

LLOYD'S

Underwriting Room Guide



Welcome to Lloyd's of London Underwriting Room, this Room Guide is designed to give you an introduction to the Room and the services provided. Please refer to your tenancy agreement for more detailed obligations. We hope you find this guide useful and please contact our helpdesk if you have any queries. We very much look forward to working with you and helping you to navigate the Room.

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Important information for return after summer closure



Connecting to the Wi-Fi

Join the new **Lloyds_86Building** Wi-Fi network. You won't need to provide a username or password when logging on.

To report an issue with the Wi-Fi in the Underwriting Room, please log a ticket and one of our support teams will happily assist.

Log a ticket

Alternatively, you can call **+44 0207 327 4321** for further assistance.

New coffee to the box service

Coffee and other refreshments can be ordered for delivery using the Lloyd's Catering App. Download through the App store, UPAY. For more information or queries please contact Ilma Mazoniene on 0207 327 6886.



Click and collect lunch

Lunch can be ordered for pick up at the Lloyd's restaurant using the Lloyd's Catering App.

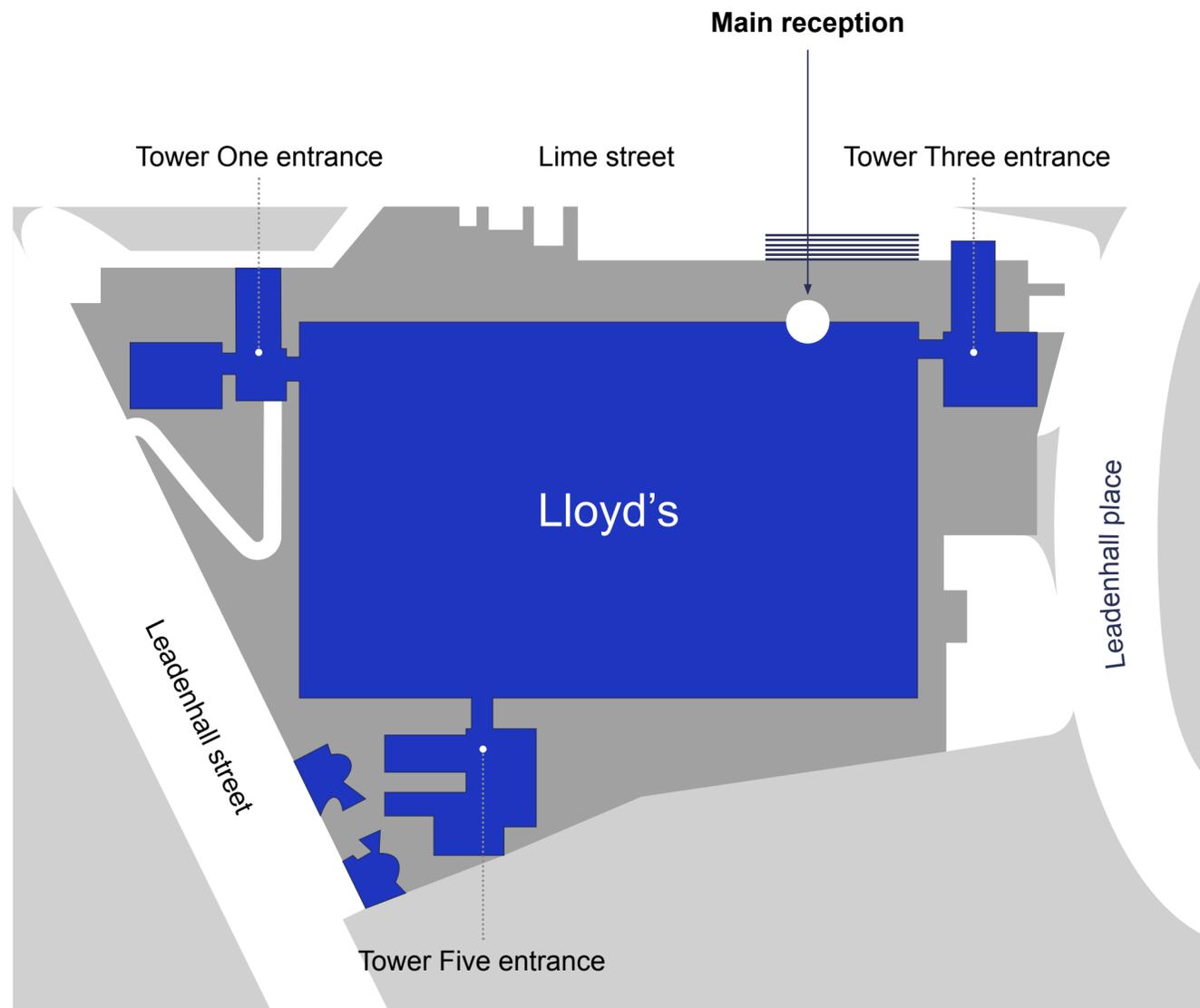
AV cupboard locks and printer stations

All locks have been pre-set with the code 1111. Please refer to the user manual for instructions on how to set up a new code.

Task lights

Task lights can be adjusted to your preferred brightness, please refer to instructions provided with the lamp.

The building



Access

The Building operates 24 hours a day, seven days a week with security personnel on-site at all times. Business hours are 08.00–19.00 Monday to Friday.

The main points of entry to the building are:

- **Tower One**, at the corner of Leadenhall Street and Lime Street
- **Tower Three**, at the corner of Lime Street and Leadenhall Place
- **Tower Five**, through the archway off Leadenhall Street Concourse, down the steps or ramp from Lime Street to the Lower Ground

During business hours all entrances can be used. Before 07.30 and after 19.00 entry and exit of the building is via the main Concourse entrance only.

To access and exit our security barriers all Room users should possess a Lloyd's pass. For details in obtaining a pass, please refer to the Building Requirement section of this document on page 10.

Accessible access to the building

For those who find steps to be an obstacle, there are two ramps at Tower One, one leading to the Reception level and one leading to the Tower One lift entrance. Tower One and Tower Three lifts have an accessible lift which stops at Lower ground. We would request

