

Tenant Handbook 2024



Kingsway Centre, Newport, NP20 1EW

About Kingsway

Newport's Kingsway Centre was first built in 1967 by Sovereign Securities in co-operation with Newport Borough Council, who own the freehold.

Sovereign Securities were acquired by Town and City Properties in the early 1970's and in 1985 Town and City Properties merged with the P&O Group. In December 2023 Kingsway Shopping Centre was acquired by Niall Leighton-Boyce.

In May 1985, a £5 million refurbishment of the Kingsway Shopping Centre transformed the former open precinct into a fully enclosed shopping Centre. A further and more comprehensive major refurbishment was completed in 2008/9, including a new 1050 space multi story car park, remodeled units and malls, and a completely new and extended main entrance.

The retail area comprises approximately 220,000 square feet of shops located in the enclosed malls, Emlyn Walk and parts of Commercial Street, John Frost Square and Kingsway.

The shops are serviced from a number of surface or underground service roads, all of which are public highway and not the shopping Centre's direct responsibility.



Kingsway circa 1985

Centre Management

Beacon Lily are the managing agent responsible for the day to day running of Kingsway Shopping Centre, supported by Kingsway Centre Services Ltd who manage the security and

cleaning operations.

Contact details for site are:

Contact	Role	Email
Dave Williams	Operations and Facilities Manager	dave@kingswaycs.co.uk
Claire Tutton	Assistant Operations and Facilities Manager	claire@kingswaycs.co.uk
Niamh Meehan	Finance Manager	niamh@beaonlily.com
Accounts queries		accounts@beaonlil.com

To telephone the management office please call

Security	01633 445 010
Management Office	01633 258 151
Out of hours emergency	01633 404 173

Centre advertised opening hours:

Monday to Saturday:	09.00* to 17.30
Sunday and Bank Holidays:	11.00 to 16.00

Open hours

Monday to Saturday:	06.00 to 18.00
Sunday and Bank Holiday:	08.00 to 17.00

*Some traders opening and closing times may vary dependant on their agreement.

SERVICE ROADS AND CAR PARKING

The Service Roads and areas are for delivery and collection purposes only (ie. loading and unloading). The co-operation of all shops is vital to prevent unnecessary problems and delays resulting from the unauthorised parking of vehicles.

All Service Roads are designated as Public Highways and are subject to statutory parking regulations. Offenders, without

exception, may therefore expect penalties for illegal parking. In addition, the Police, Fire and Ambulance Services take a serious view of unauthorised use of Service Roads and areas for parking, as this could cause a major obstruction for emergency vehicles.

A private car park is available for the use of tenants and their employees. Access can be obtained by paying annually for an access fob. Full details of this facility can be obtained from Centre Management upon request.

DELIVERIES

Deliveries of goods and materials may only be made through your service entrance. The public malls are not available for this use under any circumstances. Tenants are responsible for ensuring that all their suppliers and delivery agents are fully aware of this requirement. Attempts to make deliveries via the malls may result in non-delivery to your premises for which Centre Management cannot accept responsibility.

SECURITY

Centre Management is responsible for the security of all "common areas" within the Centre. This includes the Mall, service areas, the roof and landlord managed back of house

- areas. Tenants are responsible for the security and safety of their individual premises. If you have observed or
- apprehended a shoplifter and require assistance from the Centre Security, please call 01633 445 010.

The Centre is a member of various Newport Initiatives, and tenants are encouraged to adopt a positive approach to the prevention of shop theft, and the prosecution of offenders whenever they are caught.

The Security Control Room is manned 6.00am – 6.00pm Monday to Saturday and 8.00am to 5.00pm on Sunday. If a tenant wishes to gain access to their premises outside the Centre's normal trading hours, they must liaise with Centre Management in advance to agree the security and access arrangements that may be necessary.

The malls are protected by CCTV monitored at the Centre's Control Room.

Tenants whose premises are fitted with fire protection system(s) are obliged to ensure that these are serviced at the required intervals. Centre Management must be informed both before and after any service or repair is carried out to avoid false alarm activations, and for the issue of Permits to Work.

It is the tenant's responsibility to ensure that only properly qualified contractors are employed for such work, in accordance with the Centre's (and your own) Fire Risk Assessment.

KEY HOLDERS

All tenants are required to provide details of at least two unrelated keyholders for Emergency callout purposes. It is important that tenants keep Centre Management informed whenever details change either temporarily (holidays etc.) or permanently. Special forms to advise us of these changes are available from Centre Security on request.

