
Code of Practice - Part 1 (one)

Please note that the policies of the company change from time to time and policies stated here may be superseded. However no changes will be made to this document without the tenant being fully informed. This document, as well as the Code of Practice 2 and much more, can be found on your centre's extranet. Speak to your tenant rep or property manager to find out the URL of your Extranet pages, and your username & password'. In this document, we use the word 'tenant' to mean any organisation (or sole trader) occupying space in one of our centres. For this purpose it includes organisations occupying under a licence, as well as those with a lease. Similarly the word 'lease' includes 'licence'.

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This document presents how we, The Ethical Property Company, aim to provide an ethical property management service, what we expect from our tenants, and what they can expect from us.

Our Objectives

- Supporting tenants in their development as effective social change organisations, by providing well-managed office space with the latest in Information and Communications Technology, at affordable rent, with flexible & supportive lease and space arrangements.
- Seeking to foster contact and the sharing of ideas and resources between tenants.
- Working to make our properties sustainable, ecologically sound and energy efficient, healthy and secure, accessible to all, and having a positive impact on the surrounding community.

Tenants of the Ethical Property Company are expected to:

- Join and participate in the Centre Management Group.
- Assist in managing the Centre in keeping with this code of practice.
- Willingly help with the management of the communal areas of the Centre.
- Willingly participate in the communal spirit of the Centre.

Our lease imposes obligations to uphold these principles. This document details how tenants can help put these principles into practice.

I - Ethical Criteria for Tenancy

As an ethical investment company, The Ethical Property Company has criteria for assessing its potential tenants, which we aim to make as transparent as possible. These fall under three headings:

1. Essential/Preventative qualities
2. Desirable/Undesirable qualities
3. Preferred/Discouraged qualities

Organisations that fail to meet the essential criteria or possess a preventative quality will not be offered space in a centre. Organisations with desirable characteristics will be given preference over those with undesirable characteristics. The 'preferred' and 'discouraged' criteria will only in a very few cases affect the choice of whether an organisation is offered space. Rather, the company would wish to engage with the tenant organisation to develop the preferred qualities and to lose the discouraged qualities once the organisation is in occupation.

Essential criteria (must have/be)	Preventative criteria (cannot have/be)
<ul style="list-style-type: none"> • A defined social purpose that accords with the company's overall objective of building a sustainable society and a sustainable environment. • A financially sustainable organisation. • A charitable or non-profit org., a social enterprise, an ethical business, or a business of strong local benefit to a regeneration area. 	<ul style="list-style-type: none"> • Unethical businesses. • Government organisations or departments, national or local, with the exception of specific projects that enhance the activities of other non-governmental tenants of the Centre occupied.
Desirable	Undesirable
<ul style="list-style-type: none"> • A social change organisation. • An organisation with long-term prospects and opportunities. • An organisation that understands, supports and practices a self-help culture akin to the company's own. • A good mix with other groups in the centre. 	<ul style="list-style-type: none"> • An organisation receiving money from unethical businesses. • An organisation in any way undemocratic or discriminatory towards its stakeholders. • An organisation that lacks the support of the community it serves.
Preferred	Discouraged
<ul style="list-style-type: none"> • Equal opportunities policy and practice. • Environmental policy and practice. • Diverse and transparent funding sources. 	<ul style="list-style-type: none"> • High salary organisations or those with a differential between the highest and lowest paid worker of 5 to 1 or more. • Council/Government funding of over 50% of turnover.

An unethical business can be described as one causing damage to the environment through its activities, engaged in arms sales, pornography, tobacco, or with a poor human rights or employment rights record. Other activities, such as petroleum or car sales, may also be judged unethical in certain cases, so would bad practices in terms of how a business deals with its employees, suppliers, clients and the communities in which it operates.

A social change organisation is one that recognises that certain problems within society are structural - they can only be solved if some aspect of society is changed. The change required could be in the law, in the political or economic system, or in societal behaviour or attitude, or some or all of these. The problem will not be resolved until the cause is addressed. Our tenants aim to better society through their work on the environment, overseas and community development, human, civil and women's rights, peace, homelessness and refugee and minority issues.

