

BUILDING OCCUPANT INSTRUCTION MANUAL

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A. FACILITY MANAGEMENT OFFICE FOR HSBC MANAGEMENT OFFICE

Two JLL employees (Soft & Tech) are currently looking after the HSBC MANAGEMENT OFFICE.

JLL also provide 24-hours HelpDesk on 000800852009(toll free) attended by operators in English language. All enquiries and requests related to the management and services of the building can be made here via phone call or contact with “Facilities Help Desk” via <https://hsbc.thepsc.com/Login.aspx>

B. BUILDING OPERATION

1. Provision of Services

1.1 Normal Hours of Operation

The normal daily hours of operation for providing a full service of lifts will be:

Saturday to Thursday: Between 0800 and 2000 hours

Friday: OFF (service can be availed which is subjected to prior written notice to Landlord at least 24 hours ahead)

NB: May be altered, as required.

Air conditioning is provided during normal office hours i.e. Sat-Thurs: 0800-2000 hours and Fri: Off (If required, request has to be made for Friday provision). Sighting is programmed to be switched on automatically (i.e. 0700 hours) and switched off automatically after office hour (i.e. 2000 hours). If lighting facility is required after general office hour then concerned user has to raise request (before 1600 hours of the same day) through "Facilities Help Desk" via <https://hsbc.thepsc.com/Login.aspx>

1.2 Services outside Normal Hours of Operation

Lifts

All passenger lifts, will be taken out of operation after 2200 hours from Saturday to Thursday. For Friday one lift is available for movement (Service charge will be required if lift is used on Friday). Their operation is under the control of Landlord.

Goods lifts are provided by the building for the transportation of goods. Their operation is under the control of Landlord. It is instructed by Landlord to use Goods lifts before 0900 hours and after 1600 hours. Goods lifts will be taken out of operation after 2000 hours.

NB: May be altered, as required

Air Conditioning

Some facility areas are provided with 24-hour air conditioning due to their operational requirements (i.e. IT/UPS Rooms)

Additional air conditioning facilities to departments outside normal operating hours, on Fridays and Public Holidays can be provided upon request and the request should be submitted to JLL giving at least 24-hour advance notice. All such requests should clearly state the date, period and location for which the additional service is required and send it to "Facility Help Desk".

2. Lifts

2.1 Passenger Lift Service

Passenger Lifts are used for primary movements up and down during office hours and stairs are used for secondary movements. Their operation is under the control of Landlord.

2.2 Use of Lifts during Emergencies/Fire Alarm

Use of Lifts are prohibited during emergencies/Fire Alarm. "Do not use lift in case of fire or emergencies" --signage are placed in front of passenger lift.

2.3 Lift Malfunction

If a lift malfunctions and stops, trapped passengers should remain calm and report it through the lift's intercom system. Landlords engineering staff will take necessary steps to release passengers and will carry out any necessary repairs to the lift.

3. Lighting Control

3.1 General/Office Areas/kitchenettes

Lighting is programmed to be switched on automatically (i.e. 0700 hours) and switched off automatically after office hours (i.e. 2000 hours).

Although lighting will be automatically switched off at the agreed schedule, tenants are encouraged to switch off the lights when they leave the office earlier than the present schedule.

3.2 Toilets

Lighting in these areas are controlled manually (except L-12 rest room which will be controlled by automatically). Although lighting will be manually switched off/on, tenants are encouraged to switch off the light when unoccupied or leave the office earlier than the preset schedule.

3.3 Lift Lobbies

After normal hours of operation, lighting will only be provided to the lift lobby. This is under Landlord control.

3.4 Security Lighting

This is provided on a 24-hours basis throughout the building generally in primary circulation areas or escape routes which are Landlord control.

3.5 Emergency Lighting

Emergency lights are provided throughout the HSBC Management Office. Emergency lights are battery powered and will be switched on automatically in the event of power failure.

