

AVIATION BUSINESS PARK OCCUPIERS HANDBOOK



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INTRODUCTION

Welcome to Aviation Business Park.

We trust that you will find this handbook informative. Our aim is to provide you with a useful reference document, which will help you make the best use of your accommodation. The handbook contains general information, such as the services we provide and your responsibilities. There is also specific information on procedures including alterations to premises and reporting faults.

As an occupier at Aviation Business Park, please ensure all staff have access to this handbook.

Our Property Team is available to help you in any way they can to ensure that your occupation at Aviation Business Park is as trouble-free as possible.

1.1 Introducing MAG Developments

MAG Developments is the property and development arm of Manchester Airports Group (MAG), responsible for the management and development of commercial property and land at each of its four airports, Manchester, East Midlands, Bournemouth and Humberside.

Our mission is to provide all our customers with quality accommodation that meets their business needs, delivered with exceptional service throughout their occupation.

This document will be an overview to tell you who to contact and for what reason. Please use this as a guide when you have a query.

1.2 Your Property Team

Harvey Greenman **Estates Manager** **01202 364 133**

Responsibility for all estates management issues on Aviation Business Park including letting of new or existing properties, rent reviews, lease renewals, dilapidations, permissions to sublet or carry out improvements, planning issues.

Tom Marshall **Facilities Manager** **07766 781 158**

Responsibility for all facilities management issues on Aviation Business Park including security, landscaping, road and footpath repairs, street lighting, health & safety.

Carolyn Jones **Estates Support** **01202 364 131**

Estates administration, general enquiries, estate signage, invoicing, utilities.

Paulene Lister **Estates Support** **01202 364 132**

Estates administration, general enquiries, credit control.

1.3 Working together

MAG Developments engages with its occupiers to learn more about their businesses, customers and employees in order to tailor its services to meet your needs.

We carried out a customer survey in 2011 and will follow this up in subsequent years. We will provide feedback from these surveys and keep you informed on our plans to improve service on Aviation Business Park.

Customer forum

Starting in 2012, we intend to hold regular customer forums to keep you up to date with Aviation Business Park news, provide useful business information, and discuss your views on how to make this an even better place to work.