Note on political parties: We do not have a blanket rule about political parties. We assess each application from a political party or other political organisation against our criteria on a case by case basis. In some circumstances we may decide that an individual, such as an MP, from a particular party meets our criteria even if the party as a whole might not.

How we enforce the criteria

We will make a brief assessment of your organisation when we first start working with you. This is not complex, as the chances are we already know quite a lot about your organisation, and in most cases only step one is applied.

1. We will ask for your web address and a brief description of your work when you first apply for space through our 'basic needs questionnaire'.
2. We may ask you to complete a questionnaire as well as asking for your latest annual report and accounts or similar documents.
3. If there are any questions on these we will visit you with a view to gaining a better understanding of the organisation and its objectives.
4. In the case of doubt, the Directors of the Ethical Property Company will collectively be asked for a further opinion on the suitability of the tenant.
5. On taking occupancy, tenants must sign a lease that requires that:
 - The Tenant will on request provide the Landlord with information about the Tenant's aims, activities and finances.
 - The Tenant will comply with the Landlord's reasonable Ethical Regulations as set out in the Codes of Practice 1 and 2, the Company Annual Reports, Share Issue Prospectuses and other documents defining the ethical position of the company.
6. Once tenants move in, the Ethical Property Company will request further information from time to time. In particular we will require you to complete a short questionnaire once a year in the summer as part of our annual social accounts.
7. If tenants are considered to no longer meet the ethical criteria, action will be taken for their removal either by mutual agreement or by cause of infringement of the lease.

II - Division of Responsibilities

We, the Ethical Property Company, are responsible for building insurance, upkeep of the fabric and the exterior of the property as well as the communal areas, and major building maintenance. We also manage the service charge, which is apportioned on a square metre basis to each tenant. The service charge includes an element relating to the cost of time spent by Ethical Property staff in managing and delivering the services.

The tenants are responsible for the maintenance of the interior of their own office, i.e. carpets, decorations and fixtures and fittings. They are also responsible for arranging and maintaining their own public liability insurance and contents insurance. Having public liability insurance is a condition of us granting a tenancy; contents insurance is not compulsory but is strongly recommended, **as the building insurance the Ethical Property Company takes out does not cover tenants' belongings**. They are expected to keep their office safe and clean and to completely clean the office on moving out. On leaving, we will conduct dilapidations and will charge tenants a proportion of the cost of changing the carpets and painting the walls and ceiling, taking into account the actual state of the carpets and paintwork at the time of starting and ending tenancy. Tenants will also be responsible for meeting the cost of any other damage incurred during the tenancy, such as damage to plasterwork. Tenants are expected to comply with the policies set out in this code of practice and to abide by all current regulations. Although we are not required to, we try to give tenants as much information and support as possible in meeting their legal obligations.

The Centre Management Group has a key role as outlined hereafter.

III - Centre Management Group (CMG)

The role of the CMG

- To provide a forum in which issues of common concern can be discussed and resolved with the company's property management team.
- To agree on management procedures for the Centre, according to the policies below.
- To assist in the development of the communal and public areas of the Centre.
- To assist in developing the profile and character of the Centre.
- To discuss and review the annual service charge account and any changes and agree a budget for the purchase of communal equipment if appropriate.

Who is in the Group

All tenants are required to appoint a representative. The company is also a member of the CMG, and is usually represented by the Property Manager (PM) and or the Regional Manager. The CMG meets at agreed intervals, normally either quarterly or annually. The CMG reaches decisions essentially by consensus.

Representatives are responsible for...

- Being readily available as a point of contact for liaison between The Ethical Property Company and the tenant organisation and passing on any relevant information to either side.
- Notifying the Regional Manager or Property Manager of any change in contact details and / or if another representative is appointed.
- To contact the Regional Manager or Property Manager as soon as possible if her/his organization faces financial difficulties and might struggle to pay the rent.
- Ensuring that all members of their organisation are aware of this Code of Practice, lease terms, Code of Practice 2, and any decisions made by the Centre Management Group and any issues communicated by the company to them.
- Reporting to the Centre Management Group any activities, policies or issues likely to have a bearing on the Centre.

At all time, organizations need to ensure that a Tenant Representative is appointed, available and committed.

