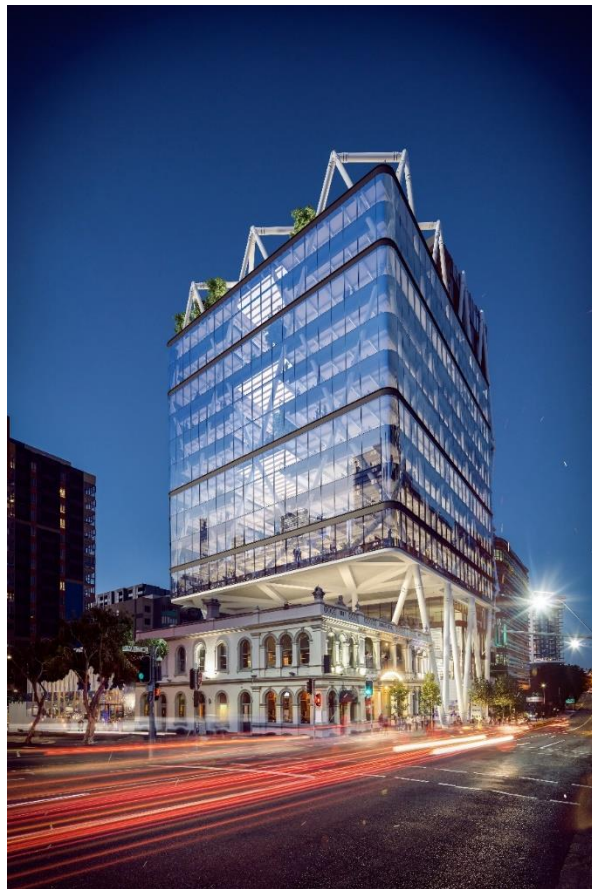


HOUSE RULES

JUBILEE PLACE



June 2022

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INTRODUCTION

WELL BUILDING STANDARD

Launched in October 2014 after six years of research and development, the WELL Building Standard is the premier standard for buildings, interior spaces and communities seeking to implement, validate and measure features that support and advance human health and wellbeing. WELL is an evidence-based system that certifies and monitors the performance of building features which impact the health and well-being of the people in it.

WELL explores how design, operations and behaviours within the places we live, work, learn and play can be optimised to advance human health and wellbeing – like the green star rating it will likely soon become industry standard but currently it's the first standard of its kind that focuses solely on the health and wellbeing of building occupants.

For us to achieve the requirements of the WELL Building Standard, the space must undergo a process that includes an on-site assessment and performance testing by a third party.

Jubilee Place is targeted to achieve a GOLD rating, which covers eight core elements of health; air, water, nourishment, light, fitness, comfort, mind and innovation. Example of the WELL elements that have been incorporated into Jubilee Place are:

- Air – the use of, live plants and greenery throughout the workspace has been prioritised in the design, providing a natural source of oxygen and energy. The conscious selection and application of low VOC building materials and furnishings has been implemented to ensure high indoor air quality is available to building users. The ventilation systems, humidity levels, natural air sources and air conditioning are all considered and designed to a standard that supports respiratory health. The design of the cleanable environment and implementation of cleaning protocols provide a higher level of hygiene reducing the spread of illness.
- Water – Regular water quality testing will be undertaken to ensure all drinking water is of the highest quality.
- Light – Balancing natural and artificial light will support alertness, productivity and provide appropriate visual acuity. Varying degrees of both natural and artificial light have been incorporated through the building design giving special consideration to glare from the sun, shading and dimming controls. Jubilee Place Street lighting design provides adequate light levels to support a wide range of activities as well as user visual acuity for focus. Circadian lighting design has also been applied for health and wellbeing and will support the healthy biological regulation of building users.

This document is designed to inform all Tenants and Contractors associated with Jubilee Place, the minimum obligations required of them whilst working in this Premises including the identification of site-specific hazards and the application of house rules in relation to Health and Safety. The intention is to provide a safe workplace for all persons including Workers, Tenants, Contractors and others visitors.

Contractors must ensure all Workers read this document and understand their obligations under the Workplace Health and Safety Act. Additional copies of this document are available from the JLL office. As a guide, the safety precautions and procedures shall include, but not be limited to, the following Premises House Rules as set out in this document.

WORK STANDARDS

All work is to be carried out in a professional manner and only by appropriately licensed and approved tradespeople.

Contractors must ensure that all work undertaken, as well as the equipment and tools used on site, conform to relevant Australian Standards and legislative requirements. Contractors will be required to modify or remove any equipment that does not meet these requirements or the safety requirements of JLL.

The objectives of the House Rules are to ensure that both Tenants and Contractors obtain maximum benefit and access the shared services provided in Jubilee Place and that tenants suffer minimum disruption to their leased spaces. The well-being and safety of Workers, Tenants, Contractors and others e.g. visitors to Jubilee Place are of paramount importance.

1. Behavior Standards

The following examples **WILL NOT** be tolerated in premises under the management of JLL and failure to comply with these items will mean removal from the Premises:

- Theft
- Vandalism
- Fighting or provoking a fight
- Use of abusive words or actions against tenants, visitors, shoppers, retailers, retailers' staff, JLL or in the Premises in general
- Refusal to act upon a safety instruction issued by JLL or one of its representatives
- Storage of materials in fire corridors or stairs, near fire exit doors
- Failure to comply with the Premises safety requirements or instructions
- Use of loud radios which interfere with the Premises PA system or the comfort of the Premises patrons
- Failure to use toilets provided & also the failure to keep them clean

- Cleaning of tools and equipment in public toilets
- Disposing of chemicals in a means contravening environmental legislation.
- Isolation of any system without the prior written consent of JLL or its nominated representative
- Failure to apply to JLL for a hot works permit prior to the use of welding or flame producing equipment
- Use of any of the premises trolleys for any purposes associated with the construction works
- Use of pallet trolleys on terrazzo or tiled floors. Materials must be transported via means that will not damage the Premises in any way
- Removal of guard rails without approval
- Wearing of offensive/ripped or torn clothing
- Dust generation affecting common areas
- Spillage of liquids or materials outside of work areas

2. Premises Specific Details

Location:	Jubilee Place
Address:	470 St Pauls Terrace, Fortitude Valley 4006
Management:	JLL
Facilities Manager:	Tim Boyd – 0439 911 141
Property Manager:	Wayne Barnes – 0450 435 274

3. Business/Trading Hours:

Monday	8.00 am to 6.00 pm
Tuesday	8.00 am to 6.00 pm
Wednesday	8.00 am to 6.00 pm
Thursday	8.00 am to 6.00 pm
Friday	8.00 am to 6.00 pm
Weekends	A/Hours

SECURITY AND AFTER HOURS ACCESS

1. Premises Security

Security Services provide security services 7 days per week and are contactable on (07) 5532 4762 – require 24 hours' notice for access

2. 24 Hours' Notice Required

If you require access to the premises or plan to carry out works outside of business hours JLL requires 24 hours' notice.

3. Sign In / Sign Out / Contractors

All Contractors working on site either for JLL or Tenants must sign in and out on a daily basis.

Prior to the commencement of works on site all contractors must sign the contractor sign in /sign out register. By signing in, you are acknowledging that you understand the Premises House Rules and will abide by them at all times. If you are found working on site without having signed in, you will be made to cease work immediately and go to sign in. If you repeatedly commence works on site without signing in, you will be removed from site immediately and may be refused entry to site in the future.

When you have finished work for the day you must return to sign out in the above register. Under no circumstances are the passenger lifts to be used by trade's people for their transportation or for the movement of goods and materials. During all works, the goods lift is the only lift that may be used by trades' people. During a tenancy fit out on a multi-tenant floor, the trade's people shall not use toilets on that floor. The project manager will nominate the trade's toilet facilities available.

4. Building Services Keys

Building services keys for plant rooms, building risers and areas other than tenanted space are issued, subject to approval from Building Management.

