to Reception by 0900 hrs the following morning will incur a £15 charge. There is a video conferencing facility in the Boardroom and discretionary use is allowed.

Refreshments such as tea, coffee and water can be booked in advance.

- Boardroom x 12 delegates
- Mtg Room 1 x 6 delegates
- Mtg Room 2 x 6 delegates

All Vanguard House meeting rooms are bookable as follows:

a.m. (0830-1230 hrs) – the cleaner will require access to the room at 1230 hrs.

p.m. (1300-1700 hrs) – the cleaner will access the room at 1700 hrs or shortly thereafter.

All day (0830-1700 hrs) – the cleaner will access the room at 1700 hrs or shortly thereafter.

Tenants providing their own refreshments and lunch (brought in by themselves or via a catering company) must ensure the room is cleared down after use. Please note that should discarded waste be left in the meeting spaces, a cleaning charge will be applied to the tenant company.

8 KITCHEN AREAS

Tenants are asked to always keep these areas clean and tidy. No responsibility can be taken for personal property left in the kitchens as these are communal areas. Each tenant has their own designated shelf in the cupboards. The Landlord will not take responsibility for any items going missing. Any food left in the fridge must be labelled with your name and dated. All fridges will be checked at the end of each week and any food/drink that is out of date will be disposed of. If unlabelled food is left in the refrigerators it will be disposed of each Friday.

The kitchens will be checked daily by the cleaning team. However, the cleaners will not wash crockery or cutlery left in the kitchen area by tenants. The Landlord will provide the cleaning materials for this purpose, or the crockery and cutlery can be placed in the dishwasher ready for the daily cycle. Tenants are responsible for putting their items away each morning, the cleaning team will only put items on the worktops.

A fridge, and microwave have been provided in each kitchen for use by tenants. This equipment must always be kept clean. Any faults or damage to any equipment, loss or theft should be reported directly to the Building Manager. All equipment is PAT tested annually or sooner if required. Tenants cannot leave their own electrical items in these areas unless agreed with the Building Manager beforehand.

In each kitchen there is a Zip instant water tap for use when making hot and chilled drinks.

9 SMOKING/VAPING

It is prohibited to smoke within Vanguard House, or within 5 meters of the building. Smoking and vaping are only permitted in the external smoking area – located at the rear of the building in the bike shelter. Please fully extinguish cigarettes and dispose of safely in the bin provided.

10 VISITORS

Visitors should park in the Vanguard House visitor car park if space is available, or on the Hostel Plot overflow car park, and then report to Reception. They will be asked to sign in using the iPad which will print a visitor pass. Once a visitor has signed in on the iPad, an email is automatically sent to the individual they are visiting. Tenants will then be responsible to come to Reception to collect them. Visitors will be asked to take a seat in the reception area until their host arrives at Reception.

It is the responsibility of the tenant to inform their visitors of the fire evacuation procedure, the escape routes and any other Health and Safety matters. Please remember, **the tenant will be responsible for accounting for their visitors in the event of an evacuation.**

Visitors must be escorted at all times of the day in common corridors, lobbies, stairs and also be escorted to Reception to sign out when they leave (it cannot be guaranteed that Reception will be manned for the full duration of the working day). Out of hours the tenant will be responsible for ensuring the visitor can get out of the building and that the doors are secured behind them.

11 POSTAL DELIVERIES

Vanguard House staff will place mail in the individual post boxes located in the post room on the ground floor by reception. This will be done on a daily basis, Monday to Friday (excluding public holidays). Reception will take delivery of parcels that require signing for but do not accept any responsibility when doing so. Please inform Reception if you would prefer to sign for your own parcels. All parcels should be collected from Reception asap on the day of delivery, and not left in the post room overnight. Reception cannot be held responsible for any missing parcels.

A trolley is available to borrow in order to take deliveries to your office/lab but it must be returned to Reception immediately after use to enable other tenants to borrow it. The trolley is not for use externally/outside Vanguard House. A charge may be applied for non-return.

For regular postal users, a franking account can be set up at our Innovation Centre building, with franking postal charges being billed monthly in arrears. There is also a Royal Mail collection facility at the Innovation Centre for outgoing post.