IV - Communicating with the Property Management Service

In general, all communication between tenants and The Ethical Property Company should be **via the representatives** or alternates. Except in cases of emergency, matters that tenants feel need attention should be put to the Property Manager in an **email**. The Property Manager will decide if they should be dealt with directly or presented to the CMG. Matters concerning the behaviour of other tenants can also be put forward in this way.

We expect Tenant Representatives to be the main point of contact for all building issues for your organisation. You should contact them if you are unclear on how things are supposed to work, if you have difficulties over property management issues, have a question, request or complaint, or you feel that there are new facilities that could be provided in the centre. The Tenant Rep may have the answer ready, or **the answer may well be in our codes of practice**.

If the Tenant Rep cannot find the answer, s/he should email the Property Manager. We have found that email is the most efficient way of communicating with property managers about building issues. Once the Property Manager receives the Tenant Rep's email, (s)he will assign the task to the relevant person (often themselves) and log it to the **Action List**. This list is updated constantly and made available to Tenant Reps through shared documents facilities. The Tenant Rep will thus be able to follow progress on her/his enquiry.

ICT queries should be directed to Ethical IT support@ethicalict.co.uk or 0845 337 2989.

We ask Tenant Reps **only to call or visit PMs unless there is an emergency (Emergencies are issues that need attention within the hour, or endanger the building or the people in it)**. Examples of what we call emergencies:

- A flood or break-in
- Someone stuck in the lift
- Someone with a disability needing assistance
- Any alarm going off

In the case of emergencies, any tenant can contact the PM directly, by phone or in person. PM's contact numbers are on the CoP2s. If you cannot get through, please contact the head office on 01865 207 810. Out-of-hours emergencies can be dealt with by a key holding company - details in the CoP2.

Tenants are asked to bear in mind that Property Managers have very many demands on them every day, and may have to make difficult judgments about what priority to give to different tasks. In all circumstances, we expect tenant representatives and all other people employed by or associated with a tenant to treat our staff and visitors professionally and politely. The Company has a duty to protect its staff from harassment and

bullying in their workplace, and will take the steps stated in section XIII (Complaints Procedures and Sanctions) if a member of its staff is abused by a tenant.

Equally, tenants are entitled to expect that Ethical Property Staff will behave professionally at all times. Section XIII describes how any complaint should be handled.

V - Policies and Practices

The Code of Practice Two (CoP2) details the specific procedures for the implementation of our policies. Although the philosophy is the same everywhere, procedures differ from centre to centre, so each centre has its own CoP2. The CoP2 can be emailed to you and is constantly available on the intranet.

We expect Tenant Reps to read the CoP2 with care and to ensure that every member of their organisation is familiar with it.

Security

Security is very much a joint responsibility. The design of our centres is planned to allow multi-occupation with minimum compromise on security. We often provide a door entry system and an alarm system, usually connected to a central station who will notify a key-holding company. In case of activation, this company will visit the property and call named key-holders to report any break-ins or other security breaches.

Tenants are required to respect the need for security for all tenants in the Centre, to make sure that they fully understand security procedures and that they adhere to them at all times.

Health and Safety

We undertake to ensure that fire safety systems, boilers, lighting, emergency lighting and other communal Health and Safety equipment is well maintained. The PM carries out audits regularly.

The Tenant is required to keep passageways clear, kitchen areas clean and to conform to the requirements of health and safety law. All tenants are required to have public and employers liability insurance. We provide First Aid Kits at all our premises to serve the communal areas and for our own employees. Some of our employees are trained in First Aid but it cannot be guaranteed they will always be available. The minimum requirement for any organisation is the provision of a First Aid Kit and an appointed person, who is responsible for its restocking and for calling for medical assistance if required. It may be possible to have co-operative arrangements between organisations over first aid training or sharing of First Aiders. These arrangements should be discussed at the CMG and recorded as part of your risk assessment but all organisations will still require an appointed person and a First Aid Kit. Further advice is available on www.hse.gov.uk/pubns/indg214.pdf.