Any keys that are issued to contractors are the sole responsibility of that contractor, until such time as the keys have been returned to the Building Managers office and the appropriate Register has been signed indicating the return of such keys. If any keys are lost, misplaced or damaged in any way

whatsoever by the responsible contractor, the full cost associated with the replacement of such keys and associated master keying requirements is to be borne by the contractor.

PLEASE NOTE: The Contractor is at all times responsible for the maintenance of security and safety in relation to the areas in which they have accessed.

MAIL DELIVERIES

Management will not accept mail or deliveries on behalf of any tenant.

STAFF AND CONTRACTOR CAR PARKING

There is no parking for contractor's onsite and for the benefit of our tenants and visitors these restrictions must be adhered to.

The allocation of staff parking may be changed from time to time, or even suspended altogether in certain circumstances for the benefit of our tenants. JLL seeks your co-operation with the enforcement of any staff parking directions.

All vehicles parked at the Premises are at their own risk. The Premises accepts no responsibility for damage to the vehicle, its contents or the safeguarding of any vehicle whilst parked at the Premises.

REPAIRS AND MAINTENANCE

The maintenance and certification of the common areas throughout the Premises, including Air Conditioning and lighting, is the responsibility of Premises Management.

The Tenant is responsible for all maintenance and certification associated with their tenancy fitout.

This includes but is not limited to lighting, tenancy signage, fire appliances, exit and emergency lighting and signage, and paths of egress. If a maintenance issue of an emergency nature does occur, please contact JLL for assistance or advice.

- The common areas are the toilets, kitchen, service corridors, risers, and lift lobbies contained within the core of Jubilee Place. Any changes to fixtures and fittings within the common areas require the approval of the Building Manager. Special maintenance requirements to non-standard fixtures and fittings will be chargeable to the Lessee.

- While tenancy cabling and terminations may be performed by the tenant's contractors, final connections to the MATV system must only be performed by the base building preferred contractor.

Aerials

The installation of a roof top aerial is subject to the following:

- (1) The provision of a submission setting out details on the proposed aerial, ancillary equipment, location, and cabling route from the roof top to the receiving/transmission equipment location and/or the tenant's premises;
- (2) Approval of the equipment including model, manufacturer, and the frequency and strength of the output signal;
- (3) Confirmation that the aerial will not interfere with existing aerial operation, and that the aerial will be relocated, modified or removed should it interfere with existing aerial operation;
- (4) Establishment of a License Agreement and the payment of annual fees.

PLEASE NOTE: Tenants are required by the Fire Codes and the Australian Standards to carry out regular maintenance and provide annual certification of all Essential Services that form part of their tenancy fitout. A copy of the annual certification must be forwarded to the Premises Manager).

FIRE SAFETY / ALARMS

1. General

Note: while general EWIS speaker wiring can be performed by the Lessee's contractors as part of the Fit out works, any disconnection from or connection to the 'live' EWIS must ONLY be performed by the Jubilee Place preferred contractor. The Project Manager will be held responsible for any damage to the EWIS which results from unauthorised disconnection or connection.

The following procedures for fire safety are very important and must be complied with.

Fire detectors and alarm circuits throughout the Premises complex are fully activated at all times. The de-activation of these systems will only be permitted whilst tests are in progress, repairs or additions are being carried out or whilst conditions that may cause false alarms are evident. For example, smoke

detectors should be isolated whilst cutting, sawing, mist spraying. **Isolation of any safety system must be organised through the JLL office utilising the appropriate permit forms.**

ALL ISOLATIONS ARE TO GO ONLY THROUGH BASE BUILDING CONTRACTORS. The costs associated with the call outs for these isolation from the base building contractors will be at the expense of the contractor conducting works onsite.

Under no circumstances will any fire safety systems be left isolated overnight without the express consent of JLL.

2. Hot Work Permit

Prior to welding, grinding or cutting operations, which use or generate heat, flame or sparks, a "Hot Work Permit" must be obtained from the JLL office and completed 48 hours prior to works being performed. Contractors must comply with the "Hot Work Permit" form which requires the use of authority approved non-flammable shields and all necessary equipment in case of fire, including, fire extinguishers securely attached to each electric, Oxy-acetylene or Oxy-LPG welding plant brought into the Premises and the provision of an adequate supply of water.

NOTE: The Premises installed Fire Extinguishers must not be used for the above purpose.

A fire watch must be maintained for 60 minutes after the hot work activities have ceased.

A "Hot Work Permit" will not be issued when fire sprinklers are isolated or impaired unless the works are being undertaken on the fire sprinkler system. Only JLL may authorise the isolation of fire safety systems.

These can only be done by the base building contractor only and the expense to call out the contractor for the isolations will be at the expense of the contractor engaged to perform works. Under no circumstances are fire safety systems to be isolated until this authority is received.

3. Fire or Smoke detected in the area.

- Alert people in the area (DO NOT SHOUT "FIRE"- this may cause panic) and notify your Warden.
- The Warden shall then inform the Chief Warden or via in-house radio system by broadcasting a "Code Red" message.
- If safe to do so and you have been trained in the use of portable firefighting extinguishers, attempt to extinguish fire.
- If the fire cannot be extinguished, Warden's may attempt to isolate the fire by closing doors.
- Proceed to the nearest Fire Exit and take any visitors with you.

- Follow instructions given by your Warden's for the safety of everyone.
- Contractors are to follow Warden instructions

4. Evacuation

- Follow instructions given by the Floor Warden's and Area Wardens who will be identified by safety hats.
- **On the ALERT signal being sounded be aware that the evacuation of the Premises is immediate and there is no warning signals prior.**
- Mobility impaired persons are to be assisted to the Fire Exit in care of the Warden.
- **On the EVACUATION signal proceed to your Assembly Area outside the Premises**
- **Remember in an evacuation or emergency situation, use the Fire exits. Do not use the lift.**

5. Emergency Numbers:

- **Fire Brigade/Ambulance/Police: “000”**
 - JLL Facilities Manager: Tim Boyd - 0439 911 141
 - Security: Davki - (07) 5532 4762

NOISE & VIBRATION – QUIET ENJOYMENT

Contractors must not conduct any noisy work during trading hours.

All noisy works and works that generate vibrations (power saws, grinders, hammer drills, etc) are to not permitted during business hours which are 8.00am to 6.00pm (Mon-Fri).

JLL reserves the right to stop work in cases of excessive noise or where they believe the safety or “quiet enjoyment” of the general public, tenants or staff is compromised.

Drilling and other disruptive noise-generating activities that affect the tenants and our visitors/customers cannot be carried out between the following hours:

Monday:	8.00 am to 6.00 pm
Tuesday:	8.00 am to 6.00 pm
Wednesday:	8.00 am to 6.00 pm
Thursday:	8.00 am to 6.00 pm
Friday:	8.00 am to 6.00 pm
Saturday & Sunday:	Contact Management

All hours of work must be agreed to with the JLL prior to the commencement of works. Some commercial and industrial properties have development approvals and conditions which must be complied with. If a company does not comply, Council may issue a Show Cause Notice or an Enforcement Notice.

An Enforcement Notice can require the company to comply with the development conditions, take specific action or stop the activity causing the noise issues. Council can also prosecute under the *Sustainable Planning Act 2009*.

The *Environmental Protection Act 1994* outlines allowable noise levels for different types of equipment and activities. It would be expected this is reviewed prior to any works being performed on site as per the Act.

ENVIRONMENTAL

Environmental considerations have become increasingly central to the way we approach our business. So too, contractors and tenants should be aware of their environmental responsibilities.

In some cases, environmental considerations have been formalised in legislation, thus requiring careful attention from affected parties, to ensure compliance. The reduction of energy and water consumption, along with the emission of carbon dioxide (a major greenhouse gas) are important issues which need to be addressed by both ourselves, contractors and tenants. JLL are continually investigating safer, non-toxic methods of water treatment control along with the proper control of emissions and disposal of wastes, noxious or otherwise. Work activities that create odour that may travel to other tenant areas are considered to affect the enjoyment of tenancy areas and must not be conducted during base building hours and must be coordinated with Building Management prior to commencement.