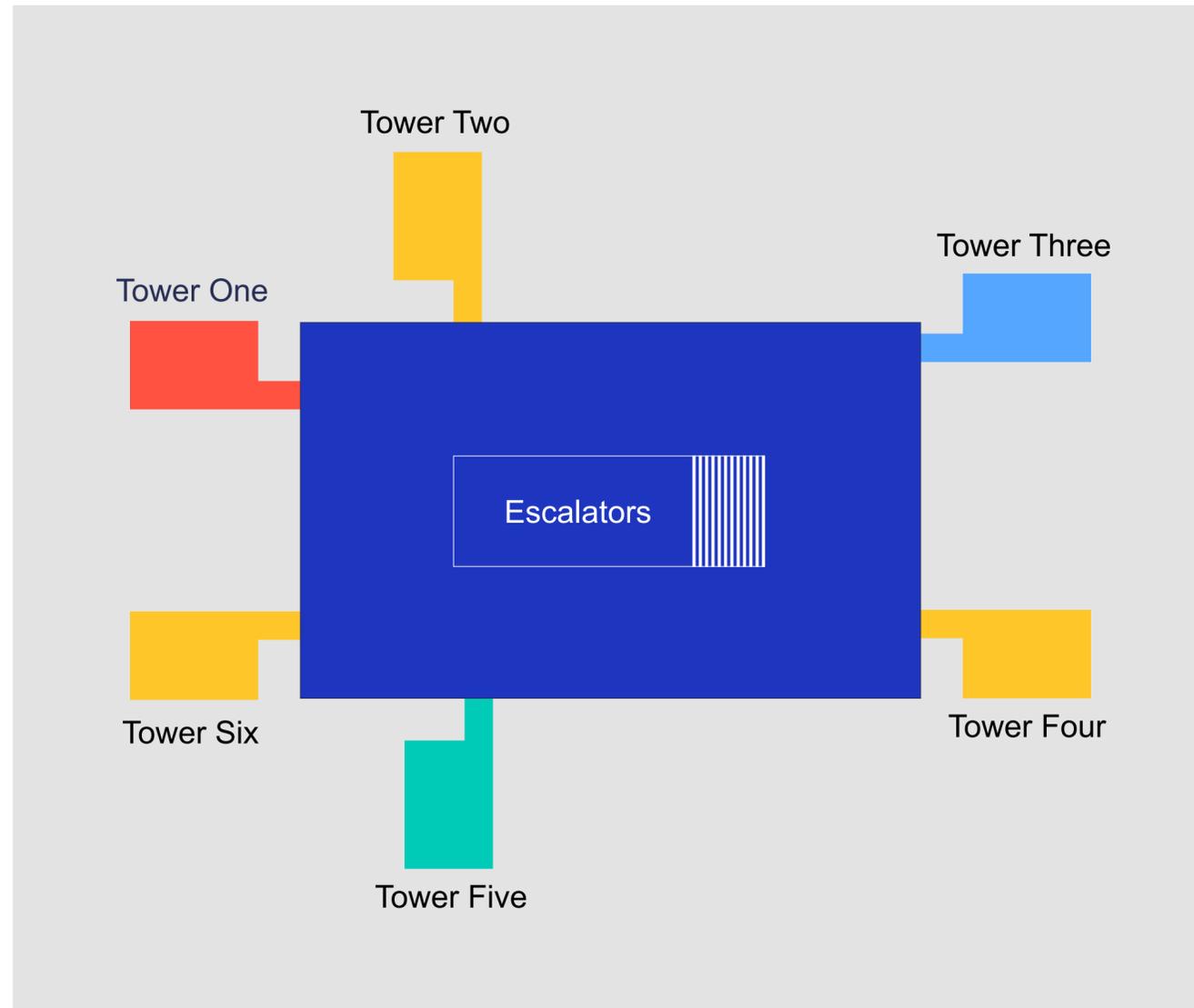


that all visitors are pre-registered with Reception as the accessible lift can be operated only with an accessible pass.

Weekend access

Only pass holders can access the building on weekend. Should anyone require access the Facilities Helpdesk needs to be notified by emailing lloydshelpdesk@lloyds.com. If advance notice has not been given, access to the building will not be granted.

The building



Use of the lifts

Towers One, Three and Five are the primary towers. They house the external lifts, staircases, lavatories and Galleries. To aid identification, signs are coloured **red** in Tower One, **blue** in Tower Three and **green** in Tower Five.

Towers One, Two, Five and Six service all floors up to Gallery 12. Tower Three services floors up to Gallery 9. Tower Four services floors up to Gallery 6. Escalators in the Atrium operate between the Upper Basement and Gallery Four.

Guide to the floors

| | | | | | | | | |
|-----|---------|---------|---------|---------|---------|---------|------------|------------|
| G12 | | | | | | | | SR |
| G11 | | | | | | | | SR |
| G10 | | | | | | | | SR |
| G9 | | | | | | | | SR |
| G8 | | | | | | | | SR |
| G7 | | | | | | | | SR |
| G6 | | | | | | | | SR |
| G5 | | | | | | | | SR |
| G4 | | | | | | | | SR |
| G3 | | | | | | | | SR |
| G2 | | | | | | | | SR |
| G1 | | | | | | | | SR |
| G | | | | | | | | SR |
| LG | SR | SR | SR | SR | SR | SR | | SR |
| UB | | | | | | | | SR |