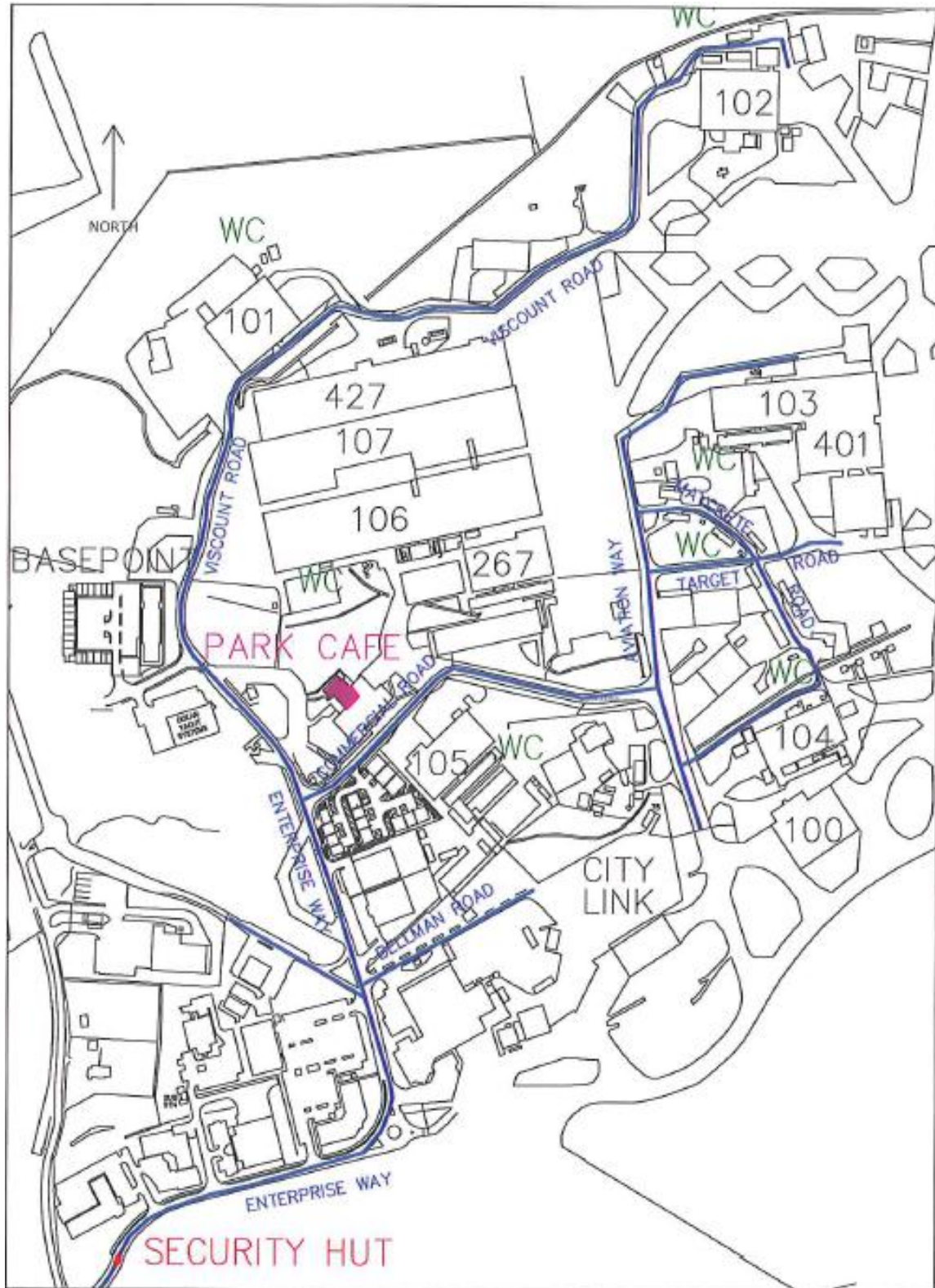
Customer meetings

The Property Team is always ready to meet you to discuss any aspect of your occupation, either at your premises or at our offices. Please call us to arrange a meeting.



AVIATION BUSINESS PARK

2.1 Site Plan



2.2 Your Services

We provide services for the common areas of Aviation Business Park to ensure that it is well maintained. Depending on your lease agreement and property location you may receive a variation of the services listed below:

Bournemouth Airport Shuttle Service

A high quality bus service that runs between Bournemouth Station, the town centre, Bournemouth Airport and Aviation Business Park.

For more details and a timetable, please visit <http://www.aviationpark.co.uk/location.html>

Helpdesk

For any problems concerning your property or the Estate, please phone 01202 364 131 or 07766 781158.

Toilet maintenance

There are nine communal toilet blocks on Aviation Business Park and these are maintained and cleaned by MAG Developments' contract cleaners.

Landscaping

The contract gardeners are responsible for cutting the grass, clearing leaves, cutting the hedges and the litter picking of the communal areas around the site.

Pest control

MAG Developments organize pest control for the communal parts of the estate.

Road gritting

The gritting of roads will be carried out at times of inclement weather in and around Aviation Business Park.

Security

MAG Developments provides contract security, 24 hours per day, 7 days per week. This consists of one guard based in the security hut at the entrance of the Estate. However, they will also carry out patrols during shifts. Therefore, you should not expect to see a guard on the barriers at all times, but they will be present on Aviation Business Park.

You will appreciate that one guard cannot cover all parts of the Estate at all times and it is essential that you take appropriate precautions to ensure the safety of your premises and goods.

We ask that you keep the guards informed when you are expecting irregular commercial vehicles on site, so they know that they have authorised business on Aviation Business Park. The security hut number is: 01202 577861.

Road maintenance

MAG Developments maintain the main roads and footpaths within the Estate. We also arrange for the roads to be swept on a monthly basis.

Street Lighting

MAG Developments maintain street lighting on the main thoroughfares of the Estate.

Estate Signage

MAG Developments provide and maintain directional signage around the Estate. Occupiers are not permitted to erect their own signage along Estate roads. However, please contact the Property Team should you wish your company to appear on the main directional boards.

Utilities

MAG Developments supply water, sewerage and electricity to most buildings on Aviation Business Park. The Property Team works with Bournemouth Airport's Engineering Team and external suppliers to maintain the infrastructure used to supply these utilities.



SERVICE DELIVERY

3.1 Property Management

MAG Developments is your 'property supplier' or landlord. We work as one team with our service providers to ensure that you receive a united and consistent management service.

Our responsibilities and job role definitions

We have a dedicated Estates Manager and Facilities Manager. They are responsible for managing the Estate, as well as your premises and contractual agreement.