Activities that have proven to be cause odour include, but are not limited to: Painting, Pipe cutting and threading, Core holing, Angle grinding, Floor grinding and Floor adhesive application.

It is important to remember that these environmental objectives, legal obligations, and priorities apply to all patrons including tenants, customers, contractors, and visitors.

1. Building Energy Efficiency Disclosure Act (2010) (Mandatory Disclosure)

The Building Energy Efficiency Disclosure Act came into effect on November 1, 2010, and imposes legal responsibilities on building owners and occupiers. It is important that all parties clearly understand the implications of this Act, and manage their obligations appropriately.

In summary, the Act requires the disclosure of a Building Energy Efficiency Certificate (BEEC) when a disclosure affected building or space is offered for sale, lease or sub-lease. The term ‘disclosure affected’ is defined in the Act.

A BEEC is comprised of three elements:

- NABERS Energy rating (base building or whole of building)
- Tenancy lighting assessment
- Energy efficiency guidance

In the case of a sale or lease, the obligation to disclose information will typically fall to the building owner. However, in some cases, such as where a whole of building rating is required, owners and occupiers must work collaboratively to collect, collate and report all relevant information.

In the case of a sub-lease, the obligation to disclose information will typically fall to the sub-lessor. The sublessor will require information from the building owner to complete their disclosure obligations. Alternative scenarios may arise where obligations fall to different parties. It is important that you discuss your legal obligations with your legal advisers, and where relevant, with JLL.

Information typically required to complete a NABERS Energy rating include:

- Original energy records
- Hours of operations
- Floor space surveys
- Records of afterhours air conditioning
- Records for building vacancy
- Details on potential exclusions such as non-commercial space
- Number of computers (for whole of building rating)

For full details on information requirements for NABERS Energy ratings, see: www.nabers.com.au.

For further details on the Building Energy Efficiency Disclosure Act, see www.cbd.gov.au.

The above does not constitute legal advice and we strongly encourage you to seek independent legal advice on your obligations.

2. Waste Management

- It is the contractor and tenant’s responsibility to dispose of the rubbish in an appropriate manner.
- **ALL RUBBISH REMAINS IN THE TENANCY NOT ON THE FOOTPATH OUTSIDE OF THE TENANCY THIS INCLUDES PALLETS HOLDING STOCK**

- Contractors shall during the progress of their works thoroughly clean all work areas daily.
- All rubbish must be **removed daily** from the site as it accumulates. Failure to remove rubbish will result in a fee being charged for this service by Premises Management. Those people who continually fail to remove rubbish will be permanently banned from the Premises.
- Protection of the environment must be considered at all times. All contractors must comply with the Waste Management legislation as it applies to each state or jurisdiction **Slurries, paints, etc must not be allowed to enter the drainage system.** Therefore, washing paint and grease from hands is not permitted in the Premise's bathroom facilities.

Any hazardous materials (eg asbestos, chemicals etc), must be disposed of in accordance with legislative requirements.

NOTE: Building and fit-out rubbish, waste and material must not be deposited in the general rubbish bins. The Contractor must remove all such rubbish from the site, by their own bins. By following these guidelines, waste removal costs will be minimised and we will all benefit from cost savings.

3. Hazardous Chemicals

- All hazardous chemicals or substances brought for use at the Premises must have a current Material Safety Data Sheet and must be notified to JLL prior to its use on the site. (This is in addition to obligations to maintain a hazardous substance register as required by the legislation).
- Prior to hazardous substances being brought on site, information as to the method of application, protection and prevention of danger to persons, property and the environment must be provided to the Premises Management. Failure to comply with this requirement will mean exclusion of the product from the site.
- No hazardous chemicals are to be put into any drainage system.
- Use of adhesives and any products with acid or offensive odours is prohibited during normal trading hours.
- Where required the Contractor must supply powered ventilation to dissipate odours or vapours caused by the work.
- The disposal of chemicals, grease and other toxic substances must be done in an approved manner and under no circumstances are to enter the Premise's drainage systems.
- The Trade Waste Authority imposes strict penalties on persons or companies who pollute the environment. For more information, please contact Premises Management.

- JLL actively supports the use of safe products and therefore requires that all chemicals and substances used on its properties are as environmentally safe as possible.

4. Asbestos / PCB's

A register must be kept of all asbestos on site, made available to all required persons and included in the site-specific induction.

- Asbestos located on the site shall be entered on the Hazardous Materials Register – Asbestos & PCB's. The register is to describe the location, amount and condition of the asbestos in each location on the site.
- Where asbestos is present on site, signage shall be displayed advising of the presence of asbestos in the immediate vicinity of all encapsulation materials.
- Signage that prohibits work which may damage the encapsulation without permission from Premises Management. Examples include drilling, cutting or grinding.
- Under no circumstances shall workers handle asbestos unless they are licensed and been formally engaged by Premises Management.

PREQUALIFICATION REQUIREMENT BEFORE WORKING ON JLL MANAGED SITES

It is a requirement when working on JLL managed properties that work is conducted in accordance with current workplace health and safety (WHS) legislative requirements.

In order for JLL to determine your organisation has a WHS management system that meets this requirement, JLL has engaged the services of CM3, a web based whs prequalification system. In order to conduct work on a JLL managed property your organisation must be CM3 prequalified. Along with your organisation being CM3 prequalified your employees and subcontractors who will be conducting work on JLL managed properties must complete the JLL on line induction (Go Induct) and relevant site specific induction(s).

JLL recognises the importance of forming strong working relationships with contractors which have processes in place to safely conduct their work. This relationship will benefit all involved.

SAFETY

1. General

We are committed to providing a safe environment for members of the public, Workers, tenants and contractors. Under the Workplace Health and Safety Act, an obligation exists for Persons Conducting a Business Undertaking (PCBU) and Workers to ensure that a safe working environment is provided and maintained for all. The information outlined below is for general reference only. For more detailed information on the building's WHS requirements, please refer to the JLL – CM3 Contractor OHS/SHS Prequalification Management: <https://www.cm3.com.au>

2. Site Inductions

All JLL staff and Contractors conducting works at the property must complete the JLL site induction and print out an induction certificate prior to commencing works.

Once your organisation is CM3 prequalified, your organisation will be automatically notified by email with the online access information to enable employees and subcontractors to complete the JLL online induction.

Contractors are to complete the General and site specific inductions online via CM3, using your company CM3 identification number. Contact your company administration for ID number.

3. Safe Work Method Statements (SWMS)

In addition, prior to the commencement of any works at the premises, all contractors must conduct a risk assessment of the proposed works they are undertaking and provide a Safe Work Method Statement (SWMS). The contractor must ensure that all staff comply with the Safe Work Method Statement at all times. Where applicable, the contractor (whether engaged by JLL or a Tenant), is responsible for complying with all requirements of the relevant WHS Act.

The Contractors SWMS may be reviewed by JLL and if it fails to meet the required format the contractor will be asked to resubmit before commencing works.

4. PCBU Responsibilities

A PCBU has the responsibility to:

- Provide or maintain plant and systems of work that are safe and without risks to health;
- Make arrangements for ensuring safety and absence of risk to health in connection with the use, handling, storage or transport of plant and substances;
- Provide such information, instruction, training and supervision as may be necessary to ensure the health and safety at work of their Workers;
- Provide or maintain a working environment for their Workers that is safe and without risks to health and adequate with regard to facilities for their welfare at work.
- Provide Certificates of Currency for Public Liability, Workers Compensation and if applicable and Professional Indemnity Insurance. All insurances policies must provide the approved minimum \$ amounts of cover.

5. Worker Responsibilities

While at work, Workers have the responsibility to:

- Take reasonable care for the health and safety of themselves and others who are at their place of work and who may be affected by their actions or omissions;
- Co-operate with regard to any requirement imposed in the interests of health, safety and welfare by the PCBU or relevant WHS legislation.
- Avoid intentional or reckless interference, with or misuse of anything provided in the interests of health, safety and welfare in regard to relevant WHS legislation.
- Contractors (all PCBU's) are encouraged to participate in keeping the Premises a safe and healthy environment for all persons. Your comment and observations are welcome, we want you to report anything you may see or consider unsafe or unhealthy. Your JLL contact details are included in Section 1.3 of this document.

