

Code of Practice - Part 1

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Preamble: definitions

- The **Centre**: the Centre Mundo-B (Brussels)
- The **Members**: the tenants renting an office at Mundo-B
- The **Operations Director (OD)**: Mr Jean-Philippe Buysschaert
- The **Centre Management Committee (MC)**: a committee made up of the tenants' representatives (one representative by tenant) and the Operations Director
- The Member Representative is the person appointed by a Member to represent them at the MC

Please note that the policies of the Centre change from time to time and policies stated here may be superseded. However no changes will be made to this document without the tenant being fully informed.

This document is intended to set out the broad principles around how the Mundo-B Centre will be managed. More detailed information on building management practices and procedures can be found in the Code of Practice Part 2.

This document, as well as the Code of Practice 2 and much more, can be found at the Centre (Edimbourgstreet 26, 1050 Ixelles) and on the intranet. To access the intranet, go to www.mundo-b.org. On the home page, go to the link Intranet and enter your user name and password. If you have forgotten your user name and password, please ask your tenant representative. If s/he is not available, contact the Operations Director. If s/he is not available, the head office might be able to help providing they can establish your identity.

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This document presents how the Centre
aims to provide an ethical property management service,
what it is expected from the tenants, and what they can expect from the Centre for a harmonious
and sustainable share of the spaces?

Introduction:

What is Mundo-B?

Mundo-B is a joint initiative of two organisations – Ethical Property Europe and Maison Du Developpement Durable.

Ethical Property Europe SA is a social business established specifically to meet the property needs of the social change sector, The company offers any individual the chance to make an ethical investment in property. Ethical investors buy shares in the company and these funds are used, together with borrowing from Triodos Bank, to purchase and renovate property as centres that bring a wide range of social change organisations together under one roof. Tenants pay a moderate rent and investors receive a moderate return. The origins of Ethical Property Europe lie in the UK, where The Ethical Property Company PLC was first established in 1999 and now owns 13 centres around the UK. Ethical Property Europe also owns a centre in Namur. For more information please see www.ethicalproperty.eu and www.ethicalproperty.co.uk.

Maison Du Developpement Durable Scrl (MDD) brings together 11 Belgian non-profit organisations, most of whom are also tenants in Mundo-B. The aim of MDD is also to establish a centre that brings together non-profit organisations so that they can share resources and facilities and build their profile. The members of MDD have invested their own money in the project and have also borrowed further money from Triodos Belgium. This loan will be paid off over 20 years.

MDD and Ethical Property jointly own the Mundo-B centre, through a company called Brussels Sustainable House. This company has a board of directors made up of two of the directors of Ethical Property Europe and two of the directors of MDD. Each of the two organisations has signed one partnership agreement, defining how they will work together.

Objectives of this Code

The objectives of this code are:

- Infrastructure support: To support members in their development as effective social change organisations, by providing well-managed office space (offices, meeting rooms, documentation centre...) and services (furniture, reception desk, ICT...) at affordable rent, with flexible & supportive lease and space arrangements.
- Synergy development: To seek to foster contact and the sharing of ideas and resources between members.
- Healthy and rewarding environment: To work to make the building sustainable, ecologically sound and energy efficient, healthy and secure, accessible to all, and having a positive impact on the surrounding community.

This document details how members can help put these principles into practice.

I - Ethical Criteria for Tenancy

Inspired by an ethical, socially responsible and sustainable philosophy, the Centre has criteria for assessing its members. These criteria aim to be as transparent as possible.

These fall under three headings:

1. Essential/Preventative qualities
2. Desirable/Undesirable qualities
3. Preferred/Discouraged qualities

Members that lack essential criteria or possess a preventative one will not be offered tenancy in a centre. Members with desirable characteristics will be given preference over those with undesirable characteristics. The 'preferred' and 'discouraged' criteria will only in a very few cases affect the choice of whether an organisation is granted tenancy. Rather, the company would wish to engage with the member organisation to develop the preferred criteria and to lose the discouraged criteria once the organisation is in occupancy.