12 PALLET/LARGE DELIVERIES TO GOODS ENTRANCE

Reception will call the tenant company's office when a pallet, large delivery/gas bottles etc arrive as the tenant will be required to meet the driver at time of delivery. Following a number of attempts, if Reception are unable to contact the tenant company by phone, the delivery will be refused. Reception cannot take delivery of such items on behalf of the tenant company. **The Landlord holds no liability for any loss the tenant company incurs as a direct result of refused deliveries.**

13 TENANT CONTRACTORS

All contractors must register with Reception upon arrival **every day** and complete a daily work permit along with any associated permits. Such permits must be approved by the Building Manager prior to commencement of any works. Any **hot works** must be notified to the Building Manager 24 hours in advance and a hot works permit completed prior to works taking place. **In the event that an on-site Building Manager is not available to approve the work permit(s) when the tenant contractor arrives, the works cannot proceed. The Landlord holds no liability for any loss the tenant company incurs as a direct result of cancelled/re-arranged works.**

It is the tenant company's responsibility to ensure their contractors have an appropriate RAMS document in place (Risk Assessment & Method Statement) and that they have undertaken a building Health and Safety Induction prior to any works taking place. All tenants must ensure their contractors comply with Construction (Design and Management) Regulations 2015 (CDM 2015) or the latest version thereof.

Contractors are to be advised that they must remove their own rubbish from site or place into the contractor's own skip, and not use the Vanguard House bins. Please refer to section 14 (Skips).

Repairs for any damage caused to any areas by tenant contractors will be chargeable to the employing tenant. If a tenant contractor causes disruption to another tenant, resulting in a complaint, the contractor must cease work immediately and arrange out-of-hours access. **Contractors must sign out at Reception upon departure.**

14 HIRE OF SKIPS

The Building Manager must be made aware in advance of any skips which are hired and are due to be delivered to site. The following rules apply:

- The skip is able to easily fit into a car parking space.
- Must be placed on wooden boards to protect the paving/ACO drains.
- Must be positioned in a tenant's car space (10 metres away from the building).
- Any damage to infrastructure or vehicles parked will be claimed from the tenant who arranged delivery of the skip.

15 TOILETS

Toilet roll and soap are replenished and toilets cleaned on a daily basis. There are shower rooms and accessible facilities located on all floors. **Please ensure these facilities are left as you would wish to find them and that all your personal belongings are removed after use.**

16 CATERING FACILITIES

Sandwich vans arrive at Vanguard House between 10.30am and 12.00 each weekday. A range of sandwiches, drinks, desserts etc can be purchased. Buffets can be arranged directly by tenants - please ask Reception for details of catering companies. From time to time Pizza Vesuvio parks up near to the Hostel Plot.

Tenants are also welcome to use the facilities over at the Laboratory. There is a Costa Coffee Bar, restaurant and shop. You will require your STFC site security pass to enable you to access these facilities.

17 MILK DELIVERY

Milk is delivered upon request, please enquire at Reception for details of our local milk man. Milk can also be purchased from the Waterside Café. **Responsibility of collecting the milk is down to tenants each morning.**

18 NOISE AND NUISANCE

For the convenience of all tenants, please do not carry out any activity that causes inconvenience or nuisance to other building users.

19 INCLUSIVE HANDOVER PACKAGE

You will receive a handover package when you move into the building. This will contain the following:

- Tenant Handbook
- Tenant Moving in Form to be completed and handed back to the Building Manager
- Handover Schedule of Keys/Cards, Car Parking, Telephone Extension (if applicable) etc.
- Form(s) for STFC Daresbury Laboratory Site Pass

If the tenant requires telecommunications and internet access, then this can be arranged in the first instance. Internet packages are available upon request (Appendix 2) and vary in price between £0.00 - £1,000.00 per month depending on product level required. Telecommunications are also available at a cost of £15.00 per month per handset; call charges are also applicable. There will be an additional administration charge applicable from the providers for setting up either service.

It is not essential to take the Landlord's telephones or IT. Occupiers can bring in their own systems to be agreed with the Landlord in advance. A Wayleave Licence will be required and an admin/legal fee is chargeable.

20 ACCESS TO COMMS ROOMS

Should you require access to these areas, please ensure you contact the Building Manager as a business case and advance notice will be required. It may be necessary for **WN1** our IT provider to be in attendance for which there may be a charge applicable to you. Charges for IT attendance start at £100.00 per call out. See **Appendix 3. Notice to be given by the tenant varies between 48 hrs to 2 weeks dependent on the work required.**

Tenants should sign in to the signing in book in the comms room.

21 RACK SPACE CHARGES (U'S)

The following charges are applicable to rent Rack Space (U'S) within our Comms rooms:

	£ per u per month
1-4u	£20.00
5-10u	£17.50
>10u	£15.00

22 CORRIDORS AND COMMON AREAS

In the interest of safety, you are required not to obstruct the corridors, exits and common areas at any time.

The breakout areas are for the use of all tenants and their visitors. Whilst we actively encourage tenants to utilise this facility, we ask that this area is kept clean and tidy at all times. To avoid noise disruption, when taking video calls, please ensure earphones/headphones are used.

