



User handbook

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1. Property and addresses

Polaris Business Park currently includes three buildings and a parking garage

Castor

Kiinteistö Oy Polaristontti 7
Itsehallintokuja 4, 02600 Espoo

Vega

Kiinteistö Oy Polaristontti 6
Itsehallintokuja 6, 02600 Espoo

Capella

Kiinteistö Oy Polaristontti 5
Vänrikinkuja 3, 02600 Espoo

Companies residing in Polaris Business Park can use Itsehallintokuja 6, 02600 Espoo as their mailing and street address. Unless the company has a postal and goods services agreement with Coor, the mailing address is the property's official address.

2. Safety

The building has an automatic sprinkler system and fire alarm and smoke extraction system, automated call points, fire hydrants and hand fire extinguishers. Emergency routes and exits are marked with lights. For fire safety reasons, no items should be stored in communal spaces. The owner of the property can remove extra items without warning.

The property is equipped with an automatic fire warning system that forwards the alarm to the Rescue Department. Upon hearing the fire alarm, you should promptly exit the building and go to the meeting point at the end of the car park in front of the building. Avarn is responsible for security in Polaris, alarm receiving centre tel. +358 (0)20 428 2000. A security guard visits the property at nights and weekends and checks the locks on the external doors. The property has its own safety evacuation plans, and their safety organisation consists mainly of representatives of companies.

Security alarm receiving centre

Avarn is responsible for security in Polaris

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3. Office spaces

Company specific spaces and details on the account are defined in your lease.

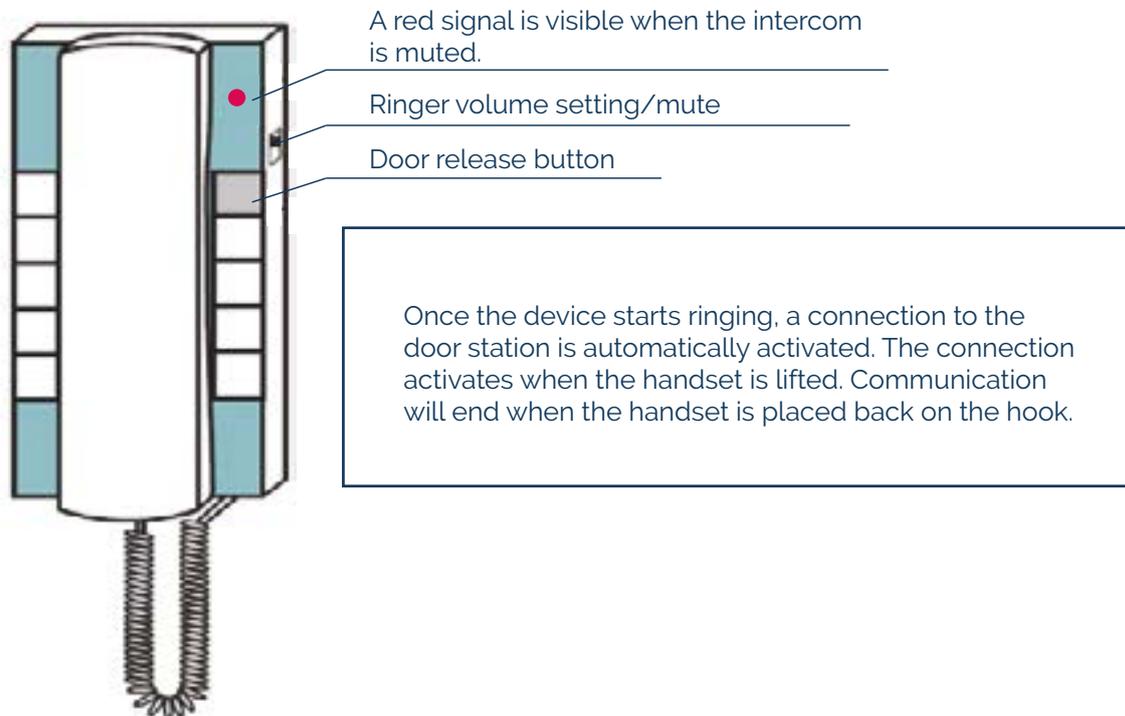
The company is responsible for arranging appropriate agreements regarding the transmission and sale of electricity (Fortum) and data communications. The official property addresses must be used for the electricity and data communications agreements. This is to make sure the connections are set up to the cross-connection point of the correct building. If there is a need to adapt spaces, we kindly ask you to contact the property manager. [Kare Suojanen 050 588 6837](mailto:kare.suojanen@juhola.com), kare.suojanen@juhola.com

Temperature control

You can fine-tune the indoor temperature by adjusting radiator thermostats and using a room-specific controller. During the summer, you can lower the temperature by using curtains and blinds to protect the room from direct sunlight. If there is a problem with the room temperature, you can submit a maintenance request at the reception. The maintenance personnel will evaluate the situation and give guidance, if necessary.

Entrance intercom

Intercom connection at the property entrances.



4. User services

Reception service

The reception service is located on the 1st floor of the Vega building. Visitors sign in at the reception service. The reception personnel direct visitors accordingly with the customer's instructions. Reception service is open on workdays from 8 am to 4 pm. Contact us: **010 234 3490**, aula.polaris@coor.com

Restaurant

The restaurant in the Vega building is open Monday to Friday, 8 am – 2 pm, lunch is served at 10:45 am – 1:00 pm. There is a possibility to make company specific lunch arrangements. Restaurant manager: **Jaana Nieminen 040 575 2999**, polaris@compass-group-fs.com

Meeting rooms

There are negotiation spaces of different sizes that can be rented separately as well as a sauna. Reservations can be made through the reception service or the Varian reservation system. More information about the space reservation system, negotiation spaces and rents is available at the reception service. Contact us: **010 234 3490**, aula.polaris@coor.com

Property maintenance

Selco Oy is responsible for property maintenance. During office hours, all maintenance and repair requests are submitted to the reception service.

