

# Building User Guide

## ORIGO Shopping Centre

Satekles iela 2b, Stacijas laukums 4, Rīga

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## Preamble

This building user guide (further – BUG) is intended for the non-technical building users - the non-technical service providers of the facility and the property manager, people working in this building and other building users such as shop clients or visitors. The purpose of the BUG is to help building users to access, understand and operate the building efficiently and in a manner in keeping with the original design intent.

### Information channels

Different public and internal information channels are available for the users of the building to get acquainted with the amenities and operation of the building.

*Public information channels available to customers and all other users of the building on the Internet:*

- <https://origo.lv/en>
- <https://www.linstowbaltic.lv/en/estates/origo-2/>
- <https://www.facebook.com/TCOrigo>
- <https://www.facebook.com/groups/braucamkopaorigo>
- [https://twitter.com/tc\\_Origo](https://twitter.com/tc_Origo)
- [https://www.instagram.com/tc\\_origo/](https://www.instagram.com/tc_origo/)

*Public information channels available to customers and all other users of the building on site:*

- Information desk
- Information carriers on building structures
- Interactive digital navigation stands
- Digital information and advertisement screens
- Voice announcement system of the building
- Security service officers

*Internal information channels available to Tenants:*

- Internal portal [https://www.elinstow.lv/en/users/sign\\_in](https://www.elinstow.lv/en/users/sign_in)
- Information desk
- Security service desk
- Property management
- Tenant meetings
- Lease contract
- Other related documentation
- Platform to report issues on-site Dalux FM Helpdesk <https://helpdesk.dalux.com/> (from 1Q2025)

*Internal information channels available to Service Providers:*

- Facility management system Dalux FM <https://fm.dalux.com/login>
- Instant messaging WhatsApp groups <https://web.whatsapp.com/>
- Information desk
- Security service desk
- Property management
- Service contract
- Other related documentation

*List of internal information channels available to Property Manager:*

- All of the above
- Other related documentation

## Related documentation

Different policies, rules, guidelines and other documentation is available for the users of the building to get acquainted and ensure appropriate and efficient operation of the building, and in a manner in keeping with the original design intent.

*Public information and documentation available to customers and all other users of the building on the website:*

- Opening hours
- Contacts
- Access using various means of transport
- Access for people with mobility or vision impairment and for parents with prams and strollers
- Floor maps
- Amenities
- Sustainability initiatives
- Privacy Policy
- Cookies Policy
- Building User Guide

*Public information and documentation available to customers and all other users of the building on site:*

- Internal Rules for Visitors
- Navigation information signs
- Evacuation plans
- Information signs on escape routes and exits
- Informative voice announcements
- Automatic voice announcements when evacuation is required

*Internal information and documentation available to Tenants:*

- Property Manager Administration Contacts
- Contacts of the Responsible Facility Management Service Providers
- Appendix No 4 of the lease agreement “Standard of Premises” and “Green Lease Agreement”
- Appendix No 5 of the lease agreement “General Internal By-Laws For Tenants” and “Internal Rules for Lessees”
- Fire Safety Instruction
- Fire Safety Instruction (video version)
- Instruction on how to separate waste

*Internal documentation available to Service Providers:*

- Property Manager Administration Contacts
- Contacts of the Responsible Facility Management Service Providers
- Internal Rules for Service Providers
- Fire Safety Instruction
- Fire Safety Instruction (video version)

*Internal documentation available to Cleaning and Waste Management Service Provider:*

- Property Manager Administration Contacts
- Contacts of the Responsible Facility Management Service Providers
- Internal Rules for Service Providers

- Fire Safety Instruction
- Fire Safety Instruction (video version)
- Description of the cleaning and disinfecting agents used for cleaning the common areas
- Instructions for cleaning of special surface coatings
- Instruction on how to separate waste

*Internal documentation available to Security Service Provider:*

- Property Manager Administration Contacts
- Contacts of the Responsible Facility Management Service Providers
- Internal Rules for Visitors
- Internal Rules for Lessees
- Internal Rules for Service Providers
- Fire Safety Instruction
- Fire Safety Instruction (video version)
- On-Call Security Staff Instruction for Action in Cases where an Alarm is Received from the Automatic Fire Protection System
- Video Surveillance Instruction
- Instruction on the Daily Activities of the Security Service
- Instruction on the Action of the Security Service in Emergency and Non-Standard Situations
- Instruction on the Sending of Evacuation Notifications by SMS

*Internal documentation available to Property Manager:*

- All of the above
- Other Operation and Maintenance Manuals

## The building and its environmental strategy

### Information

General information about building and its environmental strategy is publicly available to all users of the building - customers, tenants, service providers, property manager and other on the website <https://origo.lv/> in the section Sustainability.

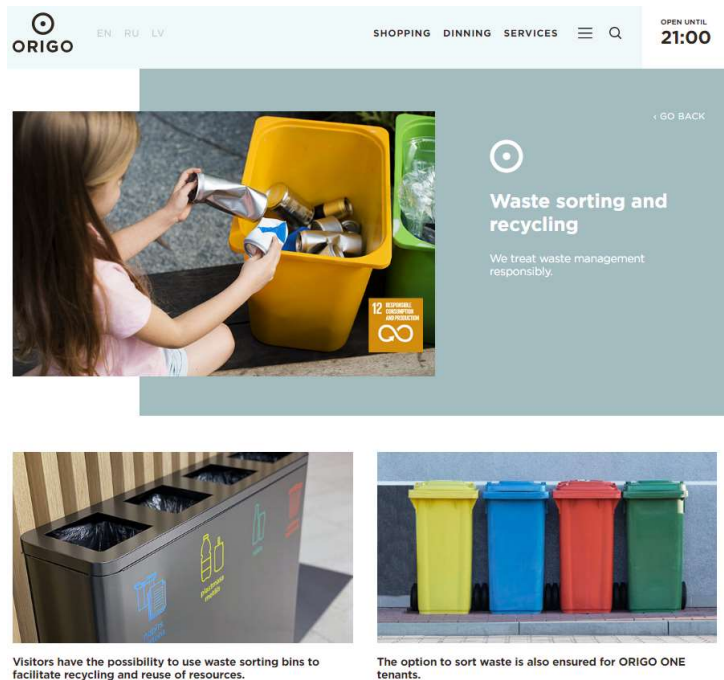
The environmental strategy of the building embraces wide range of sustainability aspects. The most important to mention: energy efficiency, consumption of less resources (e.g. water, heating energy, cooling), rainwater retention by the green roofs and terraces, waste sorting and recycling, use of gentle cleaning agents, less light pollution, variety of transportation modes etc.

