

Change= Pro || House rules

The house rules apply to all members and tenants of Change= Pro. By 'members' and 'tenants' are meant all users of PRO facilities such as flexible workspaces, meeting rooms, auditorium users as well as the tenants of the furnished offices PRO provides.

The Change= PRO house rules apply in addition to the lease and / or membership agreement. Since we are very proud of our Change= Pro building and concept, we would like to keep the facilities in pristine shape and therefore require all PRO users to act in accordance with that desire. This document provides a series of house rules to keep our building as beautiful and clean as possible. It also contributes to a pleasant and safe atmosphere. It is important that anyone who rents an office or flexible workspace keeps these rules in mind. All are to abide by the house rules. Anyone acting in non-compliance can expect to be formally noticed on the Issue.

Accident

If an accident occurs in a Change= Pro building, the Change= Pro reception and the in-house emergency response officer should be warned immediately. The victim may under no circumstances be left alone! If necessary, the reception will call 112 (in case of an emergency) for an ambulance or call 0900 8844 if non-urgent help is needed.

Alcohol / Drugs / Smoking

Change= Pro is a completely non-smoking environment; this also includes e-cigarettes. Please only smoke in the designated smoking areas and not in front of the main entrance.

It is prohibited to use, possess or sell soft and hard drugs within Change= Pro. It is strictly forbidden for members to be under the influence of such substances within the building.

Consumption of alcoholic beverages is only permitted in moderation and in designated areas.

Auditorium & Meeting Rooms

The Change= Pro Auditorium and Meeting Rooms may be rented for a part of a day or a full day. A part of a day consists of 4 hours, a full consists of three parts of a day. Auditorium and Meeting Room users are kindly asked to leave the space in pristine order following use.

Behavior & Philosophy

Change= aims to help craft an environment within which people are able to live, work and learn under the best and safest of circumstances, forging a culture of individual and collective responsibility, accountability, peer to peer support and collaboration. PRO extends that aim to its high-end flexible work environment and program. We ask all PRO members and tenants to act in accordance with your heart, conscience and professional mindsets to make that aim a reality.

Building and Leased

The member is not allowed:

- To place, leave or transport vehicles, motorcycles (with or without auxiliary motor), garbage cans or other objects in the general space;
- To locate oneself and/or place objects on the roof;
- To use private or public rented space for public sales, unless this uncommon circumstance is allowed and written down in the lease;
- To attach, place or have placed; plates, letters, painting, devices for wireless telegraphy, telephony and television, aerials/antenna, advertising for themselves or others, of whatever nature onto the workplace or places visible from the outside. The only exception is, with written approval from Change= Pro, is placing your company logo on your office door. Prior consent will hold only for Change= Pro member who also lease an office on the 8th floor.
- To place sunscreens or other sun protection/blinds to the exterior of the building. Exceptions can be made with prior consent of the letter. There may be financial conditions as well as requirements attached to this consent, regarding materials, construction, shape, color, method of installation and maintenance, etc. which should ensure uniformity;
- To repair or store engines, machinery, tools or other items or goods in the rented space, which in the opinion of the lessor may cause nuisance or inconvenience by noise, vibration or odor;

- To repair or have other work done to ornaments, pipes and lighting installations in the offices;
- To gain access to or perform acts in the engine rooms and Change= Pro for central heating, elevators and other installations;
- To place nails or other carpentry work and/or stalling onto or next to the rented space; or throw out wastes or other objects;
- To perform work on electrical installations, without permission, which are within the rented space (s) and are apart from aforementioned space.

Check In/Out

Members need to check in/out at the reception every time. Guests of members are obliged to report at the reception on entry and must be picked up by the member.

Company Emergency

Every person or entity that rents an office at Change= Pro is obliged to take action in case of an emergency. In addition, each tenant must designate one or more employees to perform the emergency tasks. The number of persons with an 'EHBO diploma' is not fixed by law.