An unethical business can be described as one causing damage to the environment through its activities, engaged in arms sales, tobacco, or with a poor human rights or employment rights record. Other activities, such as petroleum or car sales, may also be judged unethical in certain cases.

A social change organisation is one that recognises that certain problems within society are structural - they can only be solved if some aspect of society is changed. The change required could be in the law, in the political or economic system, or in societal behaviour or attitude, or some or all of these. The problem will not be resolved until the cause is addressed. Our members aim to better society through their work on the environment, overseas and community development, human, civil and women's rights, peace, homelessness and refugee and minority issues.

How we enforce the criteria

The Centre will make a brief assessment of the organisation. The Centre will ask for a web address and a brief description of its activities when the organisation first applies for space through the 'basic needs questionnaire' (which can be downloaded from www.mundo-b.org).

We may also ask for the organisation's latest annual report and accounts or similar documents. If there are any questions on these the Centre will visit the organisation with a view to gaining a better understanding of the organisation and its objectives. In the case of doubt, the MC will collectively be asked for a further opinion on the suitability of the tenant. In the case of disagreement, the final decision on whether or not an organisation meets the ethical criteria rests with the board of directors of Brussels Sustainable House, the company that owns the Centre.

Once members move in, the Centre will request further information from time to time. In particular we ask all tenants to complete a short questionnaire once a year in the summer in order that we can prepare the Centre's annual social and environmental accounts.

If members are considered to no longer meet the ethical criteria, action will be taken for their removal either by mutual agreement or by cause of infringement of the lease.

Essential criteria (must have/be)	Preventative criteria (cannot have/be)
<ul style="list-style-type: none"> • A defined social purpose that accords with the Centre's overall objective of building a sustainable society and a sustainable environment. • A financially sustainable organisation. • A charitable or non-profit org., a social enterprise, an ethical business, or a business of strong local benefit to a regeneration area. 	<ul style="list-style-type: none"> • Unethical businesses. • Government organisations or departments, national or local, with the exception of those specifically accepted by the MC.
Desirable	Undesirable
<ul style="list-style-type: none"> • A social change organisation. • An organisation with long-term prospects and opportunities. • An organisation that understands, supports and practices a self-help culture akin to the Centre's own. • A good mix with other groups in the centre. 	<ul style="list-style-type: none"> • An organisation receiving money from unethical businesses. • An organisation in any way undemocratic or discriminatory towards its stakeholders. • An organisation that lacks the support of the community it serves.
Preferred	Discouraged
<ul style="list-style-type: none"> • Equal opportunities policy and practice. • Environmental policy and practice. • Diverse funding sources. 	<ul style="list-style-type: none"> • High salary organisations or those with a differential between the highest and lowest paid worker of 5 to 1 or more.

II - Responsibilities of the Members

Members of the Centre are expected to:

- Join and participate in the Centre Management Committee.
- Assist in managing the Centre in keeping with this code of practice.
- Willingly help with the management of the communal areas of the Centre.
- Willingly participate in the communal spirit of the Centre.
- Sign a lease, before they take occupancy.
- Comply with the Centre's reasonable Ethical Regulations as set out in the Codes of Practice 1 and 2, the Centre Annual Reports, and any other documents defining the ethical position of the Centre and all other legal obligations.

Our lease imposes obligations to uphold these principles. This document details how tenants can help put these principles into practice.

III - Division of Responsibilities

We, the Mundo-B Center, are responsible for building insurance, upkeep of the fabric and the exterior of the property. We also manage all the communal areas and facilities.

The Members are responsible for the maintenance of the interior of their own office, i.e. carpets, decorations and fixtures and fittings. They are also responsible for arranging and maintaining their own public liability insurance and contents insurance **as the building insurance the Centre takes out does not cover members' belongings.**

Members will also be responsible for meeting the cost of any damage to the building incurred during their tenancy, such as damage to plasterwork that goes beyond normal wear and tear.

