

Operational Management Plan
The Steelworks - James Street Dublin 8

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Introduction

At the Steel Works Dublin 8 it is our intention to provide a new high-quality living experience for young professionals and workers in the heart of Dublin City Centre. Focused on Community interaction functionality and convenience, our members will live in purposefully designed spaces with areas for every need or whim. Each member will have their own private Apartment and will also enjoy full use of the onsite facilities to include communal kitchens for sharing food and interaction amongst members, Yoga Studio, Cinema/Games Room, private Function and Meeting rooms all set within beautifully landscaped outdoor Garden areas. The intention is to create a Living App which will introduce a sense of community and inclusion for members, promoting community interaction and personal wellbeing.

Staff and Management

The intention is that we will provide a fully managed Shared Living development with on the ground staff to ensure all members receive the desired living experience. We will have a Core team of staff responsible for both member experience and building function. The Member experience team hours will be concentrated in the hours of early morning and late evening due to our understanding of the resident's work life schedules. Our members will have continuous access to the community App which will allow them access a number of services, from raising a maintenance ticket/organize mailroom collections/laundry service/booking rooms/booking events and a host of other services at their fingertips.

Community Relations Manager Responsibilities (CRM)

- Act as Key Point of Contact for Members.
- Create a community environment amongst members using activities/events/experiences to drive this.
- Liaise and connect with the greater surrounding community/clubs/businesses to ensure seamless integration of members within the greater community and vice versa.
- Resolve any member issues that may arise in accordance with member lease agreement and management policies.
- Facilitate prospective member viewings as required and welcoming new members.
- Monitor tickets/bookings/complaints received via the member app and if required following up with the relevant teams.
- Liaise with the Management Team including Facilities Manager/ Reception and 3rd party service providers where appropriate.

Facility's Manager Responsibilities

- React to maintenance and repairs as required.
- Monitor the functionality of all facilities within the development.
- Schedule planned preventive maintenance and reactive maintenance.
- Schedule statutory checks, inspections or tests of equipment and machinery in line with legislation.
- Monitor departures via the app to schedule Room maintenance/checks in accordance with management policy's and to prepare room for a new occupant.
- Ensure compliance with Statutory Health and Safety regulations.

Reception

- Greeting members and guests.
- Receiving post/packages/food deliveries/dry cleaning for members.
- Go Car bookings
- Booking of multi-use rooms and Residents lounges
- Liaising with members via the app in relation to collection of items.
- Dealing with member queries/requests/issues as required.

Housekeeping Support the Community Relations Manager in organizing and advertising member activities.

- Daily cleaning of all communal areas including refuse collection from these areas.
- Any additional measures which are required to maintain a safe environment for all members which may include but are not limited to additional deep cleaning and regular sanitation of communal areas.
- The health and safety of our members is paramount to us and we will implement any necessary increases to the cleaning/sanitation schedule necessary to ensure compliance with all Public Health Guidelines in place at the time.

Security Manager Responsibilities

- Security staff will be on site 24hours a day to ensure that safety and comfort of members
- Ensure no antisocial behavior occurs within the development with particular regard to the landscaped gardens and pedestrian link from James Street .
- Monitor CCTV

Facilities and Amenities

Apartment Suites

Our management ethos commands an increased focus on supporting tenants and their wellbeing with purposeful design, collaboration and innovation to create a sense of pride for the occupier. All Apartments are fully furnished Within the Apartment suites a focus has been given to ensure maximum storage and functionality. This arrangement allows for flexibility and privacy outside of the communal areas provided within the complex .

Broadband

High speed broadband Wi-Fi will be available throughout the entire development at no additional cost to members.

Utilities

All utility charges are the responsibility of the Occupant and will be billed directly by the Utility provider.

