

Customer Handbook

# Pet to work policy

(Animal building entry policy)

*London*



## Pet to work policy (Animal building entry policy)

This document defines the Animal Building Entry Policy, outlining which and how animals are permitted entry into Landsec properties. It reflects the desire to support customer needs, while keeping building users safe, common areas clear and clean, and complying with animal safety and other legal obligations. The policy applies to all London portfolio properties

### 1. General principles

1. Landsec require at least 48 hours notice before the customer intends to enter the building with their animal(s) to issue a pre-approval letter/email.
2. Prior written approval by the customer office/facilities management and/or HR must also be provided.
3. Customers are required to undertake a risk assessment for the animal they wish to bring into the property and confirm that the environment is safe for the animal, their staff and other occupiers and visitors to the property.
4. Customers are responsible for any animals they, members of their staff or other guests or visitors to their premises at all times and Landsec accept no liability for any loss, damage, claim or other action arising as a result of an animal being brought into the property.

5. The cost of any cleaning or other services or works resulting from any mess or destruction of property caused by an animal will be the responsibility of the customer.
6. Animals may be transported through, but cannot be left in common areas.
7. Landsec reserves the right to withdraw or suspend any permission to bring an animal into the property in its absolute discretion without notice.

### 2. Assistance animals

1. In line with the requirements set out by the Equalities Act 2010 and Disability Discrimination Act 1995, Landsec are committed to providing and operating premises which avoid discrimination against people with disabilities. This includes access provision for assistance animals.
2. Assistance, service or helper animals are defined as those that have been trained to perform tasks that assist people with disabilities including a physicansory, psychiatric, intellectual or other mental disability. These animals may include guide dogs, "seeing eye" dogs, hearing or signal dogs, seizure response dogs, or may otherwise be referred to as helper animals, service animals or support

animals. Assistance animals are usually trained dogs or mini horses. Dogs which have been trained by an organization that is a member of the International Guide Dog Federation (IGDF) or Assistance Dogs International (ADI) or equivalent training will be recognised as assistance dogs. Assistance dog users may be asked to provide their animals' ID book upon request.

3. All assistance animals must remain on leads and supervised at all times when in common areas of the building.

### 3. Emotional support animals

1. Emotional support animals are those that provide therapeutic benefits and/or assist as part of medical treatment. They are not limited to a specific type of animal and do not require training to support an individual with a particular task. Such animals may be referred to as comfort animals or therapy animals.
2. Emotional support animals are not recognised as assistance animals in the UK.
3. All emotional support animals must remain on leads and supervised at all times when in common areas of the building.



#### 4. Small animals

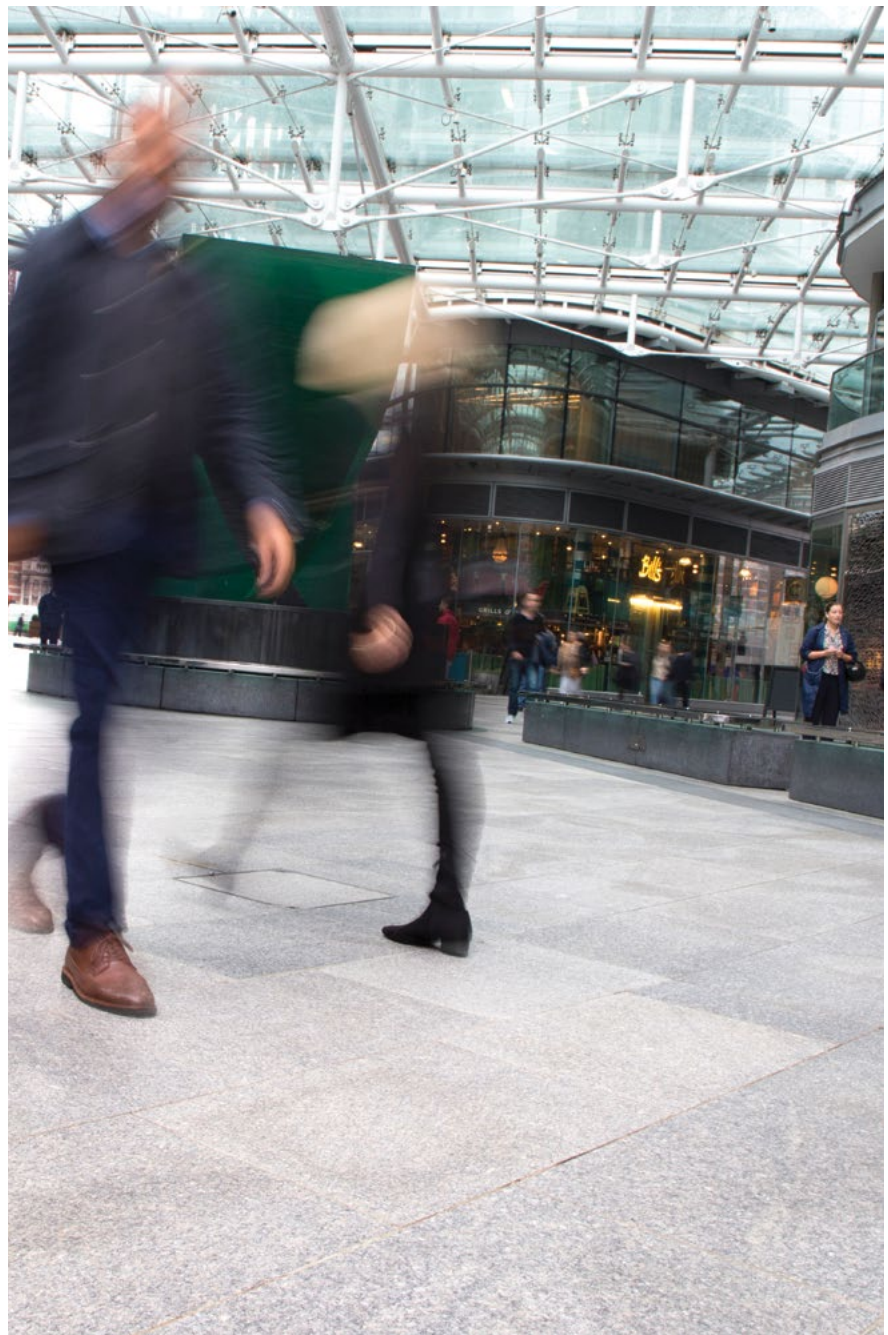
1. Small animals are defined as those small enough to be carried by a person.
2. Animals must be held in secure carry cases and supervised at all times when in common areas of the building.

#### 5. Large animals

1. Large animals must remain on leads/reins and supervised at all times when in common areas of the building.
2. Large animals must be transported through the building using the service/loading bay entrances and corridors, and goods lifts only.

#### 6. Exotic animals

1. Exotic animals are defined as those which are not native to the UK. Dangerous wild animal licenses are required and must be shown on request for animals that are considered to be wild, dangerous or exotic.





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## **Land Securities Group PLC**

100 Victoria Street, London SW1E 5JL

+44 (0)20 7413 9000

[investor.relations@landsec.com](mailto:investor.relations@landsec.com)

**landsec.com**



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