4. Air Conditioning

Air conditioning (HVAC system) is provided during normal office hours i.e. Sat-Thurs: 0800-2200 hours and Fri: Off (If required, request has to be made for Friday provision). HVAC system is under Landlord control.

Air conditioning essential areas, such as work stations, IT Room/ UPS room etc. shall be maintained as a priority. Air Conditioning is provided 24-hour basis for IT Rooms, UPS Rooms. This is under JLL control and facility is provided by split type AC.

Staffs are requested to report any problems/defects of AC to the “Facilities Help Desk” as soon as possible. JLL will rectify all the defects at the earliest possible time.

5. Furniture, Fixtures and Fittings

5.1 Furniture

Furniture layouts within HSBC Management Office has been pre-planned and coordinated with the on-floor services. Changes to office layout and relocation of furniture may have implications to the supply of services (e.g. data and telephone link, power and air conditioning). Any such changes must be fully discussed among concerned departments.

Request for supply of furniture and equipment can be made via Buy Smart. All installation/relocation work will be coordinated by CRE.

5.2 Fixtures and Fittings

Departments should consult with CRE when additional fittings such as pictures, whiteboards, notice boards etc. are required to be displayed or hanged.

The positioning of safes, cabinets and other heavy office appliances has been carefully planned. If departments wish to relocate any of these items, or require additional heavy equipment, CRE must be contacted and will advise on any requirements on strengthening the floors.

5.3 Electrical Appliances

Departments are requested to inform CRE/JLL when a change to the number or location of electrical appliances, such as PCs, Scanners, Printers, Photocopiers, Shredder machine, Exchange Rate Board, Fax Machines, Microwave Ovens, Fridges, Electric Kettle, Data

Equipment etc. is anticipated. CRE/JLL will need to advise on the compatibility of the new equipment with the existing facilities.

Staffs are requested to report any problems/defects of electrical appliances which is under FM scope such as: Microwave Ovens, Fridges, Electric Kettle and others to the "Facilities Help Desk" as soon as possible. JLL will rectify all the defects at the earliest possible time.

6. Cleaning Services

The general office cleaning of the building will be carried out by FM team.

Special cleaning will normally be carried out on Saturday's.

Staffs are requested to report any problems/defects to the "Facilities Help Desk" as soon as possible. JLL will solve all these problems at the earliest possible time.

7. First Aid Facilities

Every workplace is provided with at least one first aid box for each 100 occupants. The first aid box should be known to everybody and it was clearly marked as "First Aid" by placing signage.

Adequate number of first aid boxes are placed where required and also adequate numbers of trained First Aiders are available at each floor of SPL. Staffs are encouraged to collect FAs information so that they can communicate with them when required. One designated "First Aid Room" is located at SPL-12.

8. Pest and Rodent Control

Pest and Rodent control will be carried out by an appointed contractor.

The service will normally be carried out after office hours on Thursday or on the weekend of Friday and Saturday.

Departments are reminded to keep their premises clean & tidy; especially the kitchens, on-floor pantries and storerooms.

Departments are requested to report to JLL any sign of pest or rodent infestation via "Facilities Help Desk" so that particular treatments can be arranged.

9. Secure Waste Disposal

Waste Segregation has been done by placing different color bins for different types of waste at SPL L-14. Waste segregation process for SPL L-4 & 12 will be implemented within March'18. As no waste disposal is available at Bangladesh, so at present all the wastes are dumped aggregately to municipality garbage pits.

Newspapers are separately collected and send it to CRP for recycling

10. Goods Handling

10.1 Deliveries

Access into the building for delivery of goods is supervised by SFR Department. A security guard is deployed at the main gate. It is therefore necessary for departments to inform SFR/Security guards of those regular deliveries of goods to their offices. It would be helpful for them to plan and control the arrival of vehicles.

Deliveries of fragile, special or bulky items, such as computer equipment and safes, to the on-floor location, must be arranged directly with the delivery contractor(s) by the coordination of concerned departments

10.2 Removals

When items are required to be removed from the building, prior approval or authorization must be obtained from the relevant department.