### Documents

Obligation for tenants to implement the environmental strategy and ensure sustainability in its premises and the requirements are defined in the appendix No 4 of the lease agreement "Standard of Premises", including the "Green Lease Agreement", and in the appendix no 5 of the lease agreement "General Internal By-Laws For Tenants", including the "Internal Rules for Lessees". Other information and documentation is prepared as needed and distributed to the respective users.

## Directions

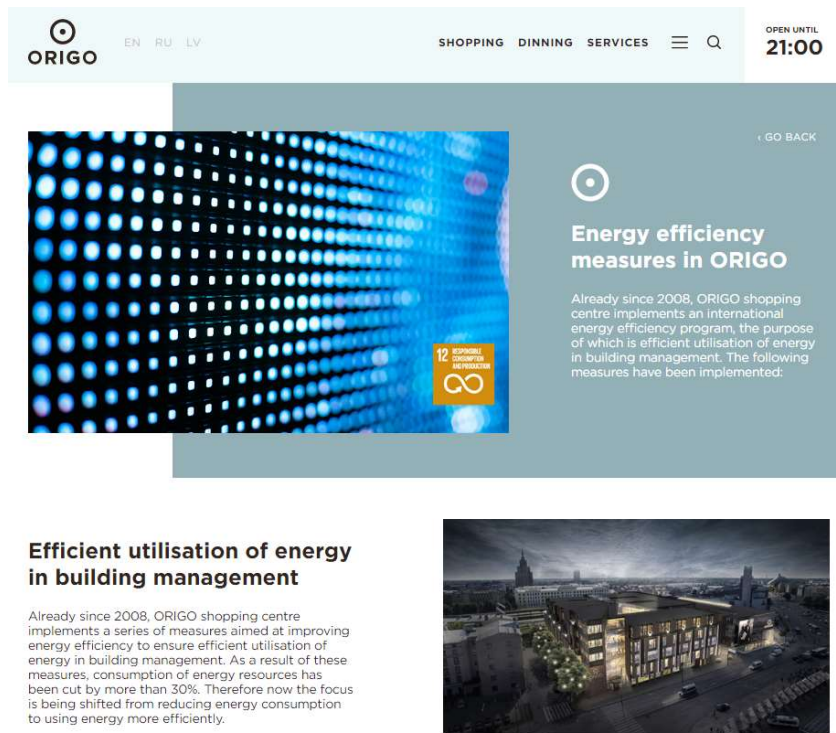
- Waste sorting and recycling (<https://origo.lv/en/sustainability/waste-sorting-and-recycling/>):



## Description

All users of the building are encouraged to sort waste for to facilitate recycling and reuse of resources. Visitors of the shopping centre can separate paper, plastic and household waste by using waste sorting bins located in public areas. Tenants and service providers of the shopping centre are invited to separate cardboard and paper, pet bottles, plastic film, hard plastic, colourless glass, coloured glass, metal, oil, organic waste, household waste and other waste. Separated waste is collected by type in appropriate compactors and containers located in service area - delivery zone in the basement of the building. There are special documents available to Tenants and the Waste Management Service Provider: Instruction on how to separate waste.

- Energy efficiency measures (<https://origo.lv/en/sustainability/energy-efficiency-measures-in-origo/>):



### Description

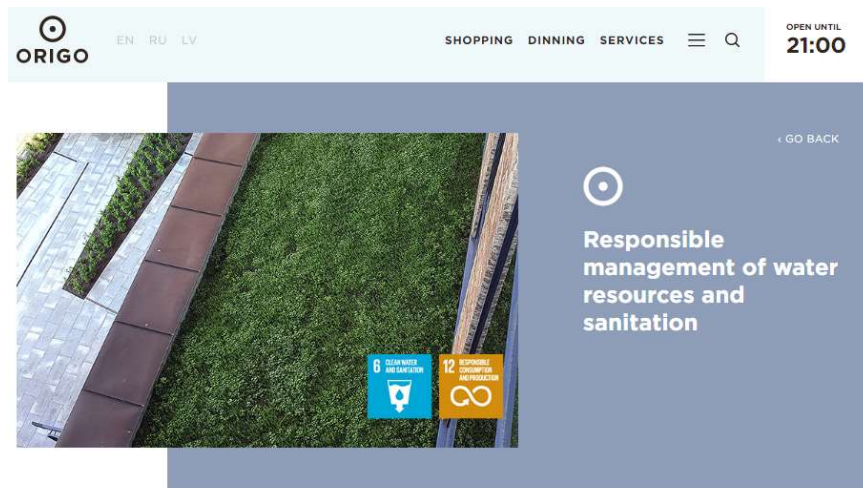
Since 2008, ORIGO shopping centre implements a series of measures aimed at improving energy efficiency to ensure efficient utilisation of energy in building management. As a result of these measures, consumption of energy resources has been cut already by more than 30%. Now the focus is being shifted from reducing energy consumption to using energy more efficiently. There are special documents applicable to Tenants: Appendix No 4 of the lease agreement “Standard of Premises” and “Green Lease Agreement”.

Since 2022, ORIGO has been using a smart energy saving solution that monitors energy consumption in the building and automatically adjusts energy consumption based on temperature, air quality and other data, resulting in lower electricity consumption and indoor heat consumption. This technological solution collects data on temperature, air quality and energy consumption every day and artificial intelligence makes changes to heating and ventilation systems to achieve maximum efficiency.

ORIGO has put in operations a state-of-the-art rooftop solar park in total capacity of 410 kW in 2023. It is expected to generate around 360 MWh of renewable solar energy per year, thus contributing to around 4.5% of the total electricity consumption of Origo in 2022.



