



# Building Protocols

The Vault on Spring - 53 Spring Street, Tauranga

*Prepared by Quayside Properties Limited on 1 February 2019*

*Amended 28 February 2024*



**THE VAULT**  
— ON SPRING —



## Table of contents

<b>Introduction</b>	1
<b>Background</b>	1
<b>Office management</b>	1
1.0 Office hours	1
2.0 After-hours access	1
3.0 Smoke-free policy	1
4.0 Mail – incoming & outgoing	1
5.0 Video conferencing / tele-conferencing	2
6.0 Alcohol management	2
7.0 Tenancy layout changes	2
8.0 Building intranet	2
<b>Security and safety</b>	2
9.0 Security	2
10.0 Security fob	2
11.0 Lock-up procedures	2
<b>Equipment</b>	3
12.0 Printer / copier / scanner	3
<b>Safety</b>	3
13.0 Health and safety	3
<b>Housekeeping</b>	3
14.0 Cleaning	3
15.0 Rubbish	3
16.0 Kitchen	4
17.0 Meeting rooms	4
<b>Building services information</b>	4
18.0 Air conditioning	4
19.0 Wi-Fi	4
20.0 IT	4
21.0 Cycle provisions	4
22.0 Building carpark lease arrangements	4
23.0 Guests and disability car parking	5
<b>Emergency information</b>	5
24.0 Fire exits / emergency evacuation	5

## Introduction

This manual specifies procedures for the operation of The Vault on Spring at 53 Spring Street, Tauranga.

As such, it is primarily a reference document for tenants and an assurance document for the landlord.

Each year it is to be reviewed and ready for use for the following financial year beginning 1 July.

From time to time it may be necessary to make an amendment and at the discretion of the Chief Executive of Quayside, tenants will be advised accordingly after consultation.

**For all enquiries please email [enquiries@quaysideholdings.co.nz](mailto:enquiries@quaysideholdings.co.nz)**

## Background

The Vault on Spring has moved away from the traditional office style environment and replaced it with a more dynamic, collaborative, co-working space, with an industrial themed décor. This style of workplace is growing in popularity and provides a hub for professionals, providing access to formal meeting rooms, guest WIFI, kitchen facilities and carparking in a CBD location.

The style of workplace requires that tenants respect their co-tenants' rights to privacy and the fact that via the co-working space a tenant may inadvertently come into contact with sensitive information or even confidential information. All tenants are requested to respect this privacy with their best endeavours.

For the purposes of the document the term “**office**” or “**building**” refers to the building premises located at 53 Spring Street, Tauranga, also known as The Vault on Spring.

The term “**landlord**” refers to Quayside Property Limited or any of its nominees.

The term “**tenant**” and or “**tenants**” refers to those parties that have entered into a lease agreement for the exclusive use of a tenancy located within The Vault on Spring and extends to all relevant employees, associates and entities of the tenants gaining benefit of the building.

## Office management

### 1.0 Office hours

- 1.1 Normal office hours are Monday to Friday 8.00am to 5.00pm.
- 1.2 The office is closed on Saturday, Sunday and statutory holidays.
- 1.3 The office will be closed during the Christmas and New Year statutory Holidays.

### 2.0 After-hours access

- 2.1 The landlord will issue tenants with fob tags. These fobs provide access to the external rear doors via the outside and underground carpark and the tenant's suites.
- 2.2 Office facilities used after hours must be used with discretion, for work purposes only, unless otherwise agreed with the landlord.
- 2.3 Unauthorised people must be accompanied by a respective tenant at all times, if accessing the building after hours.

### 3.0 Smoke-free policy

- 3.1 No smoking is permitted in the office or at any event taking place inside the building.
- 3.2 No smoking is permitted on the front steps or rear car park area of the building.
- 3.3 All tenants are responsible for ensuring co-tenants, employees and visitors comply with this policy.
- 3.4 For the avoidance of doubt 'smoking' includes the use of e-cigarettes and vaping devices.

### 4.0 Mail – incoming & outgoing

- 4.1 Tenants are required to have their own PO Box and are responsible for their own mail.
- 4.2 Courier parcels will need to be correctly labelled for delivery to the building.
- 4.3 Courier drivers should use the visitor registration system to notify tenants of a delivery.

## **5.0 Video conferencing / tele-conferencing**

5.1 The boardroom and upstairs meeting room are equipped with audio-visual equipment allowing for conferences and presentations. How-to guides are located in the rooms.

## **6.0 Alcohol management**

6.1 This guideline sets out acceptable alcohol consumption and behaviour in the building.

6.2 Any activity which involves the consumption of alcohol within common spaces inside the building, will require prior approval from the landlord.