At the heart of the service is the creation of a productive relationship between owners, service providers and customers. With the focus firmly on customer service we have the expertise in estates and facilities management to create a balanced and integrated property management service.

3.2 Service Charges

One of the issues that our customers would like improved is transparency and communication regarding service charges and planned expenditure to help with budgeting.

The cost of services that MAG Developments provide will be recharged through a service charge, based on forward projections of spending for the forthcoming year. The service charge year currently runs from 1 April to 31 March. We will write to you in advance to let you know our spending plans for the forthcoming service charge period and the proportion that your company will be recharged.

At the end of the year we will carry out a reconciliation of expenditure and will advise you of any overspend/underspend applicable to that service charge period.

We will endeavour to comply with the guidelines on service charges in the RICS Code of Practice: Service Charges in Commercial Property.

3.3 Health & Safety

The health and safety of customers is extremely important to MAG Developments. It is vital that we share responsibility with our customers for the welfare of all those who use or visit the estate.

Under the Health and Safety at Work Act 1974, any person who has control over a workplace or business operation must take reasonable care not to cause harm to anyone who may come into contact with those activities. This includes their own employees, employees of other companies, visitors and members of the public.

As we all have a part to play in making sure that health and safety is properly managed on this estate, key responsibilities are listed below.

Our responsibilities

- To act in line with relevant legal requirements in force at the time.
- To maintain landlord communal areas and ensure all landlord plant and equipment is in a safe condition.
- To carry out regular checks and assessments of landlord common areas to make sure that the health and safety arrangements remain effective.
- To make sure that any hazards identified in landlord common areas are properly controlled and that any defects are put right promptly.
- To liaise with all customers to make sure that they are aware of any health and safety issues affecting their business, and bring to their attention any changes in local procedures or regulations.
- To control other service providers working on the estate ensuring they follow health and safety requirements.

Fire safety

Fire presents the single greatest threat to your personal safety and to your business so it is essential that all customers meet their fire prevention responsibilities and are aware of fire-fighting and evacuation procedures.

Fire risk assessments

Each year you must review your fire risk assessment in line with the Fire Precautions (Workplace) Regulations within the area you occupy. If you have made material changes. ie. staffing numbers and/or changes to your area layout then a full review is required.

Although it is not a full list, the following items should be covered by the fire risk assessment:

- Overall management of fire safety and control.
- Emergency procedures and planning.
- Occupancy measures (such as whether your area is part occupied, fully occupied or vacant).
- Compartmentalisation (in other words, workspace divided by partitions) and fire resistance.
- Storing and handling flammable materials (those that catch fire easily) and sources of ignition (such as naked flames).
- Fire detection and alarms.
- Emergency lighting and power.
- Smoke control.
- Methods of escape and exit routes.
- Methods of escape for impaired people.
- Special fire risks and control.

Inclement weather

During times of inclement weather MAG Developments will endeavour to treat roads throughout the Estate. During particularly heavy snow please note that clearance will begin with major thoroughfares and heavily used areas. Where customers are responsible for their own areas they must make their own arrangements for snow clearance and gritting.

3.4 Asbestos

Some buildings on Aviation Business Park contain asbestos containing materials (ACMs). As an occupier it is your legal responsibility to work together with the Airport to manage ACMs within your building. If you plan to carry out any works you must assume your building contains ACMs unless you receive confirmation that the building is clear.

All works must be approved by the Property Team prior to commencement.

The Property Team maintains the Asbestos Register for the whole site. If you require an up to date report contact the Facilities Manager.

If you come across any damage to your building and suspect it may have released asbestos into the air you must:

- a) Remove all persons out of the area.
- b) Close, seal or lock off the area. Do not remove any equipment or material.
- c) Prevent others gaining access by displaying signage.
- d) Inform the Property Team.
- e) Arrange for repairs through a suitably qualified contractor, after obtaining works permits from the Property Team.
- e) On completion of any remedial work the details need to be included in the Asbestos Register.

It is your responsibility to train any employees who may encounter ACMs during the course of their work.

3.5 Insurance

MAG Developments insure most buildings and loss of rent, with premiums recovered directly from customers as a separate recharge. Please refer to your property agreement to see if your premises are covered on this basis. Otherwise, you will have to make your own insurance arrangements.

In the event of loss or damage to your leased area please advise the Property Team as soon as possible. In the case of larger claims, loss adjusters will need to be instructed by insurers.

We are interested in working with any customer suffering difficulties with damage to buildings and returning these to full operation.