Property maintenance on-call service

After office hours, urgent maintenance and repair requests should be submitted to Selco Oy's on-call maintenance services: **0400 897 070**

All Polaris Business Park properties have their own FimX maintenance log that is used to guide maintenance and monitor quality. For example, reported defects, repair procedures and consumption information are reported in the maintenance log. Documentation is conducted by reception service, maintenance service, technical manager.

Gym

Use of the gym is agreed upon in a company-specific contract. More information is available from the property manager: **Kare Suojanen 050 588 6837**, kare.suojanen@juhola.com

Polaris bicycles

In Polaris, there are 4 bikes that can be borrowed during office hours. Yellow Jopo bikes are kept outside the Vega building. You can ask to use the bikes from the reception service, where you also need to return the keys before 4 pm.

Car wash

On the bottom floor of the parking garage you will find the AutoSpa service that the user can access directly: [044 977 2223](tel:0449772223), info@autopesu-polaris.fi

Other services

The reception service agreement is made between the tenant and service provider, Coor Service Management Oy. In addition to reception services, Coor provides services such as:

- office supply store
- standard cleaning
- mailing services
- standard washing services, e.g. window cleaning, floor mopping, hygiene products
- recovered paper and destruction of data protection materials
- indoor plant rental maintenance/purchase
- rented carpets
- switchboard services
- coffee machines
- various auxiliary office services (packaging, filing, enveloping)
- office services (office supplies, copying, laminating, etc.)

5. Parking

Parking spaces in the Business Park are subject to a charge. There are parking spaces in the parking garage and in an outdoor lot of the property. As you drive into the parking garage, use your keycard to open the barrier and door. As the spaces have been reserved individually for the needs of each company, a keycard is also needed at the exit barrier.

Visitor parking

There are spaces designated specifically for visitors in front of the Vega and Castor buildings. Visitor spaces are for visitors only.

Parking control

The City of Espoo is in charge of parking control in the area. Unauthorised parking receive a fine.

Cycle stands

The three bike shelters are located near the main entrances. Each shelter can hold up to 10 bikes.

6. Access control and camera surveillance

A keycard is generally required to access the communal areas of the building. You can get a keycard and keys at the reception service by showing your personal identity card.

Whenever a keycard is used, it is registered in the access control system. The access rights for keycards are defined individually for each company and user. The reception service creates permits for groups and maintains the access control system.

A keycard is personal and it is not permitted to transfer it to another person. You should immediately inform the reception if a keycard goes missing.

There is a recording video surveillance system in the property.

Please note!

After office hours (4 pm – 6 am), holding open a door that is equipped with a reader for longer than two minutes will cause an alarm. The security company will inspect all alarms. **A false alarm caused by a tenant is charged according to the security company's current prices.**

If you need to hold a door equipped with a reader open for more than two minutes outside office hours, please contact the reception in advance.

7. Lifts

You will need a keycard to access floors other than the first floor when using the lift. All lifts are equipped with an emergency device that connects to the lift maintenance provider. Technical problems should be reported to the reception.

In case of an emergency that occurs outside of normal office hours, you should contact the lift maintenance provider directly. The contact information can be found in the lift.

8. Waste management and recycling

Recycling facilities are located on the first floor.

The property is responsible for the most common waste sorting: biowaste, mixed waste, waste-to-energy, paper. In addition, carton is collected. Sorting container for carton is located in the back yard in between buildings. More detailed recycling information can be found in the recycling facilities.

In cases of WEEE and hazardous waste, please contact the reception service.

9. Cleaning service for communal spaces

Coor Service Management is responsible for cleaning communal spaces. The communal spaces in the property are cleaned five times a week. Communal spaces include, the entrance lobby along with corridors, lifts, 1st floor toilets, gym, staircases and basement corridor.

10. Smoking

Smoking is only permitted outside in areas specifically indicated for smoking. Smoking in front of the main entrance is strictly forbidden.

11. Emergency evacuation plan

The property has its own emergency evacuation plan that can be found in the intranet:
polarispark.fi/intra

12. Contact details

Reception services

Coor Service Management

tel. 010 234 3490

aula.polaris@coor.com

Property management and outdoor area maintenance

All non-urgent repair requests should be forwarded to the reception

On-call maintenance services are responsible for urgent cases after office hours from 4 pm to 8 am: tel. [044 242 5355](tel:0442425355)

Restaurant services

Fazer Foo Services,

Service Manager Jaana Nieminen

tel. 040 575 2999

polaris@compass-group-fs.com

Security

Avarn

tel. 020 428 2000

(burglary and criminal matters from 4 pm to 8 am)

User services

Coor Service Management

Service Supervisor Minna Pekkinen

Service Centre Kaija Oksman

tel. 050 370 9855

tel. 050 379 8864

minna.pekkinen@coor.com

palvelukeskus.polaris@coor.com

Car wash

AutoSpa

tel. 044 977 2223

info@autopesu-polaris.fi

Business Park Manager

Juhola Business Park Management Oy

Kare Suojanen

tel. 050 588 6837

kare.suojanen@juhola.com

Property Manager

Juhola Business Park Management Oy

Santtu Loisa

tel. 040 7797 092

santtu.loisa@juhola.com