Energy and water Efficiency

We aim to minimise energy use, carbon dioxide emissions and water use, maintaining levels down to or below the best practice recommendations of the Building Research Establishment. This will save tenants money on the service charge. We expect tenants to co-operate fully. For example, tenants are asked not to use electric heaters (we aim to keep temperature levels between 19 and 21 degrees Celsius in the winter), and to turn lights off when not needed. When purchasing equipment such as computers, we can advise on the best low energy buys. Clause 5.9 of your lease requires tenants not to waste water, electricity or gas.

Equal Access

We are undertaking access audits in all our Centres. These audits assist us in understanding and prioritising the necessary works required to improve access to the centre where possible. We also encourage all tenants to contact their PM if they have any staff, volunteers or regular visitors to the centre that have specific access requirements. This will allow us to do our best to meet their needs. Issues of access extend far beyond the physical facilities, to methods of communication, provision of technical aids and personal assistants to the disabled, as well as attitudes of members of the organisation. Many health and safety issues such as keeping passageways free of hindrance and clear signage are also particularly important for access.

Minimising Waste

We aim to maximise recycling and minimise the use of non-reusable and non-recyclable products such as polystyrene. We avoid using environmentally damaging products such as CFCs, PVCs, non-certified woods, non-environmental cleaning products and paints. Paper recycling facilities are installed in our centres and we

provide further recycling services where available. Tenants are expected to conform to these policies and to make use of the facilities provided. We expect you to minimise your waste.

Green Commuting

We discourage car use and encourage walking, cycling, and the use of public transport. We look to provide bike racks in all our Centres, and in some cases, showers and lockers. We devise green travel plans for all Centres and will undertake further investigation into tenants' travel to work where car use at a centre is in excess of 33%. We wish to understand why individuals are using their car and identify possible alternative solutions. Tenants are expected to avoid unnecessary car journeys and to support the company in the implementation of Green Commuter Plans.

Synergy

We aim to develop synergy between tenants by facilitating communication links and raising awareness of and for organisations based in all of our buildings. This can extend from bringing together organisations with similar outlooks or objectives, through to forming working partnerships within a centre to develop projects or activities. The focus is usually around the communal facilities provided, such as training and meeting rooms, and the communal services provided, such as broadband Internet access. We try to maximise the number of communal areas and services and to make these available at best cost. We are always looking to develop further services.

Tenants are asked to respect communal areas and facilities, leaving them clean and tidy after use, and to respect other people's use of them. Tenants are also invited to put forward ideas for improving communal areas and services.

Equal Opportunities

We are an equal opportunity employer and tenants are also expected to have an equal opportunities policy and a mechanism for its implementation. The company is willing to work with tenants to help them develop this policy.

Internet and Communications Technology (ICT)

We are committed to providing the latest in ICT such as CAT5e wiring, shared broadband link, a shared phone system and communal server. Further research and development work is constantly being undertaken in this area. The company expects all tenants to adhere to the acceptable usage policy when accessing the communal broadband line. This can be found on the [IT resources](#) page on the website

The company recommends the use of the Phone Co-Op as an ethical supplier of low cost calls.

We encourage our tenants to cover each of these seven areas in their internal policies and are there to support you as much as we can.

VI - Property Maintenance and Management Standards

We have basic property standards for all our centres. Whilst newer Centres may already meet these criteria, it is our intention that our older Centres will be brought up to these standards over time, so long as the structure of the property allows. These standards specify the following requirements:

Fire

We provide adequate fire safety equipment including extinguishers with an annual servicing contract, well-marked fire exits and escape routes, emergency lighting and fire alarm system. We check the fire routes, test the alarm and emergency lights, and hold annual fire evacuation drills. There is a clearly defined fire assembly point and a procedure for checking everyone has left the Centre in the case of an alarm.

Security

Security measures should include an alarm system covering all areas of the centre with designated key-holders and a link to a central station. Window & door locks should be in full working order, and windows reinforced with security bars or grills if there is a very high risk of break in. All tenants should fully understand the functioning of the security system.

Environmental

We aim to fit gas condensing boilers, thermostatic radiator valves, water saving toilets, water meters, bike racks, low energy light fittings and bulbs, locally controlled lighting, adequate and suitable wall and roof

insulation, maximum possible natural ventilation mechanisms, and to have recycling facilities. We expect the tenants to 'sign up' to environmental practices such as use of recycling facilities, ensuring heating is sensible and turning off equipment and lights when not in use.