3.6 Environmental management

MAG Developments has a commitment to sustainability – perfecting the balance between providing jobs and economic prosperity whilst minimising social and environmental impacts. Everyone on site has a role to play in complying with environmental legislation and controlling environmental impacts, but also, we can help you to achieve your environmental goals and in some cases, save money.

Our environmental policy is included within this property guide and we can provide you with other information about our Environmental Management System on request.

Water pollution prevention

Any substance, including oil, fuel, silt, detergent or food, put into surface or foul water drains could enter the local river and cause pollution. The Environment Agency can prosecute anyone who “causes or knowingly permits” pollution to occur.

To prevent pollution:

- Vehicles, aircraft and equipment etc should only be washed in designated areas.
- Any commercial activity involving the discharge of liquids into surface water drainage requires a permit to discharge surface water from the Environment Agency. Please check the EA website for more details.
- All spillages on external areas should be reported to the Facilities Manager immediately.
- All oil and fuel tanks and barrel stores must comply with legislation to prevent leakage and pollution. This legislation also forms the best practice standard for storage of all other potentially polluting materials.
- Any construction activity should be carefully controlled to prevent polluting substances from entering drains.

Waste minimisation and recycling

Reduce, Reuse, Recycle – think about how to reduce or recycle waste in your area, and make sure you tell your cleaning company where to deposit materials for recycling.

Hazardous wastes – You should make appropriate arrangements for the disposal of hazardous wastes, including oil, solvents or gas bottles.

Air emissions

The main source of air emissions is from vehicular traffic. You can help to improve the quality of the air by:

- Green commuting on a regular basis or even just occasionally.
- Switching off vehicles when stationary.
- Ensuring that vehicles operated airside comply with CAP 642 for emissions.

Please find out more about our environmental policy under section 5 of this document.



YOUR RESPONSIBILITIES

4.1 Introduction

The previous section set out the areas of responsibility for MAG Developments and our service providers. This section provides helpful information on some of the key areas of responsibility for our customers. Some of these may be covered or referred to in your lease and where they are, the conditions of your lease always overwrite any information or requirement listed below.

The information listed below is generic and not specific to your site.

4.2 Understanding your lease

It is the responsibility of the customer to ensure that any member who is involved in managing and meeting the obligations of the lease has an understanding of your lease.

If you have this responsibility and have not been told the specific responsibilities that your company has agreed to in the lease then you should request this information.

Please note, your responsibilities may not be the same as the company who occupies a unit next door and leases may differ from one unit/office to the next.

Your demised area

Every lease will have a plan showing your company's demised space. This is the area that you are responsible for and that the lease terms refer to. If you have not seen this plan then you should request a copy.

Obligations within the lease

Each lease is agreed independently with the company taking on a MAG Developments property. Depending on the type of lease and the specific details agreed, these obligations will vary from property to property. Therefore it is important that you understand all of your obligations if you have responsibility for managing the property day-to-day.

Alterations

Your lease will outline the requirements should you wish to carry out alterations to your premises.

Ordinarily MAG Developments' consent will be required for internal and external alterations, and advice should be sought from the Estates Manager. All alterations should meet the requirements of local building control, together with any other regulations in place at the time. Works may affect building insurance cover.

Subject to lease agreements MAG Developments may be willing to give permission for you to make changes to your accommodation, but we will need to approve details of your proposals before any work can begin.

In the first instance you should submit in writing to the Property Team full details of the work you intend to carry out together with a risk assessment and method statement.

In addition some work may require planning permission from the Local Authority. If you have any doubts as to whether your proposals will need planning permission please contact the Estates Manager on 01202 364133.

N.B. DO NOT MAKE A PLANNING APPLICATION WITHOUT CONSENT FROM THE ESTATES MANAGER

Some lease, concession and tenancy agreements prohibit alterations to particular buildings. Before undertaking any design work it is preferable to check with the Property Team as to what you can and cannot do under your agreement.

It is essential that you, or your contractors, have the correct signed paperwork before starting any work on site. If we find that works are being carried out without the correct authorisation then they will be stopped until the necessary paperwork is complete.

Starting work

The Property Team will send you written confirmation that you can start work and that the necessary approvals have been received. You must not start work until you have been given the go ahead and have the necessary permits. If unauthorised works are undertaken you may be asked to reinstate the works.

To avoid unnecessary work especially for larger projects you should discuss your plans with the Property Team in the first instance to ensure that the changes you propose are acceptable.