Members must also ensure that all communal facilities are left clean and tidy after use, in particular that all meeting rooms and kitchens are left clean and tidy after use and all cups, cutlery and crockery are washed up and put away.

IV - Centre Management Committee (MC)

The MC can be a powerful vehicle for social change. It is a collective forum in which Members can influence and set the Centre's development strategies, strengthen collaborations between Members of the Centre, and with other centres, and look to provide coherent services to the public and others who use the centres.

the MC

- Is not a formally constituted body. It is made up of a representative of each member organization.
- Provides a forum in which issues of common concern can be discussed and resolved.
- Agrees on management procedures for the Centre, according to the policies below.
- Assists in the development of the communal and public areas of the Centre.
- Assists in developing the profile and character of the Centre.
- Assists in developing synergy and collaboration between the Centre's members or/and external organisations.
- Helps to develop working partnerships between members and between centres, in Belgium and internationally.

Who is in the MC? :

All Members are required to appoint both a representative and an alternate to the MC, except one-person organisations, who appoint only a representative. The Operations Director is also a member of the MC. The MC reaches decisions essentially by consensus or by single majority. At all times, organizations need to ensure a Member Representative is appointed, available and committed.

The MC meets at its own discretion, ideally monthly or bi-monthly. Quarterly, or at whatever frequency the members agree, the MC will meet in a **larger composition** with the directors, managers or principal representatives of the Members to discuss the strategic development of the Centre, Member joint projects and the enhancement of the communal facilities.

Representatives are responsible for...

- Being readily available as a point of contact for liaison between The Centre and the Member organisation.
- Notifying the OD of any change in contact details and / or if another representative is appointed.
- To contact the OD as soon as possible if her/his organisation faces financial difficulties and might struggle to pay the rent.
- Attending meetings of the Centre Management Committee.
- Ensuring that all members of their organisation are aware of this Code of Practice, their lease terms, the Code of Practice 2, and any decisions made by the Centre Management Committee.
- Reporting to the Centre Management Committee any activities, policies or issues likely to have a bearing on the Centre.

V - Communication

In general, all communication between members and The Centre should be **via the Member Representatives** or alternates. Except in cases of emergency, matters that Members feel need attention should be put to the OD in an **email**. The OD will decide if they should be dealt with directly or presented at the MC meeting. Matters concerning the behaviour of other Members can also be put forward in this way.

The Member Representatives are the main point of contact for all building issues for the members such as how things are supposed to work, difficulties over property management issues, any questions, demands or complaints, or new facilities that could be provided in the centre. The Member Representative may have the answer ready, or **the answer may well be in the Codes of Practice (1 & 2)**.

If the Member Rep cannot find the answer, s/he should email the OD. Once the OD receives the Member Representative's email, (s)he will assign the task to the relevant person (often themselves), decide who is responsible for dealing with it, and log it to the **Action List**. This list is updated constantly and made available to Member Reps either once a week by email or through shared documents facilities. The member Rep will thus be able to follow progress on her/his enquiry.

Sometimes, especially for ICT queries, Member reps can contact the IT department directly. Details on this can be found in the Code of Practice 2.

Member Reps are asked **to call or visit the OD ONLY if there is an emergency (Emergencies are issues that need attention within the hour, or endanger the building or the people in it)**. Examples of what we call emergencies are:

- A flood or break-in
- Someone stuck in the lift
- Someone with a disability needing assistance
- Any alarm going off
- More than one of the phones in an organization not working properly
- More than one internet connection in an organization not working properly

In the case of emergencies, any member can contact the OD directly, by phone or in person. OD's contact number is : (mobile : 0497 43.77.91).

Members are asked to bear in mind that the OD has many demands every day, and may have to make difficult judgements about what priority to give to different tasks. In all circumstances, Members are expected to treat the OD professionally and politely. The Centre has a duty to protect its staff from harassment and bullying in their workplace, and will take the steps stated in section VIII (Complaints Procedures and Sanctions) if a person of its staff is abused by a tenant.