- Responsible management of water resources and sanitation  
(<https://origo.lv/en/sustainability/rainwater-for-watering-plants/>):



### Responsible use of water resources

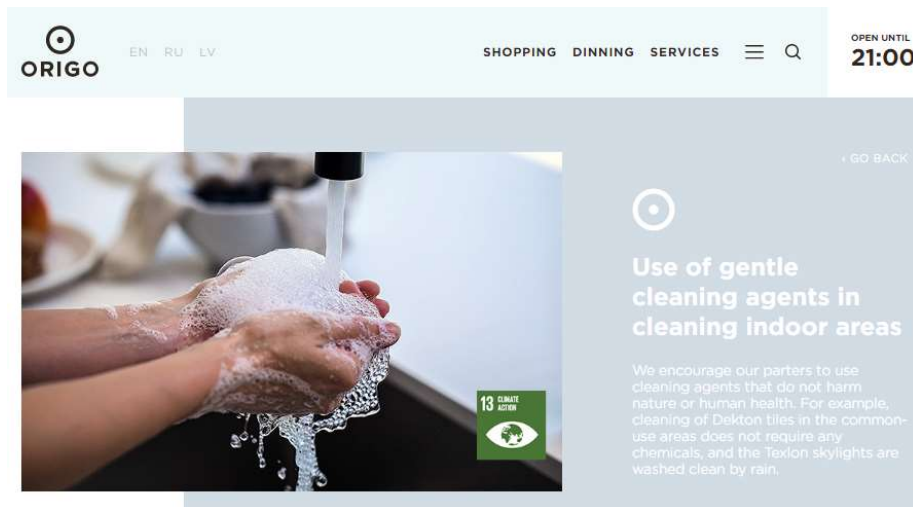
Various solutions have been implemented in ORIGO for saving water, reducing rainwater run-off, and encouraging rainwater infiltration in the courtyard terraces and green roofs. Plant species for the green roofs and flowerpots on the street have been selected to meet the Latvian climate and they need only minimal additional watering. The green roofs require no additional watering at all. The terraces and green roofs are irrigated using rainwater, which reduces run-off into municipal stormwater sewers. To reduce use of water resources, if necessary, flowerbeds are watered manually instead of using a sprinkler system.



### Description:

Various solutions have been implemented for saving water, reducing rainwater run-off, and encouraging rainwater infiltration in the courtyard terraces and green roofs. Plant species for the green roofs and flowerpots on the street have been selected to meet the Latvian climate and they need only minimal additional watering. The green roofs require no additional watering at all. The terraces and green roofs are irrigated using rainwater, which reduces run-off into municipal stormwater sewers. To reduce use of water resources, if necessary, flowerbeds are watered manually instead of using a sprinkler system.

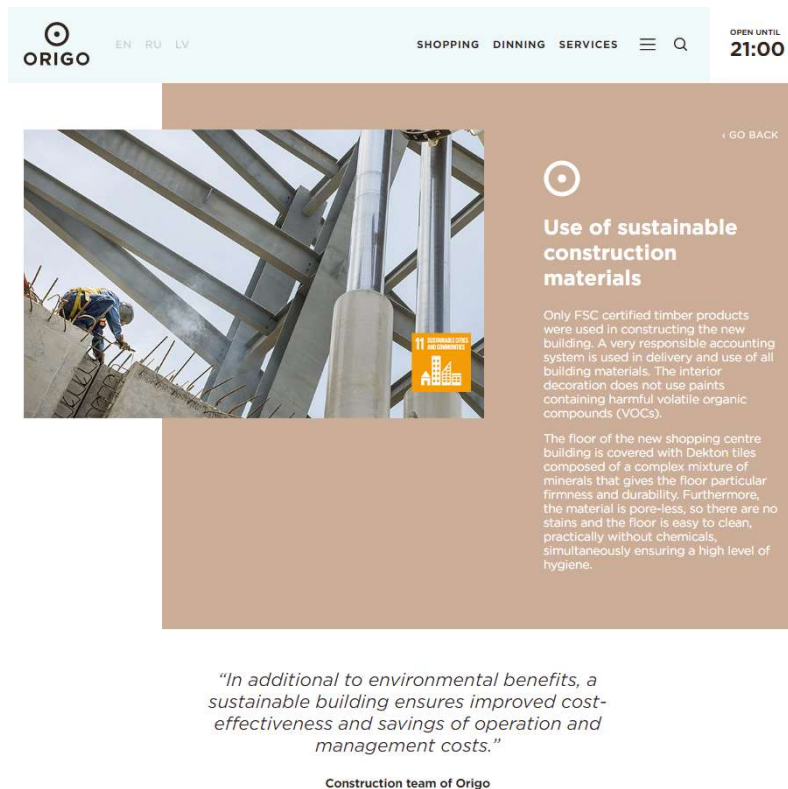
- Use of gentle cleaning agents in cleaning indoor areas (<https://origo.lv/en/sustainability/use-of-gentle-cleaning-agents-in-cleaning-indoor-areas/>):



#### Description:

We encourage our partners to use cleaning agents that do not harm nature or human health. For example, cleaning of Dekton tiles (produced by Cosentino, Spain) in the common-use areas does not require any chemicals, and the Texlon skylights are washed clean by rain. There are special documents available to the Cleaning Service Provider: Description of the cleaning and disinfecting agents used by the cleaning company to clean the common areas of the building; Instructions for cleaning of special surface coatings.