Special arrangements may have to be made for the removal of heavy or bulky items. The departments concerned must liaise with CRE to ensure that suitable staff as well as lift/others are available.

11. Additional Work, Repair and Maintenance

All requests for additional work, repair and maintenance should be submitted to “Facilities Helpdesk” (hsbc.thepsc.com). Telephone requests may be accepted, especially for urgent works; but follow up confirmatory instructions in writing are required. In addition, the information such as level, department, contact person etc. must be submitted.

12. Changes to Layouts

Request to change the layout of a floor must be submitted to CRE. Upon receipt of the request for layout change, CRE will prepare detailed layout plans that incorporate all service amendments, which will be agreed with the department(s). Cost estimate for the agreed works will be submitted to departments for their approval and a work programmed will then be agreed among the concerned department(s), CRE and JLL.

13. Signage

CRE/JLL are responsible for maintenance, replacement and updating HSBC main signage at office/BDO/ATM. Tenants are requested to report any problems/defects of signage to JLL/CRE as soon as possible. CRE/JLL will rectify all the defects at the earliest possible time.

14. Vertical Blinds

Window blinds are designed to minimize external glare and light reflection whilst presenting a consistent external image of the building. Building occupants should keep the blind in released position during normal working hours. Where sunlight affects the office area, the slat angle of the blinds can be adjusted as required.

As per the HSBC's instruction, the window blinds should be in the released position and opened outside normal working hours to maintain even aesthetics of the building. It is the relevant departments' responsibility to ensure all blinds are in an open position.

15. Uninterrupted Power Supply System

Some essential services are supported by an Uninterrupted Power Supply System (UPS). The UPS will, in case of an interruption of the normal power supply, continue to supply power, for about 20 minutes. In case of a city-wide power failure, four generators will operate to support the UPS and other essential systems which are under Landlord responsibility.

16. Toilet Facilities

All toilets are provided with fresh and flushing water.

Adequate liquid soap, toilet rolls and paper towels will be supplied.

Sanitary bins are provided for every cubicle inside the toilets.

Staffs are requested to report any defects, damage, poor ventilation and blockages to the JLL "Facilities Help Desk" as soon as possible. JLL will solve all these problems at the earliest possible time.

17. No Smoking Policy

Smoking is NOT permitted inside the building. This includes all open offices, meeting rooms, private offices, toilets, banking halls/customer areas.

Staff wishing to smoke will be required to do so outside the building. When this occurs, it is important to maintain a professional image to customer and avoid creating litter.

18. Use of Permit to Work/Hot Work Permit

Safe working processes like issuing ATW, PTW, Risk Assessment and Method Statement are introduced presently for all the jobs which are carried out by or with the assistance of JLL. Also initiated contractor on site induction and general awareness of health and safety hazards in the areas in which works are being carried out.

For better control of contractors, departments are required to issue work permits for their contractors or service technicians who need to work within the boundaries of this building.

For any work under JLL scope inside the building which involves hot work (such as welding), working at height, confined space, smoke/dust generating processes, naked lights or other sources of ignition and so forth, a permit to work must be issued from JLL prior to the commencement of the work.

19. Mail Room Services

Lead by the designated JLL employee, mailroom services include but are not limited to:

- Sorting, collection and delivery of internal and external mail;
- Delivery of inbound mail and courier items directly to the designated depts./staffs;
- Management and coordination of third-party courier services (both domestic and international);
- Making and maintaining tracker and attending any mail room related queries;
- Filling tracker for both sending and receiving mail.

The number of staffs and working hours of the mailroom team will be agreed locally and based on the scope of work to ensure that agreed service levels can be achieved and maintained.

JLL procedures will be utilized used by mailroom staffs so that they are immediately capable of answering general queries about the functioning of the premises and the Client's business and are able to forward any concerns to relevant Service Provider staff.

All mailroom staffs are trained in basic health and safety matters, and shall at all-time have immediate access to and full awareness of emergency contacts and procedures.