Equally, Members are entitled to expect that the OD will behave professionally at all times. Section VIII describes how any complaint should be handled.

VI - Policies and Standards

Each member or stakeholder involved in the Centre will respect and promote the following principles for harmonious management of the Centre :

Synergy

The Centre aims to develop synergy between members. This can range from bringing together organisations with similar outlooks or objectives, to forming working partnerships within a centre to develop projects or activities. The focus is usually around the communal facilities provided, such as training and meeting rooms, the cafeteria and garden, and the communal services provided, such as broadband Internet access.

Environment

The members are expected to adopt environmentally responsible and proactive behaviour, using consciously and wisely the infrastructures of the Centre.

The Centre has a wide range of environmental features including a gas condensing and a wood pellet boiler, thermostatic radiator valves, water-saving devices on toilet flushes and taps, low-energy light fittings and bulbs, locally controlled lighting, adequate and suitable wall and roof insulation, ventilation mechanisms and recycling facilities. The tenants are expected to 'sign up' to environmental practices such as use of recycling facilities, ensuring heating use is sensible and turning off equipment and lights when not in use.

Energy and water Efficiency

The Centre aims to minimise energy use, carbon dioxide emissions and water use, maintaining levels down to or below a set of consumption targets based on European standards but set by the company. This will save members money on the service charge. Members are expected to co-operate fully. For example, members are asked not to use electric heaters (temperature level is kept between 19 and 21 degrees Celsius in the winter), and to turn lights off when not needed. When purchasing equipment such as computers, the Centre can advise on the best low-energy buys.

Minimising Waste

We aim to maximise recycling and minimise the use of non-reusable and non-recyclable products such as polystyrene. We avoid using environmentally damaging products such as CFCs, PVCs, non-certified woods, and non-environmental cleaning products and paints. Paper recycling facilities are installed in our centres and we provide further recycling services where available. Tenants are expected to conform to these policies and to make use of the facilities provided. We expect you to minimise your waste.

Green Commuting

The Centre discourages car use and encourages walking, cycling, and the use of public transport. Bike racks are provided and showers and lockers will follow. Members are expected to avoid unnecessary car journeys and to support the Centre's green mobility philosophy.

Equal Opportunities

The Centre has an equal opportunities policy ensuring a diverse workforce and tenant base. This policy encompasses but is broader than a disability access policy, operating across all boundaries among all stakeholder groups. Diversity means that stakeholders are drawn from among people of both sexes, from any ethnic background, from any sexual orientation, of all ages and of any religion or none.

Members are also expected to have an equal opportunities policy and a mechanism for its implementation.

Access

The Centre provides all necessary infrastructures to optimise access for anyone and especially people with disabilities. All members are encouraged to contact the OD if they have any staff, volunteers or regular visitors to the centre that have specific access requirements.

However issues of access extend far beyond physical facilities, to methods of communication, provision of technical aids and personal assistance, as well as the attitudes of the Members and Centre staff. . Many health and safety issues such as keeping passageways free of hindrance and clear signage are also particularly important for access.

Health and Safety

The Centre undertakes to ensure that fire safety systems, boilers, lighting, emergency lighting and other communal Health and Safety equipment is well maintained. The OD carries out audits regularly. The members are required to keep passageways clear, kitchen areas clean and to conform to the requirements of health and safety law. All members are required to have public and employers liability insurance.

VII - Maintenance and Management Practices

The Code of Practice Two (CoP2) details the specific procedures for the implementation of the present Part 1. The CoP2 can be emailed to Member Representatives and is available on the intranet www.mundo-b.org. Each Member Representative should make sure that every person in his or her organisation is familiar with it.

Security

Security is very much a joint responsibility. The design of the Centre is planned to allow multi-occupation with 24 hour access and with minimum compromise on security. Members are required to respect the need for security of all Members in the Centre, to make sure that they fully understand security procedures and that they adhere to them at all times.

Members are responsible for maintenance of their own office space and should take out contents insurance for their own equipment and furniture.