- Use of sustainable construction materials (<https://origo.lv/en/sustainability/use-of-sustainable-construction-materials/>):

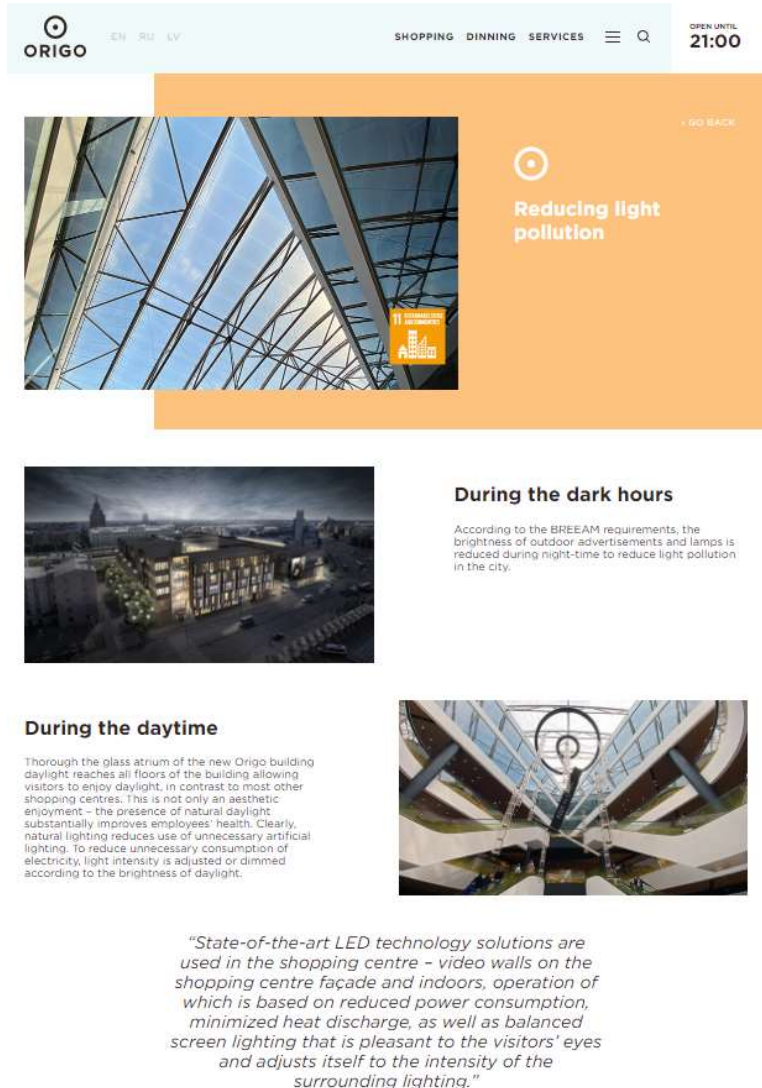


#### Description:

Only FSC certified timber products were used in constructing the new building. A very responsible accounting system was used in delivery and use of all building materials. The interior decoration does not use paints containing harmful volatile organic compounds (VOCs).

The floor of the new shopping centre building is covered with Dekton tiles (produced by Cosentino, Spain) composed of a complex mixture of minerals that gives the floor particular firmness and durability (25Y warranty). Furthermore, the material is pore-less, so there are no stains and the floor is easy to clean, practically without chemicals, simultaneously ensuring a high level of hygiene.

- Reducing light pollution (<https://origo.lv/en/sustainability/reducing-light-pollution/>):



The screenshot shows the ORIGO website's sustainability page. The header includes the ORIGO logo, language options (EN, RU, LV), navigation links (SHOPPING, DINING, SERVICES), a search icon, and the opening hours (OPEN UNTIL 21:00). The main content area has an orange background with a large image of the building's glass atrium. Below this, there are two sections: 'During the dark hours' and 'During the daytime'. The 'During the dark hours' section features a night-time image of the building and text explaining that outdoor brightness is reduced according to BREEAM requirements. The 'During the daytime' section features a daytime image of the atrium and text explaining that natural daylight is used to reduce artificial lighting. A quote at the bottom describes the use of state-of-the-art LED technology for video walls and balanced screen lighting.

**Reducing light pollution**

**During the dark hours**

According to the BREEAM requirements, the brightness of outdoor advertisements and lamps is reduced during night-time to reduce light pollution in the city.

**During the daytime**

Thorough the glass atrium of the new Origo building daylight reaches all floors of the building allowing visitors to enjoy daylight, in contrast to most other shopping centres. This is not only an aesthetic enjoyment – the presence of natural daylight substantially improves employees' health. Clearly, natural lighting reduces use of unnecessary artificial lighting. To reduce unnecessary consumption of electricity, light intensity is adjusted or dimmed according to the brightness of daylight.

*"State-of-the-art LED technology solutions are used in the shopping centre – video walls on the shopping centre façade and indoors, operation of which is based on reduced power consumption, minimized heat discharge, as well as balanced screen lighting that is pleasant to the visitors' eyes and adjusts itself to the intensity of the surrounding lighting."*

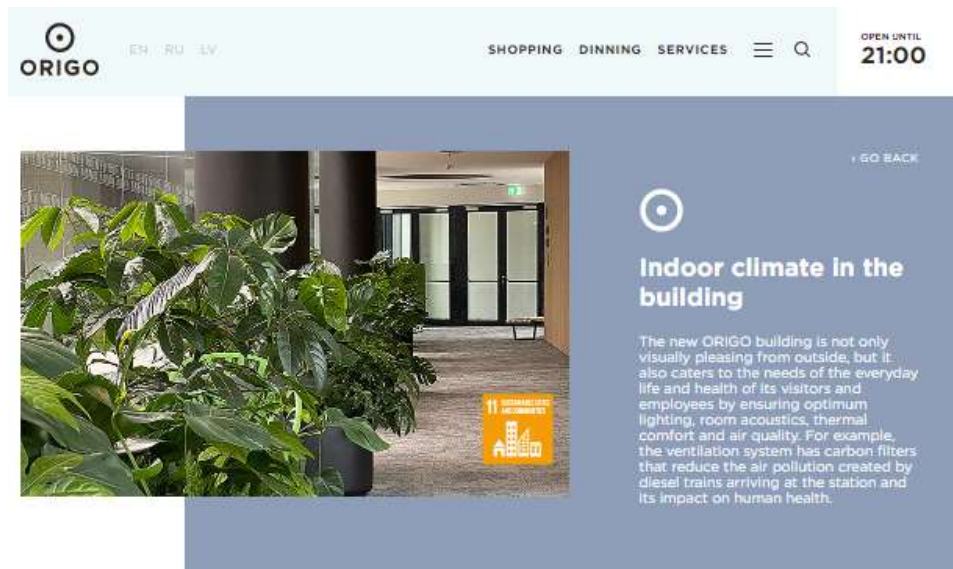
### Description:

"State-of-the-art LED technology solutions are used in the shopping centre – video walls on the shopping centre façade and indoors, operation of which is based on reduced power consumption, minimized heat discharge, as well as balanced screen lighting that is pleasant to the visitors' eyes and adjusts itself to the intensity of the surrounding lighting."

