

News Exchange

PM VISITS XT

When the Prime Minister Tony Blair and Secretary of State David Blunkett made an historic visit to Exchange Tower earlier this year they were delighted to pose for the camera to mark this event, after being told it was for the XT newsletter. Mr Blunkett's new guide dog was also keen to take a bow - wow!



COMMUNITY COUNTS



The local Cubitt Town Junior School Choir were delighted to have the opportunity to sing in the atrium last Christmas at the Tenants' Reception, especially when they raised £140 for their school funds.



The regular Book People Events are always popular and Great Ormond Street Children's' Hospital very much appreciate their donations which, last year, amounted to just over £1,000. These worthwhile events will continue throughout 2004.

New Tenants

We are pleased to welcome the following new tenants to Building 1

Suite 5.05	Dalkia
Suite 8.02	Petronas, MISC, AET
Suite 9.05	Nexagent Ltd

Fitness First

You could take a short run round the dock in your lunch break, or cycle to work. There are ample bicycle racks in the basement car park and showers on the 8th and 16th floors to freshen up before you go back to the office! So why not also attend body toning exercise classes within the building?

On Wednesdays and Fridays (12.15 p.m - 1.00 p.m) Amanda D'Archambaud takes Body Conditioning exercise groups in one of the buildings vacant suites. Amanda's classes are aimed at strengthening your body and improving your posture. The cost of a five session course is £30. Contact Amanda direct on 077879 77222 if you would like to book yourself on the next session.

Environmental Initiatives

In 2001 Cushman & Wakefield Healey & Baker initiated a study to be undertaken to identify potential utility consumption efficiencies and their associated cost benefits.

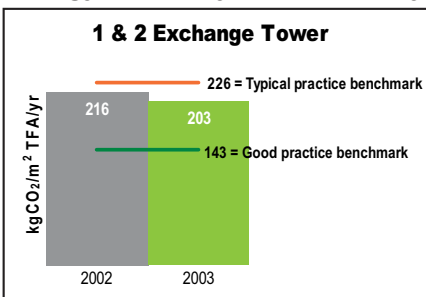
Various initiatives have already been completed, including the replacement of common area lighting with more efficient fittings and lamps and upgrading the software to the building management system (BMS) to more accurately monitor energy usage across the plant serving the building. Investment in this area will continue. Proposals are in place for a long term programme of chiller replacement to improve energy efficiency and reduce running costs. The financial benefits to tenants arising from these environmental initiatives to date include savings in the service charge of over

1.05mWh pa (£130,000 pa) of energy and 10,000 m³ pa (£9,000) of water arising from a wide-range of energy efficient enhancements throughout the common areas.

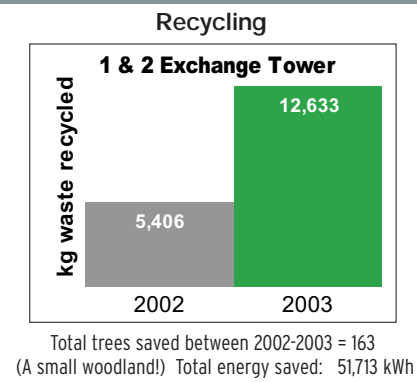
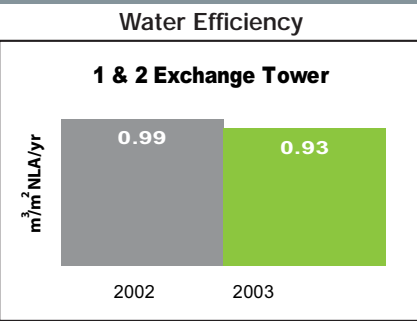
Hammerson have now appointed utility consultants, Energy for Sustainable Development Ltd (ESD) who, together with the Carbon Trust, will monitor energy and water usage and recommend efficiencies and provide a review and advice on a 10 year cost reduction plan.

One of XT's largest tenants, ECGD, says "As a Government Department we are committed to sustainable principles relating to our property occupation. Hammerson's efforts and initiatives, particularly in respect of environment management, have helped us considerably in meeting our commitments".

Energy efficiency/CO² Efficiency



Data Qualifying Note: Energy use in offices (CEG019) benchmarks for typical and good practice have been used for air-conditioning.



Recycling

During 2002 the existing recycling scheme was reviewed and expanded. The scheme has been very successful and most tenants are continuing to improve each year on their recyclable waste, as the graph below shows. Resultant reductions in landfill tax charges have enabled the recycling infrastructure to be cost neutral, with profits made by the recycling contractor donated to an environmental charity.