Complaints

Complaints about the use of the building or Change= Pro services, can be discussed with the Floor Manager and will be resolved immediately or as quickly as possible. Comments from members (both positive and negative) are an important source of information and improvement for Change= Pro.

Damage and Theft

In case of damage to or theft of Change= Pro property, the liability claim will be made against the person who caused the damage or committed the theft. Change= Pro cannot be held responsible for theft or damage of your personal belongings. Change= Pro advises not to leave personal belongings in the office or unattended in the Business Club. Change= Pro advises all tenants to arrange their own insurance against potential theft/damage.

Emergency Staircase

The emergency staircase should always be free of obstacles; it is an escape route and should only be used in case of fire and/or evacuation. The emergency staircase is equipped with an alarm activated 24/7. On entry into the emergency staircase a fine will be imposed.

Energy Saving

Change= Pro is aware of the environmental issues and puts her creativity into contributing to a sustainable society. We therefore ask members to use energy efficiently: Please turn off light whenever leaving a meeting room. Light switches are located near the doors. Electrical equipment should not be used unnecessarily. Water should not be spilled. Climate control is switched off automatically when the office space is not in use.

Events

Events can be held in various meetings rooms, the Business Lounge and in the Auditorium. If you are interested in organizing an event, please contact the Floor Manager. Setting up the Business Club for an evening event can only take place after 17.00 hours. This is to prevent noise pollution for other members.

Film and Photo Images

No filming or photography of PRO facilities or its users is allowed without the explicit approval provided by Change= PRO management. Of course, members are allowed to take pictures of their own offices. For the instalment of additional equipment, extra charges will be credited. It is not allowed to film or take pictures during lunch and other peak hours. When other members will be (accidentally) filmed, they need to provide written permission for such materials to get used in whatever way or format. Change= PRO cannot be held accountable for any unauthorized photography or filming.

Fire

In case of a fire, the reception and emergency response officer must be warned immediately. Members should remain calm and not take any risks. Depending on the size of the fire, the member may choose to extinguish the fire him or herself or hit the fire alarm. The elevators may not be used

during a fire. The safety of our members is most important and always comes first! Please study the escape plan and read (and reread on a regular basis) the fire instructions.

Food& Drinks / Catering

Each member is responsible to return his or he used cups, glasses, cutlery, etc. to the coffee bar and to leave the Change=Pro Business Lounge clean for other members, guests and visitors. Plates, cutlery, etc. from the caterer which is taken to another floor or to an office, by the member themselves, should be brought back down after use by the member. It is not allowed to consume other food and drinks other than provided by the Business lounge bar in the Business Lounge, Meeting Rooms and Auditorium.

Garbage Disposal

The costs of removal of everyday office waste are included in the service fees. The amount of office waste that may be generated per member should commensurate with the rented Space and number of work spots. Disposal of other (bulky) waste and the use of confidential paper containers can be arranged via Change= Pro on own account. These costs are not included in the service fees. Chemical waste such as toners and batteries can be handed over at the reception. Glass and paper must be collected separately.

Hindrance

We sincerely ask you to respect the other members and clients of Change= Pro by not creating any (noise) nuisance of any kind.

Hours

The offices are accessible 24/7. The Change= Pro Business lounge is open from Monday until Thursday from 07.30 until 22.00 hours, Friday from 7:30 until 23:00 hours and Saturday from 10:00 until 20:00 hours. During our opening hours all members may use the Change= Pro Business lounge. On Sundays and Holidays the Change=Pro Business lounge is closed. If an exception is needed, please contact the Community Manager to discuss the possibilities.

Hygiene

A clean building is a pleasant place to work. We therefore ask everyone to make a contribution to the cleaning of all 'public areas'. It's everyone's responsibility to keep the corridors, social areas, public area and business club etc. clean and tidy. Change= PRO seeks to create a clean and health-safe environment by means of a regular, daily cleaning of all facilities, modern air filtering and air circulation and appropriate distancing of seats and furniture. Change= PRO shall not be liable - nor can it be held accountable in any way for any contagion, viral or bacterial that could possibly be tied to PRO facility usage.