PROMOTIONAL ACTIVITY

Tenants are actively encouraged to discuss specific promotional plans with Centre Management, who may be able to assist and support such events.

Leaflets and publicity material may not be distributed in the mall areas.

Helium filled balloons are not encouraged and may only be used subject to prior arrangement with Centre Management.

Tenants may not display 'A' boards on the malls unless prior written consent is provided by the landlord. A Boards placed in the mall without landlord consent will be removed.

Any tenant wishing to organise a promotional event that may encroach onto the public malls or affect any other tenant must first obtain clearance from Centre Management.

HEALTH AND SAFETY INFORMATION FOR TENANTS

Introduction

The Health and Safety at Work Etc. Act 1974 places a duty on employers, employees and self-employed persons to ensure the health and safety of all those who may be affected by their work activities.

The Management of Health and Safety at Work Regulations 1999 also require persons who share a work site to co-operate with each other in fulfilling their legal obligations, and to provide information where responsibilities overlap.

This document provides this information and reminds tenants of their obligations under health and safety legislation. It is not intended to prejudice the terms of your lease.

Information

The person on site who is responsible for acting as coordinator between the Centre and Tenants is the Operations and Facilities Manager.

Quarterly Health & Safety Meetings are hosted by the landlord and tenants are actively encouraged to send a representative. Minutes of those meetings will be circulated.

Tenants should have a nominated responsible person to act as their health and safety coordinator. The name of this person should be notified to the Operations and Facilities Manager.

Tenants' Obligations

Tenants are required by law to carry out relevant risk assessments associated with their operation. They should take whatever steps are necessary to eliminate or control risk to themselves and their employees, to visitors and others who may be affected by their operation.

Tenants should be aware that poorly maintained equipment and systems within their units can lead to fire, damage to the building, and injury to others.

Tenants have primary responsibility to control the work of contractors acting on their behalf. They should ensure that contractors carry out their work safely. Tenants must give Centre Management at least 7 days notice of work by contractor that could affect the normal running of the site.

All contractors working in tenanted premises must report to the Centre Management Suite upon arrival and prior to commencing any work, for Safe Site Management purposes, and again upon completion of the task/day's work.

Work that involves fitting out or structural alterations to the tenant's unit must not be carried out without written permission from Centre Management in accordance with the terms of the lease.

Tenants are responsible for controlling the work of their employees and their contractors when they are carrying out work in common parts or other areas under the landlord's control. In particular they must provide safety documentation for any work activity before it can proceed. This will include written confirmation that, in the tenant's opinion, the employee/contractor is competent to carry out the work and has provided specific risk assessment and method statements for the work.

Tenants and/or their contractors, who are carrying out work in either tenants' premises or the common parts or other areas under the Centre control, must be issued with a Permit to Work by the Centre and must comply with any conditions of the relevant Permit. Where tenants or their contractors breach these conditions they will be required to stop work, which cannot resume until they can provide evidence that they can work safely.

Tenants must give Centre Management information about their activities that pose a risk to the Health and Safety of site employees and contractors. This information will include an assessment of the risk and the measures required to control them.

Tenants must co-operate with Centre Management to ensure the safety of all persons using loading bays and service areas. No storage of any kind is permitted in these areas.

Where a customer collection service has been authorised by Centre Management, the tenant is responsible for controlling this service within their domain. This includes giving written information to their customers, including the location of the

- customer collection point, and the procedure for uplifting goods. The tenant must co-operate with Centre Management
- to ensure the safety of customers, eg. Working to agreed procedures and uplift times.

Both landlord and tenants have obligations under current Health & Safety Legislation. Independent training can be arranged by Centre Management to benefit all persons employed in the Centre, including First Aid, Fire Extinguisher operation, etc and all staff will be encouraged to benefit from these.

In the event of an accident occurring involving a member of the public, or contractors carrying out work within your shop/store or in the common areas, the Centre Management Control Room should be informed, who will assist and record all necessary details.

Requests for the Emergency Services should always be made from the Control Room who use pre-agreed contact procedures. Defibrillation equipment is located in the Centre Control Room for use by trained staff.

TENANTS WORKS AND MAINTENANCE

Tenants Contractors

All contractors employed by tenants and working in their premises are required to report to Centre Security on arrival at, and before departure from, the centre. A strict Health and Safety regime is in place and must be followed by all occupiers, which includes a Permit to Work procedure.