| LB | | | | | | | | SR |
| | Tower 1 | Tower 2 | Tower 3 | Tower 4 | Tower 5 | Tower 6 | Escalators | Goods Lift |

SR = Security approval needed for access

The Underwriting Room



The Underwriting Room consists of the Ground Floor and Galleries 1 and 2, which can be reached via the escalators or lifts.

You can download floor plans of the Ground Floor and Galleries 1 and 2 [here](#).

Clear desk policy

Underwriters on the Ground Floor are not permitted to have additional marketing and promotional materials on display other than displaying their logo on the Lloyd's digital signage.

Our facilities

Car Parking

The building has parking facilities which are extremely limited and primarily for the use of emergency maintenance vehicles. Should you require additional information please contact the Helpdesk.

Catering

Coffee and other refreshments, and click and collect lunches can be ordered via the Lloyd's Catering App, download through the App store, UPAY. For more information or queries please contact Ilma Mazoniene.



Chairs

If you require adjustments to your chair please ask the Lloyd's Waiters to assist.

Cloakroom

The Cloakroom is open from 07.00–19.00. Visitors can leave coats and bags for the day. The area is not manned, and items are left at the owner's risk. Should you wish to contact the Cloakroom you can dial extension 6242. Please note that items left for an extended

time will be removed and given to charity following a quarterly audit of the area.

