

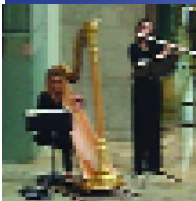
# news X exchange

the exchange tower newsletter

issue 7 • December 2002

## It's party time

A date for your diary. We shall be serving mulled wine and mince pies in the Atrium from 12 noon on Wednesday 18 December. Everyone is welcome. Enjoy the fantastic festive sounds of the Choir from the Guildhall School of Music and, who knows, you may even get your picture drawn by our roving caricaturist.



The ECGD Christmas Choir have also kindly agreed to sing in the Atrium on Thursday 12 December from 12 noon and would welcome anyone who wishes to join in with the Carols. They will

be collecting donations for the Charity - Crisis at Christmas

Contact Val Wridgway on [val@exchange-tower.co.uk](mailto:val@exchange-tower.co.uk) with ideas for Friday music in the Atrium in 2003.

## A bridge not too far

A permanent bridge crossing from the back of Canary Wharf station to South Quay has been approved. Works should be completed by end of 2003.

Provisional plans are also afoot to move the South Quay station entrance to this side of Millharbour Bridge, to accommodate longer trains.

The newly positioned Heron Quay Station is due to open 15 December making connections to and from the Jubilee line much easier.

DLR are also planning to spend £20m on technical and interior refurbishment to bring it up to the requirements of the Disability Discrimination Act.

## CCTV Reviews in digital

To compliment the digital CCTV already in place we intend to upgrade the review system in 2003, which will mean much easier retrieval of recorded images and more flexibility when viewing them.

## Health & Safety Notice

Remember it is important that ALL 'near-misses' are reported and logged, as this can dramatically reduce the risk of accidents and injuries.

## Poppy appeal

Thanks to everyone's generosity £132 was raised for the appeal this year.



## Security celebrates a Decade

This year, First Security Guarding celebrates ten years of continual service at Exchange Tower and Harbour Exchange. In an industry noted for its high turnover of staff, our team has notched up 84 years on the job between them.

Tony Currey, site manager, has been working for the company for ten years. He puts their success down to one thing - a "reliable and dedicated team on site". And no wonder. Tony Wincott has also been with us for ten years; Clive Thompson and Alf Milton Gorvie for eight; John Stein and Martin McAllister for seven; Alf Hewitt, Paul Sabin and George Ivory for six; Eddie Read, Ian Bland, Terry Godden and Paul Stenning for three; and Geoff Coates and Peter Peperell for two.

FSG director Jonathan Levine has given all long-term staff with special awards for their conscientious and loyal work.



Tony Currey (left) receiving his award from FSG area manager Fred King



## Romance at the Tower

Colin Firth was just one of the stars on location at Exchange Tower in August. He will be appearing in "Love Actually" with Martine McCutcheon. A romantic comedy set in contemporary London, covering a huge range from Prime Ministers to ageing rock stars, from a stony headmistress to a monolingual Portuguese housemaid. The film looks at funny, sad and stupid sides of love in all shapes and sizes and is due to be released nationwide next autumn.

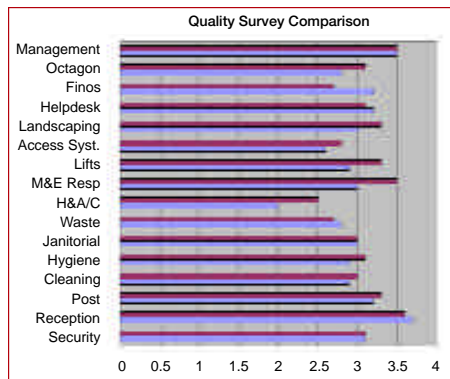
## Cool operator

It's no mean task trying to keep a building full of 2,000 people at just the right temperature come rain or shine. But somehow Keith Grimwood of Honeywell and his team manages it.

Congratulations, too, to the Honeywell team and others who successfully completed the Canary Wharf job for charity in June.



Keith operating the BMS in the Management Office



## Now it's down to us

We asked you what you really think of the quality of services at Exchange Tower. Most of the areas show pleasing results, with marked improvement in the H&A/C systems and access barrier system, and we will be looking to improve these and other services further during 2003.

Scoring Key  
 4 - More than meets needs  
 3 - Consistently meets needs  
 2 - Needs generally met but occasional cause for complaint  
 1 - Needs met occasionally  
 0 - Performance not acceptable

March 02 November 02

[www.exchange-tower.co.uk](http://www.exchange-tower.co.uk)

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Talk with other tenants and promote your business on our extranet.

**EXCHANGE TOWER HELPDESK FREEPHONE No. 0800 652 5858**

Please call the Helpdesk if you have any enquiries regarding the building - the Management Team will be pleased to answer your call and assist you.

