

# House Rules

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## Welcome to The Local Office

It is our goal to create for our best partners a co-working arrangement which provides high level office space, services, technology and community to promote and enhance flexibility, wellbeing, and innovation.

People, wellbeing and sustainability are at the heart of everything that we do. To create a great and pleasant experience for all, we invite you to work together with us to show respect to our community, our members, and to treat our Centre and its environment as our home.

These house rules and guidelines for our community and guests have been established to ensure that The Local Office always remains a great place for you to be your best and do your best work.

In order to reach our goal and to help promote innovative, flexible and efficient work spaces, each member is required to participate in the Lendlease (Local Offices) Pty Limited (**Licensors**) Research Project.

Welcome to The Local Office.

### 1.1 Opening Hours

Subject to booking confirmations, members have access to 'The Local Office Manly' at 38 Sydney Road Manly NSW 2095 (**Premises**) during the Office Hours.

### 1.2 Support

- (a) Our concierge will be available to support you on site during the Office Hours.
- (b) The concierge will also be available to make bookings.

### 1.3 Mobile App

- (a) All members have access to the Mobile App. Together with your membership, you will be provided with your login details. These will allow you to manage your profile and account, and make bookings.
- (b) We take no responsibility for any use of data being provided via Mobile App.

### 1.4 General use and facilities

- (a) The Premises has been designed to provide a range of Services. The Premises and the equipment at the Premises (**Equipment and Facilities**) are meant to be enjoyed by members on a respectful and membership-frequency basis. We ask that you be mindful of others when using the Premises and the Equipment and Facilities.
- (b) To be mindful of others and manage noise levels we kindly request that you use phone booth areas for longer telephone conversations, and book meeting rooms for longer or louder meetings and teleconferences that could disturb other members.
- (c) Members are not allowed to use the Premises for public sales, or to manufacture or store goods and merchandise, machines, tools and equipment that may cause a nuisance by noise, vibration or odour. You are not allowed to bring hazardous, flammable, explosive or illegal materials or objects into the Premises.
- (d) In this shared work environment, kindly be mindful of your belongings and place them in a manner that will not impede other members from working, or that looks unsightly. We have lockers available for your convenience. When leaving your seat, be mindful of leaving any belongings unattended. We do not take any responsibility or liability for stolen or lost items. If you are away from your seat for a longer period, take your belongings with you, to ensure their safety as well as make space available for others to use. When you leave for the day, kindly assist us in clearing your belongings, clearing any rubbish and returning used crockery to the pantry. By looking after our Premises together we make it a more pleasant experience for everyone.

- (e) Use of the Equipment and Services are subject to availability. We do not guarantee that the provision of any item of Equipment and Services is uninterrupted or free from defects and we accept no liability for this.
- (f) If you are at the Premises outside the Office Hours, we request that you ensure you have locked all access doors to the Premises.

## 1.5 Access

- (a) **Normal access:** Members may only access the Premises during Office Hours. No keys or cards are required as our concierge will be in the Premises during the Office Hours and will assist with your movements and desk allocation as required.
- (b) **Special access:** Members may access the Premises during extended Office Hours as agreed under clause **Error! Reference source not found.** Access keys will be provided during times unless our concierge is present
- (c) **Event access:** Members may access the Premises during agreed times outside the Office Hours for any events organised under clause **Error! Reference source not found.** Access keys will be provided during times unless our concierge is present.

## 1.6 Maintenance

We do our best to keep the Premises in great condition. Should you require support for the repair, replacement or maintenance of any furniture, fixture, construction or equipment provided by The Local Office you can send your request to our support contact nominated in House Rule 1.2 (as varied from time to time) or contact the concierge in person. Any maintenance or repairs required as the result of a member's misuse, negligence or damage is chargeable. Members are not allowed to undertake any installations, repairs or maintenance on the Equipment and Services themselves or by their own contractor. Any such works must be requested from The Local Office.

## 1.7 Smoking

To provide a healthy environment for our members, guests and community, the Premises is a non-smoking environment and smoking in the Premises is strictly prohibited. Any violations may be subject to fines.

## 1.8 Alcohol

The consumption of alcohol in the Premises is prohibited.

## 1.9 Pets

Whilst we love all things furry, cute and cuddly, you are not allowed to bring into or keep any kind of pets or animals in the Premises except for registered assistance animals.

## 1.10 Press, Filming & Photography

To ensure confidentiality, any filming or photography within the Premises is prohibited without our prior written permission.

## 1.11 Intellectual property

You must not use any material or information which are available through the Services in any manner that infringes any copyright, trademark, patent, trade secret, or other proprietary right of any party.

## 1.12 Lost property

If you find any lost item, kindly hand it to our concierge so that it can be returned to the rightful owner. Should you have lost an item kindly approach the concierge.

## 1.13 Fire, accident & emergency

- (a) Your safety and wellbeing is our top priority. We request that you assist in keeping the Premises a safe and secure environment for all members of the community. Please do not block emergency exits and doorways to ensure they can be used in the event of an emergency and evacuation. Emergency exits may trigger an alarm. Fines may be imposed for any inappropriate use of emergency exits or equipment.
- (b) In the event of an accident, please contact the concierge immediately and ensure that any injured person is assisted. Members should familiarise themselves with fire and evacuation procedures and emergency exits at the Premises.