No animals are allowed on the premises, this includes both the building and car park area. Should there be any confusion of what is included in boundaries, please contact the Buildings Manager.

23 SIGNAGE

Vanguard House has a directory signboard located in the Reception area and each office has a space for a name sign to the side of their individual doors. The Building Manager will arrange to have occupiers' names listed on the directory board, car park placards and suite doors. Signage is chargeable.

Additional signs in windows or on the access roads **will not** be allowed as these would be detrimental to the overall appearance of the premises and the Campus. We would also be grateful if tenants refrained from obscuring the windows with posters/signage as this also affects the overall appearance of the building.

24 MODIFICATIONS TO ACCOMMODATION

The Building Manager must be made aware of any modifications tenants wish to make to their office/laboratory suite, however small. These will need approval from the Landlord in the form of a Licence to Alter beforehand and suitable method statements and risk assessments will be required for all works.

Window blinds are only permitted in the Landlord's fabric and colour. For any further information, please contact the building manager.

25 GRITTING

Gritting will be carried out by the ground's maintenance contractors in certain designated areas of the car park when the temperature falls below -2 degrees. This will take place at around 07.00hrs in conjunction with the previous day's weather centre reports. Please refer to the gritting plan. However, neither the Contractor nor Daresbury SIC LLP will take any responsibility in the event an area is missed or an incident occurs due to snow or ice, or if any other elemental influences occur.

All tenants are advised to take due care and attention whilst on site during any difficulty with adverse weather conditions and compete their own risk assessment of weather.

26 EXTERNAL WASTE BINS

General and Recycling Waste bins **for office waste only** are situated in the external bin store at the rear of the building. We have on site 3 General Waste and 2 for recycling; these are emptied once a week. All waste must be placed inside the bins and not left on the floor. If a tenant leaves items on the floor, the cost of a third party to remove the items will be chargeable.

Acceptable items to be disposed of in the Recycling bins are as follows:

- Cardboard (must be flattened)
- Plastic film/bottles
- Office paper
- Newspapers/magazines

All other waste generated from an office environment can be disposed of in the General Waste bins.

Waste not deemed acceptable in our general waste receptacles are:

Furniture

Bricks/Hardcore/Glass

Pallets (cost of removing pallets is chargeable)

Electrical Items (these should be placed in the WEEE bin)

Batteries (these should be placed in the battery bin)

Any Hazardous Waste (tenants must provide their own Haz Waste Contractor)

These items must be disposed of independently by the tenant.

Additional waste streams will need to be discussed with the Building Manager and relevant services arranged. The costs will be apportioned directly with the tenants requiring these services.

27 RATES, ELECTRICITY, GAS AND WATER

The electricity within each office/laboratory is separately sub-metered and billed in accordance with usage. Water consumption is recovered through the Service Charge, except for highways drainage and waste water which is recoverable directly by the local water authority from each tenant. Laboratory suites have a separate sub-metered water supply. Each tenant will be responsible for their own Business Rates.

Heat and cooling to let spaces is metered by use of heat/cooling meters and billed to the tenant.

28 HEALTH AND SAFETY

28.1 Evacuation Procedure

The fire alarm will be tested for approximately 20 seconds at **12.30 hrs every Wednesday**. The alarm will sound during this time as we test the internal alarm and the signal being transmitted to the monitoring station (it is not necessary to vacate the building during these tests). Please make your staff and visitors aware of this. On occasions, this time may be altered but the Reception team will notify you of this.

In the event of fire, the alarm will sound continuously, and all tenants and their visitors should evacuate the building in an orderly manner via the designated fire exits/stairways and muster at the assembly points, Point **A** is for the ground floor occupants, Point **B** is for the first-floor occupants and Point **C** is for the second-floor occupants. These are in the main car park on three lampposts on the side opposite the building to the side of the car park, along the grass bank.

If your office door is manually locked, please leave the door unlocked for the Fire Service to carry out a sweep of the building.

The lift should not be used in the event of an evacuation and tenants/visitors with a disability who are located on the 1st and 2nd floors and are unable to negotiate the stairs should be assisted to the nearest 'refuge area', push the alert button and await evacuation by the Fire Service.

It is the responsibility of tenants to appoint a Fire Marshall who will, in turn, be responsible for reporting to the Building Manager/Security as to whether or not all of their members of staff and visitors have been accounted for. Please provide details of this nominated person to the Building Manager.

We are required by Law to carry out **6 monthly** fire evacuation drills. In arranging this evacuation, the Building Manager will seek to minimise any disruption to the tenant's working day. However, as this is a legal requirement, all tenants must participate in the drill.