Exterior of Centre

The company is responsible for maintaining all external Centre structures and keeping all external walls and fixtures in good order and well maintained. This includes all of the following: roof, windows, drains, guttering, down pipes, pointing, brickwork, render and cladding, flat roof and chimney. The PM carries out regular inspections.

Maintenance of Plant

We keep all plant and equipment necessary for the correct functioning of the building services in good order through maintenance contracts and planned replacements / improvements. This includes lifts, heating, cooling, ventilation, water systems, alarms, electrical supplies, IT infrastructure. We undertake to comply with all legislation around the correct maintenance and testing of these services.

Interior communal areas

We keep all internal communal areas in good condition. This includes having an adequate cleaning contract in place, undertaking internal redecoration, keeping toilets clean and functional, electric sockets/pendants/switches visually checked, floor coverings fit for purpose. The PM will make regular inspections and will liaise closely with the CMG on requirements for communal areas and cleaning standards.

Rented office space

The company will ensure that offices are adequately ventilated, are heated to appropriate temperature, have adequate lighting that is locally controlled, and that noise is maintained at an acceptable level. Tenants are responsible for acceptable and adequate decoration, and ensuring that electrical sockets are not overloaded. Consumables such as light bulbs are the tenant's responsibility.

VII - Social Audit

Each year we undertake a social audit, designed to show our stakeholders the progress we have made towards meeting our social objectives. This audit covers the following areas:

- The nature and work of our tenants
- Whether or not our tenants are satisfied with our services
- The environmental and social performance of our centres.
- Other aspects of our performance related to the Policies and Practices section above.

We will therefore be asking you, every September, to fill in a questionnaire that helps us to pull together this information. We would be grateful if you could provide this information swiftly and accurately, as required by your lease (section 14). Results of this audit will be compiled in the Annual Report and presented to Centre Management Groups.

VIII - Complaints Procedures and Sanctions

Should a tenant wish to make a complaint, the tenant rep should in the first instance raise the issue with the Property Manager or Regional Manager. If the matter is still not resolved, or should a tenant wish to make a complaint about their Property Manager or Regional Manager, they should email a formal complaint to the Operations Director, Cécile Galoselva on cecile@ethicalproperty.co.uk. If the matter is still not resolved, it can be raised with the Managing Director, Jamie Hartzell, by sending a formal complaint and copies of previous complaints sent to the OD to Jamie's Executive Assistant, alice@ethicalproperty.co.uk.

Should the company have reason to complain about a tenant, in that they are failing to comply with the regulations set out in this Code of Practice or in the case of harassment or bullying, we may contact the directors or the trustees of that organization, penalise the group financially or by suspending the provision of services until the matter is resolved. Repeated breaches of this nature may result in break or non-renewal of the lease.

The company reserves the right to request that a tenant representative is asked to step down and a new representative appointed. Tenants are reminded that in addition to this complaints procedure the Company has the right to terminate a lease for breach of the terms of the lease or the Codes of Practice with two months' notice. Although the Company sees this as a last resort, and will endeavour to resolve any problems by other means, it will exercise this right if it believes that a tenant's actions are having a significantly detrimental effect on other tenants or the Company itself.

X - Extra Space

When space becomes available within a centre, the company reserve the right to decide which organisation will be offered the space. Allocations are generally made from our waiting list on a first come, first served basis, although an organisation in a vulnerable situation may be given preference. Also we may choose to give preference to a tenant that creates a better mix of groups within a centre; is of a more appropriate size compared to other tenants in a centre; or is dealing with more similar issues to other tenants. Existing tenants who require extra space will generally be given preference over organisations not based in our centres, but only if they have formally registered their requirements with us and have had these approved in advance by the company and by their own trustees. To register, you will need to fill out a "Space Expansion Request Form" available from http://www.ethicalproperty.co.uk/press%2Bresources/tenant_resources.htm. Please note that failure to take up space that meets your needs when it is offered to you will damage your chances of being offered space in the future. If existing tenants' space requirements are already met, the space will be offered to new tenants. A database of organisations who have filled in a Basic Needs Questionnaire is kept at Head Office.

[last updated October 2008]