6. Permits

An application for a Permit to Work is to be submitted to and approved by JLL **48 Hours prior to the commencement of the works** before which involve the following activities:

- Hot Works
- Fire System Impairment Notice
- Working in the vicinity of Radio Frequency radiation equipment
- Work in Confined Spaces
- Working at Heights (including roof access)
- Where Services Isolation (e.g. isolation of essential fire safety systems) is required.
- Works which may be impacted upon by Asbestos Containing Materials (ACM).
- Core Hole Drilling and Penetrating the building structure.

7. Incident Reporting

All accidents, near misses &/or injuries, major or minor, are to be reported to JLL. JLL requires an Incident Report to be completed on all incidents, near misses and first aid treatments. The tenant, contractor and their Workers are required to co-operate with JLL in any subsequent investigation or inquiry into the accident/ incident.

8. First Aid

All Contractors on site must carry a suitable first aid kit at all times located on the work site or tenancy and shall familiarise themselves with the Premise's First Aid facilities. All Contractors shall provide First Aid training to personnel to be engaged at the Premises to comply with the WHS requirements.

The Contractor must supply adequate First Aid facilities for their work, but as a minimum a first aid kit must be on-site with the Contractor.

9. Alcohol & Drugs

The consumption of alcoholic beverages on the premises is banned.

Alcohol and drugs of abuse are not to be brought onto or consumed on-site. Persons affected by drugs or alcohol are not permitted on site. Persons suspected of providing either drugs or alcohol within the Premises will be removed from site.

10. Electrical Works

No work is permitted on “live” electrical installations except for the purpose of commissioning or testing and then only after a written Risk Assessment and Safe Work Method Statement has been completed by the Licenced electrician who will carry out the work.

Ladders used in electrical works should be fully insulated.

11. Portable Earth Leakage Units / RCD

Residual Current Devices (RCD) also known as Earth leakage devices are designed to prevent serious injury or death from an unintended flow of power should a short circuit in the electrical system occur. A RCD can be fixed or portable and must be used;

- Where construction work supply is obtained from a permanent wiring outlet, then an earth leakage device must be fitted at the power outlet.
- Portable generators must be fitted with an earth leakage device
- All common area outlets of the site must be protected by RCD's. All Hostile environments must be fitted with RCD's.

All existing and additional GPO's are to comply with the Work Health & Safety Legislation 2011

12. Electrical Isolation and Equipment

- Isolation of electrical supply on the Switchboards is only to be carried out by a qualified/authorised person after approval from JLL has been obtained.
- Works to the tenant distribution boards are also to be carried out by a qualified/authorised person.
- Main switches, circuit breakers or fuses must be tagged, with an approved tag stating reasons for isolation and signed by the authorised person
- All equipment must be fully tested prior to the tag being removed and the circuit energised. Only the person who tagged the equipment may authorise the removal of the tag and energising of the system.

13. Electrical Lead and Tool Tagging

All electrical leads, appliances and tools used on the site are to be tested and tagged at the required frequency by a competent person. It is the responsibility of the person using the electrical equipment including extension leads to ensure it has a current safety tag.

All electrical equipment must be tested before being brought onto the site and must comply with the relevant Australian Standards. Safe work practices will include:

- Compliance and Tagging procedures;
- Testing and tagging to conform to AS3760;
- All wiring to conform to AS 3000;
- All electrical appliances plugged or direct-wired are connected to an approved earth leakage device.
- Electrical leads must not be over-extended and must be switched off at the point of supply and removed when not in use.
- Leads must be supported clear of floors by use of stands or other suitable means at least two metres above floor level or run through protective covers which in turn do not create a hazard, especially where cable leads run across public mall space and between tenancy areas.
- Double adaptors and “piggyback” connections shall not be used. This includes the use of power boards connected to other power boards.

14. Working at Heights

Written Safe Work Method statements must be supplied and the working at heights permit completed for all works at height. When accessing any high areas or near edges where there is a risk of falling, you must ensure all personnel are trained in the safe work procedure applicable. As a minimum risk control strategy, all personnel will wear full body harness, shock-absorbing lanyard and be connected to a fall restraint or fall arrest system.

The Contractor must supply personal protective equipment where required to complete the work.

15. Scaffolding

Any work to be carried out at heights that require the use of scaffolding must comply with the relevant work safe regulations and be erected, altered and dismantled by suitably qualified competent persons in accordance with the manufactures requirements.

16. Ladders

- Ladders must be in good order and structurally sound
- Ladders must be industrial grade and to approved standards.
- All contractors must conduct safe use of Ladder training for all their Workers prior to coming to site.
- Ladders are not to be placed against any window or electrical equipment, cupboards etc.
- When using ladders in public areas, appropriate barriers and warning signs must be used on all sides of the ladder.
- No ladders are to be left standing if unattended in public areas of the Premises.
- No equipment or materials are to be carried by a person while ascending or descending a ladder of any type. While moving up or down a ladder it is recommended that 3 points of contact are maintained at all times.
- Located on firm footing with a second person footing the ladder whenever a person is on the ladder.

17. Access to Rooftop

- Access to the rooftop plantroom is via Lift E, Contractors must complete a restricted access permit prior to accessing this plantroom.
- Please note when using ladders three limbs must be in contact with the ladder at all times. No ladders are to be left standing if unattended.

- When tools or equipment need to be carried to the rooftop, it must be done using the stairwells only. If the load is awkward or heavy, an alternative means must be adopted.
- All contractors must ensure that safe manual handling procedures are in place and comply with the Australian Standard for Manual Handling.
- All contractors must ensure that their workers are familiar with all hazardous areas on the roof area, e.g. fall heights, radio frequency radiation, (RFR) etc...
- Hazardous areas are generally identified by yellow line marking and signage - communicating a no go zone, however extreme caution is always warranted.

18. Confined Spaces

All works involving confined spaces must be conducted in accordance with relevant WHS legislation and Australian standard 2865, all personnel must have appropriate confined space training. A confined spaces access permit must be obtained from premises management. Refer to appendix f for sample permit.

No confined space work is to be conducted on-site without a written, full risk management plan including safe work method statements and written approval for the work by the premises management.

19. Protective Clothing and Equipment

It is the responsibility of the Supervisor or Manager of the tenant or contractor to ensure that their personnel have suitable protective clothing and equipment (PPE) to carry out their tasks safely.

20. Personal Protective Equipment

- Personal Protective Equipment (PPE) must be worn at all times for a task where a formal risk analysis has identified a hazard or risk that requires PPE.
- The use of PPE is considered the last line of defence in the hazard control hierarchy.
- PPE does not remove or control the hazard; it just limits the workers exposure - the hazard still exists.

- If the hazard can be completely removed from the workplace by a different method of work, this is the preferred option.
- Eg. Contractors must wear approved eye protection whilst performing any operation that may cause eye injury.

21. Barriers

Barriers must meet the following requirements:

- prevent incursion of pedestrian traffic and trolleys;
- prevent unauthorised persons (including children) from accessing dangerous equipment and services;
- be clearly marked and seen;
- must not create a slip/trip hazard;
- must be 1000mm minimum in height; and
- must be able to take trolley strikes without collapsing.
- be appropriately signposted for the task that is being undertaken.

Construction work barriers must meet the following requirements:

- be no less than 1.8m high;
- totally child-proof;
- not present a danger to public; and
- be of high quality and not degrade the Premises.
- be appropriately signposted for the task that is being undertaken.

Temporary work barriers must meet the following requirements:

- be able to deter both pedestrian and trolley traffic; and
- not present a danger to the public and only to be used to designate a temporary work area ie, cleaning and painting etc...
- be appropriately signposted for the task that is being undertaken.

22. Civil Works

- Physical barriers are to be erected to completely isolate the public from any Civil works on site.