The Centre has an alarm system, connected to a central station against intrusions. All members should fully understand the functioning of the security system (please refer to Part 2 for functioning details). Window & door locks should be in full working order. For any problem, the members can refer to the OD who has a full set of keys to the Centre.

Fire

Adequate fire safety equipment is provided including extinguishers with an annual servicing contract, well-marked fire exits and escape routes, emergency lighting and fire alarm system. The Centre holds regular fire practices. There should be a fire assembly point and a procedure for checking everyone has left the Centre in the case of an alarm. The precise position of the fire assembly point is detailed in the Code of Practice 2.

Exterior of Centre

The Centre is responsible for maintaining all external Centre structures and keeping all external walls and fixtures in good order and well maintained. This includes all of the following: roof, windows, drains, guttering, down pipes, pointing, brickwork, render, flat roof and chimney. The OD carries out regular inspections.

Interior communal areas

Members are asked to respect communal areas and facilities, leaving them clean and tidy after use. The Centre has a cleaning contract in place for the communal and office areas, interior decoration is renewed when needed, toilets are kept clean and functional, electric sockets/pendants/switches and floor coverings are visually checked, as fit for purpose. The OD will make regular inspections and will liaise closely with the MC on requirements for communal areas and cleaning standards.

Members are also invited to put forward ideas for improving communal areas and services.

The members are responsible for the maintenance of the interior of their own office. They are expected to keep their office safe and clean and to completely clean the office on moving out.

Internet and Communications Technology (ICT)

The latest ICT is provided such as shared broadband link, a shared phone system and communal server.

VIII - Social Audit

Each year the Centre undertakes a social audit, designed to show the stakeholders the progress made towards meeting the Centre social objectives. This audit covers the following areas:

- The nature and work of the Members
- Whether or not the Members are satisfied with the services
- The environmental and social performance of the Centre.
- Other aspects of the performance related to the sections above.

The Members Representative will therefore be asked, every year, to fill in a questionnaire that helps the Centre to pull together this information. Results of this audit will be compiled in the Annual Report and presented to the Centre Management Committee.

IX - Complaints Procedures and Sanctions

Should a Member wish to make a complaint about the OD, this should in the first instance be raised with Frederic Ancion, a director of the Mundo-B board (frederic.ancion@mundo-b.org).

Should the Centre have reason to complain about a Member, in that they are failing to comply with the regulations set out in this Code of Practice or the terms of their lease, this should be raised with the OD.

This will be dealt with in the following way:

- In the first instance, the OD will give a verbal warning to the member representative or alternate.
- If not remedied, the OD will follow up with an email warning stating that if no action is taken the tenant may be penalised.
- If still not remedied, the representative will be told that any work needing to be done will be charged to the member, at cost (this may include a management fee for overseeing the works).
- Repeated breaches of this nature are likely to result in non-renewal of the lease.

The Centre reserves the right to request that a Member Representative is asked to step down and a new Representative appointed. Members are reminded that in addition to this complaints procedure the Centre has the right to terminate a lease for breach of the terms of the lease or the Codes of Practice.

X - Extra Space

When space becomes available within a centre, the Centre reserves the right to decide which organisation will be offered the space. Allocations are generally made from the waiting list on a first come first serve basis, although an organisation in a vulnerable situation may be given preference. Also the Centre may choose to give preference to a tenant that creates a better mix of groups within a centre; is of a more appropriate size compared to other members in a centre; or is dealing with more similar issues to other Members.

Existing Members who require extra space will generally be given preference over organisations not based in the Centre, but only if they have formally registered their requirements and sent them to the OD. The failure to take up space that meets its needs when it is offered will damage the Member's chances of being offered space in the future.

If existing members' space requirements are already met, the space will be offered to **new tenants**. A database of organisations that have filled in a Basic Needs Questionnaire is kept at the OD's office. Factors involved in choosing which organisation will be offered space include - how long they have been waiting for space; whether their requirements are met by the space available; how well they fit within the Ethical Criteria for tenants & whether they will provide a good fit with existing tenants in the centre.