

Managed Workspaces

by Legal & General

**INTELLIGENT & DYNAMIC OFFICES
CURATED BY TRUSTED EXPERTS**

Our Leasing Options

At Legal & General we know there is no one size, space or solution that fits all – that's why we provide a range of office products from open plan unfitted workspace to furnished Capsule solutions across our portfolio. Beyond the physical space, we work with our partners to create bespoke offers through optional Managed Workspace services, helping to build a workplace that really works hard for you and your business.

OPEN PLAN UNFITTED WORKSPACE

The clear CAT A office floors across our portfolio of buildings are each built to the highest standard and are ready for businesses to manage their own fit out.

CAPSULE WORKSPACE

Professional and private office environments fully fitted by Legal & General to suit occupier requirements, with short form leases on flexible terms plus provision of data connectivity.

ALL INCLUSIVE MANAGED WORKSPACE

Offering a range of operational and technical services by Legal & General as an additional option for easy occupation, available with either CAT A or Capsule workspaces.



Our Managed Workspaces allow you to benefit from Legal & General's expertise and economies of scale by outsourcing your property management function to us in an all-inclusive package.

This provides your business with the benefit of cost certainty as our Managed Workplaces are typically inclusive of rent, rates, service charge, dilapidations, building insurance, utility costs and the services outlined in this brochure which will differ depending on the building. Please [contact us](#) for further details.

Contents

- ▶ YOUR TEAM
- ▶ DIGITAL CONNECTIVITY
- ▶ HEALTH AND WELLBEING
- ▶ CLEANING AND WASTE
- ▶ MAINTENANCE
- ▶ FOOD & BEVERAGE
- ▶ DEMISE ALTERATIONS
- ▶ ENVIRONMENTAL SOCIAL AND GOVERNANCE
- ▶ OUR PERFORMANCE PROMISE
- ▶ CONTACT

BESPOKE OPTIONS

If there are any bespoke services not covered in this document that you would like included, please talk to us – as experienced and trusted landlords, we are here to work with you to create a package that best suits your needs.



Your Team

As an occupier, we know you need a consistent and reliable line of communication for all matters, big and small. There are numerous ways you can contact us to make sure we can help you promptly and efficiently:

- **Concierge ambassadors** – professionally trained concierge to look after you, your team and your visitors during your stay
- **Service Delivery Manager** – responsible for operational matters with assistance from a Facilities Manager, to ensure your services are always delivered to a professional standard
- **24/7 dedicated helpdesk** – a dedicated helpdesk for our Managed occupiers will handle any out of hours requests
- **Asset Manager** – your direct L&G contact for relationship management and leasing matters

BESPOKE OPTIONS

For an additional cost, we can supply extra personnel such as a dedicated Service Delivery Manager, Receptionist or Security Guard.



“Plug and Play” managed internet connections are provided by one of our trusted IT service providers, and the solution typically includes installed and pre-configured hardware.

The equipment is regularly monitored, patched and has its life cycle maintained.

BENEFITS TYPICALLY INCLUDE:

- Various connectivity package options available from 100Mbps and above
- No Wayleave required for a fast connection within days
- Dedicated Tenant Engagement Manager
- Enterprise hardware
- 24/7 helpdesk support service

BESPOKE OPTIONS

For an additional cost our IT service providers can also offer:

- Firewall
- Backup resilience

Please [ask us](#) for further details.



We work with environmental specialists to allow you to monitor the indoor environmental quality (IEQ) of your office space using discreet sensors, helping ensure optimal health, comfort and productivity for your team. The Facilities Management Team are also able to use the data captured to respond and react quickly to any issues that may arise.

Our systems monitor:

SOUND

Ensuring sound levels are optimal for comfort, performance and wellbeing.

AIR TEMPERATURE / RELATIVE HUMIDITY

Maintaining an optimal range to control energy consumption and improve workplace comfort and efficiency.

CO2 LEVELS

CO2 concentration directly correlates with cognitive performance, meaning an optimum level is paramount to productivity.

VOLATILE ORGANIC COMPOUNDS (VOCs)

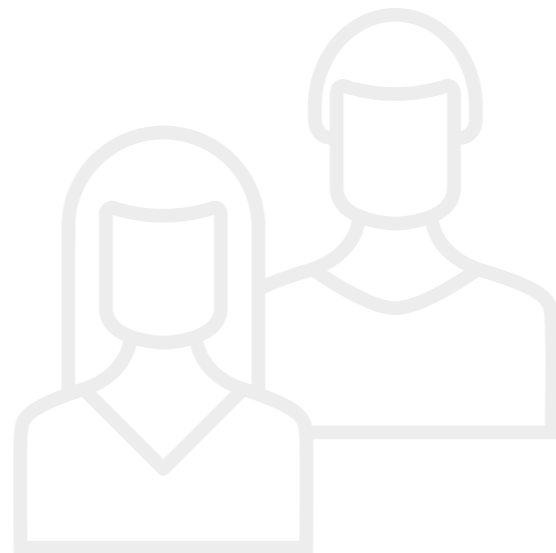
Monitoring levels of VOCs (gases emitted from materials including furnishings and building materials) helps to maintain a healthy environment.