Postal Deliveries and Parcel storage

Post boxes will be situated within the main entrance lobby which will be accessible to all Residents and the postal services. If deemed necessary a fob will be provided to An Post which will restrict access to the Reception/Concierge area only. Postal deliveries from An Post or other service providers will not be permitted to access the main residential areas of the building. Residents will be able to collect their post from their Post boxes. Oversized items for residents can be directed to the Concierge desk where Residents will have access to a parcel storage solution

Communal Areas

Large well designed functional communal areas are integral to the success and continuing appeal of life at the Steel Works complex . The upkeep and functionality of these areas is paramount to ensure the desired living experience. These Communal areas will be cleaned daily to ensure a pleasant and inviting experience for all members who use them. It is under the remit of the Facilities Manager to ensure upkeep of standards for these areas. Any areas found to not meet the standards by a member can be flagged to the team via the app which will be monitored by staff.

Communal Outdoor Spaces

External Amenity areas are provided to enhance the living experience of members, they will be maintained on a weekly basis and as required by the Facilities Managers team, including refuse collection and landscaping as required in specific areas. They will be landscaped and planted in order to create an enjoyable useable outdoor space.

Yoga Room/Multi Media Cinema Room/Meeting Room/Function Room

All members will have access to these areas either within arranged member events/classes or privately booked. If guidelines at the time of completion require social distancing to be adhered to then measures can be implemented to achieve this, and if required a booking system can be implemented using the Steelworks Living app. It is envisaged that the members who use the facilities will wipe all equipment they have used with the cleaning/sanitization products provided. Housekeeping will spot check each area at intervals during the day to ensure standards are met and cleaned and sanitized daily. Members can also flag any issues they find with the cleanliness of an area to the team via the app.

Laundry and Drycleaning

Additional services such as laundry dry cleaning can be organized through external service providers via the Steelworks Living App or at reception.

Community Experiences/Events

It is a key responsibility of the Community Relations Manager (CRM) to coordinate events and experiences to build and sustain a positive and rewarding community atmosphere amongst all members. Examples of such include but are not limited to book clubs/drama clubs/art showing/Language classes/Poetry reading/Games Nights/Running/Fitness club. These will be advertised and arranged with members via the app and signage in communal areas. It is also

encouraged that members hold their own events and the Community relations manager will be available to assist.

Smoking

All areas in the building are nonsmoking including all of the private suites. A designated external smoking area will be provided for members and staff use.

Bicycle Parking

As per guidelines in the Sustainable Urban Housing: Design Standards for New Apartments Guidelines for Planning Authorities 2018, we have provided for secure bicycle parking for our members which is accessed via an electronic gate and has secure direct access to the building. The Bicycle parking area will be monitored via CCTV. There are also a number of surface level bicycle parking spaces provided at locations within the external landscaped area and these will also be monitored by CCTV

Residency Experience

Lease Agreement.

Members of the Steelworks Living community will become so under Lease agreement which will cover matters such as occupancy term, code of Conduct, Health and Safety procedures, and disciplinary procedures

Code of Conduct

As part of both the welcome procedure on moving in day and the electronic registration procedure, members will be made aware of the Steelworks Code of Conduct. The code of conduct will establish best practice for the use of facilities and conduct. Members will agree to this code and it will form part of the Lease agreement. In the event that a member did not adhere to the code of conduct the following outline procedure would apply.

Outline Community Relations Manager Procedure for Violation of Code of Conduct.

1. Determine the severity of the incident
2. Apply appropriate action dependent of the severity of the incident (or number of previous violations member may have committed in this residency agreement)
 - Action 1 Speak with member to advise of the issue and ask them to refresh themselves of the code of conduct
 - Action 2 Issue a Formal letter to member advising them of the violation and the risk that further violations may result in the termination of their Lease agreement
 - Action 3. Termination of Lease agreement and Eviction of Tenant.

Anti-Social Behavior

The comfort and safety of our members is paramount and any Antisocial behavior either observed by our team or reported by a member will be dealt with in accordance with license agreement and Management policy's. This is the remit of the Security Manager and the Community Relations Manager.

Resident participation Cycle

Enquiry

We envisage the majority of enquiries will be online through the website or app; however reception will be equipped to take telephone enquiries and direct them to the online platform or link them in with the Community Relations Team for new enquiries.

Viewing

It is envisaged in line with international experience that a large number of bookings will be completed entirely online and without the need for prior viewing. However, viewing is possible and is organized via the app with the Community Relations Team. If possible, the team may facilitate walk in viewings, but this is not guaranteed, and it is recommended to book online or with the Team in advance.