Contractors

If at any point you are planning to bring contractors on to Aviation Business Park to carry out works please contact the Property Team on 01202 364 131 to discuss what is required. Please note depending on the type and location of the work, this process may take longer to complete.

4.3 Maintenance and repairs

Dilapidations

The term dilapidations is normally used to cover defects or disrepair which you will be required to remedy when you vacate the premises. When a customer vacates a property, at the expiry of the lease or by operation of a break clause, the premises will need to be returned to MAG Developments in full repair, as governed by the terms of the tenancy agreement/lease.

It is, therefore, in everyone's best interests that the premises are maintained in good repair throughout the term of the lease. If you have any questions about your responsibilities, please contact the Property Team.

You are responsible for:

- Maintaining
- Repairing (unless the damage is caused by an insured risk as defined in the lease)
- Decorating the area you occupy throughout the term of the lease.

Repairing obligations

Your lease sets out the repairing obligations but typically these will cover the internal and external fabric of the building, including but not limited to:

- Roof
- Cladding
- Doors
- Services e.g. electrical and heating equipment.
- Redecoration - Under your lease you will be expected to redecorate the property regularly (for instance, at least once every five years and also in the last year of the lease's term).
- In a multi-occupied building external and common services and building fabrics are usually maintained via the service charge. Please check your lease for the exact details that are applicable to you as regular or planned maintenance can avoid greater expense later.

PLEASE NOTE:

- If you leave the premises in disrepair, we may make a claim against you for the cost of correcting and repairing it.
- Changes you have made to the unit may have to be 'reinstated' at the end of your lease. In other words, we could insist that you return the premises to their original layout before you leave at the end of your lease.
- The dilapidations claim may well include other items such as loss of rent, service charges, and empty rates incurred during the period of the works and whilst the property is unavailable for letting.

When your lease expires we will draw up a list of any repairs to the property that are necessary and that are your responsibility. You should note that 'repair' may include 'renewal' of parts of the area you occupy if this becomes necessary during the term of your lease.

4.4 Accounts

Should you have any enquiries please contact the Property Team.

Rent

Amount as stated in your lease, or as agreed at review. Payment required either quarterly in advance or monthly, depending on your lease agreement.

Insurance

Invoiced quarterly in advance or in accordance with your lease.

Service charge

Invoiced quarterly in advance or in accordance with your lease.

Budget and breakdown for the next 12 months

The budget and breakdown should be received one month before year-end date.

Reconciliation for the previous year

The reconciliation should be received three months after your property/estate year-end date.

4.5 Payments

Payment methods

All payments are to be received by MAG Developments on the dates that they are due. Payment should be made by direct debit or standing order.

Overdue payments

If you are going to have difficulty with your payments it is essential that you speak to your Property Team. Like yourselves, we need to manage our own accounts and cash flow; therefore we will use bailiffs and solicitors unless an alternative agreement is reached. This is costly and time consuming for all concerned so it is essential to keep up to date with all payments.

Standing orders

If you are not already paying by this method we request that you set up a standing order with your bank, for the regular rent and service charge payment.

MAG Developments' bank details can be found on your invoice. Please quote your account number on the standing order form.

Payment by this method will ensure that the rent is received by the due date and eliminates the need to raise cheques, BACS payments, remittances etc. It will also ensure you do not receive late payment charges and any late payment interest charges when you are on holiday or if there are problems with the postal service.

We trust you will find this acceptable and look forward to receiving payments by this method.

4.6 Security

It is important that you maintain the security of the premises at all times, so that theft and malicious damage can be prevented.

Please take the following security measures:

- Fit all doors and gates with locking devices to prevent unauthorised access into your area, particularly outside working hours.
- If security alarms are fitted on your property, make sure that they are properly maintained and activated when your property is unoccupied.
- You should lock away all valuable items at the end of each day. We also recommend that you tag or etch items that can be easily moved, or fit them with other security devices.
- Report any suspicious people or vehicles to the Security Hut immediately - 01202 577861.
- Please ensure compliance with additional security obligations that may apply to your commercial operations such as those stipulated by the Department for Transport.

4.7 Site responsibilities

Waste disposal

In line with waste regulations, you must properly dispose of all waste materials that you produce.

If you make your own arrangements for waste disposal, you must store your waste products safely and securely to prevent the spread of litter and to minimise any fire risk.

You will also need to make appropriate arrangements, including relevant procedures and documents, to get your waste removed by a licensed contractor and taken to an authorised site.