C. GREEN OFFICE GUIDE

The objectives purpose of the Green Office scheme is to:

- Increase the consumption of natural resources by improving offices' environmental efficiency
- Promote sustainable practices by increasing environmental awareness of employees
- Promote climate change mitigation by requiring energy-saving and use of renewable energy sources

You can reduce energy consumption, save money and help the environment by following below green office steps; (i.e. by reducing the electricity you use you are reducing air and water pollution from power stations and saving one ton of greenhouse gas for each 1,000 kilowatt-hour of electricity you save. Refilling, reusing and recycling the materials you use reduces the amount of waste and pollution you generate).

Going Green Ideas for Appliances

- If you have electronic appliances that are rarely used, leave them unplugged.
- Turn off printers, photocopiers and other appliances at night and on the weekends.

- Ensured shared copy machines and printers are put in standby mode when not in use or turned off at the end of each day.
- It is advisable to set the AC temperature above or equal to 24°C.

Going Green Ideas for Office Supplies

- Look for and purchase green products such as staple-less staplers and pens that can be refilled repeatedly rather than sent to a landfill.
- Look for and purchase products that are made for post-consumer content (materials have been collected back from previous products and remade into new ones) such as paper and plastic products.
- Recycle used of office supplies whenever possible.

Going Green Ideas for Printers

- Save paper by not printing whenever possible. Save paper by printing on both sides of a sheet of paper whenever possible.
- Utilize the Internet to send documents whenever feasible.
- Process documents electronically using the scan option on a copier when appropriate, rather than printing hard copies.
- Refrain from printing e-mails whenever feasible.

Going Green Ideas for Computers

- Turn off your computer when not in use. It doesn't hurt it. Really!
- Check computer settings for standby mode - if computers are unused for periods of time they should be set to go into standby mode within a short time.

Going Green Ideas for Lighting

- Turn the lights off in rooms when not in use. Do not leave your office lights on overnight.
- If you have cleaning staff, verify that they will turn off the lights when they leave your office.
- Turn of all lights if you plan on leaving a room for longer than 15 minutes.
- Keep the lights in the break room and bathroom off as per policy.
- If possible, use natural light instead of electricity. Use daylight sensor where possible.

Going Green Ideas for Washrooms

- Always turn off taps completely, ensuring that they don't drip.
- Get continually running toilets fixed. They're huge water wasters and it could be just a simple fix.

D. EMERGENCY PROCEDURES

1. Emergency Contact person

In the event of an emergency occurring that could possibly affect a department's premises within the building, staff may be required to contact a responsible person of the relevant department (Emergency Contact person(s)). The ability to contact such person(s) is especially required after office hours, during weekends and public holidays.

During emergency, communication will be done to designate emergency Marshal of that area immediately. Fire marshal/ first aider board is placed where picture with contact number of first aider/fire marshal is available. Staffs are encouraged to collect FMs/FAs information so that they can communicate with them when required.

2. Fire Fighting and Precautionary Procedures

Please refer to Emergency Response Procedure-HSBC Bangladesh for details. JLL strongly advises that the manual should be carefully studied by all staff members working in the building. Please comply with the procedures at all times.

Department heads are requested to ensure that Emergency Marshal(s) is/are appointed for each department. Any changes must be immediately advised to JLL.

Emergency evacuation drills, earthquake drills & SHIP drills will be carried out at regular intervals and/or at the request of departments. Building occupants are strongly advised to attend such drills.

Fire Detection System is available throughout the building. Smoke detectors, Heat Detectors, Fire Bell, Strobe Light which are available and connected to Fire alarm system. Fire Alarm system is regularly checked and if any problem found or arises immediately solved it.

Emergency lights are provided throughout the HSBC Management Office. They are supplied by battery power that will automatically maintain basic emergency lighting in the event of power failure.

3. Public Address System

The public address system comprises speakers throughout the building. JLL/HSBC have microphones to access the system in case an emergency announcement is required.