28.2 Major Incident Emergency Plan

In the event of a major incident (e.g. major fire or explosion) the same evacuation procedure applies. Tenants are requested to remain at the assembly points and await further instruction. We recommend that no cars are removed from the car park until safe to do so. Temporary shelter can be found in the STFC Daresbury Laboratory Restaurant.

In the event of any airborne disasters or gas leaks from the STFC Daresbury Laboratory, tenants will be promptly informed to close all windows and remain inside the building. Any air handling system should be closed down immediately.

28.3 Power Failure Procedure

In the event of a power outage during working hours the Building Manager must be informed immediately 07717 762864 or 01925 606551.

The onsite team will notify Scottish Power of loss of power to the building. You must note that if the power has been lost as a result of external influences, this is beyond the Landlords control and communication during this period will be given as appropriate.

Should the power shut down whilst a person is in the lift, there is emergency alarm button located on the panel connecting them to an emergency contact centre. This must be pressed to alert them that an engineer must be sent to site.

In the event of a power failure, the car park barrier will remain in the 'down' position. A barrier manual key is situated in the Building Manager's office which can be used to lift the barrier; this will be actioned by the management team. Outside of working hours, should you find yourself locked in the rear car park, please contact our out of hours key holder Frankton Group on 0808 175 3305 requesting they attend site to let you out.

In the event of a power outage during non-working hours the building should send an alert through to the monitoring station and the following procedure will prevail:

- (1) This alert will highlight that power has been lost and a call from the monitoring station will be made to the building's key holders (Frankton Group).
- (2) Frankton Group will contact Scottish Power informing them of loss of power to the building.
- (3) The key holder will endeavour to attend site within 20 minutes of the call. Frankton Group (key holder) will remain onsite until power is restored to the building. This will happen as soon as power is restored to the area. Frankton Group will notify the M&E provider.
- (4) The key holder will remain on site as previously mentioned for the duration of the power outage as the building's fail safe is to allow free access.
- (5) Once power is restored, Frankton Group will resume the car park barriers to automatic mode.

If you require notification of the power outage then you will need to provide details of one emergency contact to the Building Manager, and the key holder at such time will notify you of the incident where possible.

The building has some battery backup **BUT** this is only for emergency systems such as:

- Fire Alarm (can be up to 8 hours but only if not operable)
- External Security Alarm (can be up to 8 hours but only if not operable)
- Door Access control for a limited period
- Emergency Lighting for a limited period (as a rough guide 3 hours)

The Landlord is not responsible for providing any emergency back-up for tenant's equipment; tenant's procedures must prevail in any event. For tenants with sensitive equipment they should consider installing a UPS.

29 PORTABLE APPLIANCE TESTING (PAT)

All tenants are required to have their portable appliances tested; it is recommended that testing is carried out every 12 months or in line with statutory requirements. This must be carried out by a competent person and appropriate labelling applied clearly showing the date re-testing is required.

30 SECURITY

Vanguard House has security systems installed, namely:

- CCTV with 24-hour monitoring and recording.
- PAC Readers on all external doors, ground floor internal doors and corridor access doors on upper floors.
- Intruder Alarm

31 CCTV- DATA PROTECTION POLICY

Please refer to policy document (Appendix 4) regarding access to CCTV footage. The Landlord reserves the right to withhold any footage at the Landlord's will.

32 CLEANING, MAINTENANCE & DECORATION

The cleaning of the external and communal internal windows, communal areas and maintenance and decoration of these areas is carried out by the Landlord.

Tenants are responsible for all aspects of cleaning, decorating and maintenance works within their own demise. This includes office and laboratory internal windows. Only approved cleaning contractors will have access to the building for cleaning purposes.

33 HEATING & COOLING

The building is heated and cooled throughout via a Ground Source Heat Pump system. This is operated by the Building Management System within the Management office suite. Should you need to have the temperature within your office suite adjusted, please contact the Building Manager or the reception team.

Please note that this system does not work like traditional air conditioning or comfort cooled systems. The GSHP relies upon the water that is drawn out of the ground and pumped through the system providing hot or cold water to the concrete slabs, these temperatures will slowly change in accordance with the set points.

To change the temperature of your room, please contact reception with the temperature you wish to change to and the schedule i.e. 21 degrees, Monday to Friday 9am – 5pm.

34 FIRST AID

There is a first aid box available at Reception. It is required that tenants have their own appointed first aider; whilst a member of the management team will be qualified, they will not be responsible for any tenant's requirements but may assist if on site. There is an auto defibrillator located in Vanguard House Post Room (please refer to page 16 of this Handbook).