Cycle Parking

Cycle parking facilities are available at the Concourse level adjacent to Tower Five lifts and One Under Lime. To use the facilities, contact the Security team on 0207 327 5905, you will obtain a green tag which must be permanently displayed on your bicycle. As space is limited bicycles that are left for long periods of time may be removed and taken to Lost Property following regular audits. Please note that bicycles are parked at owners risk and we encourage users to secure their bicycles appropriately using suitable bike locks.

Digital Box Signage Changes

For any changes to the new digital signage on the ground floor boxes, please contact the waiters on the ground floor. For any queries email liveriedwaiters@lloyds.com

Dry Cleaning

We provide a dry cleaning service; download the self-service App (Laundryheap) to organise your laundry drop and pick-up, with a 24 hour

turnaround time. Please find more information on their website www.laundryheap.co.uk If you have any questions ask the waiters or email liveriedwaiters@lloyds.com

Events

Our Catering department arrange functions within the building to cater for all your hospitality requirements. For any bookings please email catering@lloyds.com

For information on the calendar of in person and virtual global events please go to <https://www.lloyds.com/news-and-insights/events>

Help Desk

The Helpdesk team provides the reporting and information service relating to the office and working environment. Should you experience any problems with your environment, or you have any questions, feedback, or complaints please contact the Facilities Helpdesk on extension 6666, alternatively email lloydshelpdesk@lloyds.com. Operational times are 08.00–17.00, Monday to Friday. Outside of these hours your call will automatically be redirected to Security for assistance. The helpdesk can also be contacted for signage requests.

Lavatories

Lavatories are located in every floor apart from Ground Floor. We have Gender Neutral toilets on most of our floors and these facilities are accessible.

| Floor | Tower 1 | Tower 3 | Tower 5 |
|-------|---------|---------|---------|
| 12 | ♂ | | ♂ |
| 11 | ♂♂ | | ♀ |
| 10 | ♂ | | ♂♀ |
| 9 | ♂ | ♂ | ♂♀ |
| 8 | ♂♀ | ♂ | ♂ |
| 7 | ♂ | ♂♀ | ♂ |
| 6 | ♂ | ♂ | ♂♀ |
| 5 | ♂♀ | ♂ | ♂ |
| 4 | ♂ | ♂♀ | ♂ |
| 3 | ♂ | ♂ | ♀ |
| 2 | ♀ | ♂ | ♂ |
| 1 | ♂♀ | ♂ | ♀ |
| LG | | ♂ | |
| UB | | ♂♀♂ | |

Our facilities

Showers

Showers are located on the Upper Basement toilets and in the Cloakroom. Towels are available in the Cloakroom from 08.00–17.00, Monday to Friday, please ask the Waiter on duty.

Lloyd's Shop

The Lloyd's Shop is located on the Lower Ground. It stocks a range of Lloyd's branded merchandise. Opening times are 09.30 through to 17.30, Monday to Friday. Contact shop@lloydsshop.com www.lloydsshop.com

Lockers

Temporary lockers are available from the Event Desk for periods of one day only. Should you require any information contact the Event desk on extension 6345.

Lost Property

Lost Property is dealt with by Security who can be contacted on 0207 327 6340.

Meeting Rooms

All tenants can book the meeting rooms by Reception. To make a booking email Reception at lloydsreception@lloyds.com

Additional rooms are available in different areas of the building and can be booked emailing the room bookings team at lloydsroombookings@lloyds.com

To request any refreshment, audio visual or any other equipment contact lloydsroombookings@lloyds.com

Porters

A limited portage service is available during business hours and can be booked with the Helpdesk on 0207 327 6666 or lloyds-helpdesk@lloyds.com

Porterage services required for more than 2 hours can be provided at a cost, contact the Helpdesk to get a quote.

Post Room

The post room is situated on the outside of the building in the Lower Ground Floor and is open between 08.30 and 17.00.

Tenants Postcode: EC3M 7DQ.

The post room service includes mail delivery, post should not be sent to the Underwriting Floor. We do not encourage personal deliveries therefore any personal items must be collected from the Post Room. For any planned deliveries email the post room at tenants@lloyds.com each Friday by 14.00, with the deliveries expected for the following week and provide the name of the delivery company and driver (when possible).

Any last minute deliveries needs to be sent to the post room on the day before by 14.00. Deliveries not arranged will need to be collected from the post room on the same day. All couriers are required to show a Photo ID, accepted ID's are driving licence, passports and company pass with logo, photo and full name.