Introduction

Any organization that rents at Change= Pro, receives the following when moving into the Change= Pro building:

- Personal badges and keys to their own office space, a deposit will be charged
- House rules
- Fire evacuation plan
- Mailbox
- Access to your Change-is.pro account and our Change= Pro app (when available)

Keys / Badges

Keys and badges are personal. When a key is issued and signed for by the member, a deposit of € 25,00 will be charged on the members account. When a badge is issued and signed for by the member, a deposit of € 50,00 will be booked on the members account. If loss or left of a key lead to replacement of the cylinder and all the keys, the cost + handling costs will be charged to the member. When a key or badge is no longer in use, it has to be returned. In case of loss or theft, the deposit will not be refunded. It is forbidden to duplicate, copy and lend out keys and badges. Per office you receive 3 keys upon check in. If more keys are needed; we will charge a making cost of € 25,00 per key and a deposit of € 25,00 per key. In case of theft or loss of the badge, we ask you to report this immediately at the reception, so we can block the badge for further use. A new badge or key can be requested by sending an email to the reception. Only an authorized person or the appointed office manager may request a new badge or key per email.

Law on Identification

This is the responsibility of the members themselves. Based on the Identification Act requirements, every employee is obliged to identify themselves at any required moment. This also applies during the stay at the workplace. Premise of the Act is that every employee should always have his / her passport, identity card and / or work permit with him / her. When joining a company, each employee is obliged to provide their employer with a copy of the document as mentioned above. When, in case of a check at the workplace by a government agency, the employee cannot identify him / herself, in some cases sanctions may be imposed on him/her.

Lease Termination

Termination of the lease - if any lease of an office in fact applies - shall be in writing in accordance with the applicable notification period. The member is required to leave the premises as he/she found it when the rental was completed. When moving in, each head user must sign a 'transmission contract', a check in form and when leaving each head user signs, a check out form. For further information we refer to the rental agreement.

Liability

Change= Pro is not liable and / or responsible for theft of property of members. It is useful to lock as many doors as possible and use laptop locks etc. All members are responsible for the security of their own offices, Change= Pro advises all tenants to arrange their own insurance against potential theft/damage. Any possible damage to an office and/or public space should immediately be reported to the Community Manager or reception.

Lost Property

All lost objects that are found in the Change= Pro building, should be handed in at the reception, so we can return them to the rightful owner.

Mail

The mail is handled by the reception. Mail addressed to Change= Pro is delivered during the day. Outgoing mail can be dropped off at the reception before 16.00 hours, where it is collected by the local post office. Please clearly put on the back of the envelop who the sender is. Sending mail and packages via other postal services such as UPS, DHL and FEDEX will be the responsibility of the member. Change= Pro cannot be held responsible for missing mail and packages.

Meeting Rooms / Auditorium

The meeting rooms and the Auditorium in the Business lounge can be rented for meetings, events, etc. In the Business lounge it is not allowed to have a meeting with more than four persons, longer than three hours. When you have a meeting with more than four people, we kindly ask our members to rent a meeting room. To make a reservation you can contact the reception or the Floor Manager. You can also contact the Event Manager about Special events. Meeting rooms can be rented by members per hour per person and the key can be collected at the reception. A meeting room may only be used in the presence of the member. If this is not the case, Change= Pro reserves the right to charge the normal Business lounge rates.

It is not allowed to stick tape, stickers etc. on the walls. We have special tape available at the reception. Any damage caused to a meeting room will be charged to the members account. In order to best match room requirements for all customers, Change= Pro reserves the right to change the meeting room number for a meeting reservation.

Method of Payment Invoice

When an invoice is sent (by mail), the amount (in most cases) will automatically be debited from the account. If you wish to object, you can do so within 7 days.

Moving

Where necessary or requested by letter, a member needs to take steps to prevent damage to Change= Pro property during transport of furniture and materials, and to remove any leftover materials afterwards. The member has to ensure that during moving and/or transport, other members and visitors of Change= Pro are not being disturbed. The member is obliged to consult with Change= Pro about moving and transport and to coordinate this with Change= Pro.