## 1.14 Code of conduct

We care about you and all members of the community, our guests and visitors and expect all members, guests and visitors to conduct themselves in a respectful and courteous manner. We do not accept or tolerate any verbal or physical behaviour that is abusive, threatening or insulting to any members of the community, guests or our staff. The Local Office will not hesitate to take all necessary actions against any individual who violates our code of conduct or the applicable laws, including immediate removal from the Premises and the suspension or termination of membership right.

## 2. Guests

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- (a) All guests (but no more than two at any one time), couriers or contractors are required to sign-in with our concierge on arrival, upon which the host member will be notified. All guests must be met by a member and be accompanied to the exit on departure. Please inform the concierge if you intend to host a group of more than two guests at any one time to arrange for the necessary support and pre-registration.
- (b) At any one time, members can only bring a maximum of two guests into the Premises for meetings in the pre-booked meeting facilities and not for individual work. If a guest wishes to work with a member in the Premises for the day, they are required to, subject to availability, purchase a day-pass from the concierge, or sign up for a membership. Guests who would like to make use of the Wi-Fi during their visit can request Wi-Fi access from our concierge. The number of guests hosted should be reasonable and not prevent members from using the shared space or the Equipment and Facilities. Subject to availability, larger meetings of more than two guests can be accommodated out of standard hours by arrangement with our concierge.
- (c) Members are personally responsible for their guests at all times and for ensuring they are aware of and adhere to the House Rules. A breach by a guest will be considered a breach by you.

## 3. Equipment and Facilities

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- (a) On any given day, Equipment & Facilities will be reserved on a first come, first serve basis.
- (b) From time to time, a member may be required to move desks if requested by the concierge. Our concierge will only make such a request to accommodate another member's particular business requirements at that time.
- (c) Members may book the meeting room as a meeting space or for teleconferencing (including display screen) and the like through the Mobile App or the concierge.
- (d) Phone booths are available in the Premises to enable members to make phone or conference calls in a more private setting, as well as to reduce disturbance to others. Phone booths cannot be booked and are accessible on a first come first serve basis. Phone booths should be used in a fair and reasonable manner and you should not use phone booths longer than 1 hour, or for individual work for longer parts of the day that prevents use by other members.
- (e) Your wellbeing is important to us. We have a First Aid Kit available for members who feel unwell. Please notify the concierge if you require support and ensure someone is with you if you are feeling unwell or require medical attention. The Local Office bears no responsibility or liability in the use of the First Aid Kit. The First Aid Kit is not a substitute or replacement for professional medical consultation and management. If you have major medical concerns, please consult a doctor and in medical emergencies, dial 000.
- (f) The Local Office provides basic pantry spaces for its members to heat pre-prepared meals and for eating. Foods stored in fridges must be labelled and removed each day. Any food items not clearly labelled or stored will be disposed of by our concierge at the end of each day at our discretion, to ensure the hygiene and cleanliness of the pantry is maintained. We request that you eat any meals at the pantry and not in any other part of the Premises where members work to maintain a clean, hygienic and pleasant working environment for each other. Kindly help us return any crockery and cutlery you have used to the pantry as well as leave the area where you've consumed your meal clean so that other members may use the space with a pleasant experience.

## 4. Services

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### 4.1 Internet

- (a) As a member you have unlimited access to our high speed shared wireless internet network but for professional business use only. Members must not stream or download material or use website which are of a personal nature. As a general rule of thumb, please show the same discretion in using the internet as you would at work. Access and use of The Local Office's Wi-Fi network is on a fair use basis and you should be considerate towards other members. We reserve the right to restrict or deny your access to the Wi-Fi network if we believe that your use is unreasonably affecting other members' ability to work or that it may compromise the security and safety of our network and users. As you are using a shared network you should take the necessary security measures you consider necessary when using the Wi-Fi network. We cannot guarantee that internet access is available uninterrupted or free from malfunction. We will not be liable for any interruption or non-availability of our IT services.
- (b) You must not upload files that contain viruses, corrupted files or any similar software or program that may damage the operation of another computer or property of another member.

### 4.2 Furniture

The Premises is fully furnished and fitted with a great selection of office furniture, and their use is included in your monthly membership. Members are not allowed to bring in their own furniture.

### 4.3 Housekeeping

We look after the cleanliness and maintenance of the Premises and we do our best to provide you with a clean and pleasant environment.

### 4.4 Utilities

The consumption of utilities is included in your membership fee. We do however request that you are mindful of the environment and use all resources responsibly. Please assist us in turning off any lights within the shared spaces you have used when you leave. The use of any utilities should be consistent with regular office usage and we reserve the right to charge additional fees for any use that is to be found to be excessive or inconsistent with typical use.

### 4.5 Printing

You can make use of the printing services available in the Premises with your membership account or approach the concierge for any assistance in printing. Costs for printing are billed to the member's company account on a monthly basis. Printing for guests is billed on the spot.

### 4.6 Lockers

Lockers are available within the Premises for daily use (arranged through our concierge) at no cost but all personal items must be removed at the end of each visit.