35 DAMAGE TO PROPERTY

The cost of any repairs for damage caused to any areas, internal or external, by tenant employees, their visitors or contractors will be chargeable to the employing tenant company.

36 AUTOMATIC DEFIBRILLATOR

An automatic defibrillator is located on the wall in Vanguard House Post Room.



If a member of the Vanguard House community has a Sudden Cardiac Arrest (SCA) then the defibrillator and effective CPR are the only successful treatments. Without immediate treatment 95% of SCA's are fatal.

The defibrillator, once connected, will analyse the casualty's heart rhythm and decide whether an electric shock needs administering – it's not uncommon for individuals to need more than one shock. An SCA should not be confused with a heart attack i.e:

- SCA = person will collapse suddenly, lose consciousness and show no sign of breathing – USE THE DEFIBRILLATOR.
- Heart attack = chest pain, shortness of breath, feel weak and unwell – call 999 and receive advice. A heart attack can lead to an SCA.

Please note if using the defibrillator check the person's chest is dry. If wet, dry their chest before applying pads and note that body hair will interfere with the defibrillator's ability to detect a shockable rhythm - therefore shave the area before applying the pads. There is a shaver in the defibrillator pack. The defibrillator will give clear voice instructions on what to do.

Best practice would be to call 999 for assistance before administering the defibrillator. The 999 operators will guide you through what to do.

Please do not be frightened to use the defibrillator if a person presents an SCA - as an SCA victim, without defibrillator intervention, is unlikely to survive.

APPENDIX 1

SCI-TECH DARESBU

INTERNET PROVISION

INTERNET PROVISION

Internet provided by dual fibres from different exchanges to provide ISP resilience

FREE OF CHARGE PRODUCT

Product Level 2

- 100Mbps download/25 Mbps upload
Previously 75Mbps download/20 Mbps upload
- Contention ratio of 20:1
- 250 GB monthly usage cap
Previously 200 GB
- IP addresses provided dependent on number & requirement

Usage above the monthly usage cap would be charged at £1 per GB per month.

CHARGEABLE PRODUCTS

Product Level 3

- 150 Mbps download/75 Mbps upload connection
Previously 100 Mbps download/50 Mbps upload
- Contention ratio 10:1
- Unlimited monthly usage cap
Previously 500 GB
- IP addresses provided dependent on number & requirement
- Cost (exc VAT) - £55 per month

Product Level 4

- 250 Mbps download/250 Mbps upload connection
Previously 150 Mbps download/150 Mbps upload
- Contention ratio 10:1
- Unlimited monthly usage cap
Previously 1500 GB
- IP addresses provided dependent on number & requirement
- Cost (exc VAT) - £110 per month

Product Level 5

Product level 5 provides the following:

- Bandwidth options starting at 25Mbps
- Dedicated symmetric service
- Monthly usage cap – N/A
- IP addresses provided dependent on number & requirement

Companies interested in a dedicated bandwidth option should contact their Buildings Manager with details of their preferred bandwidth or bandwidth options. Prices will then be provided on request.

Commitment terms and monitoring

With the exception of product level 5 (requiring 12 month commitment) companies could switch between product levels on a monthly basis.

Companies will be issued with a username and password for the SciManage website enabling them to monitor their own monthly data usage. Companies will receive a daily email warning, if they are projected to exceed the usage cap that month. This will be sent to an identified representative within the company which can be amended by changing your company details on the SciManage website.

INTERNET CONNECTION IN COMMON AREAS

- Wi-fi - 75Mbps download/20 Mbps upload
- Cabled internet connection in meeting rooms - 100Mbps download/100 Mbps upload

APPENDIX 2

CHARGES FOR ACCESS TO THE VANGUARD HOUSE COMMS ROOMS

WORKS WHICH CAN BE COMPLETED BY DARESBU SIC STAFF (NO CHARGE) – WN1 NOT REQUIRED TO BE PRESENT:

Re-patching sockets within a single office (maximum 2 sockets within a 48hr period).

PROCESS FOR REGULAR ACCESS WORK – WN1 NOT REQUIRED TO BE PRESENT:

Method statement to be submitted to the Building Manager of proposed task, two named members of staff who will carry out this task and the time this will take place. All equipment and cables must be labelled prior to any work taking place. This work can be carried out without supervision.

SUPERVISED ACCESS TO COMMS ROOM – BY WN1:

Prior to any work being carried out in the comms room during working hours (09.00 – 17.00hrs) all equipment and cables must be labelled with the company name.

A method statement of proposed work is to be emailed to the Building Manager who will liaise with WN1 IT.

At least 48 hours prior notice is to be given for the arrangement of a WN1 IT staff member to attend and supervise the work. This will be charged at £100.00 + VAT/hour (min 1 hour). The cost will be advised upon production of the method statement.