Health and safety

As we all have a part to play in making sure that health and safety is properly managed on this estate, key responsibilities are listed below:

- To act in line with relevant legal requirements in force at the time.
- To check and, where appropriate, maintain your demised area plant and equipment in a safe condition.
- To carry out regular checks and assessments of your demised areas to make sure that the health and safety arrangements remain effective.
- To make sure that any hazards identified are properly controlled and that any defects are put right promptly.
- To control other service providers working in your demised areas to make sure that they follow health and safety requirements.

Fire equipment

To protect lives and property, you must provide and maintain appropriate equipment to detect and tackle fire. Fire extinguishers must be available within each customer's occupied area and regularly serviced by qualified personnel in line with health and safety regulations.

Fire prevention

If there is a fire, the consequences could be devastating. Apart from the risk of personal injury or loss of life, a fire will lead to a major disruption of your business operations.

So, it makes sense to do everything possible to prevent a fire starting in the first place.

The following is a list of some of the things you could do to reduce the chance of a fire breaking out in your area:

- Keep the amount of combustible materials held or stored in your area to a minimum, including rubbish and flammable materials. You should make sure that all rubbish has been put in the bins each working day, not left on the floor.
- Many fires are caused by electrical faults. You should have all your electrical equipment regularly checked and repaired by a properly trained & credited person. Also make sure that all non-essential electrical equipment is switched off at the end of each working day.
- Avoid using multi-point socket adapters as these are a significant fire risk. If you need more electrical points, consider installing more plug sockets or use properly fused gang leads or plug boards.
- Make regular inspections of your areas to check that fire safety arrangements are in place.
- These inspections form part of the fire risk assessment.
- One of the most common causes of fires is arson so it is important that you have adequate security arrangements in place to prevent fires being started deliberately.

Accidents

Reporting and monitoring accidents is a vital step in successfully managing health and safety.

You will need to make sure that you have formal procedures in place to record and investigate accidents and where necessary, to report accidents to the relevant authority, as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

- Report all accidents that happen in common areas to the Property Team.

This will help our service provider to identify and deal with any hazards that may be present. An accident book is held by the Airports Health and Safety officer.

Housekeeping

The most common causes of accidents in workplaces are slips, trips and falls.

To reduce the likelihood of these accidents happening, you should apply the following general safety procedures.

- Keep all walkways, corridors and doors, particularly along fire routes, free from obstructions.
- If there are exposed edges in your area where there is a risk of someone falling from a height, such as low window sills or roof edges, you must make sure that access to these areas is properly controlled.
- Regularly check all your work areas to make sure that they are kept free of any hazards that could cause people to slip or trip, and that all access routes are kept free from obstructions.

Smoking Policy

It is the responsibility of all occupiers to ensure that statutory requirements in respect of smoking are complied with.

Occupiers should make their own arrangements for displaying the correct signage and ensuring their employees abide by the legal requirements. Employees and visitors should be discouraged from smoking close to entrances and exits or open windows as smoke can drift back into a building. Particular attention should be made to the safe disposal of cigarettes and other litter.

USEFUL INFORMATION

5.1 Types of lease

Internal repairing leases

The customer should maintain the interior of the premises, all plant and equipment within, drains, external lighting fixed to and controlled by the premises, doors, windows and glass. MAG Developments is responsible for maintenance of the exterior and structure of the building, and external redecoration. Costs will usually be recovered by the landlord through a service charge. External yards, parking areas and landscaping will also be maintained by us.

Full repairing leases

The customer should maintain the whole of the building, including the interior together with all plant and equipment, exterior including redecoration, all planting, external equipment, and yards, parking and landscaping areas falling within the leased area. A service charge will be levied in respect of estate common areas.

Ground leases

The building, plant and equipment are owned by the customer. The customer is responsible for the maintenance of all services, building fabrics, plant and equipment.

5.2 Lease events

Rent reviews

Depending on the length of lease, rent reviews may be included on a periodic basis, usually at three or five year intervals.

This allows the parties to agree the level of revised rent. If they are unable to agree there is a mechanism to overcome any difficulties.

The rent will usually be reviewed to open market value, looking at values for similar properties in the market.

MAG Developments will ordinarily commence this process with the service of an informal notice proposing a revised rental. However, normally a rent review can be initiated by either party.

The customer may contact the Estates Manager directly to discuss their review or appoint a competent professional to act on their behalf, if preferred.