- Viewings will occur on a need basis and organized at an appropriate time considering existing member needs and events occurring at the time.
- The Community Relations Manager will lead the tours, or where not possible, delegate to an appropriate team member.

Arrivals and Departures

Welcome

The Welcome procedure will involve taking members through all they need to know about the Building, Community and App, issuing of a hard copy of the welcome pack and ensuring any members queries are answered.

The Community Relations Manager will be responsible for issuing and updating the welcome packs for members. The Welcome pack will contain all the information a new member will need to become an integrated member of the Steelworks Living Community including Building information, operating procedures, Health and safety procedures, Fire Evacuation procedures and a copy of the Steelworks living Code of Conduct. Residents will be provided with a time slot ahead of Move in and Move out day to manage traffic effectively and all loading and unloading deliveries should be taken via the Basin View access only

Facilities Management

The Facilities Management will have responsibility on the overall functionality and maintenance of the fabric of the building and all aspects of the internal working of the building.

Cleaning/Housekeeping

Communal Space

All communal areas will be cleaned on a daily basis and, in appropriate areas, monitored throughout the day. Members will be supplied with appropriate cleaning equipment to clean up after themselves in the interest of cleanliness and hygiene in the appropriate spaces, for example in the communal kitchenette within the communal lounge

Maintenance

Planned Preventative Maintenance

The Facilities Manager will implement a comprehensive maintenance time table to coordinate the Planned Preventative maintenance of all nonspecific appliances/fixtures/fittings and also ensure the appropriate subcontractors are engaged and all specific maintenance required is adhered to in line with statutory regulations and at best practice procedures to ensure the highest standards are achieved and maintained

Reactive Maintenance

Members will be able to log tickets and any repairs required directly on the app, the FM team will then liaise with the appropriate personnel or outside contractors to ensure any repairs/or replacements where necessary are carried out in a timely fashion and with minimum disruption to members. Members will be able to keep updated with the status of their ticket via the app.

Security

24 Hour Security will be onsite to ensure the security of our members and all users of the premises. Of particular concern is the discouragement of any antisocial behaviors occurring in the landscaped communal gardens with this in mind these areas will be fully lit and monitored via visible security personnel and CCTV. All communal areas will be monitored via CCTV in order to provide security and reassurance to our members and will be available for the Client Relations Manager to be able to review if any code of conduct breaches were to occur in these areas.

Access

Access to the premises is provided for in two main areas either via the main entrance on James Street or through the secondary entrance from Basin View . All entrances will be monitored by CCTV. The Basin View entrance will only be accessible to members via their secure digital signature on the app. There will also be the

option of a personal key card or fob in addition to the app however it is foreseen that the majority of members will rely on their smartphones and watches for access with only a small number requiring physical fobs/cards.

The James Street entrance will be the main entrance and will have the added security of the reception desk monitoring activity as well as access into the private living areas only being accessible with the members personal secure digital signature.

Members personal digital signatures will also be used to access communal amenity rooms and can also be utilized to control the extent of movement throughout the building as well as the times of access.

In the event that a fob or card is lost or stolen, the system can cancel the lost digital signature and issue a new one to the member.

Health and Safety

External Consultant specialists will undertake risk assessments in the following areas prior to occupancy of the building.

- Fire Risk Assessment
- Health and Safety Risk Assessment
- Water Risk Assessment.

These assessments will be actioned towards the build completion so as to allow the assessment of the building as operational and will be the basis of Safety Management plans which will be implemented to the best practice procedures in line regulation and guidelines and in compliance with all relevant legislation including Safety, Health and Welfare at work Act 2005 and The Workplace Chapter of Safety, Health and Welfare at Work (General Application) Regulations 2007. Under section 19 of the Health and Safety and welfare at work act an employer must identify hazards, assess risks and have written risk assessments to include any unusual or site-specific risks. Employers are required to carry out these assessments and record these in the safety statement. Staff will partake in the appropriate Health and Safety training and workshops, e.g. manual handling/machinery use as applies for their role.