OUT OF HOURS / WEEKEND / BANK HOLIDAY ACCESS TO THE COMMS ROOM – WN1 REQUIRED TO BE PRESENT:

The only access that will be allowed at weekends and on Bank Holidays will be supervised by prior arrangement (2 weeks notice required – flexibility may be possible depending on availability). The only access that will be allowed out of office hours (17.00 – 09.00hrs) will also be supervised by prior arrangement (1 week's notice required - flexibility may be possible depending on availability). A method statement must be provided to the Building Manager who will liaise with WN1 IT; a price will be provided upon application of these statements.

APPENDIX 3

CCTV POLICY

THE USE OF CLOSED CIRCUIT TELEVISION (CCTV) TO COMPLY WITH THE DATA PROTECTION ACT 1998

CCTV POLICY

This is a controlled document. It should not be altered in any way without the express permission of the author or their representative. On receipt of a new version, please destroy all previous versions.

Date of Issue:

Next Review:

Date:

Version:

Last Review:

Date:

Author:

Director(s) Responsible:

Approved By:

Date Approved:

Links or overlaps with other policies

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1.0 INTRODUCTION

This document sets out the appropriate actions and procedures, which must be followed to comply with the Data Protection Act in respect of the use of CCTV (closed circuit television) surveillance systems managed by Daresbury SIC LLP

1.1 In drawing up this policy, due account has been taken of the following:

- The Data Protection Act 1998;
- The CCTV Code of Practice produced by the Information Commissioner;
- The Human Rights Act 1998;
- The Regulation of Investigatory Powers Act 2000.

1.2 The Data Protection Act 1998 came into force on the 1st March 2000 and contains broader definitions than those of its predecessor (1984) Act and more readily covers the processing of images of individuals caught by CCTV cameras. The changes in data protection legislation mean that for the first time legally enforceable standards will apply to the collection and processing of images relating to individuals.

1.3 An important new feature of the legislation is the CCTV Code of Practice which sets out the measures which must be adopted to comply with the Data Protection Act 1998. This goes on to set out guidance for the following of good data protection practice. The code of Practice has the dual purpose of assisting operators of CCTV systems to understand their legal obligations while also reassuring the public about the safeguards that should be in place.

2.0 SCOPE

This policy will cover all employees of Daresbury SIC LLP, tenants, visitors and all other persons whose image(s) may be captured by the system.

3.0 DEFINITIONS

3.1 Prior to considering compliance with the principles of the Data Protection Act, a user of CCTV or similar surveillance equipment, will need to determine two issues:

3.1.1 **The type of personal data being processed**, i.e. is there any personal data which falls within the definition of **sensitive personal data** as defined by Section 2 of the Act;

‘Sensitive personal data’ includes:

- Gender;
- Ethnic origin or race;
- Political opinion;
- Religious beliefs;

- Trade Union membership;
- Health – mental or physical;
- Sexual life;
- Commission of any offence (or alleged);
- Any court proceedings or findings;

3.1.2 The **purpose(s)** for which both personal and sensitive personal data is being processed. The data must be:

- fairly and lawfully processed;
- processed for limited purposes and not in any manner incompatible with those purposes;
- adequate, relevant and not excessive;
- accurate;
- not kept for longer than is necessary
- processed in accordance with individual's rights;
- secure;
- not transferred to countries without adequate protection;

3.2 The Information Commissioner will take into account the extent to which users of CCTV and similar surveillance equipment have complied with this Code of Practice when determining whether they have met their legal obligations when exercising their powers of enforcement.

4.0 POLICY APPLICATION

4.1 Initial Assessment Procedures

4.1.1 Daresbury SIC LLP will maintain CCTV day to day compliance responsibility with the requirements of the CCTV Code of Practice.

4.1.2 The purpose of Daresbury SIC LLP CCTV scheme is for the:

- Prevention or detection of crime or disorder;
- Apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings);
- Interest of tenant and employee Health and Safety;
- Protection of public health;
- Protection of Daresbury SIC LLP, property and assets.

4.2 Siting the Cameras

- 4.2.1 It is essential that the location of the equipment be carefully considered, because the way in which images are captured will need to comply with the Data Protection Act.
- 4.2.2 All cameras are located in prominent positions within tenant and employee view and do not infringe on tenant's individual areas. All CCTV surveillance is automatically recorded, any breach of these Codes of Practice will be detected via controlled access to the system.
- 4.2.3 Signs have been erected on all entrance points to Daresbury SIC LLP premises and throughout the site to ensure tenants and visitors are aware they are entering an area that is covered by CCTV surveillance equipment. The signs must include:

Details on the purpose, organisation and contact details.