- All operators of equipment and assistants must hold current certificates of competency where required.
- Clear and standard signals must be used at all times in accordance with rigging codes and standards.
- Personnel must have the appropriate tickets or approvals for the work they are doing, eg; riggers, scaffolders, forklifts etc.
- All hoists and scaffolding are to be to the standards laid down by legislation and approved in writing where required.
- No penetration or hole is to be left without suitable barricades and signs in place.
- Trenches and excavations must be adequately shored and/or strutted before personnel are allowed access.
- Safe access and egress shall be provided in all excavations.

23. Structure Cutting & Coring

- The Contractor shall co-ordinate with JLL before carrying out any structural cutting/ coring/ drilling/chasing of walls and slabs for conduits/pipework's etc.
- Approval is required from JLL 48 hours prior to any coring of slabs.
- Prior to the commencement of any drilling, digging or cutting activities on site the Contractor must establish if any services or structural impairment will be affected by the activity.
- The contractor shall not chase block wall's where conduits can be slotted in from the top and turned out at the base.
- JLL will hold the Contractor liable for any repairs or damage caused by their works.

24. Isolations

Should a contractor need to isolate any system (security, water, power, fire etc), JLL **must** be notified of their intention to interrupt a system, in writing before commencing. **All isolations must be approved by the JLL Management, 48 hours prior.**

25. Guarding

Guarding covering such items as rotating couplings, grinding wheels and general moving machinery (i.e. compactors) **must not** be left off without the correct isolation being in place.

No machinery, hand tools or any other type of equipment are to be operated without effective safety guards.

26. Fire Protection

All contractors should provide adequate fire protection as necessary. In particular a suitable fire extinguisher should be kept on site in the immediate area of the work being carried out.

27. Explosives

Explosives must **not** be used on site under any circumstances. This includes any explosive power tools.

28. Petrol- or Diesel-Powered Equipment

If any petrol- or diesel-powered equipment is to be used on site, JLL must be notified prior to use. Fuel must be stored only in approved safety containers and MSDS provided.

Equipment Damage.

29. Equipment Damage

Any equipment damage (eg air conditioning ducts, fire systems, electrical, etc...) must be reported to the JLL immediately. The common areas are the toilets, kitchen, service corridors, risers, and lift lobbies contained within the core of Jubilee Place. Any changes to fixtures and fittings within the common areas require the approval of The Developer. Special maintenance requirements to non-standard fixtures and fittings will be chargeable to the Lessee

30. Hoarding

Unless approved by JLL, all tenancy works are to be conducted behind the shop front or a hoarding. Where a hoarding is required it must be erected by JLL's specification.

Hoarding are to be kept in a presentable and safe manner throughout the fitout.

NB: All tenancy works must be carried out behind the fixed or temporary hoarding.

31. Dust Protection

- The contractor must conduct regular housekeeping and cleaning to ensure the presence of dusts and rubbish is kept to a minimum.
- A suitable floor mat must be placed just inside the hoarding and plastic/calico sheeting must be set-up prior to the commencement of any fitout works, to prevent dust entering the Premises.
- All efforts possible must be used to minimise the occurrence of dust.
- Even the walking of dust into the air will set off fire alarms- ALL CALLOUTS FROM ALARM ACTIVATION WILL BE AT THE COST OF THE CONTRACTOR
- The contractor must place all rubbish generated by their work in an appropriate container and ensure it is removed from site in accordance with relevant state/legislative requirements.
- Where reasonably practicable, ceiling to floor encapsulation of the tenancy should be used during fitout and dusty works.

32. Obstruction of Entrances

- The entrances, foyers, footpaths, passages, halls, lifts, escalators, travelators, staircases and other Common Areas must be used only for the purpose of access to and from the Premises and must not be blocked or obstructed by the Tenant.

33. Air Conditioning Equipment

- The air conditioning equipment will be regulated by and under the control of the Landlord at all times.
- The Tenant must to keep the sun protection devices installed for the purpose of reflecting solar heat and light (if any), including blinds or other window treatments, in the proper operational position (as determined by the Landlord from time to time) to ensure the designed performance of the air conditioning equipment.
- The Tenant must not in any way cover or obstruct:
 - the Services (including the air conditioning equipment or fire alarm or sprinkler systems servicing the Premises or the Building); or
 - any windows which reflect or admit light into any part of the Building, except by blinds or other window treatments approved by the Landlord.

34. Signs

- All signs placed on glass doors, walls or partitioning to identify the Premises must be approved by the Landlord and painted or affixed on behalf of the Tenant by the Landlord at the Tenant's reasonable cost.
- The Tenants name and other particulars approved by the Landlord will be affixed by the Landlord at the Tenant's reasonable cost to the directory board or boards located in the ground floor foyer of the Building and on each floor of the Premises and in such other parts of the Building as the Landlord from time to time considers appropriate.
- The Landlord explicitly prohibits the use of all A Frame signs in the Common Areas.
- The Landlord will not consent to handwritten signs or notices or to signs or notices that the Landlord considers are not sufficiently connected to the Tenant's use of the Premises, improper, defamatory or likely to offend any person.
- The Landlord may remove any sign, notice or other thing which the Tenant erects in contravention of this Rule.

35. Heavy Items

- If the Tenant obtains the Landlord's prior consent to bring onto or install heavy items in the Premises, the Tenant must strictly comply with the Landlord's directions in relation to floor loadings, lift loadings, the maximum permissible weight for any heavy items and the positioning of any heavy items on the floor of the Premises.
- The cost of rectifying any damage to the Building caused or contributed to by the installation, removal or storage of any such heavy item in the Building must be paid by the Tenant on request.
- Before any such heavy item is moved into, out of, or within the Building, the Tenant must give the Landlord at least one Business Day's prior notice and the moving of same may only be done under the supervision of the Landlord's Property Manager or other representative of the Landlord.

36. Cleanliness

- Despite the provisions relating to cleaning services under this lease, the Tenant must, at all times, keep the Premises in a good state of cleanliness and must not allow the accumulation of any refuse.
- Nothing may be thrown by the Tenant out of the windows or doors or into the lift wells or left in the Common Areas.

37. Access Cards

- The Tenant may gain access to the Building and the Premises 24 hours a day, 7 days a week, but only in strict compliance with the Landlord's security management system for the Building.
- All access cards and any permitted copies of them forming part of the Landlord's security management system for the Building and provided to the Tenant for use during the Tenant's occupancy belong to the Landlord.
- The Tenant must not make duplicates or copies of the Landlord's cards without the Landlord's prior consent.
- The Tenant must pay the Landlord's costs of replacing any keys or access cards which are lost or stolen.

38. Communications and Sound Equipment

- Any consent given by the Landlord allowing the Tenant to bring onto or install in the Premises or in or on the Building or use a mast, dish or antenna capable of receiving signals or communications, musical instrument, radio, television, public address system, loudspeaker or other sound producing or reproducing media or equipment may be withdrawn at any time by notice to the Tenant if the Landlord considers such withdrawal is in the best interests of other users or occupiers of the Building or properties within the vicinity of the Building.

39. Animals

- No animals or birds may be brought into or kept in or on the Building without the Landlord's prior consent.

40. Elevators

- The Elevators will be regulated by and under the control of the Landlord at all times.
- The Tenant must use the passenger Elevators only for passengers and not for the carriage of goods other than with the Landlord's prior consent and on such conditions as the Landlord may impose.

41. Deliveries

- The Tenant must only use those parts of the Land designated by the Landlord for the receipt, delivery, despatch or other movement of goods, wares, merchandise or articles in bulk quantity and at the times directed by the Landlord from time to time.

42. Food

- The Tenant must not prepare or cook food in any areas other than those which are provided in the Premises or the Building for that purpose and which are approved by the Landlord.

43. Tenant's Representative

- The Tenant must notify and at all times keep the Landlord notified of at least 2 representatives for the Tenant who can be contacted 24 hours a day, 7 days a week in relation to the Premises or any emergency concerning the Premises or the Building.

NON-SMOKING ENVIRONMENT

These Premises are a total non-smoking environment. The Tenant must not burn or inhale or exhale the smoke or gases from cigarettes, whether in the Premises or in, on or near the Common Areas (except those parts of the Common Areas designated by the Landlord from time to time for smoking, if any). For

the purposes of this Rule, cigarettes include any form of tobacco or similar substance, including cannabis.

