

ONE HEDDON ST

by



House Rules Version 4

These House Rules form part of, and should be read in conjunction with your Membership Agreement. They shall apply to you, individual Members and your guests. Nothing contained in these House Rules shall prejudice the terms of the Membership Agreement. We may update the House Rules from time to time and we will notify you when changes are made.

6/12/2022

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ONE HEDDON ST

by
THE CROWN
ESTATE

One Heddton Street is built on the values listed below and everyone in the space is required to moderate their behaviour to reflect them.

Values:

- Professionalism
- Wellness
- Community
- Mutual respect

It is not appropriate or acceptable for anyone to use aggressive, threatening or intimidating behaviour towards anyone else, at any time.

COVID-19

Due to COVID-19, these house rules have been updated to ensure that the building can operate safely following government guidelines and will be reviewed in line with any changes to government and scientific advice.

Please try to stay at home and avoid One Heddton Street if you have Covid-19.

Symptoms include a high temperature, a new continuous cough, a loss or change to your sense of smell or taste. You can find more information from the [NHS website](#).

We are continuing with a number of additional measures at One Heddton Street, in line with government advice.

- Cleaning – we have introduced enhanced cleaning measures including all high touch areas, and additional anti-viral cleaning.

Community Team

The One Heddton Street Community Team is responsible for the smooth running of One Heddton Street, helping you get connected, caffeinated, hydrated, booked in, logged on and informed about who and what is happening on site.

The Community Team may be contacted on **020 3892 4694** or hello@oneheddonstreet.com or through the One Heddton Street App.

Please speak to the Community Team during Operating Hours to access various member and guest services, including:

- Meet and Greet for visitors
- Visitor waiting area
- Meeting room booking system (via the members' portal)
- Meeting room and event management
- Security
- Safety

Membership Types

Your membership at One Heddton Street gives you access to a range of spaces designed to satisfy different types of working such as:

- Concentrated
- Confidential
- Collaborative
- Informal

All members, regardless of membership type may access all floors of the building if required. There are two membership types available at One Heddton Street:

- Team
- Resident

Team

Each Team Space is furnished with:

- Sit-stand desks
- Ergonomic desk chairs
- Wall mounted coat hooks
- Fixed data points

Additionally:

- Desk telephones, monitor arms, and additional furniture are available for an additional fee.

All offices benefit from:

- Natural daylight
- Individually controlled A/C
- Adjustable lighting levels
- Wide spectrum daylight mimicking LED lighting

The Community Team will make the arrangements for the signage for your new space. All office signage is designed and placed to a size and format consistent throughout the space. Members are not permitted to erect or affix any signage without prior written consent of the Community Team. This is a chargeable service and the Community Team reserve the right to remove any signage which is non-compliant.

Resident

Resident desks are located on the 6th floor. As a Resident member you have exclusive access to an allocated desk in the open plan space with:

- Sit-stand desks
- Ergonomic desk chairs
- Smart lockers
- Fixed data points

Members are asked to keep their desks cleared and tidy when not in use and ensure these are wiped down before and after use with the sanitising wipes provided. Cleared desks will be cleaned daily. Items of value should be stored in the smart locker provided to you.

Trading Name

Where a Team or Resident product has been purchased, this is for the purposes of a 'Trading Address' only and must not be used as a 'Registered Office'.

WELL at One Heddon Street

We are committed to providing a workplace which benefits the health and wellbeing of our members. One Heddon Street is the world's first fully fitted workspace to receive Platinum WELL Certification.

The features which we adhere to and are assessed against are air, water, nutrition, light, fitness, comfort and mind.

The WELL Building Standard is a performance-based system for measuring, certifying, and monitoring features of the built environment that impact the health and wellness of the people who live, work, and learn in the buildings. The WELL Building Standard is grounded in evidence-based research. It demonstrates the connection between the buildings where people spend approximately 90 percent of their time and those buildings' health and wellness impacts on those who use them. The WELL Building Standard is administered by the International WELL Building Institute and is third party certified by Green Business Certification Inc.