- 4.2.4 Use of Covert CCTV (Directed) surveillance if required should be requested through the Police. If the request through the police is refused then authority can only be given by Daresbury SIC LLP. This is covered by the Regulation of Investigatory Powers Act 2000 (RIPA).

4.3 Quality of the Images

- 4.3.1 It is important that the images produced by the equipment are as clear as possible in order that they are effective for the purpose(s) for which they are intended. This is why it is essential that the purpose of the scheme be clearly identified. For example, if a system has been installed to prevent and detect crime, then it is essential that the images are adequate for that purpose.
- 4.3.2 All camera installations and service contracts should be undertaken by NACOSS approved security companies. Upon installation all equipment is tested to ensure that only the designated areas are monitored and high quality pictures are available in live and play back mode. All CCTV equipment should be serviced and maintained on an annual basis.
- 4.3.3 The system consists of internal and external cameras recording to digital recorders.
- 4.3.4 Cameras are currently viewable at the Reception Desk with additional viewing and facilities elsewhere within the building.

4.4 Processing the images

- 4.4.1 Images, which are not required for the purpose(s) for which the equipment is being used, should not be retained for longer than is necessary. While images are retained, it is essential that their integrity be maintained, whether it is to ensure their evidential value or to protect the rights of people whose images may have been recorded. It is therefore important that access to and security of the images is controlled in accordance with the requirements of the 1998 Act.
- 4.4.2 All images are digitally recorded and stored securely within the systems hard drives, for up to 30 days when they are then automatically erased.
- 4.4.3 Where the images are required for evidential purposes, a cd-r disc recording is made and placed in a sealed envelope signed and dated and held by the Building Manager until completion of the investigation. Viewing of images within the security Office is controlled by the Building Manager or a person nominated to act on his/her behalf. Only persons trained in the use of the equipment and authorised by the Building Manager can access data.

4.5 Access to and disclosure of images to third parties

- 4.5.1 It is important that access to, and disclosure of, the images recorded by CCTV and similar surveillance equipment is restricted and carefully controlled. This will ensure that the rights of individuals are preserved, but also to ensure that the continuity of evidence remains intact should the images be required for evidential purposes.
- 4.5.2 Access to the medium on which the images are displayed and recorded is restricted to Daresbury SIC LLP staff and third parties as detailed in the purpose of the scheme.
- 4.5.3 Access and disclosure to images is permitted only if it supports the purpose of the scheme. Under these conditions the CCTV images record book and the appropriate view / release form (Appendix 4a) must be completed.

4.6 Access to images by individuals

- 4.6.1 Section 7 of the 1998 Data Protection Act gives any individual the right to request access to CCTV images.
- 4.6.2 Individuals who request access to images must be issued an access request form (Appendix 4a). Upon receipt of the completed form, the Building Manager and Property Director will determine whether disclosure is appropriate and whether there is a duty of care to protect the images of any third parties. If the duty of care cannot be discharged, then the request can be refused.

- 4.6.3 A written response will be made to the individual, giving the decision (and if the request has been refused, giving reasons) within 40 days of receipt of the enquiry. If disclosure is appropriate a payment in advance of £20.00 will be required.

5.0 RESPONSIBILITIES

- 5.1 The Board Directors have corporate responsibility for the implementation of this policy, monitoring its effectiveness and ensuring the CCTV Code of Practice is available on the Daresbury SIC LLP website

6.0 DOCUMENTATION

Copies of all documentation and records relating to the CCTV system will be held with Building Managers and will be kept under restricted confidentiality, for a period of 6 years.

7.0 REVIEW

This policy will be reviewed every three years, or earlier in the light of changing circumstances by the Daresbury SIC LLP.

CCTV APPENDIX 3a

DARESBURY SIC LLP

Access to view or copy images – Police

Name of person making request:	
Organisation:	
Address:	
Telephone number:	

Details of image to be viewed

Date:	
Reason: (For police only)	

Signed		Dated:	
Request Granted:		Request Denied (Reason):	

To be completed if images are removed

Ref No:			
Issued To:			
Date Issued:			
Issued By:			
Return Date:			
I acknowledge receipt of the above CD			
Signed:		Dated:	

DARESBUY SIC LLP

APPLICATION FORM FOR ACCESS TO CCTV IMAGES UNDER THE DATA PROTECTION ACT 1998

Daresbury SIC LLP uses closed circuit television (CCTV) systems for the purposes of crime prevention, the prosecution of offenders and public safety. The Data Protection Act 1998 gives you the statutory right of access to the CCTV images we process about you. Please complete this form if you wish to access a CCTV image. If you require assistance please contact the Building Manager, details below

FILL IN EACH BUILDING CONTACT

Building Manager

[]

FEES PAYABLE

Please enclose a fee of £20.00 with your completed application form.