SUPERVISION

All work carried out by contractors must be supervised, for its duration, by a competent, full-time foreman or supervisor who shall be fully experienced in all aspects of the works. The foreman is to be the trade person's representative on the site and must be empowered to take all necessary actions as requested by JLL in relation to safety, quality, performance and labour control, as well as the day to day organisation and planning of the works. It is the foreman's responsibility to meet regularly with the JLL Facility Manager to ensure communication lines remain open and transparent.

HANDLING & STORAGE

Tenant's, contractors and tradespeople are responsible for the security, handling and storage of all of their materials on site. All materials, rubbish etc. must be contained within the tenancy or site area. No material or rubbish is to be stored or placed outside the lease line or in the common areas.

Contractors must not transport or move materials through public areas during the Premise's trading hours, which are detailed in Section 1.3 above.

Contractors must keep the public areas clean, to JLL standards, at all times and must clean up any dust or mess created by their work.

INSURANCE

Prior to the commencement of works, all contractors and tradespeople (including those employed by tenants) must provide certificates of currency for the following insurances:

Public Liability:	\$20 million (minimum, per incident)
Workers Compensation:	Statutory
Professional Indemnity:	\$10 million (must maintain PI insurance for 7 years)

CERTIFICATION OF WORKS

Certificates of compliance must be provided upon the completion of any fitout works for the following but not limited to these areas: glazing, roller grilles, ceilings, shopfronts, partition walls, prefabricated structures, plumbing, electrical, fire & mechanical services.

Compliance must identify the installation component as well as the materials. Statutory rules and regulations are to be taken as a minimum guide only. Where JLL's requirements exceed these, JLL's requirements shall be met.

PROTECTION OF SURFACES

Contractors are responsible for protecting all surfaces and finished work from damage during the course of their works. Any damage to surfaces resulting from the contractor's work will be rectified at their cost. When carrying out dusty works the hours of work as in Section "Noise & Vibration – Quiet Enjoyment", shall apply. All furniture and equipment in the common areas and other tenanted space shall be protected. The contractor shall be responsible for the cost of additional cleaning required. This should be organised through the JLL office.

SIGNAGE

The Tenant shall provide the building manager with formal details of signage requirements on the lobby main directory board(s) in the associated lobby, which shall be arranged by the building manager at the tenant's expense.

(a) Single Floor Tenants

All tenants who occupy one whole floor may erect their own signage and corporate identification on the floor, subject to the prior approval of the building manager.

(b) Multi-Tenanted Floors

All tenants who occupy less than one whole floor shall erect signage that complies with the standard details as advised by the building manager.

The signage placement shall be made on the basis of how the tenant door relates to the corridor and other tenant's architectural arrangements and may not extend past the tenants leased area unless some particular architectural feature requires special consideration.

If the tenant requires additional signage, such as a logo on the glass entry door or fixed panes, or within the tenancy visible to the common corridor, these require approval from the building manager.

WELL BUILDING STANDARDS: Jubilee Place

Jubilee Place has been designed to high sustainability standards and is located in Fortitude Valley, Brisbane. The project has been designed to achieve exemplary environmental and wellbeing standards and is pursuing a WELL Core and Shell, Gold certification. Additionally, the development is targeting a 6 Star Green Star Design and 5.5 Star NABERS Energy rating.

The base building includes all common areas, including the foyer and other areas accessible by all, and all primary equipment and associated systems that provide a function to the entirety of the building.

For the purposes of this document, any services and areas under the direct control of the tenancies are not included in this documents scope.

Introduction

Whilst building design and construction play a vital role in the health and wellbeing of building occupants, equally important is the ongoing management of building operations and the preventative and curative maintenance of the building and its services. This is widely recognised as the largest expense in owning and/or operating a building or tenancy over the duration of any lease or ownership. It is also a primary means for the building to actively promote, encourage and facilitate better health outcomes for tenants and staff.

Purpose

This operations schedule has been organised to guide the building owner and facility management team on the required management and maintenance of the Jubilee Place. The strategies in this guide will not only provide health and wellbeing benefits to building occupants but will also maintain Gold, WELL Core and Shell ratings.

Operation

To provide the means to achieve these goals, as well as maintain an optimal internal environment more broadly, there are several initial purchasing requirements, as well as ongoing requirements the

facility management team and building owners are required to undertake. This can involve both internal and external stakeholders undertaking tasks relating to the following:

- **Building Services Maintenance and Operations:** Building services maintenance and operations is the ongoing maintenance and reporting requirements relating to building services. It also includes the building's operational requirements to maintain a clean and sanitary environment for all occupants of the building.
- **Base Building Staff Benefits:** WELL also encourages health and wellbeing for its base building staff. Specific policy requirements apply to all staff contracted to the project owner / operator.
- **Ongoing Site Testing:** Ongoing site testing are the requirements to undertake periodic testing of specific on-site conditions within the base building (i.e. end of trip facilities and amenities). For the purposes of this document, this is in relation to the water being provided to users of the building.
- **Food Services:** No food or beverages are currently being provided by or under contract to the building owner. Should this change, the relevant features of the WELL Building Standard must be met – this includes at a minimum: Feature 39 Processed Foods and Feature 40 Food Allergies.

Reporting

Where reporting is required, requirements to report conditions and/or actions are on an annual basis but may require more frequent processes to be undertaken and data to be collected. As detailed within the document, where reporting is required, there is a requirement that the information will be provided to the International WELL Building Institute.

Building Maintenance

To ensure that Jubilee Place maintains WELL standards, post certification, the building operators must ensure that future all works and maintenance adheres to *WELL Building Standard* requirements.

Air Filtration Maintenance

The following building policy addresses the requirements of Feature 5 Part 3 in the WELL Building Standard version 1.0 (Q1 2018).

To verify that the filtration system continues to operate as designed, the facilities management team must annually provide IWBI with records of air filtration maintenance, including evidence that filters have been properly maintained as per the manufacturer's recommendations.

Please refer to the Section **Error! Reference source not found.** for reporting details.

Microbe and Mould Control

The following building policy addresses the requirements of Feature 6 Part 1 in the WELL Building Standard version 1.0 (Q1 2018).

Cooling coils are to be inspected on a quarterly basis for mould growth and cleaned if necessary. At a minimum, the cooling coils are to be cleaned annually. The cooling coils are to be cleaned as per the manufacturer's recommendations.

Dated photos demonstrating adherence are to be provided to the IWBI on an annual basis by the facilities management team. These records and photos of cooling coils at quarterly inspections are submitted annually to the International WELL Building Institute (IWBI).

Please refer to the Section **Error! Reference source not found.** for reporting details.

Paint Touch Ups and Newly Applied Interior Adhesives and Sealants

The following building policy addresses the requirements of Feature 4 Parts 1 to 5 in WELL Building Standard version 1.0 (Q1 2018).

To ensure base building, VOC's continue to be minimised, the facilities management team must ensure that the WELL VOC limits are adhered to when upgrading or maintaining the following materials post certification:

- Interior Paints and Coatings
- Interior Adhesives and Sealants
- Flooring (e.g GECA and Green Tag certified)
- Insulation
- Furniture and Furnishings (e.g GECA and Green Tag certified)

General Materials

The following building policy addresses the requirements of Feature 11 Parts 1 & 5 in WELL Building Standard version 1.0 (Q1 2018).

To ensure the reduction and removal of harmful lead and mercury levels at Jubilee Place, any installation or upgrade of newly installed building materials must meet the following WELL requirements:

- **Asbestos and Lead Restrictions:** Pipes, pipe fittings and fixtures in wetted surfaces must have no more than a weighted average lead content of 0.25% and 0.20% for solder or flux used in plumbing for water for human consumption.

Mercury Limitation: Equipment and devices must be restricted and in accordance with the guidelines listed in the WELL manual.

Construction Management Plan

The following building policy addresses the requirements of Feature 07, Parts 3 & 4 in WELL Building Standard version 1.0 (Q1 2018).