Alterations to Shop Premises

All work involving any alterations (including changes to fascia signs and shopfronts) must be submitted to and approved on behalf of the Landlords by Beacon Lily Management before any work is commenced. Applications should be made via the Centre Management Suite and electronic copies of drawings supplied. Please remember that no alterations, whether structural or otherwise, may be made to premises unless and until the landlord has granted the appropriate approval. If in any doubt, you should ask the Centre Management.

WASTE MANAGEMENT

From the 6th April 2024, it became a legal requirement for all businesses, charities and public sector organisations in Wales to separate their waste for recycling.

These changes to waste streaming are in line with the Government's target to make Wales a zero-waste nation by 2050. The first target is to ensure 75% of all waste is recycled by 2025. The Welsh government requires you to separate waste for recycling by the following classifications:

- Paper/Card
- Metal/Plastic
- Glass
- Unsold WEE (waste Electrical and Electronic Equipment Recycling)
- Textiles
- Food
- Any waste that does not fit into these categories would be placed in a general waste container

We do not provide bins for Electrical equipment or textiles. If you wish to dispose of either of these you will be required to make your own arrangements.

WHAT DOES THIS MEAN FOR YOU?

1. You need to sort your waste into the categories listed above.
2. We have the bins onsite, but you must make sure you recycle in the correct bags.

All recycling must be in clear plastic bags.

All food waste must be in compostable bags.

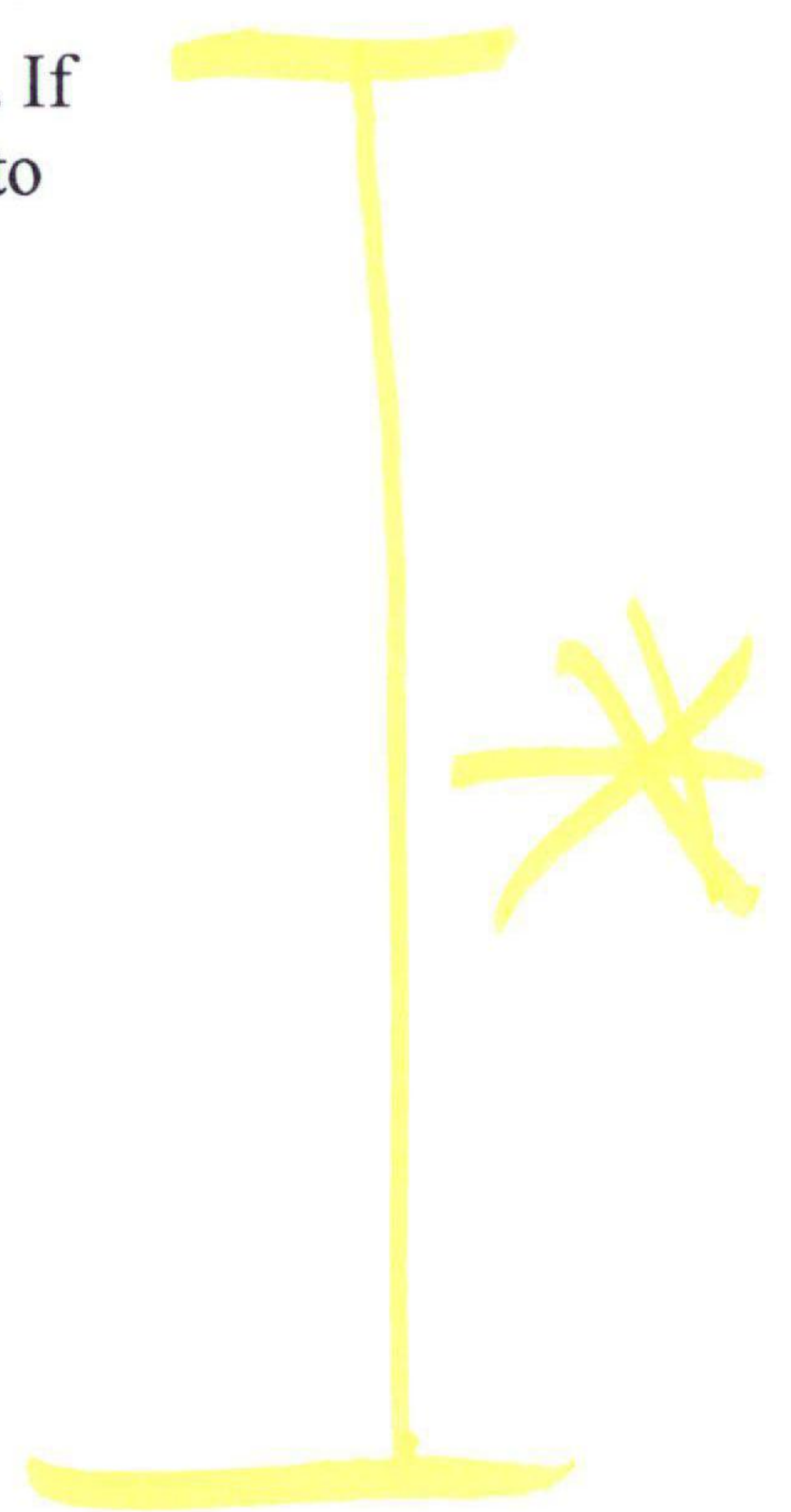
All general waste must be in black bags.