6.3 The landlord reserves the right to exclude or expel from the building, any persons who, in the reasonable judgement of the landlord, is intoxicated and, or poses a risk to the enjoyment of the building or the safety of the public, other tenants and their employees.

## **7.0 Tenancy layout changes**

7.1 Tenants must request approval from the landlord to carry out any cosmetic changes to their suite.

7.2 The landlord requests all glass windows be left clear of paper, signage, banners, pictures, etc.

7.3 Tenants are responsible for the reinstatement of tenant space to the original specification on vacating or termination of their lease agreement.

## **8.0 Building intranet**

8.1 The landlord provides a building intranet, through service provider Fuel Agency.

8.2 Tenants will gain access to the building intranet via welcome email, or by contacting [enquiries@quaysideholdings.co.nz](mailto:enquiries@quaysideholdings.co.nz)

8.3 The building intranet will be used for but is not limited to the following:

- Meeting rooms bookings;
- Visitor car park bookings;
- Office event information;

- Reviewing and storing building information and documents such as (but not limited to) H&S policies, evacuation plans, guest WIFI access etc.

## **Security and safety**

### **9.0 Security**

9.1 The tenant is ultimately responsible for the security and safety of their respective tenancy.

9.2 The landlord has provided automatic locking doors, and swipe access to each respective tenancy.

9.3 A tenant will not be permitted to enter any tenancy other than their own, without the express permission of that respective tenant. Any entry without express permission will be considered trespassing.

### **10.0 Security fob**

10.1 The landlord will provide each tenancy with fob tokens. The landlord must be notified if any fob tokens or garage remotes are lost. Replacement of lost tokens and any additional tokens will be at the tenants cost.

### **11.0 Lock-up procedures**

11.1 The front entrance of the building has been fitted with a timer device, which is set to automatically lock the doors at 5:30pm and unlock at 8:00am each business day. The doors will remain locked over the weekend and public holidays.

11.2 The last tenant to leave the building will be responsible for turning off all lights on the floor level occupied by the tenancy for both the tenant area and the common area. Light switches are located beside the entry to the stairwells on each floor.

11.3 Tenants are responsible for turning off the air conditioning in their respective tenancy.

11.4 The last tenant to leave the building will be responsible for activating the alarm system and checking the front entrance doors have automatically locked each business day.

11.5 The landlord has arranged for the building to be monitored by an external security contractor (Watchdog Security).

11.6 In the event the alarm is triggered, the Security Contractor will send a patrol and search the building. Anyone located in the building will be challenged and must produce photographic identification (which will be copied by the Security Contractor). An invoice for any associated costs of an unnecessary call out will be issued directly to the tenant.

## Equipment

### 12.0 Printer / copier / scanner

- 12.1 The landlord is responsible for providing a printer/copier/scanner on each floor of the building. Please contact the landlord if you wish to be connected to this service. Scanning to e-mail is provided free of charge. Printing and copying services will be charged per page and invoiced monthly to each tenancy based on usage.
- 12.2 The secure printing services are activated by the security fob and documents will only be released from the print queue by swiping.
- 12.3 The landlord provides a locked destruction bin for your use, located in the shared areas of each floor.

## Safety

### 13.0 Health and safety

- 13.1 All building occupants must adhere to the Health and Safety at Work Act 2015 (the Act).
- 13.2 Each tenant is required to provide the landlord with a health and safety compliance program which demonstrates compliance with the Act.
- 13.3 Each tenant will be responsible for notifying the landlord of any notifiable events (as defined by the Act) which occur on the premises.
- 13.4 Each tenant will be required to inform the landlord of any health and safety issues (including identified risks).
- 13.5 In addition, every employee, contractor, visitor must comply with all individual tenancy health and safety procedures

specified by their employers or tenant principal.

- 13.6 The landlord will take all reasonably practical steps to provide a safe and healthy working environment.
- 13.7 All tenants must use their best endeavours to ensure that no action or inaction on their part causes harm to themselves or any other person.
- 13.8 The landlord has provided first aid kits on each floor located in the kitchen of each respective floor. The location of first aid kits are marked on the floorplan in Appendix 2.
- 13.9 The building is equipped with an Automated External Defibrillator (AED) and an EpiPen. The location of the AED is marked on the floorplan in Appendix 2. The use of this will be limited to those tenants with the requisite first aid training and qualifications. The EpiPen is kept with the AED.
- 13.10 There is an established fire evacuation procedure for the building, attached at Appendix 1. Each tenant is responsible for making themselves and their employees familiar with the fire evacuation requirements located on the building intranet.
- 13.11 Each tenant is responsible for nominating a fire warden for their respective tenancy.
- 13.12 The building exit locations are clearly marked on the floorplan in Appendix 2. Exit lights will automatically turn on in the event of an emergency, highlighting the exit locations.