One Heddon Street has been designed to foster creativity in an elegant and calm environment: a unique workplace with wellness at its heart. Emphasis has been placed on air quality (no recycled air only fresh filtered air supplied from outside), greenery and natural light, whilst bespoke furniture creates a comfortable and highly tailorable space for occupiers. The building also features a flexible event space for presentations, exhibitions and well-being classes, alongside bookable meeting rooms, quiet booths, and a screening room.

Hours of Operation & Access

Operating Hours are 08:00 to 18:00 Monday - Friday, during which the Community Desk located on 2nd floor is manned by one of our Community Team.

Team members can access the building 24/7, the security team is on site after hours, however any member wishing to access or remain in the building after 6:00pm should notify the Community Team to comply with the Fire Safety plan.

Should you forget your pass please ensure you have ID so that the security team and Community Team can verify your identity and provide a temporary access pass.

One Heddon Street is closed on public holidays.

The main access is the Ziggy Green Café with access to the floors via the lift. We also have a step free Members' Entrance, located to the left of the Cafe entrance which is also a separate entrance for bike users.

There is an intercom on the Members' entrance linked to the Community Desk.

For the safety and security of all members, visitors and staff, One Heddon Street encourages all users of the building to be vigilant to the practice of 'Tailgating' and operates a 'polite challenge' policy. If you do not recognise the person following you through an access-controlled door, we ask that you do not provide access without question.

How can you help?

1. Please display your security access pass prominently at all times whilst inside the building, using a lanyard which is much easier to see than a belt clip. We have different coloured lanyards to help everyone quickly and easily identify who is in our space and why they are there.
 - a. **Black lanyards** are for the Community Team who usually work here
 - b. **Red lanyards** are for people working here temporarily or have forgotten a pass
 - c. **Blue lanyards** are for contractors
 - d. **Green lanyards** are for members

Visitors must be escorted by a member at all times.

Please notify the Community Team of any individuals causing you concern.

Always carry your access card with you as access control readers manage entry and exit to and from all floors.

- Cards will be issued to each member during on-boarding
- Cards must only be used by the designated member
- Please notify a member of the Community Team immediately if you have lost your card
- Replacement cards will be provided at a cost of £ 10.00 per card
- Temporary access passes must be returned to the Community Desk at the end of the day
- Please note we provide the same number of access cards based on the amount of desks in contract. Additional access passes are not provided

Members who no longer work at One Heddon Street must return their access cards to the Community Team. Lead members are responsible of notifying the Community Team of any changes.

Your Account

Members' account details can be managed online via our [members' portal](#). Members are required to pay membership fees monthly by direct debit. Invoices will be issued on the 1st of each month and direct debit payment withdrawn three days after the invoice issue date.

Should you anticipate a problem with, or foresee any delay to a payment, please contact the General Manager immediately. Ad hoc payments can be made by credit and debit card via the members' portal (including those for day pass memberships and one-off events). Updates to contact and payment information can be made directly in the members' portal.

Members are responsible for ensuring that any software updates to the members' portal (provided by Nexodus) are installed on their devices.

To ensure the timely return of your retainer fee upon departure, please submit your company bank details, on company letter headed paper, signed and dated by the authorised signatory, to the Sales Manager. We will return your retainer fee to the original bank account provided unless notified before your termination notice.

Use of the space

One Heddon Street is a modern, professional, workspace – to maintain the space for everyone Members are not permitted to:

- Attach anything to the walls
 - Except where agreed in advance with the Community Team, installed and made good by an approved contractor at the cost of the Member on departing the space
 - Examples include: Wall mounted TVs, white boards, framed art
- Add or remove furniture
 - Except where agreed in advance with the Community Team
 - All additions to be limited to free standing furniture only
- Shield the glass partitions in any way
- Sleep at or retail from the space

Members are permitted to:

- Whiteboards
 - Use non-metallic chalk pens on the corridor facing glass partitions
- Signage
 - Members are entitled to branding, signage or their logo in keeping with the specifications provided by the Community Team. The Community team will make provisions for the installation of this signage as part of your Team Membership
- The spaces, amenities, furniture and equipment provided for Members to use. If you aren't sure how to use something, please speak to the Community Team.
- Please do not reserve chairs, desks, or tables in the communal areas by leaving coats or any other belongings unattended for more than 30 minutes
- We have a range of storage lockers free of charge should you wish to store items at One Heddon Street
- All food stored in the office should be kept in a sealed container and must be removed at the end of each day
- Do not leave belongings unattended

Guests

- All guests must be registered with the community team by 17:00 the previous working day
- Guest registration must be completed by members using the One Heddon Street app
- All guests must register at the community desk upon arrival

- Guests must be accompanied at all times
- Please ensure that an appropriately sized meeting room is booked for you and your guests

Amenities & Services

Cleaning & Recycling

Each office is provided with waste paper bins for recycling. Additional recycling bins for food waste, paper and glass is also available at the tea points.

Your offices and the communal spaces will be thoroughly cleaned each morning and our House Keeping team will be on site during Operating Hours with extra attention paid to high touch areas. Please report any spillages or issues to the Community Team to ensure prompt action is taken.

Deliveries & Post

Letters for Team and Resident Members will be accepted by the Community Team and distributed weekly to each of the floors.

The community team must be made aware in advance of any company packages that are expected to be delivered. These must be collected from the reception desk on arrival and cannot be stored. Personal deliveries will not be accepted.

Post will only be accepted on behalf of the company named on the membership agreement and no perishable items will be accepted.

Internet

Wi-Fi is available throughout One Heddton Street for all members. Fixed data points are provided in Team Spaces. You can wirelessly connect five devices at any one time, per user. Each user will have 80mbs up and down.

Guests and visitors may access the Guest Wi-Fi Network.

Your Team Space and Resident Desk is a plug a play service. For any additional requirements this must be agreed in advance by the Sales Manager and Community Team.

Tea-Points

Each floor has a shared Tea-Point stocked with a variety of teas, coffee and milk and dairy free alternatives.

One Heddton Street is designed as self-serve, please clear cups, glasses and any litter to the designated recycling bin.

Office Service Areas

Office Service Areas (OSA's) are located on each of the floors providing essential office services, including:

Printing, photocopying & scanning

- To release printing, access photocopying or scanning functions, please use the access code provided in your welcome email. Printing is provided inclusive of your membership, subject to a fair use policy
- Shredders and stationary and are located on each floor
- Please consider the environment before printing

Pets

One Heddon Street does not allow any pets within the building. Guide dogs are permitted on site and must be with their owner at all times.

Maintenance

Please report any faults or repair requests to the Community Team at hello@oneheddonstreet.com or via the One Heddon Street app.

From time to time, planned maintenance for the building will be required. Works will be managed to ensure any disruption to members' activities are minimised when possible, if the works are urgent and during working hours, we may ask your team to leave the space to ensure our engineers can work safely as well as keeping your safety.

Showers

There are showers available in the building, toiletries, towels, hair dryers and hair straighteners are provided.

Terrace

The Terrace is located on the 5th floor and is accessible for use by all Members during operating hours. Please note the terrace closes at 8pm and is a non-smoking area, this includes the use of e-cigarettes.

Bookable Resources (Credits or Payments)

Bookable resources include:

Bike Racks

A limited amount of standard bicycle racks and Brompton lockers are available for hire.

Access is through the members' entrance. Bike Racks are bookable for an additional monthly fee, on a first-come-first-serve basis. This can be arranged by speaking to the Community Team. Hire fees are charged to the lead members account.

Meeting Rooms

Bookable meeting rooms are located throughout the building. You can book them through the members' app or website. All meeting rooms are equipped with audio-visual equipment, video conferencing and teleconferencing.

Meeting Rooms are a community resource, so please don't hold others up by overrunning your booked time and clear the room of any used items (cups, plates, glasses etc.) when you are finished.

