



# OREGA HOUSE RULES

Apply to all Premises



## PART A

OREGA (MANAGEMENT) LIMITED



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## Welcome to Orega

To ensure that all clients and their teams can work productively and harmoniously, we operate a set of House Rules.

These House Rules form part of your Orega Service Agreement. They consist of two parts:

- **Part A – Generic Rules:** These apply at all Orega centres.
- **Part B – Site-Specific Rules:** These provide additional rules which apply at the specific centre you occupy

Where there is any conflict with your Orega Service Agreement, the Service Agreement takes precedence. Orega may update these House Rules from time to time. The latest version is always available on our website. Where there is any conflict, the Orega Service Agreement takes precedence.

## PART A – GENERIC RULES

### 1. Conduct & Behaviour

- Clients, staff, and visitors must conduct themselves in a professional and respectful manner at all times.
- Harassment, discrimination, abusive or antisocial behaviour will not be tolerated. Breaches may result in exclusion from the Premises and/or termination of your Agreement in accordance with the sanctions set out in the Terms and Conditions.
- Noise must be kept to a level that does not interfere with other users of the Premises.
- Business attire or appropriate professional dress is expected.

### 2. Access & Security

- You are responsible for ensuring that your office is securely locked when unattended.
- Access cards and keys remain Orega's property, must not be copied or shared, and must only be used by the individual to whom they are issued.
- Occupancy is limited to the number of workstations stated in your Agreement. Additional named Users are capped at 50% above that number and may incur fees (hybrid working).
- All Users must be individually named. Each named User is entitled to be issued with an access card or key, which must not be copied, shared, or used by anyone else.
- Lost or damaged cards/keys will incur a replacement charge, and in some cases a charge for lock changes.
- Do not permit unauthorised entry or "tailgating." All visitors must report to reception.

### 3. Use of Premises

- Offices must be used for office purposes only. Retail, medical, or industrial use is not permitted.
- You must not install any cabling, furniture, IT or telecoms equipment, or make any alterations without Orega's consent.

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#### **4. Kitchens & Food**

- Kitchens and breakouts are communal: please clear away crockery, cutlery, and packaging after use.
- Dishwashers should be loaded with used items; Orega staff will run them when full.
- Fridges may be used for temporary storage of food but are communal, and Orega accepts no responsibility for loss. Fridges will be cleared weekly typically on a Friday.
- Personal electrical appliances such as kettles, toasters, coffee machines, or microwaves are not permitted.
- Food may be consumed in communal kitchens and breakouts, with consideration for others.

#### **5. Communal and Collaborative Spaces**

- Use of communal collaboration areas and phone booths is subject to fair use and must not impact other Users.
- Individual use of a booth or similar is limited to 1 hour at a time to ensure availability for all Users.

#### **6. Smoking & Alcohol**

- All Orega Premises are smoke-free. Smoking and vaping are only permitted in designated external areas.
- Alcohol may not be consumed or stored on the Premises other than with prior consent for an event authorised by Orega.

#### **7. Fire, Health & Safety**

- Fire alarm tests and evacuation procedures vary by site. You must respond to Fire Alarms unless it is a test.
- Fire exits must be kept clear at all times.
- You must comply with health & safety instructions and cooperate with fire wardens and first aiders.
- Personal electrical items must be PAT-tested in line with HSE guidance (typically every 12 months, or more frequently for portable/high-risk items).
- You must complete a fire risk assessment for their office and provide this to Orega on request.
- Hazardous, flammable or noxious substances must not be stored in your Office or brought onto the Premises.

#### **8. Waste & Cleanliness**

- Orega operates a clear-desk policy for cleaning. Cleaners will only clean clear surfaces.
- Cardboard boxes will only be removed if flat-packed and clearly labelled as waste.
- Do not leave boxes or rubbish in corridors or near fire exits.
- Abnormal or excessive waste, or specialist disposal, may incur additional charges (including an administration fee as provided for in your Agreement).

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## 9. Insurance & Liability

- You are responsible for arranging insurance for your own property, staff, and visitors, and for your own liabilities.
- Orega is not liable for loss, theft, or damage to personal or company property brought into the Premises.

## 10. Visitors & Deliveries

- Visitors must sign in at reception and may be required to provide ID.
- Visitors are subject to all applicable House Rules and are your responsibility.
- Deliveries exceeding a standard parcel size (e.g. >1m in any dimension, >25kg in weight, or bulk deliveries of more than 5 items) must be pre-notified and may be directed via service lifts or loading bays. Clients must arrange for their own staff to take delivery directly into their office.
- Mail and parcels will only be accepted if addressed to the business name registered with Orega. Mail for affiliated businesses or for individuals without the registered company name will not be accepted. The service is provided for business correspondence only; personal parcels (e.g. online shopping) will not be accepted.
- Orega will not accept liability for any items delivered on your behalf unless agreed in advance.

## 11. Children

- Orega Premises are professional work environments and not designed for children.
- Children under 16 are not permitted to use offices, meeting rooms, or communal spaces as a place of work, study, or childcare.
- Subject to any site-specific limitations, Children may visit the Premises for short periods under the direct supervision of an adult client or visitor at all times, but must not cause disruption to other occupants.
- For safety reasons, children are not allowed in comms rooms, plant rooms, kitchens, or any restricted areas.
- Orega reserves the right to ask that children be removed from the Premises if their presence is unsafe, disruptive, or in breach of building or landlord regulations.

## 11. Animals

- Animals are not permitted in the Premises, other than assistance animals required by reason of disability as defined in the Equality Act 2010. Orega reserves the right to request reasonable supporting evidence where necessary to ensure compliance with landlord or insurance obligations
- Fish tanks and aquariums are not permitted in Orega offices without prior written consent

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## **12. Music & Media**

- Music or media may not be played at a volume that disturbs others.
- Clients are responsible for any licences required for the playing of music or use of TV within their office.
- Music provided by Orega must not be altered by Clients or their Visitors

## **13. E Bikes/Scooters and Lithium Power Packs**

- Lithium-ion batteries present a fire risk when charging, and we must follow landlord and insurance requirements. So, for safety reasons, the charging of e-scooters or e-bikes inside your office is strictly prohibited.

## **14. Vacating & Continuity**

- At the end of your Agreement, you must remove all property and restore the office to its original condition using Orega-approved contractors, unless otherwise agreed in writing.
- Any goods left will be deemed abandoned after 7 days and may be disposed of by Orega without liability.
- You will be automatically entered into a Business Continuity Agreement for mail and call forwarding services for three months at the prevailing rate, unless alternative arrangements are agreed.