Lease renewal

Most leases on Aviation Business Park exclude the security of tenure provisions of the Landlord and Tenant Act 1954. This is particularly the case for older premises, where redevelopment is more likely.

Normally, we will contact you approximately three months before lease expiry to establish whether you would like to take a further lease of the premises or if it is your intention to leave. On a without prejudice basis, we will then provide you with proposals for a further lease. These terms can then be discussed and agreed in principle. Next, we will seek appropriate internal approvals and

providing this is forthcoming, we will instruct our solicitor to issue draft documents to either yourself or your solicitor, if one has been appointed.

Please note that there is no automatic right to a new tenancy at the end of your lease, so it is in your interests to discuss terms as early as possible. Whilst we may not initiate proceedings until near to the end of your lease, we are always pleased to enter discussions earlier, should you wish to do so.

Some leases are governed by the Landlord & Tenant Act 1954, which provides security of tenure i.e. a right to the renewal of your lease.

To initiate a lease renegotiation, a formal notice called a Section 25 notice is served on the customer by MAG Developments or solicitors to end the lease on the stated expiry date or later.

This notice will specify the proposed terms for a new lease, and covering correspondence will invite the customer to make contact to discuss a renewal.

In a limited number of instances a landlord may object to the grant of a new tenancy, and if this is the case the specific grounds will be noted.

The customer may also serve a Section 26 notice to terminate, requesting a new tenancy. If this is the customer's preferred course of action professional advice should be sought.

Following service of a valid notice to bring a tenancy agreement to an end, either party can then apply to court for the determination of the new terms. However, in the vast majority of cases matters are negotiated between customer/advisor and us. Once terms are agreed a new tenancy agreement will be issued, or solicitors instructed to draft a new lease.

Break options

Tenancy agreements and certain leases may contain break options, either in favour of the customer, or mutual to both the customer and MAG Developments.

Timescales and obligations contained within break clauses must be adhered to, and by bringing a lease to an end it should be noted that a customer's liability for dilapidations (i.e. to return the premises back into full repair) would have to be adhered to. Costs associated with this obligation can be significant.

Insurance

MAG Developments insure most buildings and loss of rent, with premiums recovered directly from customers as a separate recharge.

In the event of loss or damage to your leased area please advise us as soon as possible and, in the case of larger claims, loss adjusters will need to be instructed by insurers. We are interested in working with any customer suffering difficulties with damage to buildings and returning these to full operation.

Repairs

During the lifetime of a lease building surveyors will carry out interim inspections of the premises. If items of disrepair are identified, these will be highlighted to the customer.

This will assist the customers in adhering to the repairing requirements of the lease.

5.3 Environmental policy

General Issues

Bournemouth Airport is currently (Oct11) working towards ISO14001 accreditation, the International Standard for environment management.

The Airport strives to minimise its environmental impact and is implementing an environmental management system accordingly.

We ask that you assist us by ensuring that you comply with all statutory requirements. The Airport takes environmental issues very seriously and a procedure for undertaking environmental audits of all occupiers is in place, whereby the environment office regularly assesses all occupiers to identify the likely environmental risk they pose.

It is the responsibility of all occupiers to report any environmental incident or likely incident. During office hours please contact the Environment Office on 01202 364111. Out of office hours please contact the Airport Duty Manager on 01202 364170.

Water Pollution

The Airport takes very seriously any incident that may pollute the Airport's discharge to surface waters and local rivers. The Environment Agency is increasingly ready to levy fines on polluters.

The Airport would ask all occupiers to assist the Airport by ensuring all liquids are stored appropriately, particularly any bulk storage of oils (which is subject to legal minimum standards). Occupiers are asked to maintain spillage control measures within their places of work. We would also ask companies to stress to their staff the importance of limiting pollution and to avoid any spillage of fuel or other harmful substances wherever possible.

Discharges to drains may constitute a trade effluent and may require prior consent; further information should be sought from the Environment Office environment@bournemouthairport.com

Waste Management and Recycling

It is the Airport's policy to recycle as much waste as possible and we would encourage all occupiers to devise a waste management strategy and provide facilities for recycling wood, paper, cardboard, glass, metals, newspapers and magazines. Any incidents of fly tipping should be reported to the Estates Facilities Manager or the Environment Office on environment@bournemouthairport.com



Emissions to Air from Vehicles

Occupiers are advised to ensure that all vehicles operating on site are appropriately maintained so as to avoid unnecessary pollution.

