



## THE BOW - Turnstiles and Baggage

### Purpose of document

This document has been created to set out for all staff and visitors to THE BOW the rules for what can be taken through the turnstiles and why some items are not permitted to be brought into the tower via this route.

The rules have been developed to reduce damage to building surfaces and mechanical equipment in the lobby, elevators and on tenant floors as well as avoiding injuries to building occupants and visitors.

### Acceptable Items

Generally, baggage that can be carried by hand will be permitted. Wheelchairs and children's stroller are also permitted but should enter through the larger gates (see below). Carts and dollies are not permitted and should be taken via the freight elevator (see below).

Tenants and visitors are requested to exercise good judgement and use the freight elevators even when the items is portable if there is potential for damage to occur, for example with sharp corners or with items that are awkward to manage.

### Turnstiles

The large turnstiles nearest to the reception desk are wider and designed for wheelchair access. The six remaining turnstiles are regular size.

#### West - Low rise elevators.



#### East - High rise elevators



Acceptable for regular turnstiles:

- i. Small carry-on bags for example lap top cases and purses.
- ii. Regular sized carry-on bags Suitcase/map/easel cases with over the shoulder availability.
- iii. Small wheeled suitcases

Acceptable for large turnstiles:

- i. Child strollers.
- ii. Larger sized carryon bags, boxes, and accepted small equipment.
- iii. Business accepted fold up accessories.

### Special Circumstances

H&R may authorize special equipment such as chairs or fold up tables to cross through turnstiles. This must be pre-approved and their passage through will be assisted and monitored by security.

### Freight Elevators

There are five freight elevators in THE BOW serving various floors and areas. Should an item not be permissible through the turnstiles, a member of the base building security team will escort the visitor or tenant to the designated elevator and provide access to the required floor. Tenants who regularly bring in larger items should contact their company's security department to gain temporary or permanent freight access on their card.



## **THE BOW - Turnstiles and Baggage**

### **General**

#### Children

Parents are asked to be particularly careful as children access the turnstiles to ensure their safety.

#### Deliveries

All delivery must be made through the service elevators.

### **Conclusion**

The base building security staff are responsible for ensuring turnstile safety. Please abide by their instructions. If you feel that their decision was not appropriate please contact the H&R REIT Security Manager.