

PROTOCOL FOR ACCESS TO CHANGING ROOMS AND SHOWERS WORLD TRADE CENTER BARCELONA

Objective

The purpose of these regulations is to define the use of the ground floor changing rooms for World Trade Center Barcelona tenants.

The acceptance of the terms of use, implies the acceptance of the indicated conditions.

Access to the changing room service

Access to the space will be **via mobile phone**, both to enter the hall area from the Plaza and to access the two changing rooms.

Changing room schedules

The schedule for the use of the changing rooms and lockers is as follows:

- The changing rooms, including showers and lockers, can be used on **Mondays to Fridays, from 7 am to 11 pm.**
- You can pick up the token and key required to use a locker **on Mondays to Thursdays, from 7 am to 7 pm.**

*You can pick up the token and key required to use a locker **on Fridays, from 7 am to 6 pm.**

This timetable is subject to changes due to works or other incidents, and the tenants will be notified in advance, as long as the circumstances so permit.

Access to the service

Any tenant wishing to use the changing rooms must **fill in the form** on the www.wtcbarcelona.com/es/wetakecare/ website (to be filled in only once) so that the management can activate their permissions.

Scope of application

The use of the changing rooms is limited to employees of WTCB's tenant companies. Its use **is not authorised** for the following persons:

- Family and friends of WTCB workers
- Outsourced and contract workers
- Visitors to tenants

Respectful behaviour must be observed in the changing rooms. Their usage implies the proper use of the facilities:

- Preserving and maintaining the cleanliness of the facilities
- Reporting any shortcomings detected by means of the digital button panel available in each changing room.

Hygiene rules

The following hygiene rules are detailed in order to guarantee the best experience for all users:

- Eating is not permitted in the changing area.
- Glass containers and sharp material may not be brought into the changing area.
- You must wear rubber sandals (flip-flops) to walk around the entire zone, including the changing area, lockers and showers.
- Waxing, shaving, nail clipping and hair dyeing are not permitted in the changing rooms.

Dress code

The following dress code is provided so that the use of the changing rooms does not impinge on the normal functioning of the building:

- It is forbidden to change in areas such as corridors, toilets and, in general, in any other part of the building that is not a changing room.
- It is forbidden to leave the changing rooms in your underwear or with a bare torso.
- You must be completely dry when you leave the changing room, including your shoes.

Use of lockers

To collect their locker key, authorised tenants must go to **reception, where our staff will assign them a key and a token; It must be returned to reception at the end of use.**

The lockers may be used for a MAXIMUM OF 4 HOURS, as this is linked to the use of the showers, or to the carrying out of a sporting activity. This limit will allow as many employees as possible to use them and ensure that they do not become a storage place.

If the key is returned outside reception opening hours it must be left in the mailbox at the entrance to the changing room.

The following rules regarding the use of the lockers are detailed in order to ensure their correct use, and to optimise their use by the greatest possible number of users:

1. All clothing and personal belongings must be deposited in the lockers, and you must carry the key and the token with you during your stay in the facility. The WTCB is not liable for damage to or the loss of any item than hasn't been deposited inside the locker and locked properly.

2. No more than one locker can be occupied per user.
3. **The user must vacate the locker, removing the objects deposited in it, once its use has ended, before 11 pm each day.**
4. Should a user lose the key to their locker, the security staff will proceed to open it once the user has described the personal belongings contained in the locker; they will then identify themselves by showing their ID card.

The loss or breakage of the locker key means the entire lock will have to be replaced. This entails a cost of 50 euros, which must be paid in order to retrieve the abandoned items. In the event of non-payment, access to the changing rooms will be withdrawn until the amount owed is paid.

5. **Every day all objects left in the changing room area and in the lockers will be removed and deposited in a lost property area**, where they will not be under the responsibility of the management. There will be a period of custody for claims of one month, after which they will be delivered to the Town Hall's Lost Property.
6. To retrieve a removed or abandoned object, users must contact the **Control Centre**.
7. We kindly ask to close the lockers doors after use.
8. In the event of any incident caused and/or suffered, one must contact the Customer Service Point (pac@wtcbarcelona.es) within twenty-four hours (24 h) from the time it occurred, filling out the incident report: ANNEX I.

Disciplinary regime

Failure to comply with any of these conditions of use, as well as any other provision contained in this document, will entitle the property owner to **cancel the service immediately**, and the user will be prohibited from using it further.

ANNEX I

INCIDENT REPORT FORM

<ul style="list-style-type: none">• Date of the incident:• Time of the incident:• Location:
<ul style="list-style-type: none">• Personal damage:
<ul style="list-style-type: none">• Material damage:
<ul style="list-style-type: none">• CIRCUMSTANCES (description):
<ul style="list-style-type: none">• REMARKS
<ul style="list-style-type: none">• PHOTOGRAPHS

NAME AND SURNAME