Fire

Legislation

Fire Services Act 1981 & 2003

Section 18 (2) of the Fire Services Act, 1981 & 2003, places a duty on persons having control over premises used for the provision of sleeping accommodation to take all reasonable measures to: “guard against the outbreak of fire on such premises”, and “ensure as far as is reasonably practicable, the safety of persons on the premises in the event of an outbreak of fire”.

Section 18 (3) of the Fire Services Act, 1981, places a duty on every person on such premises to “conduct themselves in such a way as to ensure that as far as is reasonably practicable any person on the premises is not exposed to danger from fire as a consequence of any act or omission of that person”. Fire Safety Policies and Procedures will be developed before the premises is occupied and will be included in the Members welcome pack and induction.

While a management/maintenance agent may be employed to carry out general maintenance and management, including Fire Safety Management, the ultimate responsibility will lie with the Facilities Manager to ensure that all fire safety obligations are fulfilled at all times.

Building Control Act 1990

The Building Control Act, 1990, provides for matters relating to the construction, alteration, extension or change of use of buildings. The Building Regulations, 1997, set out the requirements, including fire safety requirements, to be observed in the design and construction of certain buildings or works. The Building Control Regulations, 1997 prescribe certain requirements to be observed in relation to the design and construction of buildings or works, including application for fire safety certificates and notice of commencement of works. Vogue Living will comply with all requirements of the Building Control Act, Building Control Regulations and Building Regulations.

Fire Safety Management

Fire safety management will be the responsibility of the Facilities Manager. It is envisaged the Facilities Manager will contract outside experts to assist in the development of fire safety policy documents and implementation. It will include the maintenance of all fire safety devices and systems within the building including for example, fire detection and alarm systems, emergency lighting, ventilation systems, fire doors etc. In addition, housekeeping of escape corridors, waste management, building and site access and egress together with fire safety instruction and evacuation plans and drills to be designed implemented and audited as necessary.

Those responsible for all these aspects of fire safety will be readily identifiable and relevant contact details will be known to residents through the welcome pack and available through the APP

Maintenance / Testing / Inspection

On-going, routine and planned testing and servicing of fire safety equipment and systems is an essential part of the process to ensure all reasonable measures to guard against the outbreak of fire on such premises and to ensure as far as is reasonably practicable the safety of persons on the premises in the event of an outbreak of fire. All testing and servicing of fire safety equipment and systems will be carried out by a competent person in accordance with relevant Standards and Manufacturers requirements and recorded in the Fire Safety Register with all relevant certificates.

Example Routine Maintenance Program

Equipment	Daily	Weekly	Monthly	3 Monthly	6 Monthly	1 Year	2 Years	3 Years	4 Years	5 Years	10 Years	Manf Installer
Escape Routes and Fire Exit Doors	X	X	X	X	X	X						
Fire Hydrant		X				X						
Portable Fire Extinguisher	X		X			X		X			X	
Fire Hose Reel	X		X			X				X		
Fire Blanket						X						X
Sprinkler System		X	X	X	X	X		X			X	X
Fixed Fire extinguishing System		X	X	X	X	X						

Fire Detection and Alarm System	X	X		X		X						X
Fire Mains (Wet & Dry)					X	X						
Fire Doors			X		X							
Emergency Lighting	X	X	X	X		X			X			
Automatic Door releases	X	X	X		X	X						
Gas Installations						X						X
Gas Detection Systems	X					X						X
Smoke Control Systems		X		X		X						X
Ventilation & Air-Conditioning ductwork							X					

Fire Safety Register

A Fire Safety Register will be kept on site and recorded as required by a designated staff member. This will include the following;

- Details of Premises (Address, Owner, Management Company)
- Fire Safety Training Records
- Details of Fire Fighting Equipment (Inventory, Inspection & Maintenance)
- Details of Fire Protection Equipment (Inventory, Inspection & Maintenance)
- Details of Emergency Lighting System (Installation, Inspection, Maintenance and works carried out)
- Details of Fire Detection and Alarm System (Zones, Detectors, Call Points, Inspections, Works carried out)
- Details of Fire Doors (Inventory, Inspections, Maintenance and Works carried out)
- Details of fire incidents and false alarms that occur and action taken.
- Copies of all certificates of Inspection and Maintenance.

