

**CARES Office Guide**  
**7 Feb 2023 (v.5)**

***This policy applies to the offices occupied by CARES at CREATE Tower, #05-05, 1 Create Way, Singapore, 138602.***

**Key Contact details**

**CARES Key Contact (please inform in case of any emergency):**

Joy Haughton (Chief of Staff), [Joy.Haughton@admin.cam.ac.uk](mailto:Joy.Haughton@admin.cam.ac.uk) or 9734 8342 (emergencies only)

**NUS Fire Command Centre (24 hours, inform in all cases of fire):**

6601 2630/6601 2631 (main) or 6684 0616 (backup)

**Singapore Emergency Ambulance and Fire: 995**

**Singapore Emergency Police: 999**

**CARES admin office (for non-emergency enquiries):**

Name:	Office no.:	Email:
Khatijah Binte Yusof	6601 5445	<a href="mailto:khatijah.yusof@cares.cam.ac.uk">khatijah.yusof@cares.cam.ac.uk</a>
Leong Xiang Ning	6601 5442	<a href="mailto:leong.xiang.ning@cares.cam.ac.uk">leong.xiang.ning@cares.cam.ac.uk</a>
Joy Haughton	6601 5446	<a href="mailto:Joy.Haughton@admin.cam.ac.uk">Joy.Haughton@admin.cam.ac.uk</a>

**CARES Director (and Management Contact for Safety):**

Prof Markus Kraft	9633 6709	<a href="mailto:mk306@cam.ac.uk">mk306@cam.ac.uk</a>
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**Fire Wardens:** Sim Chun Siong, Khatijah Binte Yusof, Olivia Lee and Leong Xiang Ning

**First Aiders:** Olivia Lee, Sheng Yuan and Sim Chun Siong (Duty Contact No.: **90182051 [Main]**)

**IT Matters:** John Chan, [john.chan@cares.cam.ac.uk](mailto:john.chan@cares.cam.ac.uk) Office no.: 6601 5447, Mobile: 8388 5837

**CREATE Campus Managing Agent (for facilities problems):**

**24hrs CREATE BMO Hotline 6684 0963** [BMO@uemsgroup.com](mailto:BMO@uemsgroup.com)

**BMO Managers:**

**Tan Wee Yong: 9747 0582**

**Cristobal Mila: 8847 1635**

**CREATE Service Desk (office hours only, for wireless network problems and password resets):**

Email: [service\\_desk@create.edu.sg](mailto:service_desk@create.edu.sg) Contact No: 6601 4002/6601 4003

**CREATE Level 2 Reception (0800hrs to 1800hrs):**

Contact Person: Mohd Hisham (Chief Security Officer)

Email: [create.security@tigerhong.com.sg](mailto:create.security@tigerhong.com.sg)

Office: 6601 2631 Mobile: 9298 9782

Contact No: 6601 2633

## **EMERGENCY AND SAFETY INFORMATION**

### **Fire safety**

The exit routes are displayed throughout the office. Please ensure you know the best route from your desk to the Assembly Area on the grass outside Starbucks. Remember that lifts are not useable in an emergency situation. If you are not sure, please ask the CARES admin team.

In the event of a fire, the bell will ring (1<sup>st</sup> stage) and then a PA announcement will be made to evacuate (2<sup>nd</sup> stage). The Fire Warden for our floor will also ask you to evacuate. Once you have reached the Assembly Area, please report to the Fire Warden so it is clear you are safe.

A fire drill will be conducted twice a year. The fire alarms are tested monthly.

Please ensure all fire doors, fire extinguishers and the routes to them are kept clear of obstructions at all times.

Smoking is not permitted anywhere inside the CREATE building. If you wish to smoke, please go to the designated outdoor smoking areas.

### **First aid and accident reporting**

**The first aid kit is located in:** The break-out area and reception

A telephone to call the emergency services is located at the CARES reception desk. **Dial 995 for emergency ambulance or fire and 999 for police emergency.**

Please report any accidents or injuries to the CARES admin team immediately, even if you did not use a first aid kit or involve a first aider.

### **Security and out of hours working**

**Card access:** The CARES areas of the CREATE building are by card access only. You will be issued with an access card. If your card is lost or stolen, please report this immediately to the CARES admin team. There may be a charge for replacement.

**Security of personal items:** Every workstation is provided with a lockable cupboard or shelf for personal or valuable items. CARES is not liable for the security of any personal items.

**Out of hours and lone working:** If you are working alone in the office, particularly if out of normal hours, please ensure you know the emergency procedures (see posters displayed around the office). Do not undertake any activities with risk of fire or personal injury. If you are the last one to leave, please ensure lights are turned off and that the door has closed securely behind you. **Please note, this applies only to lone working in the office – there are different procedures for the lab.**

## **OFFICE ENVIRONMENT**

### **Workstations**

If you are concerned about your workstation set up, please complete the self-assessment checklist for your workstation (Appendix A) and report any issues to the CARES admin team, who will assist in resolving them.

Cables should be enclosed in the cable tidies supplied and should not cross floor areas. If you have new desktop equipment and need assistance with installing your cables neatly, please contact the CARES admin team.

The network printer is in the corner by the team working room. To connect to it, plug the Ethernet cable into your computer and then go to Start/Devices and Printers and Add a Printer. Then you need to look for RICOH MP C4503 PCL6. If the computer doesn't automatically download the right driver, then ask in the CARES office for the CD.

To scan, choose scanner from main menu on the network printer. Choose 'enter manual address' and type in your email address. Scan by pressing the main button for each page and then # once finished. Pressing # will email the scan to your address. You can save your address in the machine for repeated use – please ask in the CARES office if you want to do this.