If future construction works are undertaken at Jubilee Place, the facilities management team must ensure the following strategies are undertaken to prevent pollutants entering the air:

- **Moisture Absorption Management:** Jubilee Place must have a storage area to protect materials and furnishings from moisture absorbance during construction. Highly absorptive materials include carpets, acoustic panels and fabric wall coverings.
- **Dust Contaminant Removal:** active areas must be isolated from other spaces by sealing doorways and windows and utilising temporary barriers to capture dust and prevent the transfer of pollutants. Strategies such as walk off mats and dust guards on tools, must be used.

Building Operations

To ensure the building is effectively managed post occupancy, it is recommended that the facilities management team and building owner conduct annual meetings to ensure adherence to the Wellness goals of the development. At the minimum, the following requirements must be included in the facilities manager's operational documentation and then provided to WELL for the document submission.

Smoking Ban

The following building policy addresses the requirements of Feature 2 Part 1 in the WELL Building Standard version 1 (Q1 2018).

- Smoking and the use of e-cigarettes are prohibited:
- Inside the building.
- Within 7.5 m (or the maximum extent allowable by local codes) of all entrances, operable windows and building air intakes.

Cleaning Protocol

The following building policy addresses the requirements of Feature 9 in the WELL Building Standard version 1.0 (Q1 2018).

The building owner has implemented a cleaning program that not only addresses protocol and product selection, but also proper training of cleaning staff. The following training is provided to employees on site through either an in-house tutorial or written training documents. The facilities management team must advise the building owner which training method they will utilise.

The building owner Cleaning Plan must contain:

- a) The Cleaning Equipment and Training section of Appendix A.
- b) A list of approved product seals with which all cleaning, disinfection and hand hygiene products must comply in accordance with the cleaning, disinfection and hand hygiene product section in Appendix A.
- c) A list of high-touch surfaces and schedule of sanitisation or disinfection as specified in the disinfection and sanitisation section in Appendix A.
- d) A cleaning schedule that specifies the extent and frequency of cleaning, including the entryway maintenance section of Appendix A that base building management will comply with.
- e) Dated cleaning logs that are regularly maintained.

Specific to the training requirements, the following training is to be provided to cleaning contractor employees through either an in-person tutorial or written training documents. the facilities management team must advise the building owner which training method they will utilise.

- Training on Procedures: Training on the sequencing of cleaning steps and use of personal protective equipment
- Training on Safety: Training on how to reduce and prevent ergonomic injuries and exposure to hazardous materials
- Annual In-Service Training: Training on use of certified green cleaning products, materials and equipment
- Training on Purchasing: Training of purchasing personnel in the selection of green cleaning materials
- Where the training is not conducted in person, the written documents can be found
- For details on the cleaning protocol, record-keeping, products and equipment implemented in the Jubilee Place building, see the facilities management team's cleaning protocol.
- This document, as well as the cleaning logs can be found at Jubilee Place Facility Management Office.t. Cleaning logs are to be provided to all tenants of Jubilee Place when requested.

Cleaning Equipment

The following building policy addresses the requirements of optimisation Feature 29 Part 1 in the WELL Building Standard version 1.0 (Q1 2018).

At the Jubilee Place building, all cleaning equipment used by cleaning staff must meet the following standards:

- All mops, rags and dusters used to clean all non-porous surfaces must consist of microfiber with a denier of no higher than 1.0.
- All mops are not required to be rung by hand.
- Vacuum cleaners contain HEPA rated filters.

For further information on the cleaning equipment that is used at Jubilee Place, please refer to the cleaning protocol developed and maintained by the facilities management team.

Antimicrobial Activity for Surfaces

The following building policy addresses the requirements of optimisation Feature 27 Part 1b in the WELL Building Standard version 1.0 (Q1 2018).

All base building countertops and fixtures in bathrooms and kitchens, and all handles, doorknobs, light switches and elevator buttons must be cleaned with a UV cleaning device, used as recommended by the manufacturer.

eWater

eWater is a product being installed as part of the base building in Jubilee Place. It is being included in the WELL rating as an Innovation Feature.

eWater is produced by applying an electrical charge to a mixture of ordinary tap water and salt. Known as electrolysis, this process splits the water mixture into positive and negative ions, creating two highly effective and remarkably safe solutions on opposing ends of the pH scale: alkaline for cleaning and acidic for antimicrobial sanitising.

Maintenance and usage protocol will be transmitted by Lendlease separately. The protocol must be followed and included in cleaning and maintenance plans.

Chemical Storage

The following building policy addresses the requirements of optimisation Feature 29 Part 2 in the WELL Building Standard version 1.0 (Q1 2018).

Ammonia and bleach based cleaning equipment stored at Jubilee Place must be separately stored in bins from one another. In addition, bins and bottles of bleach and ammonia products must be labelled in colour coded tags indicating that they must not be mixed.

Pesticide Management

The following building policy addresses the requirements of Feature 10 in the WELL Building Standard version 1.0 (Q1 2018).

The facilities management team must develop a pesticide management plan in accordance with Chapter 3 of the San Francisco Environment Code Integrated Pest Management program and only

employs pesticides with a hazard tier ranking of 3 as per The City of San Francisco Department of the Environment's Reduced-Risk Pesticide List.

For further information on the Pesticide Management Plan that is used at Jubilee Place, please refer to the plan developed and maintained by the facilities management team.

Pest Control

The following building policy addresses the requirements of optimisation Feature 22 Part 1 in the WELL Building Standard version 1.0 (Q1 2018).

Jubilee Place addresses the following requirements surrounding pest control:

- All non-refrigerated perishable food, including pet food, is stored in sealed containers.
- All indoor garbage cans (except paper recycling bins) less than 113 litres [30 gallons] have lids and hands-free operation, or are enclosed by cabinetry in an under-counter pull-out drawer, with a handle separate from the trash can.
- All indoor garbage cans greater than 113 litres [30 gallons] have a lid.

Post Occupancy Surveys

The following building policy addresses the requirements of Feature 86 Part 1 in the WELL Building Standard version 1.0 (Q1 2018).

To effectively gauge Jubilee Place's promotion and protection of occupant health and comfort needs, ongoing occupancy surveys must be provided by the facilities management team. 30 percent of occupants must be surveyed annually on the following topics of satisfaction:

- Acoustics.
- Thermal comfort, including humidity and air flow, at least twice a year (once during the cooling season and once during the heating season).
- Furnishings.
- Workspace light levels and quality.
- Odours, stuffiness and other air quality concerns.
- Cleanliness and maintenance.
- Layout.

The following surveys are currently approved:

- Occupant Indoor Environmental Quality (IEQ) Survey from the Center for the Built Environment at UC Berkeley

Thermal comfort surveying must be performed once in the cooling months and once in the warming months and submitted annually to IWBI with the remaining Post Occupant Surveys.

Building Tours

The following building policy addresses the requirements of Feature 101 in the WELL Building Standard version 1.0 (Q1 2018).

The facilities management team must provide free tours of the WELL certified base building which must include a WELL educational component in conjunction with the tours. This can be permanent signage throughout the building describing different WELL features, a case study surrounding WELL Certification, a newsletter or other printed/online publication following the occupants' engagement with WELL, or an approved alternative. Tours may be offered on a predetermined schedule or upon request through the IWBI Event Request Form. The facilities management team must develop a tour script and tour destination descriptions (including at least one destination per WELL concept).

On an annual basis, the facilities management team must also submit the following documentation to IWBI:

- Dates of tours (minimum of six per year).
- Number of attendees (minimum of 50 per year).
- Evidence of how the project is broadcasting the availability of these tours (i.e., social media, project website).

Base Building Staff Benefits

The facilities management team must ensure that base building staff are provided access to *WELL Building Standard* staff benefits. At the minimum, the following benefits must be considered in facility management's policies and incentives.

Food Storage

The following building policy addresses the requirements of Feature 50 in the WELL Building Standard version 1.0 (Q1 2018).

