

# easyOffice.co.uk

## operations manual



## Introduction

Dear colleagues,

This manual is designed for the benefit of all those people involved in the operations of easyOffice, one of my latest ventures under the easy brand.

Whether you are one of our own team members, or a valued business partner who owns and/or operates an easyOffice centre, you should be able to find most of the answers in this manual.

As you know, I consider myself an entrepreneur and as such I have designed the concept of easyOffice with fellow entrepreneurs in mind. It is for people who start their own business and now need the convenience of some office space but without the burden of a long term lease.

We have designed the booking system at [www.easyOffice.co.uk](http://www.easyOffice.co.uk) to resemble the process of booking a hotel room or perhaps even a flight, using a credit card for as little as one week at a time at unbeatable prices.

Please enjoy reading this operations manual and I am looking forward to working with you to make this venture a success and a win-win for all those involved.



**Sir Stelios Haji-Ioannou**  
easyOffice Chairman & Founder



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# 1. Standards Of Operation

## .1 Compliance with local/ legal authority

The property in which the easyOffice center is located must comply with local, national and international legislation relating to your property. The documentation required is a legal and brand requirement. Copies of all documents (eg: health and safety files, asbestos reports, energy performance certificates) must be available in the property for inspection, at all times.

## .2 Quality Assurance

The property must be kept in good repair and condition, clean and tidy and in accordance with the office layout agreed in writing by the easyOffice Head Office.

The property will be subject to at least one, unannounced, Quality Evaluation visit every 12 months; an initial Quality Evaluation will take place within 12

weeks of opening, refurbishment or building extension.

Additionally, the property will be assessed by the easyOffice Mystery Client program at least once every 12 months;

the findings will be forwarded to the operating company within 10 working days and will form part of the ongoing easyOffice quality assurance program.

## 3 Safety and Security

Adequate precautions must be taken to ensure the personal safety of clients and employees at the property and the protection of their possessions against damage and theft.

All full and detailed fire risk assessments must be completed and available at the property for inspection before opening and reviewed annually.

Fire Prevention: All employees must be trained in fire prevention best practice, as well as

instructed in fire safety procedure and proper use of fire fighting equipment.

All employees must be trained prior to opening or before being left unsupervised; training must be carried out every 3 months with training records kept at the property.

A fire drill (including a full evacuation) must be carried out and recorded prior to opening and 6 monthly thereafter.

All portable fire fighting appliances must be inspected and labelled in accordance with local regulations, by an approved contractor, with documentation to be kept at the property.

Fire Alarm System: An automatic addressable fire alarm system must be installed in all areas of your property.

# 1. Standards Of Operation

## **.4 Smoking Policy**

easyOffice centers are no smoking properties. Areas outside the property (gardens or patios) may be allocated as smoking areas and signed accordingly; ashtrays must be provided in these locations. Consideration must be given to keeping grounds neat and tidy and free from debris. Smoking must be discouraged outside the entrance of the property.

## **.5 Services & Property Maintenance**

The landlord is responsible for the upkeep of your property and must have an up to date maintenance plan on file; this plan will be reviewed during the Quality Evaluation.

Your property must have in place programmed contracts to maintain all the equipment in the property; it is the responsibility of your property to keep records of inspections and actions taken.

Such areas must include, but are not limited to:

- Pest Control
- Legionella Testing,
- Water Boilers,
- Air Conditioning Systems,
- Fire Prevention and Fire Fighting Equipment.

Each property must have a Health and Safety reporting system which records the findings and actions taken as a result of regular inspections, these inspections must be carried out and reported a minimum of twice in any 6 month period.

## **.6 Personnel and Training**

You must keep relevant records about employees at the property. At recruitment stage you are responsible for ensuring that every candidate meets the required legal status to work and is as described in the personal specification for the job.

You must promote Equal Employment Opportunities by offering employment without regard to race, religion, sex, national origin, age or disability, provided the applicant meets the requirements necessary for the position.

## 2. Property Operations/ Service Delivery

### .1 Designated Manager

At all times during normal office hours in the property there must be one person nominated as the Manager.

An escalation procedure for all client queries should exist and the Manager must have the contact details of their direct superior to allow escalation as well as an advanced knowledge of all in house systems, H&S and fire procedures.

### .2 Hours of Operation

easyOffices are open for clients to access 24/7 using appropriate access mechanisms unless there are local restrictions. Entry to the property is by a fob key - details and specifications to be advised. Whilst entry to office rooms is by securefast digi-lock - both as specified from time to time specifications will be advised.

### .3 Rate & Room Management

easyOffice HQ personnel will set the rates at which each office room is available for sale on the system; these will vary with competitive activity, seasonal and local market conditions.

Office allocations at each rate level can be changed as often as is appropriate. A daily review of rate allocations and booking levels will be held with the Centre Manager and appropriate changes made in line with market conditions.

The prices shown on the online reservation system must always be the best value price available by reference to room size, condition and location.

It is a brand requirement that rates are set at a minimum of 10% to 15% below the recognised budget Serviced Offices competition in the location of the your property.

### .4 Booking an Office

Booking an office can only be made online at [www.easyOffice.co.uk](http://www.easyOffice.co.uk). Clients are asked to print a confirmation and bring it with them to the property and produce it at reception with their credit card and suitable form of ID passport.

Employees on duty should not take future bookings for clients – the clients should be directed to the website [www.easyOffice.co.uk](http://www.easyOffice.co.uk), shown the easyOffice terminal for them to use and be asked to make their own bookings.

## 2. Property Operations/ Service Delivery

### **.5 Sales & Marketing**

In the case of the franchised centers easyOffice will deduct and spend on behalf of the property owner/ franchisee 1.5% of the forecasted room's revenue on marketing activities (online and offline) specifically aimed at supporting the property and increasing awareness of the property both locally, regionally and nationally.

### **.6 Vending**

Vending facilities will be reviewed on a centre by centre basis. You are not obliged to supply vending.

easyOffice has negotiated best rates for vending machines. Please speak with Head Office for advice.

### **.7 Telephones / Internet**

High speed Internet must be provided throughout the property and designated public areas, either wireless or cabled. Its use by registered clients will be charged for online.

There is a help number for the easyOffice recognized supplier for both Internet and telephone.

### **.8 Reporting**

On a weekly and monthly basis the Manager is to provide trading performance reports to Head Office.

These reports are:

- Forward Order Book - weekly basis
- Occupancy Reports - weekly basis
- Daily and Weekly Sales reports - daily and weekly basis

There will be other reports required on a timely manner as and when the business may require.

## 3. Office Layout

### .1 Reception

- A small reception area should be in place by the entrance to the property - assistance with the style will be provided by Head Office.

### Communal Areas

- Communal areas (corridors and reception) should be white walls without pictures, no plants and dark grey carpet or carpet tiles.

### Cleaning

- Communal areas - receptions, corridors and toilets - only to be subject to a daily clean.

### .2 Telephones

There is no requirement to provide a telephone to take incoming calls from outside your property; telephones may be ordered via the easyOffice preferred supplier.

A mobile phone must be provided for the Centre Manager; this number should be given to all easyOffice clients for use in an emergency or displayed on the information sheet given on check in.

### .3 Signage

Signage must be approved by local planning authorities. The size will be what is allowable or appropriate to the building, whilst still giving high visibility to the property.

The style of any signage will be advised by Head Office. On no account must any branding be used without agreement from Head Office.

### .4 Furniture, Fixtures & Fittings

- 1,200mm x 600/800mm desk (beech or similar)
- 400mm storage pedestal

easyOffice has negotiated best market rates and can assist with supply should you require.

## 4. Meet the Team



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