Quiet Room

Room 713 on Gallery 7, has been set aside for prayer and private contemplation. Please contact the Helpdesk on extension 6666 for more information.

Tours

Should you wish to take or arrange a tour of the building for your guests, please contact tours@lloyds.com for more information.

Umbrella Hire

Umbrellas are available at our station located in UB Cloakroom. They are free to use if returned within 24 hours, for longer periods of use there is a small fee:
24–48 hours £2
48–72 hours £4

After 72 hours a fee of £16 will be charged in addition to the value of use, and you may keep the umbrella. Saturdays, Sundays, and bank holidays are not considered days of use, so there is no charge.

Our facilities

Visitors

All visitors are required to show a Photo ID, accepted ID's are driving licence, passports and company pass with logo, photo and full name.

Waiters and Front of House Team

Our waiters are here to provide support throughout the day and to answer any queries you may have.

paul.warden@lloyds.com
Interim Head Livered Waiter

janice.stewart@lloyds.com
Livered Waiter

mabs.alahi@lloyds.com
Livered Waiter

jon.eatough@lloyds.com
Livered Waiter

iamin.ceesay@lloyds.com
Guest Experience Lead/Ambassador

agata.graciova@lloyds.com
Receptionist

james.grimsdale@lloyds.com
Receptionist

shahrina.akhtar@lloyds.com
Receptionist

edvig.balevski@lloyds.com
Front of House Security Supervisor

shaquille.small@lloyds.com
Front of House Security Officer

alex.thompson@lloyds.com
Front of House Security Officer

Waste

There are waste points located at the Tower entrances to the Room. Please ensure waste is disposed of correctly so we can recycle as much as possible. Confidential waste is shredded on site and is collected every 2 weeks.

Wellbeing Centre

The Wellbeing Centre is located on the Upper Basement. For appointments with the nurse, contact Blossoms Healthcare between 08.30 and 18.00 on 0207 489 1136 or email clientsupport@blossomshealthcare.co.uk

For medical service appointment bookings, information on fees and enquiries contact extension 5341 or email lloydswellbeing@healthresponse.co.uk

Wi-Fi

Join the new **Lloyds_86Building** Wi-Fi network. You won't need to provide a username or password when logging on.

To report an issue with the Wi-Fi in the Underwriting Room, please log a ticket and one of our support teams will happily assist [Log a Ticket](#)

Alternatively, you can call +44 0207 327 4321 for further assistance.

Building requirements

ID Requirements

All pass holders must wear the Lloyd's pass at all times when in the building and use it to open the security barriers for access and exit. Pass holders may be required to show their pass to a security officer on arrival. Our security may ask any pass holder to visit the Camera Room to update the pass if damaged or not up to date.

Visitors to the building are required to produce a form of photo identification in order to be issued with a visitor's pass. Accepted IDs are passport, driving licence or company card with photo, name and company logo.

Dress code

Anyone visiting the Lloyd's building should dress to generally accepted City standards. Lloyd's supports those who wish to wear clothing appropriate to particular religious beliefs or cultures.

Additional guidance for accessing the building

- Passes are to be displayed at all times when in the building
- Bags may be searched upon arrival
- Smoking, vaping or e-cigarette usage is not permitted inside the Lloyd's building. Designated smoking areas are located outside the building
- No valuables should be left unattended and occupiers must maintain their own insurance against loss of personal property
- Everyone is encouraged to adopt a clear desk policy, as Lloyd's accepts no responsibility for any loss or damage to personal property

Should you require any further information or clarification on the above in relation to the underwriting floors, please contact enquiries@lloyds.com

Access pass requests

Permanent passes are issued in the Camera Room, opposite main reception. The Camera Room is open between 08.00–17.00 and can be contacted on 0207 327 6292 or cameraroom@lloyds.com you can also visit the camera room if you have forgotten or lost your permanent pass.

Visitor passes are issued at main reception which is open between 07.30–18.00. Before 07.30 and after 18.00 our security team covers reception and signing-in and out procedures apply. It is advisable to arrange visitor's passes in advance by emailing reception@lloyds.com quoting your Lloyd's pass number.