Facilities Management must ensure that the adequate WELL food storage provisions for building occupants are met. If occupancy increases onsite, the building operators must ensure that additional storage space is provided.

Activity Incentive Programs

The following building policy addresses the requirements of Feature 65 in the WELL Building Standard version 1.0 (Q1 2018).

To meet WELL requirements, the building operators must encourage physical activity by ensuring that incentives are provided to base building staff. To satisfactorily meet this requirement, a minimum of 2 of the following incentives must be offered:

- Transport tax-exempt payroll deductions – e.g., subsidising personal bicycle purchases for staff or mass transit.
- 6 monthly, re-imbursments and incentive payments for employees who meet and can verify a 50-visit-minimum gym or physical activity program attendance.
- Meaningful annual subsidies towards membership and fitness activities for staff.
- Meaningful, annual subsidies for bike share membership.
- Free or discounted fitness activity opportunities when 30% of building occupants attend activities on a weekly basis over the course of six months.

Healthy Sleep Policy

The following building policy addresses the requirements of Feature 90 in the WELL Building Standard version 1.0 (Q1 2018).

The facilities management team must ensure that a midnight cap for night work and communications is enforced for base building non-shift workers. In addition, the operators must ensure that employees are provided with a 50% software and application subsidy for programs that monitor daytime sleep-related behaviour patterns and activity levels.

Self-Monitoring

The following building policy addresses the requirements of Feature 94 in the WELL Building Standard version 1.0 (Q1 2018).

The facilities management team must ensure that building occupants are subsidised by at least 50% for

a **sensor capable of measuring at least two of the following limitations:**

- **Body weight/mass**
- **Activity and steps**
- **Heart rate variability**
- **Sleep duration, quality and regularity**

Stress and Addiction Treatment

The following building policy addresses the requirements of Feature 95 in the WELL Building Standard version 1.0 (Q1 2018).

The facilities management team must ensure that the following stress management programs are provided to base building staff:

- **Mind and Behaviour Support:** Short term Employee Assistance Programs and referrals to qualified professionals for treatment of depression, anxiety, substance use and co-occurring mental health issues.
- **Stress Management:** A qualified counsellor offering workshops and referrals.

Ongoing Testing

To ensure post occupancy building conditions remain within the *WELL Building Standard* requirements, facilities management must perform ongoing, routine testing. Regular water and air quality testing will ensure the facilities management team are promptly alerted to variations, allowing remediation to occur in a timely manner.

Periodic Water Quality Testing

The following building policies address the requirements of optimisation Feature 35 in the WELL Building Standard version 1.0 (Q1 2018).

All water delivered to the project area for human consumption is to be tested quarterly by the facilities management team for the presence of the following:

- Lead
- Arsenic
- Mercury
- Copper

Please refer to the WELL Annual Reporting section in the Jubilee Place, Building Logbook.

All testing is required to follow the protocol outlined in Appendix C, with alternate sampling points to be used on each occasion, ensuring that each point is used only once per annum. Records of the above water quality parameters are required to be kept for a minimum of 3 years. Records are to be kept in line with the parameters set out in Appendix D, including full data from field inspections or laboratory results. Records of the water quality tests are required to be provided annually to the International WELL Building Institute to maintain compliance to this WELL feature.

Should the levels exceed those outlined in the WELL Building Standard, the Remediation Guide in Appendix E will be followed to determine the source of contamination and instil curative actions to rectify the undesired water conditions of the water being delivered to staff.

Testing information is to be collated and provided annually to the International WELL Building Institute to maintain WELL compliance for this feature.

Periodic Air Quality Testing

The following building policies address the requirements of optimisation Feature 1 in the WELL Building Standard version 1.0 (Q1 2018).

Although onsite performance testing will occur every third year, post certification, preventative maintenance testing should occur annually basis to manage the following air pollutants do not exceed the below limits:

- Formaldehyde levels less than 27ppb.
- Volatile Organic Compounds less than 500 $\mu\text{g}/\text{m}^3$.
- Carbon monoxide less than 9 ppm.
- PM10 less than 15 $\mu\text{g}/\text{m}^3$.
- M_{10} less than 50 $\mu\text{g}/\text{m}^3$.
- Ozone less than 51 ppb.
- Radon less than 0.148 Bq/L L [4 pCi/L] in the lowest occupied level of the project.

For further performance verification testing protocol on air quality testing, please refer to the [Performance Verification Guidebook](#) for further information.

Food Services

Currently, no food and beverages are provided by or under contract to the building owner. Should this change in the future, they must meet the following requirements as a minimum. This includes any vending machines.

Processed Foods

The following building policies address the requirements of Feature 39 in the WELL Building Standard version 1.0 (Q1 2018).

Currently, no food and beverages are provided by or under contract to the building owner. Should this change in the future, they must meet the following requirements as a minimum. This includes any vending machines.

- Beverages must not contain more than 30 g of sugar per container. Bulk containers of 1.9 L (2 quart) or larger are exempt from this requirement.
- At least 50% of beverages must have 1 g of sugar or less per 16 mL [1.87 g of sugar or less per 1 oz.].
- No non-beverage food item may contain more than 30 g of sugar per serving.
- In 50% of food offerings where a grain flour is the primary ingredient by weight, a whole grain must be the primary ingredient.

Food Allergies

The following building policies address the requirements of Feature 40 in the WELL Building Standard version 1.0 (Q1 2018).

Currently, no food and beverages are provided by or under contract to the building owner. Should this change in the future, they must meet the following requirements as a minimum. This includes any vending machines.

- Peanuts
- Fish
- Shellfish
- Soy

- Milk and dairy products
- Egg
- Wheat
- Tree nuts
- Gluten (in compliance with the definitions and restrictions set forth by the FDA in 21 C.F.R 101.91)

Reporting to IWBI

To maintain Jubilee Place's WELL certification, selected feature performance data will need to be captured by the facilities management and submitted to IWBI on an annual basis. It is recommended that the facilities management team utilises the final WELL report and project checklist to reference that all requirements are being adhered to. This checklist will need to be referenced during the primary certification and for each annual reporting submission thereafter.

Annual Report Submission

The annual report submission will need to be uploaded on Jubilee Place’s WELL account. The facilities management team will need to select the “Documents” tab and proceed to upload the reports once selecting the “Ongoing Documentation” document type.

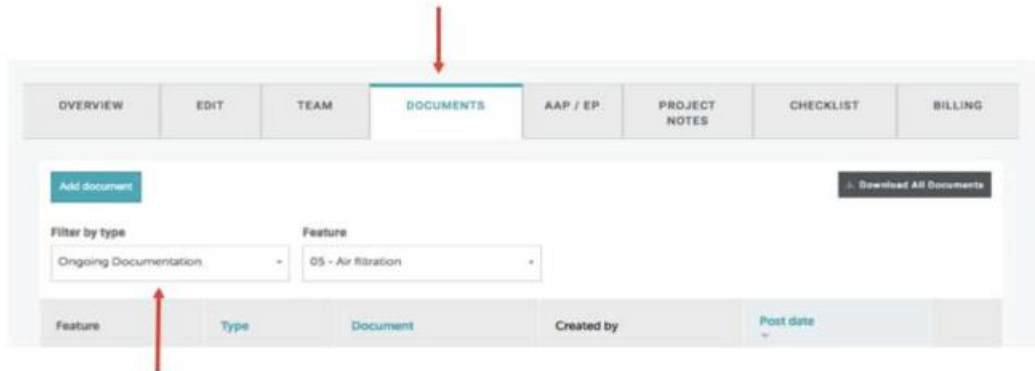


Figure 1: Site Report Submission

Annual Documentation for Submission

To maintain Gold WELL certification, the facilities management team must submit annual documentation to IWBI for the below features:

- Feature 05 Air Filtration – Part 3
- Feature 06 Microbe and Mould Control – Part 1b
- Feature 35 Periodic Water Quality Testing – Part 1
- Feature 86 Post Occupancy Surveys – Part 2

A template containing relevant information and data for each of the above features has been transmitted to the facilities management team. So long as the data included on the templates is correctly captured, facilities management may create their own templates for the respective feature.