## Housekeeping

### 14.0 Cleaning

- 14.1 The landlord provides daily cleaning services for the communal and tenancy suites through a contracted service provider.

### 15.0 Rubbish

- 15.1 The landlord is responsible for organising rubbish located in your tenancy rubbish bins to be removed bi-weekly.

- 15.2 The tenant is responsible for disposing of any confidential paper. Confidential paper must be put in the destruction bins located in the utility rooms (located on either floor of the building).
- 15.3 Tenants should make every effort to see that rubbish is put into the correct (landfill and recycling) bins provided in the kitchen.

#### **16.0 Kitchen**

- 16.1 Cleanliness of the kitchens is the responsibility of those individuals who use the facilities. Hygiene must be maintained i.e. no food left out on counters / counters to be wiped clean.
- 16.2 Ensure appliances are switched off at the wall after use.
- 16.3 General cleanliness of the coffee machine is the responsibility of those individuals who use it. This includes cleaning the drip trays when required and filling the tray when the coffee beans are empty.
- 16.4 The landlord will be responsible for providing fresh milk, coffee beans, tea and sugar for the building.
- 16.5 Fridges will be cleared on the last Friday of every month.

#### **17.0 Meeting rooms**

- 17.1 The meeting rooms in the shared and common areas are identified in Appendix 2.
- 17.2 The meeting rooms can be booked online via the building intranet. The building intranet will determine who has the right to use the meeting rooms (the user), giving priority to the earliest registered booking.
- 17.3 After use, the user is to ensure that any food items, crockery etc. is removed and the meeting room is clean and tidy for the next user.
- 17.4 The user is responsible for turning off the lights and air conditioning upon completion of their booking.
- 17.5 From time to time, the meeting rooms will be available for daily lease to non-tenants, limited to entities with a direct link to a tenant (e.g. if the non-tenant is a subsidiary of a tenant, etc). Daily leases will be assessed by

the landlord on a case by case basis. Importantly, tenants of the premises will have preference over daily users.

### **Building services information**

#### **18.0 Air conditioning**

- 18.1 The building common areas will be maintained at a temperature of 22 degrees during cooler months and 20 degrees during warmer months.
- 18.2 Each suite has their own air conditioning unit and controller.

#### **19.0 Wi-Fi**

- 19.1 Guest wi-fi passwords will be provided via the building intranet page.

#### **20.0 IT**

- 20.1 Tenants are responsible for their own IT services and internet connections.
- 20.2 The landlord has provided each tenancy with access to IT services via a data cupboard located within each tenancy. The data cupboard contains the following connection points:
  - o 1 cat 6
  - o 1 fibre
  - o 1 ONT
  - o Telephone ports
- 20.3 The landlord has had the building fitted with a fibre internet connection. Tenants will arrange for their tenancy to be connected via Ultrafast through their own chosen service provider.

#### **21.0 Cycle provisions**

- 21.1 The landlord has provided bike racks in the undercover carpark area. It is recommended they are securely locked as the landlord takes no responsibility for theft or damage to property.

#### **22.0 Building carpark lease arrangements**

- 22.1 A separate licencing arrangement exists for both the outside, and undercover carparks. Please email [enquires@quaysideholdings.co.nz](mailto:enquires@quaysideholdings.co.nz) for more information.

### **23.0** *Guests and disability car parking*

- 23.1 A disability carpark is available and clearly labelled in the outside parking area at the rear of the building.
- 23.2 Three (3) guest carparks are provided in the outside carparks. The guest carparks are numbered 4, 6 and 7 and are for the use of visiting clients of tenants only, for a maximum period of two (2) hours. The guest carparks are to be booked in advance via the building intranet.

## **Emergency information**

### **24.0** *Fire exits / emergency evacuation*

- 24.1 The landlord has developed fire and emergency evacuation plans for the building, these can be viewed on the building intranet.
- 24.2 It is the tenant's responsibility to review and comply with any fire and emergency evacuation plan.
- 24.3 The landlord will, as required, arrange for emergency evacuation drills which all tenants are required to comply with.
- 24.4 The landlord will, as required, update and review the fire and emergency evacuation plan.
- 24.5 See Appendix 1, for a copy of the current fire and emergency evacuation plan.