Additional guidance for visitors

- Lloyd's pass holders can sign in a maximum of 4 visitors. If you have a party of more than 4 visitors email our Room bookings team at lloydsroombookings@lloyds.com
- All visitors passes need to be returned to the security officers at the end of the visit
- Hosts should advise their visitors that bag searches are an ongoing procedure on entry into the building
- The host must remain with visitors while in the building and accompany them out of the building at the end of the visit
- Hosts should make visitors aware of the emergency procedures which are set out on the reverse of the security pass
- Visitors are permitted only on weekdays

Security and Health & Safety

Security

Our security officers are on site 24 hours a day, seven days a week and CCTV are operational both internally and externally. All security related issues, e.g. thefts, suspicious occurrences, requests for advice or assistance, should be directed to security@lloyds.com or extension 5905.

In the event of an emergency call extension 2222 which is the direct line to Security. They will be able to attend and provide assistance and/or summon the appropriate Emergency Service (Fire, Police or Ambulance). The emergency services can also be called via the 999 system, however, if you do call the emergency services yourself please contact the Security Control Room (2222) immediately afterwards to ensure the crew are met on arrival by a member of the security team who will escort them to the correct location.

Health and safety

Lloyd's policy is to comply fully with the requirements of the Health and Safety at Work Act 1974 and subsequent legislation to ensure the health, safety and welfare of all occupiers. It is the duty of everyone using the building to do everything possible to prevent injury to himself and to others, for example, by promptly reporting accidents and potential hazards. The safety of visitors and guests will be the responsibility of their host. A summarised version of the key health and safety procedures is contained in the Lloyd's Health and Safety Guide.

First Aid

An 'in-house' Medical Suite is situated on the Upper Basement and is staffed by a qualified nurse between 09.00 and 17.00, Monday to Friday. Telephone extension 5341. The nurse is able to administer first aid in medical emergencies and provide routine and some diagnostic advice on medical matters generally. If the nurse cannot be contacted, assistance should be sought via Security on extension 5905 or extension 2222 in an emergency. Security will provide first aid and/or arrange appropriate medical assistance.

A List of Fire Marshals and First Aiders relevant to each Floor are displayed on the Floor Directories in the Lift lobby area at all Towers. Changes of staff that are Fire Marshalls or First Aiders should be notified to the Facilities Helpdesk on extension 6666.

Security incident

In the event of any security incident all necessary instructions will be given using the Public Address System, followed by the activation of the alarm bells.

Security and Health & Safety

Fire evacuation

| Alarm | Action |
|--|--|
| Intermittent ringing of alarm bells | — Prepare to evacuate |
| Continuous ringing of alarm bells | <ul style="list-style-type: none"> — Leave building immediately and calmly — Use the nearest fire exit — Do not use lifts or escalators — Disperse and move a safe distance away from the building |
| Instructions broadcast over tannoy, from security staff or police | — Listen carefully and follow instructions |

| Raising the fire alarm | Suspect devices |
|--|---|
| <p>What to do if you discover a fire:</p> <ul style="list-style-type: none"> — Break glass on the nearest call point — Extinguish if safe, then inform security — Use the emergency number 2222 <p>When to use the fire extinguisher:</p> <ul style="list-style-type: none"> — If you are competent — Only when safe to do so — Only in the early stages of a fire — Do not put yourself in danger to fight a fire — if in doubt, GET OUT | <ul style="list-style-type: none"> — Do not touch — leave in situ — If being handled, very gently lay it on the nearest horizontal surface — Inform the Security control room (Ext 2222), who will inform the Police — Clear the immediate area — Inform your manager — Await the arrival of the Police and/or security staff |