During the dark hours, according to the BREEAM requirements, the brightness of outdoor advertisements and lamps is reduced to reduce light pollution in the city.

During the daytime, in contrast to most other shopping centres the new ORIGO building daylight reaches all floors of the building allowing visitors to enjoy daylight through the light-transparent atrium. This is not only an aesthetic enjoyment – the presence of natural daylight substantially improves employees' health. Clearly, natural lighting reduces use of unnecessary artificial lighting. To reduce unnecessary consumption of electricity, light intensity is adjusted or dimmed according to the brightness of daylight.

- Indoor climate in the building (<https://origo.lv/en/sustainability/indoor-climate-in-the-building/>):



*"We have purposefully moved towards ensuring that the investment of Linstow Center Management in development of new and existing sites is simultaneously an investment in public well-being and compliance with principles of sustainable development"*

Andis Kublačovs, LCM project director

### Description

The new ORIGO building is not only visually pleasing from outside, but it also caters to the needs of the everyday life and health of its visitors and employees by ensuring optimum lighting, room acoustics, thermal comfort and air quality. For example, the ventilation system has carbon filters that reduce the air pollution created by diesel trains arriving at the station and its impact on human health.



- Electric vehicle charging (<https://origo.lv/en/sustainability/electric-vehicle-charging/>):

**Electric vehicle charging**

Origo promotes use of environment-friendly means of transport by providing the possibility to charge them. The underground car park offers electric vehicle charging stations.

**Number of electric vehicles in Latvia**

In 2019, the number of electric vehicles in Latvia increased by 70% or 390 EVs. Of these: 216 cars, 165 mopeds, 3 buses, 3 motorbikes, 2 quad bikes and 1 truck. <http://www.e-transportis.org/index.php/arhivs/elektrotransportlidzekli>

**70%**

Electric vehicles increase in 2019

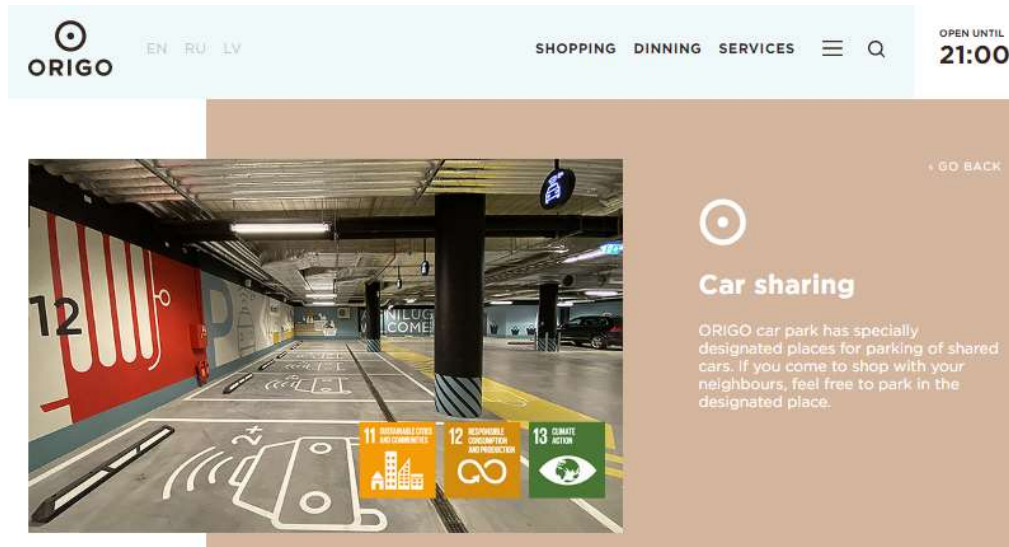
**The number of electric cars is growing**

In 2019, the number of electric vehicles in Latvia increased by 70% or 390 EVs. Of these: 216 cars, 165 mopeds, 3 buses, 3 motorbikes, 2 quad bikes and 1 truck.

### Description:

ORIGO promotes use of environment-friendly means of transport by providing the possibility to charge them. The underground car park offers electric vehicle charging stations.

- Car sharing (<https://origo.lv/en/sustainability/car-sharing/>):



#### Description:

ORIGO car park has specially designated places for parking of shared cars. If you come to shop with your neighbours or friends, feel free to park in the designated place. A car-sharing platform - registered Facebook group allows visitors and employees to organize their journey to or from ORIGO Shopping Centre and business centre ORIGO One sharing the same car.

## Building security and access to the building

### General information

Shops and public customer areas are available to everyone during the shopping centre opening hours from 10:00 until 21:00 every day, including Saturdays, Sundays and official holidays; though some shops and services might have individually set longer opening hours (unless working hours are shortened in accordance with regulatory enactments). Gym and parking lot are available to its customers 00-24 (unless working hours are shortened in accordance with regulatory enactments).

Shops and common service areas of the shopping centre are available to authorized persons for delivery of goods and cleaning and preparation of premises during 07:00 until 24:00 every day, including Saturdays, Sundays and official holidays; though some shops and services might have individually set longer access hours according to their longer opening hours. Delivery zone is open to supplies of goods from 07:00 until 19:00 every day, including Saturdays, Sundays and official holidays.

Access to shops, public customer areas, common service areas and delivery zone outside their working hours is allowed only to authorized persons with a prior consent of the shopping centre manager and accompanied by the security officers of the shopping centre. Access to restricted service areas is allowed only to authorized persons with a prior consent of the shopping centre manager. Authorized persons are workers of the shopping centre, who have an individual, registered access card of the shopping centre, or persons invited by the responsible managers to work in the shopping centre, with a prior consent of the shopping centre manager, and registration with the shopping centre security service.