Residents (Members) Responsibilities

Members will be provided with a Site-Specific Fire Safety Procedure and Information document for Steelworks Living including, for example the Fire Detection and Alarm System “Cause and Effect”. During induction and at regular intervals Members will be made aware of the Fire Safety Procedure and Members responsibilities in relation to Fire Safety e.g. Fire-fighting equipment should never be mishandled or tampered with. Fire doors should not be modified, tampered with, or propped open within the common areas.

Special instructions for escape in the event of fire will be posted on the back of each Apartment door. The instructions will also include a floor plan and the following information:

- the action to be taken in the event of fire
- the action to be taken on discovering a fire or hearing the fire alarm
- the procedure for calling the fire brigade
- the location of all relevant escape routes from the building (on the floor plan)
- the location of fire alarm call points and the fire alarm control panel(s)
- the location of fire-fighting equipment

Pre-Fire Planning / Familiarization Visits

A Pre-Fire plan will be developed with Dublin Fire Brigade using DFB's Pre-Fire Planning template. Familiarisation visits will also be accommodated to Dublin Fire Brigade as required.

Waste Management

A communal Waste Storage Area (WSA) has been allocated within the development to accommodate waste arising from the members. The WSA is located on ground floor level. All members will have access to the WSA. Members will be required to separate their waste into the four main categories

- DMR (Dry Mixed Recyclables)
- MNR (Mixed Non-Recyclable)
- Organic Waste; and
- Glass.

Segregated bins for DMR, MNR, organic waste and glass will be provided within the WSA. Residents will be required to segregate their waste as above into the provided receptacles.

Waste collection will occur on Basin View Street for all of the developments waste receptacles. The facilities manager or waste management company (depending on the agreement) will be responsible for conveying waste receptacles from the WSAs to the curtilage for collection.

The waste collection times/days will be staggered for the different waste types to reduce the number of bins required to be presented for collection/emptying at the collection point on Basin View Street at any one time. Waste will only be presented for collection in a manner that will not endanger health, create a risk to traffic, harm the environment or create a nuisance through odors or litter. All waste receptacles presented for collection will be clearly identified as required by waste legislation and the requirements of the DCC Waste Bye-Laws.

Pest Control

The Facilities Manager will engage in a pest management program which will include engaging contractors to maintain a

pest free environment throughout the development by provision of both a preventative and responsive service to eradicate any pests and vermin without the creation of a health & safety hazard to The Steelworks living members/staff/patrons and public; Exterminates rodents and infestations of insects and removes the problems associated with birds. The contractors engaged must use approved pesticide products and pest control techniques in accordance with all applicable laws and best Industry practice.

Grounds Maintenance

The Facilities Manager will ensure that the grounds and external pedestrian routes within the curtilage of the development are well maintained and are safe for all Users for these areas to be inviting and functional as areas of amenity. The grounds maintenance and upkeep will occur throughout the year as appropriate and will be undertaken in a manner and at a time to minimise disruption to the members .

Energy Management

All communal areas will be monitored with a smart meter and any excessive consumption will be discussed with the relevant member with a view to reducing waste. There will be periodic campaigns run within the development to remind and inspire members to be more energy conscious.

IT and the Steelworks Living APP

The Steelworks Living App will be crucial to the service that members receive and will allow easy integration and communication between the Steelworks living members and the Steelworks living staff. The app will be utilized in the following ways.

- Schedule viewings/ Moving In

The following will only be available to Members with active Lease agreements.

- Members can manage their Lease agreements including payments and ancillary services.
- Booking of events/experiences
- Maintenance ticket booking/Housekeeping
- Lodging complaints/reporting
- Manage access for guests using digital signature allocation

We will also promote the app as a social tool for members, promoting connection and community atmosphere for members. It will be utilized as a communication hub between staff and members, to allow members the platform to inform other members about events and to support the creation of interest groups. The App will be available on IOS and Android.

The app will be managed and monitored to ensure user safety, satisfaction and app functionality and will be updated and maintained based on member preferences flagged through the use of the app.