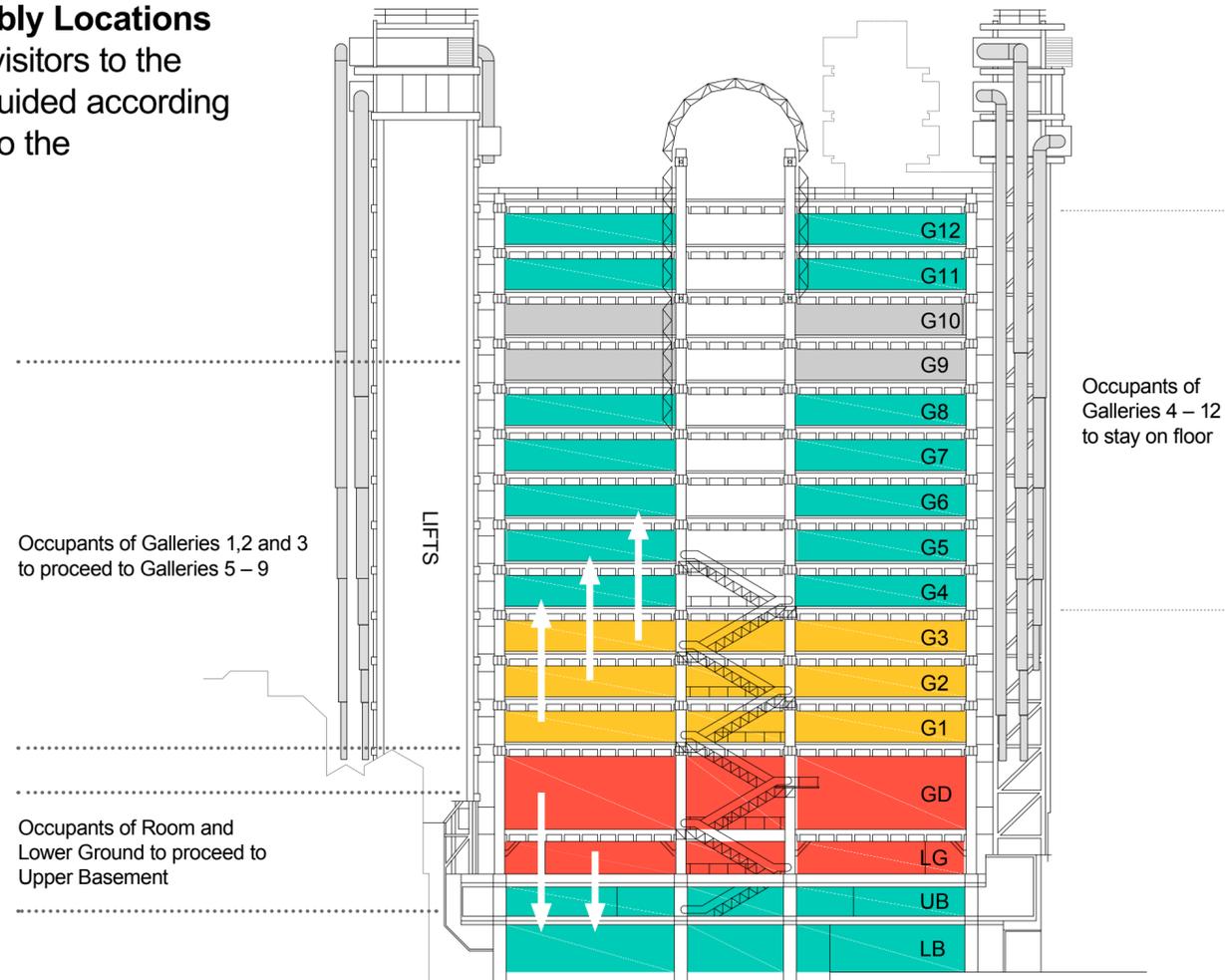
Dispersal Procedure

- Lloyd's operates a '**dispersal**' procedure for the London building
- This means that, in the event of the fire alarm activating, all building users must leave the building and go to a location of their choice away from Lime Street
- Individuals should then return to the building every 15 minutes to see whether they can re-enter.

Security and Health & Safety

Internal Assembly Locations

Occupants and visitors to the building will be guided according to their location to the following areas:



Internal Assembly

An invacuation procedure may be adopted when there is a threat, or potential threat in close proximity of the building and this is to be considered the most appropriate response. It is advised that staff carry their building passes around their neck with the provided lanyard. This will ensure the free movement through the building during emergency situations.

Recommended course of action

Occupants and visitors to the building will be notified of the recommended course of action via the tannoy or verbally by Lloyd's Security. Lloyd's Security may be assisted during an incident by other Lloyd's personnel such as Fire Marshals, who will help to direct people to the designated invacuation areas.

| Location | Invacuation Area |
|---|---|
| All people on the Underwriting Room and Lower Ground Gallery | Move to upper basement area and into the corridors for protection |
| All people on Galleries 1–3 | Following the security instructions, move up to Galleries 5–9 |
| All people on Galleries 4 and above | Remain in your Gallery and listen to security instructions. Move away from any announced sides of the building and windows. |

LLOYD'S

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