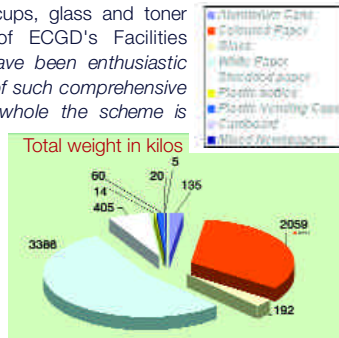
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## Greener living

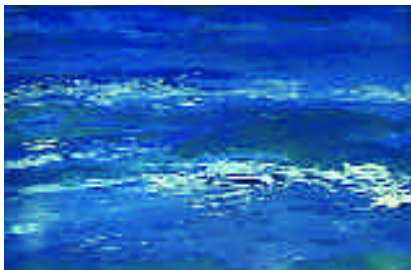
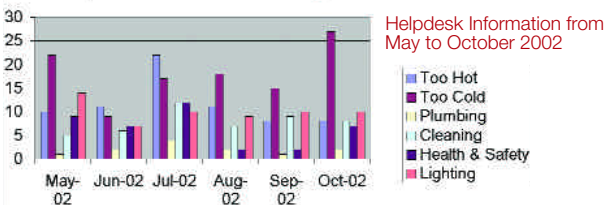
Our thanks to all those who took part in the recycling scheme this year. Monies have already been donated to an environmental charity by Paper Round. The scheme is now extended to include aluminium cans, plastic bottles, plastic vending cups, glass and toner cartridges. Wendy Wingfield of ECGD's Facilities Department stated that "staff have been enthusiastic about the introduction this year of such comprehensive recycling facilities and on the whole the scheme is popular and successful".

Clearly the results highlight the efforts made by all tenants as Paper Round have nominated Hammerson as "Best Newcomers" this year. Contact the Helpdesk on 0800 652 5858 for details of how you too can get involved.



## Calling all tenants

How many phone calls did you make last month? For this and other data, call lfy at the helpdesk on freephone 0800 652 5858. At the flick of a button, he can even help you track down problems.



## Life's a beach

Look out for Annabelle Armstrong's seascapes in the atrium and monthly sculpture displays from mid January to March 2003. We welcome your constructive criticism and would be interested in your ideas for further exhibitions in the future. Contact Val Wridgway: val@exchange-tower.co.uk

## COMPETITION

### Charlie's Bubbly

Predict all the winners of the following 2003 events and, if you are first out of the hat, you could be sharing a bottle of fizz with your friends.

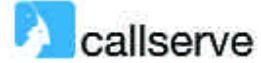
- 1 The FA Cup
- 2 Wimbledon Singles (men and women)
- 3 Cricket World Cup
- 4 Rugby World Cup
- 5 Embassy World Snooker Championship
- 6 British Open Golf Championship
- 7 London Marathon (men and women)

Entries to Charles Levey at main reception by 5.30pm the day before each event or email MainReception@exchange-tower.co.uk. Find out how you are getting on by asking at main reception at any time.

## Tenants' News

### Save pounds on your calls

Business travellers can slash their call costs to family, friends and colleagues via the internet. By downloading free software from Harbour Exchange neighbour Callserve on to your laptop and using a headphone or internet telephone device, you can make calls over the internet for as little as 3p a minute to the UK from any country at any time of the day. For more information, click on to [www.callserve.com](http://www.callserve.com) Callserve has been shortlisted for the award of Most Promising Young Company in the Growing Business Awards for having developed a company from start-up to commercial success. The Growing Business Awards are organised annually as a partnership between Real Business magazine and the Confederation of British Industry (CBI).



### Ceridan pedals home for charity

Five days to cover 420 miles. That's what it took the team from HR and payroll



Cyclists on Building 2 entrance steps

company Ceridian Centrefile to cycle from their Glasgow office to Harbour Exchange in aid of children with special needs. As a result, over £9,000 has been raised for the Payback PedalPower Challenge. This year, Ceridian has provided grants totalling £11,000 for 27 children, including a gifted sprinter with learning difficulties. The money has been used to buy wheelchairs, sensory and other equipment.

### Happy Hour

Why not take advantage of Fino's Happy Hour. Monday - Friday between 5 - 7pm. (Bottled Beers: £2, Draught Beer: Pint £2, Half Pint: £1, House Wine: £6 Per Bottle, £1 per glass, House spirits & mixer: £2, Soft Drinks: £1). Tempting Christmas Fayre awaits at Finos for only £21 per head for a three-course Xmas Lunch, including coffee and service charges. Proprietor, Stefano Fiori, also arranges for large screens to be installed for special sporting events. With their new lighting and menu boards - well worth a visit.



### Stretching their wings

Platform Home Loans is taking extra space on the sixth floor of Building 2 to accommodate their growing business needs. Their Facilities Manager, Steve Selby says, "Platform is delighted, Exchange Tower is a first class building supported by a first class management team". Works have started and the company should be moving in by mid December.



**PLATFORM HOME LOANS**  
Part of the **Prudential** group of companies

### Telecoms are still growing

Telco Network Services Limited are part of the Telco Global Communication group which has its switching infrastructure housed in Exchange Tower. The company has been in existence since 1996 and has been owned by Destia Communications and Viatel. Since the demise of Viatel and the buyout of the customer base and assets by a senior management team consisting of its original founder, the company has gone from strength to strength since June 2001, thanks to sound financial management and strong marketing.



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