Paper

On every floor you can find paper waste containers. Please only throw paper in these containers. For confidential paper or other waste such as plastic, glass, carton and chemicals you can contact the reception.

Parking

Parking is allowed only at Q park across the building. Reservations cannot be made. Please note if the red light indicates that the parking is full, it is not allowed to wait and queue. This will cause unnecessary traffic issues at the entrance. Access to the garage is subject to availability. Subscribers have their own access card and have 24/7 access (depending on the type of subscription) to the parking garage. Information on parking subscriptions is available at the reception. As Change= Pro has no contract with Q-park and is not affiliated with Q-park, please note that Change= Pro cannot make any arrangement nor is Change= Pro liable for damage and/or theft of the parked vehicles, parking in one of the parking garages is at your own risk.

It is not allowed to park your car outside the garage unless on a public paid parking space. The Change= garage is due to municipal regulations solely for staff of Change=.

Pets

It is prohibited to bring animals into the Change= Pro building except for guide dogs.

Phone and Video Calls in public spaces

When using the phone, keep fellow users of the building in mind, especially in public Change= Pro like corridors, staircases, pantries and public and social areas. It is prohibited to make Skype / Zoom or Teams calls via the speakers of your laptop

Phone numbers

Change= Pro Zuidoost	Name	Email	Phone
Reception			
Floor Manager			
General Manager	Dion Bouhuis	dion.bouhuis@change-is.com	+31 6 57033927
Emergency	Change=	info@change-is.com	+31 85 2229721
Emergency	Control room	meldingen@estate-connect.com	+31 85
Emergency	G4S		+31 20 56 93 000

The Change= emergency number can be reached on weekdays between 08.30 am and 17.30 pm. The emergency number of our control room may be reached between 23.00 (11.00 pm) and 07.00 am. G4S may be reached outside the aforementioned times.

Press

See also "Film and photo images". Members are not allowed to talk about Change= Pro to journalists / 'the press'. If the press is on location a member of the Change= Pro marketing team or the Community Manager of Change= Pro should be present at all times. Requests for interviews etc. can be done via the General Manager. Naturally, members are free to talk about their own offices and to take pictures etc.

Reception

The reception is open from 8.00 - 18.00 hours Monday to Friday. Guests of members must report at the reception; the reception will then call the member. Guests are to be picked up downstairs at the reception. Also, for questions about services provided, orders and other matters, please contact the reception.

The main tasks of the reception are:

- to welcome guests
- to sort and send mail
- to make reservations for the meeting rooms and parking
- to be a first point of contact for members and other visitors

Security

The Change= Pro building is 24/7 protected by camera's and CCTV. It is not allowed to let strangers, who are not in possession of a valid membership card, inside the building. During the weekend members can access their office via the designated members entrance with your personal badge.

Signage

It is not allowed to display an image / logo in the general areas of Change= Pro, and to advertise towards the outside of the Change= Pro building. Gold & Platinum Members are being provided with specific signage offerings & guidelines that apply to online tools and Interior signage platforms. Those members that are permanent office tenants (as opposed to flex-work space users) will be provided with dedicated signage locations and routing features. first.

Technical Defects

Technical faults can be reported at the reception or via a service request in the portal. Change= Pro will ensure that the problem will be resolved as quickly as possible.

Toilets

To keep everyone satisfied, we urge our members to leave the toilets clean after use. The toilets are not meant to be used as changing rooms, therefore Change= Pro is allowed to check the various toilets and is entitled to remove clutter such as clothes and shoes.

Visitors / Guests

Each member of Change= Pro is responsible for his / her guest(s). Guests are required to report at the reception upon arrival. Each member is obliged to retrieve his / her guest(s) at the reception and accompany him / her back out after the visit.

Violations of Rules

One or more violations of the house rules will result in a written warning. Only in very urgent or exceptional cases is it, after permission is obtained by Change= Pro, possible to make exceptions to the rules mentioned above.