TIMESCALE

On receipt of your completed form and fee, we will respond to your request promptly, and in no more than 40 days. If we encounter any difficulties in locating your image(s) we will keep you informed of our progress.

SUBMISSION OF FORM

Please return this form to:

FILL IN EACH BUILDING CONTACT

Building Manager – Heidi Edwards – HEdwards@Sci-TechDaresbury.com

[]

[]

NOTES TO ASSIST IN COMPLETION OF THE FORM LOCATION (NOTE 1)

Provide details of the camera location, and the date and time of the image(s) you would like to see, as well as a general description of your appearance, clothing etc at the time in question.

DECLARATION (NOTE 2)

The person making the application must complete this section.

- a) If you are the data subject- tick the first box and sign the authorisation then proceed to Section 6.
- b) If you are completing this application on behalf of another person, in most instances, we will require their authorisation before we can release the data to you. The data subject whose information is being requested should be asked to complete the 'Authorisation' section of the form. (Section 5)
- c) If the data subject is a child i.e. under 16 years of age the application may be made by someone with parental responsibilities, in most cases this means a parent or guardian. If the child is capable of understanding the nature of the application his/her consent should be obtained or alternatively the child may submit an application on their own behalf. Generally children will be presumed to understand the nature of the application if aged between 12 and 16. However, all cases will be considered individually.

APPLICANT (NOTE 3)

The applicant is the person who is applying on behalf of the data subject to get access to the CCTV image(s).

COUNTERSIGNATURE (NOTE 4)

Because of the confidential nature of data held it is essential for us to obtain proof of your identity and your right to receive CCTV image(s). For this purpose it is essential that your application should be countersigned by any one of the following: a Member of Parliament, Justice of the Peace, Minister of Religion, a professionally qualified person (for example, Doctor, Lawyer, Engineer, Teacher), Bank Officer, Established Civil Servant, Police Officer or a person of similar standing WHO HAS KNOWN YOU PERSONALLY. A relative should not countersign. The responsibility of the Trusts' Data Protection Officer includes a check to confirm that the countersignature is genuine. In certain cases you may be asked to produce further documentary evidence of identity.

The person who countersigns your application is only required to confirm your identity and witness you signing the 'Declaration' There is no requirement for this person to either see the contents of the rest of the form or to give any assurance that the other particulars supplied are correct.

REQUEST FOR CCTV IMAGE

SUBJECT ACCESS UNDER DATA PROTECTION ACT 1998

You are advised that the making of false or misleading statements in order to obtain access to personal information to which you are not entitled is a criminal offence.

SECTION 1: DATA SUBJECT DETAILS

Please supply a photo to aid in identification:



Surname:		Date of Birth:	
Forename(s):		Sex:	
Address:		Home Telephone No:	
Postcode:		Work Telephone No:	

SECTION 2: LOCATION (NOTE 1)

Date	Area	Approx Time	Description of Clothing

SECTION 3: DECLARATION STATEMENT (NOTE 2)

This section must be signed in the presence of the person who certifies your application. I declare that the information in this form is correct to the best of my knowledge and that I am entitled to apply for access to personal data referred to above under (please tick appropriate box):

☐ I am the person named (go to section 6)

Signature of Data Subject:

Date:

Or the terms of the Data Protection Act 1998

☐ I am the agent for the person named and I have completed the authorisation section

☐ I am the parent/guardian of the person who is under 16 years old and has completed the authorisation section

☐ I am the parent/guardian of the person who is under 16 years old and who is unable to understand the request (go to section 6)

☐ I have been appointed by the Court to manage the affairs of the person (go to section 6).

SECTION 4: APPLICANT DETAILS (NOTE 3)

Applicants Name (please print)	
Address to which reply should be sent (if different from over, inc postcode)	
Signature of Applicant	

SECTION 5: AUTHORISATION STATEMENT

I hereby authorise Daresbury SIC LLP to release CCTV images they may hold relating to me to (enter the name of the person acting on your behalf) to whom I have given consent to act on my behalf.

.....

Signature of Data Subject.....

Date

SECTION 6: COUNTERSIGNATURE (NOTE 4)

To be completed by the person required to confirm the applicant's identity
(insert full name)

.....

Certify that the applicant (insert name)

Has been known to me as a (insert in what capacity eg employee, client, patient etc)

.....

for _____ years and that I have witnessed the signing of the above declaration.

Name <i>Please print</i>	Profession:
Address (inc Postcode):	Telephone number
Signature:	Date: