

Argosy

Vector House

101 Carlton Gore Road,
AUCKLAND

Tenancy Manual



Guidance for property tenants of Argosy Property Limited

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Argosy Property Limited

Argosy Property Limited is committed to ensuring properties are professionally managed and that the building environment is safe and conducive to comfortable occupation.

The duties, responsibilities and obligations of both landlord and tenant are covered in the lease documentation and in the building rules. If there is anything that you find unclear or confusing, please feel free to discuss this with us.

The purpose of this manual is to provide you with a working tool that will assist with the efficient and effective operation of your tenancy and the building. The manual includes procedures for repairs and maintenance, and information on how to deal with any general enquiries you may have. If you are not sure about anything, please feel free to contact us (details below).

The lease documents should always take precedence over any other, including this manual.

General contact detail

Level 1,
39 Market Place
PO Box 90214, Victoria St West
Auckland 1142

Telephone: 09 304 3400
Facsimile: 09 302 0996

Property contact details

Your Property Manager

Shamus O'Halloran
Direct dial: 304 3428
Mobile: 021 488 376
Email: sohalloran@argosy.co.nz

Your Asset Manager

Marilyn Storey
Direct dial: 304 3437
Mobile: 021 360 291
Email: mstorey@argosy.co.nz

Your Property Manager is the first point of contact for any day-to-day building or maintenance issues. If you require urgent assistance and your Property Manager is not available, any of the other Property Management Team members will be able to help. The team includes:

Micky Sutinovski 021 488 351
Anne Staub 021 488 397
Kay McGoram 021 663 918
Solei Paul 021 190 8193

Commonly asked questions

Who should I call about my lease, rent review or a problem with a service?

Please ring your Property Manager if your enquiry relates to services or maintenance in the building. You need to contact the Asset Manager regarding any lease-related issues. Contact details for your Property Manager and the Asset Manager are on page 4.

What are the landlord's responsibilities?

In general, it is the landlord's responsibility to ensure the services that maintain the building are kept in good working order and condition. The cost of maintenance is generally charged through operating expenses. Services could include air conditioning, fire alarms, lifts, security systems, automatic doors, roller doors, common area cleaning and Building Act requirements.

What are the tenant's responsibilities?

In the same way that you are entitled to the quiet enjoyment of your premises, you must respect the quiet enjoyment of other tenants in the building.

In general, it is the tenant's responsibility to repair, maintain and clean the premises, so that they are kept in a clean, tidy and tenantable condition, free from all defects. This includes the replacement of all internal tenancy lights and the repair of any damaged internal walls, doors and/or windows. It may also include the maintenance of plumbing services, if not shared with any other tenants. Individual leases may prescribe some differences to these responsibilities and who is responsible for the costs.

What do I do if a building service (e.g. air conditioning) is faulty?

After ensuring the safety of onsite staff is not compromised, inform your Property Manager by email or telephone. Please supply the following information: location, fault experienced, and onsite contact (name and number). In the unlikely event of a lift failure, please also advise if there is anyone trapped.

What do I do in the event of an emergency?

In the event of a fire or similar emergency, the building should be evacuated by following the specific evacuation plan. After ensuring the safety of onsite staff is not and will not be compromised, immediately inform your Property Manager of the emergency situation, by email or telephone. Your Property Manager will inform you of the intended action and, where possible, will come to the site and provide assistance.

How do I report a building fault?

Maintenance concerns relating to the landlord's responsibilities should be reported to your Property Manager, by email or telephone. The Property Manager will provide the appropriate contractor with all relevant information regarding your concern. The Property Manager will then inform you of the contractor's details, intended action and expected time of arrival. If your call is urgent and the Property Manager is unavailable, please contact any other member of your Property Management Team or the Asset Manager.

What do I do if I identify a health and safety hazard?

Take appropriate steps to ensure people onsite are not exposed to unnecessary risk and contact your Property Manager immediately. Where appropriate, your Property Manager will come to site to inspect the hazard and take necessary steps to ensure the hazard is removed.

Who do I call with a general query about the building?

If your query relates to building services, please contact your Property Manager. If your query relates to your lease or rental matters, please contact your Asset Manager.

After hours help desk

Argosy provides an afterhours service Help Desk. Any issues with the building after hours the tenant should contact the helpdesk number on 0800 464 7767 from the hours 7pm to 7am.

The Help Desk will take the call and respond in the appropriate manner either contacting the contractor directly if a maintenance issue or contact security if needed, or will respond to the issue the next day if the decision is made that urgent attention is not required. If necessary the Help Desk will contact the Property Manager to assist.

Fit-out and/or alteration rules

If you wish to complete a new fit-out or alter the existing fit-out, please provide a written request seeking landlord approval before starting any work.

Please ensure that no work is commenced without written approval. Where necessary, please ensure all requirements of local or territorial authorities are fully complied with, e.g. resource and building consent and code compliance certification. When submitting your request, please include adequate plans and, where appropriate, specifications showing the proposed work.

A list of approved building contractors can be provided on request by the Property Manager.

Occupational Safety & Health

Introduction

Argosy is committed to creating and maintaining a safe and healthy working environment for building occupiers and contractors. The primary objective of this policy is to establish minimum guidelines for all relevant parties who, from time to time, are involved with the property. These guidelines are intended to eliminate or, if this is not practical, to minimise the risk of personal injury under the requirements of the Health and Safety in Employment Act 1992 and the Health and Safety in Employment Regulations 1995.

Duties of persons with control of places of work

It is the responsibility of anyone who has control of any place of work to take all practicable steps to ensure that people in the place of work, and people in the vicinity, are not harmed by any hazard that is, or arises, there.

People who have control of places of work relating to this situation include Argosy as landlord and you as tenant. All contractors on site have ultimate control of the place of work and are required to delay commencement of any work until satisfied that the environment is safe or that appropriate measures have been taken to eliminate any hazard or to minimise the risk of personal injury.

Duties of the people in control of a place of work

Every person in control of a place of work shall take all practicable steps to ensure that:

- No officer, invitee or employee of a tenant, contractor or sub-contractor; and
- No individual, contractor or sub-contractor is harmed while lawfully occupying the property or completing any work that the contractor was engaged to do.

Through the nature of its activities, Argosy cannot be on site at all times. Therefore, this policy is intended to act as a management guide to tenants, employees, contractors and sub-contractors of Argosy.

All Argosy employees, contractors and their sub-contractors or their tenants, sub-tenants and other occupiers of Argosy properties must abide by all current and future legislation in the conduct of their duties, in so far as those duties are undertaken on or in the vicinity of the property of which Argosy is the steward.

Business Continuity Plan

Argosy maintains a business continuity plan to be enacted in the event of an emergency. In the event of a significant disaster or emergency that has potential to disrupt either your or our business, your Property Management Team will still be contactable.

We strongly encourage you to prepare a business continuity plan to reduce your business risk during times of emergency. A business continuity plan will include: what to do if a disaster

strikes; evacuation routes; how to contact your team; and how you plan to continue business operation.

If you have a business continuity plan please send a copy to your Property Manager.

Civil Defence information

The best means to avoid serious harm to employees and detrimental effects to your business is to be prepared. We strongly encourage you to have a business continuity plan and a survival kit at your premises. The survival kit should contain: medical supplies; a radio and batteries; and a torch and batteries.

In the event of an earthquake...

Before an earthquake: identify safe places very close to your workplace, such as under a sturdy table, in a doorway or next to a structural wall; secure objects; and keep insurance up to date.

During the earthquake: move no more than a few steps to a safe place; do not run outside; and if you are in a lift, stop at the nearest floor, get out and find the nearest point of safety.

After the earthquake: treat injuries; evacuate in the event of a fire; and be prepared for aftershocks.

In the event of a storm...

When a strong wind warning is issued: secure outdoor furniture and place tape across large windows to prevent shattering.

During a severe storm: stay indoors; close the curtains; stay away from windows and doors; do not go driving unless absolutely necessary; and avoid dangling and broken power lines , and report these to your local lines company.

In the event of a tsunami warning...

Listen to the radio and follow civil defence instructions; if you are close to a river or beach move inland to high ground; go at least one kilometre inland or 35 metres above sea level.

In the event of a volcanic eruption...

Before a volcanic eruption: learn about the surrounding area's warning systems and emergency plans. During a volcanic eruption: stay indoors as much as possible; save water as supplies may become contaminated; and if you must go outside, use protective clothing, cover your head, breathe through a mask or cloth, and carry a torch.

In the event of a flood...

Before a flood: find out about the flood risk in your locality; know how to reach the nearest safe ground; and keep your insurance cover up to date.

When the flood threatens: listen to the radio and follow civil defence instructions; disconnect all electrical appliances; raise and remove valuables, weed killers and chemicals. If you are being evacuated, turn off your electricity and gas and take your emergency kit with you; avoid flooded areas; and do not drink flood water as it could be contaminated.

In the event of a pandemic...

If the building is open during the pandemic: stay home if you are sick; wash your hands before handling food and after coughing, sneezing or using the bathroom; use tissues to cover coughs and sneezes and throw away tissues in a rubbish bin; give fluids to people who have a fever and/or diarrhoea (paracetamol can be used to bring down high fevers).

For further information, please see the Ministry of Health website: www.moh.govt.nz/influenza.

For more information on how to be prepared, contact your local council or see the Civil Defence website:
www.civildefence.govt.nz.

Building rules

Argosy works on the principle that the rules are made to ensure tenants and visitors to the building feel safe and secure and the building is kept in good order and repair.

After hours opening and access to the premises

The tenant will be entitled to use the premises throughout the 24 hours of each day in the year. Access to the defined tenancy outside normal business hours, weekends and public holidays included, will be governed by the security procedures provided by the landlord or as previously agreed with the landlord in writing. The landlord will not be liable for any reason should the tenant be unable to gain entry to the building.

The landlord reserves the right to close the building or any part of the building as may be required to be closed by law, emergency or if the landlord deems such action reasonably necessary for the safety of any person or property within or on the building. The landlord may close or control the common areas to protect the landlord's or any tenant's interest or any public interest as the landlord may deem necessary or desirable. The landlord will not be held liable for any claim from the tenant as a result of closure.

Any costs associated with the occupancy of tenancies after normal business hours will be borne by the tenant. This includes (without limitation) all building services onsite. The tenant will pay all reasonable costs associated with their after hours operation within 20 working days upon receipt of notification from the landlord. In the event of default in payment by the tenant, such costs and expenses shall be deemed to be rent in arrears and recoverable accordingly.

Air conditioning, lifts and other services

Where any equipment for heating, ventilation or air conditioning is provided or installed in the building or premises by the landlord:

- The air conditioning plant will not be used on Saturdays, Sundays or public holidays or any other day the building is not open to the public except where the tenant has independent control of the system affecting the premises.
- The tenant will at all times comply with and observe the reasonable requirements of the landlord in relation to the air conditioning plant. The landlord will not permit any actions that may impair the operation of the air conditioning plant in the premises or the building.
- The tenant will be required to keep any sun protection devices installed for the purpose of reflecting solar heat in the proper operational position, as determined by the landlord to ensure the performance of the air conditioning. While the air conditioning is operating the windows in the premises will not be opened by the tenant or tenant's visitors.

Where passenger lifts are provided or installed in the building by the landlord, the tenant will use those lifts only for passengers and will not use them for carriage of goods without the express consent of the landlord.

When goods are being carried in the lifts it will be the responsibility of the tenant to ensure that all necessary measures are taken to protect the lift from damage. The cost to repair any damage brought up from any purposes apart from passenger use may be charged to the tenant concerned.

Animals, birds or pets

The tenant will not keep any animals, birds or pets in or around the building or premises without prior approval from the Property Manager.

Building directory

The landlord may maintain a directory of tenants in the main entrance lobby of the building. Name plates on the directory will be prepared for the tenant by the landlord at the tenant's cost. The form of each name plate will be solely determined by the landlord.

Cleaning of the premises by tenant

If required, the landlord will use its reasonable endeavours to provide a cleaning service from one contractor who will in a proper and workmanlike manner clean all parts of the building including the exterior of all windows, grease traps and all car parking areas. The tenant will use cleaning services to the same or a better standard and will permit access to the premises during or outside normal working hours for the purpose of cleaning. The landlord shall not be responsible for any damage suffered by the tenant and the tenant's visitors arising out of such cleaning.

All other cleaning costs will form part of the operating expenses of the building.

Dangerous goods

The tenant will not, except for customary office applications, use or allow anyone to use any chemicals or inflammable gases fluids or substances in or on the premises and will not use or allow anyone to use any method of heating or lighting the premises other than by electric current or gas, supplied through the meters.

Emergency contact

The tenant will advise the landlord of the private address and telephone number of the appropriate contacts for the tenancy in case of an emergency and shall keep the landlord promptly informed of any change of such address or telephone number.

Eviction

The landlord reserves the right to exclude or evict from the building any person who in the opinion of the landlord is under the influence of intoxicating liquor or drugs, or who in any manner wilfully does any act in violation of these rules. The landlord may also delegate this authority to the relevant security patrol contractor.

External window cleaning

If the tenant requires cleaning of external window surfaces more frequently than the landlord considers appropriate, the costs of such additional cleaning will be paid for by the tenant requesting such additional cleaning, or if more than one tenant is involved then proportionately by each tenant, calculated on the area of floor space occupied.

Foodstuffs

The tenant may prepare or cook food only with the consent of the landlord and only in the areas approved by the landlord for that purpose. The customary serving of morning and afternoon teas within the premises are excluded from this clause.

Forbidden activities

The tenant will not allow members of any charitable or other organisation to hold functions or solicit donations within the premises without the prior written consent of the landlord.

Goods delivery

If the tenant wishes to load or unload goods or articles of bulk or quantity in or out of the building they must consult with the landlord to ascertain a suitable time and which part of the building can be used.

Interference with machinery

The tenant will not interfere with or attempt to control any part of the landlord's machinery installed or to be installed in any part of the building or in the premises, except where the tenant has individual control over air conditioning temperature or running controls.

Keys, access and security

The tenant acknowledges that all keys or access cards relating to the building or premises held by the tenant during its occupancy (whether they have been provided by the landlord or made or procured by the tenant for the tenant's own use) shall be surrendered to the landlord at the end of the lease. The tenant shall not make or allow any duplicates to be made, nor make any changes to, a key or access card without the prior consent of the landlord.

The tenant will only provide keys or access cards to employees or contractors of the tenant. A list of key and access card holders will be maintained by the tenant. The tenant will supply this information to the landlord immediately upon request from the landlord. In the interests of effective security the landlord has the right (at its sole discretion) to restrict the number of keys and cards issued.

If any key or access card is lost, stolen, destroyed or mutilated the tenant will pay all costs and expenses associated with either replacement of the key or card and/or ensuring the security of the building is not compromised.

All keys and/or access cards will be provided in the first instance by the landlord. The tenant must notify the landlord of, and return, obsolete cards and keys. The tenant will be held responsible for retaining any access cards and/or keys if the holder is no longer a tenant or employee of the tenant.

Name of building

If the name of the building is used by the tenant on letterheads or other business forms or advertising material then the name so used must be the full and proper name of the building. It is acknowledged that the landlord is the owner of all naming and advertising rights to the building.

Notice to landlord of damage, accident, etc.

The tenant will give notice to the landlord immediately when it becomes aware of:

- Any damage or defects in the premises or the building or in any of the services or facilities provided by the landlord in the premises or the building; or
- Any circumstances likely to cause any damage or injury within the premises or the building or any accident or injury to any person; or
- Any damage or defects in the building's security or surveillance system; or
- Any serious or potentially serious infectious illness occurring in the premises or the building. The tenant shall also give notice of the same to the proper authorities and, at the expense of the tenant, shall thoroughly fumigate and disinfect the premises to the satisfaction of such authorities and otherwise comply with their lawful requirements.

Obstruction

Visitors to tenants will not use the footpath entrances, lobbies, passages, halls, lifts and staircases for any purposes other than for entry to, or exit from, the building. Tenants will also keep these areas free from obstruction, as required by fire regulations and other authorities to ensure public safety.

Protection of services

The tenant will not use, or permit to be used, the toilets or any other water supply/drainage apparatus for any purpose other than that for which they were designed. This includes placing tea leaves, sweepings, rubbish, rags, ashes or other foreign or corrosive substance in the apparatus.

If the tenant who is responsible for the damage is not discovered, then the cost to repair the apparatus arising from the misuse shall be borne by all tenants in proportion to the area occupied by each of them on the floor at which the damage occurred.

Roof Access

No person is permitted to access the roof of an Argosy building without the express written approval of the building's Property Manager. This is, to ensure roof access is controlled and only accessible to competent, approved persons.

Below are some very basic instructions that should be considered before stepping out on to the roof:

Have you:

Created a controlled work environment when working at height?

This should include:

- ensuring safe access and egress
- installing guardrails around perimeters and penetrations
- setting up fall protection barriers (such as safety mesh or edge protection)
- considering the risks involved from overhead services such as power lines
- considering the risks involved from objects falling from height
- implementing a suitable means to prevent a fall.
- making sure any walking or working surfaces are strong enough to support employees safely and that any unprotected edges have fall protection in place.
- making sure emergency procedures are in place should an accident occur or anything goes wrong on site.
- making sure any necessary isolation procedures are in place (such as barricading and signage below the area of work) to prevent workers or passers-by from being harmed from tools or material which may be dislodged from above.
- providing anchorage points compatible with any fall arrest system (such as a safety harness) being used.

Remember:

You can be seriously injured or killed through falling just a short distance.

Where a fall from any height could result in harm, an effective means of fall prevention needs to be put in place.

Rubbish

The tenant must not litter in any parts of the building, such as the common areas including the main entrance foyer, stairways, car parks, roof of the building or in the lift wells or any public areas, and must not place any article upon any sill ledge or such like. All rubbish from individual tenancies must be taken away from the premises in the appropriate manner. Any rubbish removed from inside or outside of the building by the Landlord, the costs will be passed onto the tenants.

Signage

No signage is permitted to be installed without the prior consent of the Property Manager.

Sound reproduction apparatus

The tenant is not to install any radio or television mast or antennae to the building, or link into any existing mast or antennae except with the written consent of the landlord (and then only in compliance with the terms of such a consent). If the landlord considers the rights or interests of other tenants are being adversely affected, they may revoke or modify any previous consent by giving 14 days' notice.

Statements

The tenant will not issue statements, verbal or written, to the media in respect of the building. Requests for statements or interviews shall be referred to the landlord or its representatives.

Tenant to participate in fire drills

The landlord has the right to require the tenant to perform fire drills from time to time and observe all necessary and proper emergency evacuation procedures. This includes, without limitation, the appointment and participation of appropriate fire wardens and the tenant and the tenant's visitors' co-operation with the landlord in performing such drills and procedures. In no case will there be any compensation payable by the landlord on account of any loss or damage caused to or sustained by the tenant and the tenant's visitors as a result of a fire evacuation or where an evacuation is required for the safety of onsite tenants and visitors.

Window coverings

The tenant will not erect window blinds, drapes, curtains, screens or awnings without the consent in writing of the landlord. Such items installed in the premises shall be of non-flammable material and will comply with all relevant standards approved by the landlord.

The tenant will maintain, in a neat, clean and proper state of repair, all window curtains or coverings whether supplied by the landlord or otherwise and will as often as the need (in the opinion of the landlord) arises replace at the tenant's own cost any curtain or coverings of a material or type nominated by the landlord. Where such window curtains or coverings are supplied by the landlord, then despite anything contained in this clause, the landlord may at its discretion if in its opinion such window curtains or coverings require replacement, replace at its cost.

Other than as provided in sub-clause (a) of this rule the tenant will not in any way without the express written authority of the landlord cover or obstruct the windows.

Attachment 1: Fire evacuation scheme

ACTION TO TAKE IF YOU DISCOVER A FIRE

On discovery of a fire raise the alarm immediately.

Call (you may need an outside line) 111 emergency services from a safe phone either within the building, or from a neighbouring building, or by using a mobile phone. Once connected with the emergency operator ask for the Fire Service. Inform the Fire Service that there is a fire and provide them with the building address. Provide any relevant information about the location of the fire and include the nearest intersection as a reference if requested to do so by the Fire Service. Confirm the address of the building with the Fire Service.

Evacuate the building via the nearest safe exit path. Follow the evacuation procedures.

Only attempt to extinguish fire if, there is no risk or danger presented to yourself. Ensure that the alarm has been raised and a "111" call has been made before attempting to fight the fire. Refer to the Fire Fighting section of this manual for more information.

EVACUATION PROCEDURES

On hearing the continuous sounding of the fire alarms, or if you are given an instruction to evacuate by a Fire Warden, all occupants must evacuate immediately. Leave via the nearest safe exit following fire exit signs. Do not linger to finish a phone call or task. Close doors as you leave but do not lock. Turn off any appliances or systems that if left unattended could cause a fire. Leave the lights on.

DO NOT RUN. DO NOT CARRY FOOD OR DRINK. DO NOT USE THE LIFTS

Staff must assist and direct visitors, patrons and customers and disabled persons to the nearest safe exits and advise them of the designated assembly area(s).

Keep well clear of the building and do not obstruct any exit doors or driveway entrances to the building. The Fire Service must have unobstructed access into the building. Occupants may only re-enter the building after the Fire Service has given the clearance to do so.

ASSEMBLY POINTS

Please refer to the Emergency Procedure notices that are on display within your building to locate your assembly areas.

All building occupants are to assemble and remain at these points until the "All Clear" is given. The Chief Warden will give this directive on advice received from the Fire Service.

EVACUATION PROCEDURES FOR PERSONS REQUIRING ASSISTANCE

As required by the Fire Safety & Evacuation of Buildings Regulations 2006, Persons with disabilities who require assistance to leave the building in an emergency will be assisted to the nominated meeting locations within the building.

Before an evacuation:

Wardens are to be advised by Management of any staff member or regular visitor with a disability whether temporary or permanent who may require assistance to leave the building during a fire emergency.

Wardens are to:

- Advise the Chief Warden and ensure that the correct details are recorded in the register for persons with disabilities held in the Emergency Folder held by the Chief Warden.
- Nominate caregivers to attend to persons with disabilities during an evacuation.
- Discuss the evacuation procedures with persons with disabilities and their caregivers.

During an evacuation

Nominated caregivers are to stay with the person with the disability in a safe place close to the stair exit and assist them to evacuate after the floors above have evacuated. If it is not possible to evacuate the person then the caregiver will remain with them near the stair exit if safe to do so or on the stairwell landing.

Wardens are to:

- Ensure that any persons with disabilities and their caregivers are accounted for.
- Advise the Chief Warden that there is a person with a disability and their caregiver evacuating from their floor or remaining in or near the stair exit if it is not possible to evacuate them.

The Chief Warden is to:

- Ensure the disability symbol is marked on the evacuation check sheet.
- Mark the evacuation check sheet accordingly once persons with disabilities and their caregivers have safely evacuated the building.
- Update the Fire Service upon arrival should persons with disabilities and their caregivers still be within the building.

For the location of your specific assembly area please see the posted directions throughout the building or contact your fire warden.

Schedule 1: Building operational hours

Main entry doors

The main entry doors open at 8.00am and close at 5.30pm Monday to Friday

To gain entry through the main doors after these hours you will need to use your access card.

The stairway doors are on 24/7 security, therefore to gain access through these doors you will need to use your access card at all times.

Carpark access

The carpark roller door is on secure access 24/7. To gain access swipe your card at the reader at the top of the ramp to activate the roller door.

Lifts

Lift access is provided by access card out of office hours and to the basement area and certain tenancies.

Air conditioning

The air conditioning is on set times from 6am to 6.30pm Monday to Friday.

Some tenancy areas have an override switch which allows air conditioning to be run after normal hours.

Lighting

The lighting in the building will be turned on automatically from the hours 6.00am to 7.00pm Monday to Friday. Each tenant has their own lighting switch for their floor within the tenancy area.

Schedule 2: Security

Vector House has six aspects of security which maintain the safety of the tenants in the building and their visitors. The six aspects are:

Access card system

The security system is controlled through Advanced Security who provides the access cards, programming etc. If you require more access cards or change of programming please contact the Property Manager. Please note that an invoice will be applicable for the cost of new cards

Lost or stolen cards should be reported immediately to the Property Manager so they can be cancelled from the security system. Faulty cards that fail to activate a reader should be reported to the Property Manager and a new card will be issued at no cost.

To ensure the safety and security of yourself, other building occupants, property and to avoid unnecessary liability issues or incidents, please ensure cards are not loaned to any other person including other staff members, family members, partners or friend who are considered unauthorised users.

Panic Buttons

Panic buttons are installed in the car park and are monitored. False alarms or accidental use may result in a callout charge.

Security Patrols

Matrix Security patrols the building after hours and carry out two random checks during the night.

After hours contact

Argosy provides an afterhours service help desk. For any issues with the building between 7pm and 7am, the tenant should contact the helpdesk number on 0800 464 7767.

The Help Desk will take the call and respond in the appropriate manner either by contacting the contractor directly if it is a maintenance issue, contacting security patrols if needed, or will respond to the issue the next day if the decision is made that urgent attention is not required. If necessary the Help Desk will contact the Property Manager to assist.

Security incidents

Security incidents that occur within and around the building are to be reported to the Property Manager, whereby the Property Manager will attend, assist, follow up and record the incident. However, incidents that occur within the tenants premises such as theft, fraud, etc. is an internal matter.

To assist our tenants in the best way possible when an incident occurs we are able to provide:

- a) Proximity access reports. This tracks staff members using their proximity card coming into and out of the building or accessing lifts.

The Property Manager will assist by utilising where appropriate, the building's security facilities.

Serious incidents

For any serious incidents, please contact the police.