In order to ensure order, safety and security in the property, respective information, as well as rights and obligations of the users of the building, are defined and described in various documents, such as Internal Rules for Visitors, Internal Rules for Lessees, Internal Rules for Service Providers, Fire Safety Instruction and other. The observation of these regulations should be controlled by the Security Service. Security Service should be provided by observing requirements defined in various documents such as Instruction on the Daily Activities of the Security Service, Video Surveillance Instruction and other.

### Security

Order and security in the shopping centre, parking and the adjacent territory is ensured by the shopping centre security service continuously 00-24. Security service is based on the shopping centre security regulations, defined by the property manager and the security service provider, including instructions for daily operations, and communication and actions in emergency situations. Security service include provision of physical security - security officers on a pre-defined schedule, and operation of the shopping centre security systems, as well as management of the shopping centre security in general. Security officers supervise the internal order in the shopping centre by moving around and observing the activities of customers and staff, as well as by monitoring the security systems.

### Access control

Electronic access control system is installed on the perimeter of the building and on all major zones of the building ensuring restricted access to service areas and other zones. Everyone working in the building on a daily basis (tenants, service providers, property managers etc.) must obtain an individual access card of the shopping centre. Access cards are registered and issued by the security service in accordance with the defined access zones with prior consent of the shopping centre administration. Security officers are entitled to control persons present in the service areas by requiring the access card and clarifying the identity of the user.



### Key control

Shop blinds of the shopping centre stores and the most important service areas, as well as other areas are equipped with a multi-level master key system ensuring restricted access to these zones. Keys are managed by the shopping centre security service. Shop keys are held and operated by the tenants. Keys of restricted service areas are operated by the shopping centre security service, ensuring usage and control of the keys. Duplicates of the keys are held by the security service for use in case of loss of the key or if needed during emergency situations.

### Video surveillance

A video surveillance system is installed in the shopping centre ensuring monitoring and recording of the activities in the most visited and critical zones of public and service areas of the building (entrances, passages, shop entries, parking, territory, delivery zone etc.) 00-24 according to the Video Surveillance Instruction. Notices on video surveillance and processing of personal data are posted at the entrances in the shopping centre and processing of personal data is described in the Privacy policy available on the shopping centre website.

### Perimeter security alarm

A security alarm system is installed around the outer perimeter of the building, as well as around the internal perimeters of the hallways, and in other zones of the building. Security service is monitoring the security alarm system outside the working hours of the shopping centre.

### Security of leased premises

Tenants can ask for assistance of the shopping centre security service by activating the alarm button, located in each shop, calling over telephone, asking a near-by security officer, or arriving to the security service desk in person.

Tenants can agree with a chosen security company on individual security services in their premises which are not ensured by the shopping centre security service, such as installation and monitoring of alarm system, or video surveillance, or physical guarding of the shop, etc.

## Nearby facilities

### Information

General information about the building and its nearby facilities is publicly available to all users of the building - customers, tenants, service providers, property manager and other on the website <https://origo.lv/> in the sections How to get here? and Amenities.

ORIGO make`s the busy everyday life of the citizens more comfortable, offering a wide range of shopping catering and daily services, as well as various cultural events, in a leisurely and peaceful environment in one place in the city centre surrounded with modern technology. ORIGO is easily accessible by public transport, on foot, by bicycle or by car.

Public transport:      <https://origo.lv/en/how-to-get-here/>

- Convenient access using various means of transport
- Near public transport locations
- Names of public transport stops near ORIGO Shopping Centre
- Central Station or Station Square – the closest destination if using city public transport – buses, trolleybuses, and expressbuses
- Riga Central station – final destination of local and international train routes, located right beside ORIGO Shopping Centre
- Riga international bus terminal – final destination of local and international bus routes, only few minutes walk from ORIGO Shopping Centre
- Riga public transport planner
- Bus trip planner
- Accessing other ways
- Train schedules

Accessibility:      <https://origo.lv/en/amenity-type/access/>

- By car  
For visitors arriving by car, there is a large and modern underground car park.
- By bicycle  
Visitors have convenient bike racks outside at the entrances of the shopping centre. Also, every cyclist can use a spacious bicycle parking in the underground car park, which can be accessed by bicycle using a special bike path. Here, bicycles can be stored in a secure place and protected from the weather.
- By public transport  
Many maxi-taxis, trolleybuses and buses stop right next to ORIGO Shopping Centre. Tram is 4-minute walk away, and Riga Bus Station is 5 minutes away. ORIGO is connected to the Central Railway Station, and the second floor of the shopping centre has direct access to the railway platform.
- Parents with prams and strollers  
Families with prams and strollers can easily and safely access ORIGO using the reconstructed intersection of Satekles and Elizabetes streets, and also from the directions of the Station square and railway platforms. ORIGO environment is developed in such a way that shops, restaurants and other service providers are accessible for parents with prams. The shopping centre has

convenient and modern lifts allowing access to the necessary floor, and also to the parent and baby room, if necessary.

- Accessibility for people with reduced mobility

The interior of ORIGO ensures that shops, cafes, restaurants and service providers are accessible for people with reduced mobility. In the underground car park, there are specially marked disabled parking places near the lifts. The shopping centre has convenient and modern lifts providing access to the necessary floor. On every floor of the shopping centre, there are accessible toilets designed to accommodate people with reduced mobility.

- Access for people with visual impairment

Improved access for visitors with visual impairment – in the lifts and on handrails of evacuation stairs there are floor number signs in Braille. Several tactile maps with basic information about the shopping centre in Braille have been placed at the entrances and throughout the mall as well as special tactile guiding elements are placed on the mall's hallway floors to assist and facilitate movement for people with visual impairments. People with visual impairment and blindness are allowed to visit the shopping centre with a guide dog.

Information desk services:      <https://origo.lv/en/amenity-type/info-center/>

- Enquiries

Information about the shopping centre – its shops, service providers and available services.

- Event tickets

It is possible to buy tickets to events offered by Biļešu serviss SIA and gift tickets.