Hire fees are payable in either Member Credits or charged to your account.

Lockers

Lockers are available on the 3rd, 4th, 5th and 6th floor and are allocated on a first-come-first-serve basis, please speak to the Community should you require this service.

Quiet Booths

There are booths for quiet working on the, 6th floor. Quiet Booths are bookable for 90 minute periods using Member Credits. Quiet booths are subject to a fair use policy.

- Each booth is equipped with power and data points
- Food is not allowed in the booths

Events

For any event enquiries please contact the community team who will arrange a time to show you our spaces and provide pricing.

Filming

For any filming enquiries please contact the community team who will arrange a time to show you our spaces and provide pricing. Please note filming cannot take place without written consent and 72 hours' notice must be provided.

Safety & Security

All members will need to attend a health and safety induction prior to collecting their membership card.

As a valued customer, we would like to provide you with an overview of some of your key responsibilities and obligations under health, safety, fire and environmental legislation. This section provides some useful information on how to remain compliant. Using this as a guide should provide some assurance if you receive an inspection from the Local Authority Environmental Health Officer, Fire Safety Officer or Health and Safety Executive. Please note however that it does not replace the terms of your agreement. Please also note that there may be inspections that are the Landlord's responsibility to undertake as part of the Membership Agreement and are managed by JLL.

Health and Safety

We will carry out regular visits to your space to consult, coordinate and cooperate with you and other occupiers on health, safety and environmental (HS&E) matters. Please nominate a responsible person to act as your HS&E Co-ordinator and inform the Community Team who this will be.

Please ensure that you carry on your business in compliance with all Health and Safety, Fire and Environmental legislation.

You are legally required to carry out an assessment of the risks associated with your operations. You should take all necessary steps to eliminate or minimise those risks to yourselves, your employees, and visitors to the premises and others who may be affected by your business undertakings.

Fire

Members are responsible for the wellbeing of their own staff and visitors at all times, when in the building. This applies during an emergency evacuation and requires awareness of the locations and operation of the Refuge Points throughout the building. Additionally, members must report any health and safety concerns (e.g. obstructions to evacuation routes) to the Community Team, immediately.

Members using the building outside of the Operating Hours must comply with the Building Fire Safety Plan, including notifying the Community Desk that you are in the building and signing out when you leave.

As an employer or occupier of non-domestic premises and you employ persons, you are responsible for fire safety in your area and must appoint a 'responsible person'. The responsible person has certain legal responsibilities, some of which include:

- Carrying out and regularly reviewing a fire risk assessment of the areas and activities within your demise to ensure it remains suitable and sufficient. Informing your staff and our representatives about the risks you have identified
- Implementing and maintaining adequate and appropriate fire safety measures to remove or reduce the risk to life
- Plan for an emergency

- Provide staff information, fire safety instruction and training
- Share any 'Significant Findings' of your fire risk assessment with those they impact upon or require coordination with to rectify
- Share your 'Significant Findings' and action plan to mitigate those findings with the Community Team

You must keep a written record of your fire risk assessment if your business has 5 or more people. To be suitable and sufficient, your fire risk assessment must:

- Identify the fire hazards, e.g. sources of ignition
- Identify people at risk, e.g. employees, visitors etc
- Identify suitable controls to remove or reduce the risks, e.g. improve storage arrangements.
- Be reviewed and updated regularly

The responsible person can undertake the fire risk assessment themselves with the help of standard fire safety advice documents, which can be found at <https://www.gov.uk/workplace-fire-safety-your-responsibilities/fire-safety-advice-documents>

Environmental

We have an obligation to take all reasonable steps to ensure that areas and assets under our direct control are compliant with relevant environmental regulations, our own environmental policy and operational best practice. This responsibility does not extend to your activities or your Team Space. It is however your responsibility to comply with all relevant regulations in relation to your space and ensure that you have the appropriate emergency procedures in place to protect your business operations, the landlord's premises and the surrounding environment from activities you are undertaking or managing.