Area Wide Travel Plan

An Area Wide Travel Plan is in place for employees and passengers visiting both the Airport and the neighbouring Aviation Business Parks. This Travel Plan has been agreed and approved by Dorset Council Council. The main aim of the Travel Plan is to encourage the use of sustainable travel modes and discourage single occupancy car use. This is key to reducing congestion and pollution on the local road network. Details of the Travel Plan can be obtained from the Travel Plan and Environment Co-ordinator via environment@bournemouthairport.com

Bournemouth Airport Shuttle

Bournemouth Airport provides a shuttle bus service between Aviation Park West and Bournemouth town centre and train station. This bus service stops outside Park Cafe six times a day, at peak times. Discounts are available through the purchase of season tickets. Further details can be found on

www.bournemouth-airport-shuttle.co.uk



Cycle Route Maps

A map of local cycle routes is available on the Aviation Business Park website www.aviationpark.co.uk/location. Any highway defects or cycling issues on the local road network should be directed to either the Estates Facilities Manager or the local Highway Office at Dorset County Council on <http://maps.dorsetforyou.com/highways/reportproblem>



5.4 Statement of Environmental Policy

Bournemouth Airport acknowledges its duty to protect the environment.

The Company aims to be a responsible steward of the environment and accordingly will seek to continually improve its environmental performance and to minimize the environmental impact of its operations. In order to achieve this the Company will:

- Communicate its policy to all persons working for or on behalf of, the organisation and make it available to the public.
- Develop and grow its business in a managed and sustainable manner.
- Seek to engage the combined skills and energy of all its employees.
- Engage in a constructive and open dialogue with all stakeholders, including local communities.
- Develop an environmental management system that targets key areas and audits and monitors performance in a challenging and critical way.
- Comply with the requirements of environmental legislation at all times and prevent pollution wherever possible.
- Be committed to continual improvement.

In particular, the Company will:

Air quality and surface access

- Develop a surface access strategy that promotes a modal change away from the private car to less environmentally damaging forms of travel.
- Adopt operational practices that seek to minimize the polluting emissions from Airport operations.
- Undertake regular monitoring for key pollutants, within the wider context of the National Air Quality Strategy to contribute to the control of local air quality.
- Make publicly available the results of air quality monitoring.

Energy use, carbon emissions and waste

- Seek to substantially reduce carbon emissions by introducing alternative technologies to minimize the consumption of energy and by implementing programmes of energy conservation.
- Implement a range of energy saving measures in concert with our business partners, and install an energy monitoring system to supply telemetry and data for monitoring and assessment.
- Minimise the production of waste at source and work with business partners to promote the re-use and recycling of waste materials.

Landscape and ecology

- Develop a landscaping and ecology strategy that, within the constraints imposed by the normal operation of the Airport, seeks to promote the development of rich and varied habitats, to integrate the Airport within its rural setting and to promote access to the site.
- Develop a plan for the management and protection of the SSSI and comply with statutory requirements. Explore ways in which the local community can benefit from increased access.

Noise

- Implement a Noise Action Plan with the aim of minimizing noise generation from all Airport operations; monitor and review Noise Abatement procedures.
- Maintain a system to respond and deal effectively with noise complaints, and implement revised procedures.
- Carry out a range of noise monitoring in the community.

Water quality

- Seek to protect and minimise the effect on the environment by ensuring the sensitive storage and use of chemicals.
- Adopt rigorous programmes of monitoring and control to ensure that all drainage and sewage treatment works are controlled in accordance with regulatory consents.

This statement of policy will remain subject to review to ensure its continued adequacy.

Rob Goldsmith
Managing Director
Bournemouth Airport

5.5 Useful Contact Numbers

MAG Developments:

Harvey Greenman	Estates Manager	01202 364 133
Tom Marshall	Facilities Manager	07766781158
Carolyn Jones	Estates Support	01202 364 130
Paulene Lister	Estates Support	01202 364 132
Rebecca Newton	Assistant Surveyor	01202 364 131

Aviation Business Park:

Security Hut		01202 577 861
Park cafe		01202 364 362

Bournemouth Airport:

Kate Smith	Travel Planner	01202 364 257
Ray Coggins	Environment Manager	01202 364 111
Tim Tuttiett	Airport Operations Manager	01202 364 177
Mike Porto	Airport Engineering Manager	01202 364 315
Air Traffic Control		01202 364 150

Other:

Dorset Police Handling		101
Dorset County Council		01305 251 000
Christchurch Council		01202 495 000
Environment Agency		03708 506 506