- Feedback

All customers have the opportunity to submit their written suggestions, feedback and complaints regarding the shopping centre in general, its shops and customer service.

- Public transport enquiries

The information desk staff will assist in looking up the list of public transport lines and times, and will also help with train enquiries

- Scanning and copying

The information desk provides scanning and copying services for a charge.

- Lost and found

The information desk will assist if you have found items or lost your own belongings in the shopping centre.

- Taxi booking on request

At the customer's request and choice the information desk can call a taxi from various taxi companies: Red Cab, Baltic Taxi, Panda, Bolt. To see the taxi price list, ask the information desk staff.

Health amenities:      <https://origo.lv/en/amenity-type/health/>

- Drinking water filling stand

Everybody can have a drink or fill their water bottle with clean drinking water.

- First aid room

ORIGO has a room for provision of first aid to customers and employees who experience health problems. The room is equipped with special equipment and first-aid supplies. In case of need, please, ask in info centre or the security officers of the shopping centre.

Practical and convenient services:      <https://origo.lv/en/amenity-type/practical/>

- Free Wi-Fi  
Available on all floors of the shopping centre: in common-use areas and rest areas.
- Charging of mobile devices  
Free of charge mobile phone charging is available in shopping centre rest areas.
- Navigation stands  
Electronic navigation stands have been installed on all floors of ORIGO showing information on shops open in the shopping centre, assortment of goods and services offered, opening hours of cafes and restaurants, as well as the shortest route to a particular shop. Information on special offers of shops is also displayed.
- Tax-free shopping  
People whose permanent registered place of residence is outside the European Union may shop in ORIGO tax-free. Please ask about tax-free shopping in shops or look up the description of each shop.
- Various everyday services  
We understand and attend to the needs of busy city life, therefore ORIGO Shopping Centre has a collection of useful services and repairs all in one place, which saves time. All ORIGO service providers are listed in the “Services” section.
- Toilets  
Toilets are available on the third floor of the shopping centre for visitors’ convenience. For visitors with reduced mobility, accessible toilets are located on floors 1, 2 and 3 of the shopping centre. In order to access these toilets, please, contact the security by pressing a special switch at the entrance of the toilet.
- Post box for letters  
Latvijas pasts post boxes for sending letters and postcards.

Underground parking space:      <https://origo.lv/en/amenity-type/parking/>

- Car and motorbike parking  
The underground car park (all 3 compartments) has 250 parking spaces for cars and motorbikes.
- Underground bicycle parking  
For office and shopping centre employees and visitors, there is a spacious underground bicycle parking, where bicycles can be stored in a secure place and protected from the weather.
- Family parking places  
In the underground car park, there are parking places for families. They are marked with a special sign and are larger in size. These can be used if you visit the shopping centre with children.
- Parking for people with reduced mobility

The underground car park has parking places for people with reduced mobility. They are marked with a special sign and are larger in size.

- arrival/departure in 5min. free of charge

Everyone can arrive in the underground parking and departure during 5 minutes free of charge.

- 4 electric vehicle charging stations

There are 4 electric vehicle charging stations available in the underground parking (compartments No.2 and No.3) free of charge (pay service to be decided later).

- Bicycle charging, repair and maintenance stands

Several bicycle repair and maintenance stands, as well as electronic bicycle charging stands are located in the underground parking to be used for free of charge.

- RIMI shopping cart bays

Several RIMI shopping cart bays are located in the underground parking for easy and convenient carriage of the purchases to the car.

For Families with children:      <https://origo.lv/en/amenity-type/with-children/>

- Interactive play wall for children:

A specially designed kinetic wall on which children and adults can observe interesting digital effects by making various movements. The wall is available on the third floor.

- Family car parking

In the underground car park, there are parking places for families. They are marked with a special sign. These can be used if you visit the shopping centre with children.

- Parent and baby room

This room is suitable for using the toilet for parents with small children, and is accessible with prams. Here, it is possible to feed and change a baby in a specially designed, comfortable environment. The room has equipment for warming up children's food and baby bottles. Small children can play under parental supervision. The use of the room is free of charge.

- Toilets for children with their parents

The shopping centre has several toilets that preschool children can use together with their parents free of charge. The door is opened on demand, after pressing the button.

For visitors with reduced mobility:      <https://origo.lv/en/amenity-type/for-disabled/>

- Accessible car park

The underground car park has parking places for visitors with reduced mobility. They are marked with a special sign and are larger in size.

- Accessible toilet

In order to access the accessible toilets intended for visitors with reduced mobility on floors 1, 2 and 3 of the shopping centre, please, contact the security by pressing a special switch at the entrance of the toilet.

- Accessible lifts

The lifts can be accessed conveniently and easily by visitors with reduced mobility to get to all floors of the shopping centre.

Rest and entertainment: <https://origo.lv/en/amenity-type/entertainment/>

- Resting areas:

There are comfortable rest areas available on all floors of the shopping centre, in which one can enjoy a moment of rest and also charge mobile devices.

- A wall for watching a historical film about the post office building.

A specially designed wall for watching a video about the historical central post office building, which from 1965 until 2008 stood in the place of the new ORIGO building. We invite to watch the film on the 1st floor of the new ORIGO building.

## Safety and emergency

### Actions in the case of fire:

- In the case of fire or other emergency situation call 112 immediately.
- In the case of danger for life leave the building and territory immediately following evacuation procedures.
- If possible, ensure evacuation of people out from the building, rooms and territory.
- If possible, ensure evacuation of important material values out from the building, rooms and territory.
- If possible, try to use fire extinguishers, fire hoses or other special equipment before arrival of rescue service.

### Actions in case of other accident:

- immediately inform the security service over the phone or in person;
- follow instructions of the security service;
- keep calm and help those in panic;
- disconnect all electric appliances situated in direct proximity of accident zone;
- in the event of a minor fire uses the fire extinguishers (the fire noticed in due time may often be extinguished);
- close all windows and doors to prevent draught and delay spreading of fire and smoke;
- if leaving the place of work, take all possible actions for safety of material values (lock the cash registers, safety deposit boxes, close document boxes, take personal documents with you, etc.);
- leave the shop following evacuation procedures.
- at the entrance inform the firefighters and/or security about injured people, people left inside, spread of fire, etc.;
- all of the above should be done in a manner not endangering own life and health.