PLANTS

We believe plants are an important part of mental health, productivity and air quality in offices. Where plants are provided by us, we will water and undertake regular maintenance to ensure they stay in good condition.

BESPOKE OPTIONS

For an additional cost we can supply and maintain additional planting.



Cleaning

In addition to common parts cleaning, our Managed Services offer includes vacuuming carpets, waste removal, disinfecting regular touch points, kitchen surfaces and toilets on a daily basis, plus additional periodic cleaning services. Please ask us for a full specification.

Waste

We are constantly reviewing our processes to ensure waste is dealt with sustainably.

We will remove your waste daily and, with your support, seek to recycle as much as possible with transparent reporting of its impact on the environment.

BESPOKE OPTIONS

For an additional cost our professional cleaners can provide any level of cleaning service or request. We can also undertake more regular waste removal, or support you in implementing a more sustainable approach to dealing with waste and recycling within your demise.



Maintenance

We will undertake all necessary planned maintenance and repair of the heating, cooling, water and lighting systems we supply in accordance with best practice guidelines.

Handyperson Services

Our reliable and professional handyperson can assist you with any reactive or bespoke services allowing for up to 4 hours labour per month - this may roll forward to the following month if fewer than 4 hours is utilised.

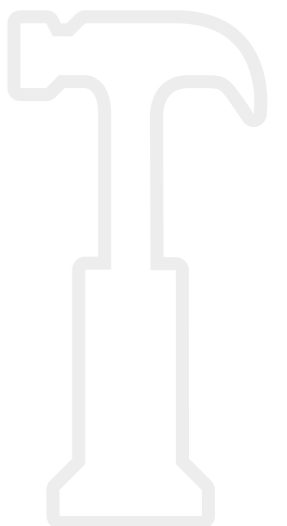
Risk Assessment and Statutory Testing

Annual risk assessment of fire, health and safety and water services will be undertaken in common parts and your demise.

Testing is also undertaken of emergency lighting, fire extinguishers and electrics in accordance with statutory guidelines.

BESPOKE OPTIONS

For an additional cost we can work with you to alter the base build services to suit the way you work. We can also provide further support such as Portable Appliance Testing (PAT) and Covid risk assessments.



Food & Beverage

Coffee, tea, milk and sugar will be provided.

BESPOKE OPTIONS

For an additional cost we can also provide bespoke food and beverage facilities and different coffee machine options.

Demise Alterations

We recognise your space demands may change and are happy to work with you to ensure your office remains relevant for the duration of your lease. Whilst changes are not included in our pricing, please speak to us about how your space can be adapted.

Regular requests include the removal or addition of:

- desks
- soft furnishings
- meeting rooms



Environmental, Social and Governance (ESG)

Legal & General's approach to ESG is detailed below, however we know our operational success is dependent on the engagement of our occupiers. We would therefore be delighted and actively encourage a partnership, working with you to seek ways of reducing your utility consumption.

We are constantly reviewing and improving our data systems and can collaborate with businesses to measure their consumption against benchmarks and identify areas of wastage.

BUILDING BETTER COMMUNITIES

Legal & General is committed to making a contribution to the long-term wellbeing and resilience of the business communities we manage and help create.

We actively seek social value opportunities for our buildings, and have a unique property management model that means we can provide a more data-led, agile service tailored to meet your needs and build stronger relationships with and between all our occupiers.

Our property management model is built on the following themes:

- Transparency, agility and collaboration
- Occupier focused culture
- Use of local supply chains

OUR APPROACH TO SUSTAINABILITY

At Legal & General, we are committed to building a more sustainable and resilient future by taking a hands-on approach to owning and managing buildings. We believe it's our responsibility to ensure our buildings are both environmental and sustainable, protecting both the planet and the community.

You will benefit from Legal & General's best practice techniques in all areas of sustainability which aim to:

- Minimise environmental impacts
- Enhance health and wellbeing
- Build better communities

For more information, please visit lgim.com/uk/en/responsible-investing

NET ZERO COMMITMENT

We're committed to achieve Net Zero Carbon by 2050, or before, across our commercial portfolio.

To achieve this target we've put a strategy in place which aims to include the following measures:

- Committed to net zero carbon principles set by the UK Green Buildings Council
- Reducing energy consumption and greenhouse gas emissions
- Commitment to innovation and transparent reporting within sustainability. We are also currently piloting Design for Performance - find out more [here](#).
- Procuring and investing in renewable energy
- Reducing the embodied carbon of development and refurbishment projects
- Monitor energy use and set science-based targets for reduction and performance
- Measure and reduce embodied carbon



Our Performance Promise

We will provide you with detailed Key Performance Indicators (KPIs) on which you can measure our performance and that of our supply chain.

We will report to you monthly on performance levels against the KPIs with a strategy for addressing any underperformance.

Whilst you will see our team on a daily basis, we will organise a formal quarterly meeting with the Service Delivery Manager to discuss performance and identify areas of improvement.

Contact

To find out more about our Managed Workspaces, or any of our workspace solutions, please get in touch with us via the details below.

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