Contact Paper Round direct if you have redundant IT/electrical equipment or unwanted office furniture. The old sofas in the atrium were recently re-cycled; they have been found a new home within a charitable organisation. They have now been replaced with more contemporary sofas in keeping with the

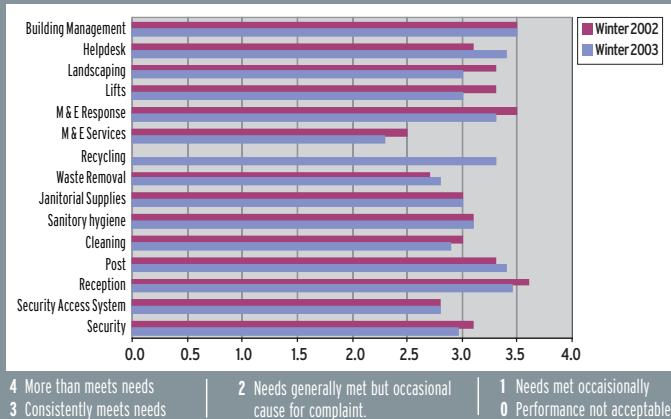
design of the atrium. Useful websites to visit for more information on recycling are:
www.paper-round.co.uk www.crispej.org.uk

Are Service Standards Being Met?

This is what we would like to know, and by sending out the biannual Tenants' Quality Survey Forms we can continually monitor standards to the satisfaction of all our tenants. Below are the results of the first survey this year, in which 17 tenants took part, with a comparison to winter last year. All completed forms were entered into a draw for a bottle of champagne and the winning tenant was Call Net in Building 2.

Cushman & Wakefield Healey & Baker review all contracts annually and carry out a full re-tender of all their contracts 3-yearly. The cleaning contracts for the common areas at Exchange Tower and Harbour Exchange Square were re-tendered in January this year and, following extensive evaluation of the four chosen approved contractor tender submissions; a decision was finally made to retain the services of the existing contractor, Office & General. This decision was based on their general good standard of cleaning, sound health and safety and environmental policies, cost effective package, and the commitment of the site staff over the past three years. Watch out for a spectacular cleaning service this year!

The landscaping contract is to be re-tendered in summer this year.



HEALTH & SAFETY IS A PRIORITY

A web-based health and safety system with National Britannia has been in place since Hammerson purchased the buildings, which is subject to annual independent audit. This ensures that safety standards are legislative compliant and directed toward best practice. Alan G Herbert, Managing director Health & Safety Division, National Britannia Ltd says "Exchange Tower has consistently managed health and safety to an extremely high standard, using E Risk Manager to achieve compliance with HSG 65, which National Britannia confirm following an annual audit. Those responsible for health and safety at the site have demonstrated their competence and understanding of the legal requirements."

Emergency Planning

Emergency Plans are in place to cover any potential acts of terrorism or disasters, and these are regularly reviewed, in conjunction with the building insurers, AON. AON have confirmed that the building is not an obvious target and the systems currently in place are considered appropriate. Although the building is currently on Level 2 Alert the emergency plan is reviewed regularly to ensure adequate procedures are in place as required. Regular fire drills have identified minor problems and the full building emergency drill held last year was very successful. A tenant security

forum is also being created to ensure combined information is put together to suit everyone's needs.

Accidents Will Happen...

but should always be reported, via the Helpdesk, when in common areas so that details can be entered into the building Accident Book. Tenants should also ensure that accidents within their offices are logged in their own accident books. The building prides itself with having very few accidents with only 2 RIDDOR incidents reported in 2003. Trip hazards account for most accidents in the workplace so please report any to the Helpdesk 0800 652 5858

Accessible Building

Following an independent audit of the building's compliance with the 1995 Disability Discrimination Act (DDA), an action plan was implemented to improve accessibility. Just some of the works completed to date are, disabled parking at building entrances, tactile paving to warn of road crossings and steps, improved lighting in lift lobbies and disabled toilets, a portable loop system at main reception and disability awareness training of all management team staff.

Further works this year include the replacement of lift indicator panels to increase visibility, the installation of lift annunciation and tactile lift control buttons and push button call plates. Already implemented at Harbour Exchange Square is a flat level road crossing to the retail units and works to install dropped kerbs around the site will commence shortly, with completion by the end of this year. Tenants should have DDA audits undertaken within their own offices to ensure they meet the fast approaching compliance date of **1 October this year**.



Fire Alarm

The false fire alarm activations have reduced in the past six months, apart from the recent spate of unavoidable activations which were from a faulty unit within a vacant area. The use of toasters is restricted to areas that have been suitably equipped with extractor fans to avoid the risk of unnecessary annoying false activations.

Name the Dog Competition

Can you name Mr Blunkett's new guide dog?

Send your answers to val@exchange-tower.co.uk up until end June. All correct names will be placed into a draw for a bottle of bubbly - good luck!