Kingsway Shopping Centre is committed to a more sustainable future so will be refusing waste from any store not correctly sorting their recycling and placing it in the correct bags. We have CCTV coverage on bin areas and will be conducting frequent bin checks, so any unsorted waste disposed of will be returned to your store for sorting.

Failure to comply with the Welsh Governments legislation will result in fines. Where contamination of bins resulting in fines can be traced to a specific tenant, we will be required to relay fines to the responsible parties. This is necessary to avoid the service charge being impacted by individual tenants actions. Repeated contamination of waste streaming may result in our suspension of collection.

For Health & Safety reasons, all tenants are asked to leave out approved waste prior to 2p.m. each day. No waste material should be left outside your premises overnight, for fire safety and pest control reasons. If this does not work for your business due to operational requirements, please contact the Facilities and Operations Manager.

Waste connected with shopfitting, display material, light tubes, fixtures and fittings etc. must be disposed of by the tenant or their contractors, and not left at the rear of premises or in fire exits. Waste regulations permit us to handle only day-to-day and non-hazardous material, details of which tenants must confirm to us annually. All other waste should be removed by the tenant and never stored in communal or service areas.



WINDOWS

Windows & Shopfronts

Shop windows (including signs and fascia lights) must be illuminated between the hours of at least 9am and 5.30pm daily to ensure an attractive appearance; co-operation in this will be of benefit to all traders. These hours will be extended for late night and Sunday opening.

Window Signs and Notices

In the interest of maintaining good visual standards, a high

quality of window display is essential and provision for this has been made in most leases.

In general, only professionally produced and/or printed signs (i.e. NOT hand-written) fixed to the inside of the shopfront are permitted. A window area of up to 25% may be used, provided this is displayed tastefully and to the satisfaction of the Landlords, their Managing Agents and Centre Management. No material of any sort can be displayed on the shopfront exterior or in any common areas, eg mall walls and pillars.

Windows and Shopfronts

Cleaning

The routine cleaning of the exterior fascia signs, in common with day to day window cleaning, may be carried out up to 9 a.m., **provided** all necessary measures are taken to prevent accidents to the public in accordance with JLL Management Contractor Regulations. All other work must be carried out when the Centre is closed, and by prior arrangement with the Centre Management Suite.

Repairs

All repairs to signs and shopfronts must be carried out when the centre is closed and by prior arrangement with the Centre Management Suite

**THIS NOTICE MUST BE DISPLAYED ON YOUR
STAFF NOTICE BOARD AND FAMILIARISATIONS
WITH THIS DOCUMENT SHOULD BE A PART OF
ALL STAFF INDUCTIONS.**

FIRE AND EVACUATION PROCEDURES

All tenants are responsible for ensuring that their staff have been properly trained in these procedures. Further copies can be freely obtained from the Centre Management Suite.

All staff must follow the instructions of the Centre Management and Fire Marshal during any incident.

An evacuation drill involving all tenants is carried out regularly in accordance with fire safety regulations. All tenants are required to participate fully to ensure a successful outcome and minimise disruption to trading.

FIRE CONTROL SYSTEMS

Independent systems

Any fire protection system that is independently installed by/for a tenant must be correctly connected to the centre's main fire control system and thereafter properly maintained to the current British Standard as prescribed in the Fire Certificate by the tenant.

It is the responsibility of each tenant to ensure that their system is fully operational when it is tested by Centre Management **every Wednesday morning**, and that an approved contractor services it at the required intervals. A copy of each service report must be kept on the premises. All staff should be aware of its purpose and how to operate it.