The above list is not exhaustive, and we will of course try to assist you with regards to your operations or space. However, if you have any concerns or questions regarding a specific regulatory compliance issue, you must seek professional advice, or contact the appropriate regulator or local authority.

If you require any further clarification on any of the points above, please do not hesitate to contact the Community Team.

You can also obtain further free advice and guidance on complying with health and safety legislation at <http://www.hse.gov.uk/>

Accidents, Illness & Incidents

When an illness, accident, incident or near-miss occurs in the common areas of the property, it should be reported immediately to the Community Team, so the event can be recorded and thoroughly investigated. Please advise the community team if you, your team or your guests develop COVID-19.

Risk Assessments

Members are responsible for conducting their own health and safety risk assessment for their workspace and ensuring ongoing compliance to ensure the safety of their staff and visitors.

Security

CCTV is in use on building perimeter, entry and exit points and relevant common building areas such as main corridor spaces, co-working spaces, stairwells, and lobby areas.

For the safety and security of your office, we recommend that Team Members ensure their doors are closed and the lock is not disabled.

Please ensure personal belonging are kept in secure and lockable areas such as your office or locker.

Insurance

Members are responsible for insuring their own contents, Public Liability, Employers Liability and all other relevant insurances and may be required to provide details on request.

We insure the building along with equipment which belongs to us.

Drugs & Alcohol

We aim to provide a professional environment which ensures the health, safety and wellbeing for our members and visitors. The use of drugs and alcohol may impair an individual's capacity to work safely. Alcohol consumption, including that consumed at events hosted by One Heddon Street, should be in moderation. Anyone found to be under the influence of alcohol or drugs may be refused entry or required to leave the office. One Heddon Street reserves the right to cancel memberships for any member found to be intoxicated in the building.

Smoking

Smoking is strictly prohibited in the building or within 25 metres of the building, this includes the use of e-cigarettes. One Heddon Street reserves the right to cancel memberships for any member to be found smoking in the building.

First Aid

A First Aid box is located on each floor at the tea point, this will be pointed out in your induction. One Heddon Street Community Team are trained First Aiders, however members are reminded that they are responsible for the well-being and safety of themselves and their employees.

First Aiders:

Monica Bagley, General Manager

Becca Herne, Community Manager

Dani Catuogno, Community Co-Ordinator

Moving Out

At the end of your membership you must ensure that all of your possessions (and any rubbish) are removed from the building, this includes items in offices, communal areas, lockers and the bike store. For Team and Resident members you must leave your office or work area in the same condition as it was when you moved in. Members will be required to pay costs incurred by us to return the office or work station to its original condition, including costs for the reinstatement of glass partitions, deep-cleaning and repainting.

Your retainer fee will be returned to the bank account it was paid from, unless you inform us of any changes. To ensure the timely return of your retainer fee, please ensure you have submitted any updates to your company bank details on company letter headed paper, signed and dated by the authorised signatory, to the Memberships Manager at least one month in advance of your termination notice.

All keys and access cards must be returned to the Community Team, any unreturned access cards are charged at £10.00 these must be returned before your agreement end. Please coordinate with the community team to arrange removing all items from your office.

Feedback

We value your feedback as it will help us to develop a workspace that not only meets but exceeds your expectations. Please contact the Community Team with your compliments or suggestions for improvements.

We hope that you will be pleased with the service that you receive from us and that you will never have reason to complain. If there is something you are unhappy with, we would like you to tell us about it so that we have the opportunity to try to put matters right.

1. If you are unhappy with the service that you have received from us then we encourage you initially to discuss your concerns with your usual point of contact such as a member of the Community Team. They are ordinarily best placed to resolve the matter quickly and satisfactorily.
2. If after discussing the matter with your usual point of contact you feel we still haven't resolved your complaint, please speak to or contact Monica Bagley, General Manager, One Heddon Street at monica@oneheddonstreet.com.

Thank you for choosing One Heddon Street as your place of work and we look forward to seeing you soon.