### Actions in the case of minor incidents

- Inform security service and ask for help.
- Security service will take care of the situation and call for rescue services or technical services if needed.

### In case of technical failure:

- Immediately inform the security service or the Technical Manager.
- In case of electrical failure or low voltage system technical problems inform the security service or the technical service.
- In case of water or sewage failure inform the security service or the technical service.
- Comply with the instruction of the security service, Technical Manager, technical service or other responsible service.

### Fire safety and evacuation regulations

Basic fire safety and the evacuation regulations of the property, which employees must learn and observe, are described in the Fire Safety Instruction. These safety precautions are designed to ensure the safety and health of the individual and to prevent or reduce the risk of fire and to successfully extinguish fires, and mitigate their consequences. Persons guilty of violations of fire safety regulations may be held administratively, disciplinary and materially liable in accordance with the procedures prescribed by law.





## Evacuation

When the signal of the fire detection and alarm system, and evacuation voice announcement sounds, all persons present in the facility and not involved in the provision of an extinguishing and evacuation organization (customers, employees etc.), must immediately leave the premises along the nearest escape route. Evacuation is organized by the security service. Evacuation of persons with special needs from higher floors is performed by the security service, by using special equipment.

If people are present in the property during a fire and their lives are endangered, then their rescue must be arranged immediately, using all possible means for this purpose. People involved in firefighting must be protected as far as possible from injury. It is strictly forbidden to enter or let any person into the smoked premises and places where collapse of structures is possible.

In case of evacuation Security service will send SMS message to the responsible person of the Tenant and Service Provider not later than 15 min after start of evacuation and end of evacuation.

## Meeting place in case of evacuation

Each head of the structural unit (tenant, service provider etc.) is responsible for the evacuation of all his employees and registration at the time of evacuation. If an employee is absent, the security service must be reported immediately. The assembly point – Stockmann department store, located nearby on the 13. janvāra iela 8, Rīga, LV-1050, Riga (opening hours 1.st floor Mon–Sat 9–21, Sun 10–20).

## Escape routes and exits

Evacuation routes and exits of the building are designed to ensure the evacuation of people out of the building or to other fire compartments, that are protected from the effects of fire hazards, before critical fire hazards occur. Evacuation routes and exits, depending on the actual situation, may lead to other non-endangered buildings. Escape routes and exits shall be indicated by the following signs:

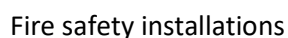


## Evacuation plans

Evacuation plans are placed on the walls throughout the building.

Follow Fire Exits, evacuation routes and provision and access to first aid placed on the maps on the walls.

**Ugunsgrēka, avārijas vai citas bīstamas situācijas gadījumā**  
**Stāties buksim 2. Rīcī**



The premises of the property - the floors and the fire compartments are equipped with engineering systems, such as fire detection and alarm systems for fire detectors, hand-held alarms, fixed fire sprinkler system, smoke protection system comprising smoke hatches, mechanical smoke extraction system, fire gates and smoke curtains, notification and evacuation management system and emergency lighting system, designed to prevent, discover and eliminate fire incidents.

The employees of the building have a compulsory obligation to participate, in a possibly large number of persons, in evacuation trainings organised by the Lessor one/two times a year. The evacuation training will be leaded by specially educated managers.

#### Public information:

- Single emergency phone number for fire-fighters, medical or police: 112
- First Aid Room: <https://origo.lv/en/amenity-type/health/>
- Evacuation plans
- Information signs on escape routes and exits
- Automatic voice announcements when evacuation is required

#### Internal information and documents

- Internal Rules for Visitors
- Internal Rules for Lessees
- Internal Rules for Service Providers
- Fire Safety Instruction
- Fire Safety Instruction (video version)
- On-Call Security Staff Instruction for Action in Cases where an Alarm is Received from the Automatic Fire Protection System
- Instruction on the Action of the Security Service in Emergency and Non-Standard Situations
- Instruction on the Sending of Evacuation Notifications by SMS

## Other info and contacts

### Public information - ORIGO Shopping Centre web page:

- ORIGO Shopping Centre: <https://origo.lv/en/home/>
- Contacts: <https://origo.lv/en/contacts/>
- Working hours: <https://www.origo.lv/en/contacts/>
- Accessibility: <https://origo.lv/en/how-to-get-here/>
- Floor maps: <https://origo.lv/en/floor-map/>
- Amenities: <https://origo.lv/en/amenities/>
- Sustainability: <https://origo.lv/en/sustainabilities/>
- Privacy policy: <https://www.origo.lv/wp-content/uploads/2022/07/linstow-privatuma-politika-07-07-2022.pdf>
- Cookies Policy: [https://origo.lv/wp-content/uploads/2020/04/cookies\\_policy\\_lv\\_tc\\_origo\\_24-02-2020-2.pdf](https://origo.lv/wp-content/uploads/2020/04/cookies_policy_lv_tc_origo_24-02-2020-2.pdf)

### Public information – ORIGO Shopping Centre other info channels:

- Interactive digital navigation stands for:
  - navigation,
  - retail info,
  - weather forecast,
  - local amenities,
  - public transport info etc.
- Facebook: <https://www.facebook.com/TCOrigo>
- Facebook braucam kopā: <https://www.facebook.com/groups/braucamkopaorigo>
- Instagram: [https://www.instagram.com/tc\\_origo/](https://www.instagram.com/tc_origo/)
- Twitter: [https://twitter.com/tc\\_Origo](https://twitter.com/tc_Origo)

### Internal information - Contacts of the Responsible Facility Management Service Providers

Actual information is provided to Tenants and Service Partners at start of cooperation.

- Information desk
- Security service
- Technical service
- Cleaning service
- Other contacts

### Internal information - Property Management, Contacts of the Administration

Actual information is provided to Tenants and Service Partners at start of cooperation.

- Operations Manager
- Technical Manager
- Marketing Manager
- Client Service Manager
- Other contacts