Overall Centre System

The Centre's fire control system is operated by a number of red break glass call points, with at least one fitted in most premises. These should be kept in good condition and remain fully accessible at all times. The breaking of the fragile glass front panel will immediately activate the centre's alarm system, so great care must be taken to avoid accidental damage to these boxes. A supply of spare break glasses must be kept on your premises.

Further information may also be obtained from the Centre Management Suite if required.

SPRINKLER SYSTEMS

Certain premises have sprinklers fitted. The small circular

sprinkler 'heads' are very fragile and must not be damaged or painted, nor anything suspended from or attached to any of the system's pipework. No stock or fixture should be placed within ½ metre below the line of sprinkler heads so as to ensure they operate correctly and efficiently. At least one sprinkler isolation valve is fitted within the premises. All staff should know where it is and how to operate it. The landlords part of the system is tested every Monday morning, and serviced at the required intervals by an approved Contractor. Each tenant is responsible for the proper service and maintenance of their own system, if fitted.

In the event of a sprinkler head being set off, the Centre's fire alarm system will activate. You must contact Centre Management immediately to tell us what happened, as the fire brigade will have already been called out. Only they will be permitted to turn off the isolation valve. Neither the landlord nor Beacon Lily can be held responsible for any loss or damage arising from the activation of a sprinkler head.

Centre Management hold a supply of spare sprinkler heads for which a replacement charge will be levied.

FIRE EXITS

All premises have at least one means of escape. Every member of your staff should be familiar with them. It is vital that they are kept clear at all times.

All Emergency and Fire Exit doors should be kept closed while the premises are occupied. Only locks approved by the Fire Officer may be used. Contact Centre Management for further details, if required.

BOMB THREATS

- a) In the event of a bomb threat being received by the tenant, the Centre Management is to be contacted immediately. The person receiving the bomb threat should note down as much detail as possible on a bomb threat record form. We have provided a template with this pack, however, if your organisation uses a different format, you are welcome to use your own.
- b) All staff will need to search their premises for suspicious objects, etc. On no account should any attempt be made to touch one if found. Searches are to be carried out carefully yet comprehensively.

- c) Tenants should only evacuate their premises when authorised to do so by Centre Management, or by continuous activation of the Fire Alarm System.
- d) If the Centre Management receives a bomb threat, a security officer will individually contact tenants, whereupon the procedure is the same as in (b) above.

EVACUATION DRILLS.

The centre is required to conduct regular practice Evacuation drills. They should form part of your routine staff training and fire safety record keeping. Your full co-operation to ensure each successful drill will help to avoid unnecessary delay and disruption to trading. They will be conducted at regular intervals in accordance with Fire Safety regulations. To gauge and obtain optimum tenant response, no prior warning will be given.

INVACUATION

There are occasions when it may be safer to move people away from the threat while remaining inside the venue. If this situation arises, centre security staff will lock external doors and direct customers into shops away from the risk.

If the threat is outside your venue, or the location is unknown, people may be exposed to greater danger if the evacuation route takes them past the threat (such as a suspect device, contaminated environment or an ongoing external attack). Since glass and other fragments from IEDs may kill or injure at a considerable distance, moving staff inside the crowded place (including to protected spaces) is often safer than evacuating them onto the streets.

Invacuation requires pre-planning to help identify safer areas within your building. These locations should be identified within your emergency plans.

Although centre security will direct people from public malls, you need to have your own invacuation location within your unit. Advice on where this should be:

- In areas surrounded by full-height masonry walls, e.g. internal corridors, toilet areas or conference rooms with doors opening inwards.
- Away from windows and external walls.

- Away from the area in between the building's perimeter and the first line of supporting columns (known as the 'perimeter structural bay').
- Away from stairwells or areas with access to lift shafts which open at ground level onto the street. This is because if compromised, blast could travel up them. However if the stair and lift cores are entirely enclosed, they could make good protected spaces.
- Avoiding the ground floor or first floor if possible.
- In an area with enough space to contain the occupants.

FIRE EMERGENCY PLAN

Introduction

The emergency plan deals with the plans that need to be taken by all persons who attend the premises, including Discovering Fire, Disabled Persons, and Fire Marshals Duties. On visiting the premises persons should be made aware of the plan and do their utmost to comply.

Training

All persons must:

- Know what action is to be taken on discover a fire
- Know where to find fire equipment and fire alarm call points
- Know the layout of the floor
- Know your escape routes
- Know your fire Assembly points
- Know what action is to be taken on hearing the fire alarm
- Know your fire marshals and their deputies
- Look after, and escort your visitors and contractors

Discovering a fire

If you discover a fire you should follow the steps outlined below:

1. Activate the nearest fire alarm call point. The alarm will sound an activation throughout the building, and warn the centre.
2. The fire brigade is called automatically
3. Leave the building by the nearest available exit. Do not use any lifts.

4. Do not put yourself at risk
5. Close all doors as you leave
6. Proceed to your designated Assembly Point and await further instructions. Do not leave the Assembly Point until authorised to do so.
7. Report to the Assembly Marshal the result of the evacuation

General Evacuation

On hearing the evacuation fire alarm sound, the following should be carried out:

1. Evacuate the building by the nearest available escape route. If you have visitors or contractors with you, instruct them to follow you.
2. Close doors behind you. Do not use any lifts.
3. Do not stop to collect personal belongings
4. Leave the building calmly walking to your assembly point
5. Do not re enter the building until instructed to do so by an authorised fire officer
6. Once an evacuation has started the plan must be completed. This is to prevent accidents by the merging of persons going out and persons going back in.

Disabled Persons

- Disabled persons should be escorted to the relevant "Assembly Point" with a "Minder"
- Disabled persons should not be left alone.
- Fire Marshall should report this matter to the "Assembly Marshall" on evacuating to confirm that all persons have been evacuated from the premises for which they are responsible.

Fire Marshall Duties

On hearing the evacuation fire alarm sound:

- Ensure that all persons (including visitors and contractors) in your area evacuate by the nearest available escape route immediately following the "Fire Evacuations Roles and Responsibilities" instructions.
- Check your area, including toilets, to ensure that all personnel under your care are evacuated.
- Do not take personal risk through delay.
- Report to the assembly point and await further instructions.

STAFF FIRE PROCEDURES

BEFORE A FIRE OCCURS

All members of staff should be made familiar with the method of giving warning of a fire and with the escape routes available from each part of the premises.

All employees shall be familiar with the means of escape in case of fire and instructed, whether in writing or otherwise, of the action to be taken in case of fire.

All employees shall be familiar with the location, the use and method of operation of fire fighting equipment provided both in the area in which they work and in any other areas to which they would normally resort.

IF YOU DISCOVER A FIRE

1. Break Glass Call Point
2. If possible attack the fire with appropriate extinguisher, but only if this can be done without personal risk.
Ensure that someone is with you
3. Leave the premises by the nearest available route
4. The senior member of staff must lead his/her staff to the designated Assembly Point and report to the Assembly Marshal
5. On no account leave the Assembly Area unless authorised to do so

ON HEARING THE FIRE ALARM

Within the shop and/or the evacuation message transmitted over the Centre's P.A. system, all staff should:

1. Direct and assist customers and visitors to the nearest available exit route and ensure they leave the centre
2. Close all doors as you leave
3. Do not use the lifts
4. The senior member of staff must lead his/her staff to the designated Assembly Point and report to the Assembly Marshal
5. On no account leave the Assembly Point until authorised to do so

USEFUL CONTACTS

Centre Management

Beacon Lily

Unit 19, Rear Management Suite, Newport. NP20 1EB

01633 258 151

Contact	Role	Email
Dave Williams	Operations and Facilities Manager	dave@kingswaycs.com
Claire Tutton	Assistant Operations and Facilities Manager	claire@kingswaycs.com

STATUTORY AUTHORITIES

FIRE PREVENTION

South Wales Fire Service

Adam Street

Cardiff

CF24 2FL

Tel: 01443 232543

WATER

Welsh Water

Customer Service

P.O.Box 690

Cardiff

CF3 5WL

Tel: 0800 052 0140

ELECTRICITY – LANDLORDS SUPPLIES

Smartest Energy,

The Columbus Building

Westferry Circus

London

E25 4HD

Power Failure: 0800 678 3105

Enquiries: 01473 234151

GAS – LANDLORDS SUPPLIES

Gazprom

20 Triton Street

London

NW13 3BF

Tel: 0161 837 3395

LOCAL AUTHORITY

Newport City Council

Civic Centre

NEWPORT

South Wales

NP20 4UR

Tel: 01633 656 656

Highways, Car Parks, Environmental Health, Planning, Street
Cleansing.

Revised June 2024