### **Electrical safety**

Only the sockets and extension cables supplied by the CREATE building management may be used in the CREATE building. Please do not bring your own extension cables to the office. If additional power sockets are required, please discuss with the CARES admin team.

If you bring portable electronic equipment into the CARES office, it may be subject to safety testing. Please ensure that all electrical equipment brought into the CARES office is in good condition and avoid leaving personal items plugged in when unattended.

### **Maintenance issues**

Please notify the CARES admin team immediately if you notice any developing maintenance issues. These may include:

- Loose flooring tiles
- Problems with furniture (desks or chairs)
- Problems with building management system (temperature, lighting etc.)
- Problems with the toilets or pantry areas
- Housekeeping issues
- Reorder of supplies needed (e.g. dishwashing materials, printer paper etc.)

## **Environment (ventilation, temperature, lighting, noise)**

Lighting, temperature and air flow are controlled by the building management system. If you encounter any problems please inform the CARES admin team.

Please note that the CREATE building is designed to be energy efficient and therefore after 7pm the lights will only stay on if a room is in use. To switch the lights back on after the automatic shut off time, please use the wall switches.

If you require additional lighting at your desk, please discuss with the CARES admin team.

If you are concerned about the noise level in your working area, then please contact the CARES admin team. As a guide, if a person has to raise their voice to carry out a 'normal conversation' with a person 2 metres away, then the level of noise is excessive, and a noise survey is required. It is unlikely you will encounter this in the office.

## **Housekeeping**

Cleaning staff will clean the CARES offices daily. Please leave your waste bin out for them and ensure the floor area is clear for them to clean.

If you encounter any housekeeping issues, please inform the CARES admin team.

Please do not put food waste in the office bins. Food waste should be put in the bin in the pantry (beside the lifts) to avoid attracting insects.

Please keep floor areas clear of loose items and obstructions. Storage is provided at each work area (open shelves and a lockable cupboard). Please let the CARES administration team know if you require more storage – don't pile things on the floor!

Please keep your desk tidy and file papers regularly. Files and folders can be ordered via the CARES admin team.

If you have any very heavy or large items to store that will not fit safely onto your shelves, please discuss with the CARES admin team.

## **Manual handling and lifting**

If you need to move heavy loads, please consider:

- The best way to do the lift. Is a trolley or other lifting equipment needed? Do you need an additional person to help you?
- Whether the load can be split into smaller lifts
- Your lifting position

Further information on lifting can be found in Appendix B. If you are in doubt, please seek assistance from the CARES admin team.

Heavy deliveries should be booked to be delivered to the final storage position (NOT to the building) to avoid additional lifting being necessary.

## **Sanitation**

Water (hot and cold) is available from the pantry (behind the lifts).  
Toilets are available on every floor of CREATE (beside the lifts).

Please report any problems with the pantry or toilets to CARES admin. Please ensure that you do your own washing up in the pantry.

## **Food and drink**

Please avoid bringing or storing food in the office if possible, as it can attract insects. The pantry (by the lifts) is the best place to prepare and store food. If you do wish to eat in the office, please try to do so in the break-out area rather than at your desk. Eating and drinking is not allowed in the laboratories under any circumstances.

Please keep the pantry clean and tidy. If additional supplies of washing up liquid or cleaning materials are needed, please notify CARES admin.

If you are holding an event or meeting where you would like to serve food or drink, please discuss this with the CARES admin team. Hot or cold drinks can be easily arranged in-house. If you have only a small number of visitors, please do offer them hot or cold drinks yourself from the supplies in the break-out area. Bookings for food will need to be done via one of the approved catering services – please ask the CARES admin team for details.

## OFFICE SERVICES AND FUNCTIONS

### Mail and Deliveries

The postal address for the CARES office is **#05-05, CREATE Tower, 1 Create Way, Singapore, 138602**.

Mail will be collected daily by the CARES admin team and distributed to individuals. Personal mail is allowed, but please keep this to a minimum.

If you are expecting a delivery, please inform Level 2 reception ahead of time (in person or by calling 6601 2633) and ask the delivery person to call you when they arrive before proceeding to Level 5. If you are not able to be present for the delivery, please discuss with the CARES admin team.

### Visitors

**Visitors to the offices:** Visitors should register with the CREATE reception desk on Level 2 before proceeding to the CARES offices and should sign in at the CARES reception desk on arrival. Please stay with your visitor throughout their time in the CREATE building.

**Visitors to the laboratories:** If you plan to take your visitor into the CARES laboratories, please ensure that the visitor has registered with Level 2 reception. Please stay with your visitor throughout their time in the laboratory. Please note that in order for the visitor pass to be issued you will need to confirm that the visitor is aware of all necessary health and safety protocols. Visitors are not permitted to carry out any work in the CARES laboratories or use the equipment in any way without specific permission of the CARES Director. Any breach of this will be taken very seriously.

### Phones

There is a phone in most of the offices in the CARES space, which are enabled for local outgoing calls only. If you need to make an international call, please discuss with the CARES admin team who will assist with the PIN number for international dialing.

Please use the phones only for calls on C4T business and for personal emergencies. Itemised bills are received monthly by CARES.

### Wireless network access

All C4T members are eligible for a login to the CREATE wireless network if desired. Please ask the CARES admin team if you don't have one.

Please log in to the CREATE\_SECURE network. Eduroam is also available in the building, if needed.

If you forget your password for CREATE\_SECURE, please contact the CREATE Service Desk (see contact list) to request a reset.

Guest passes are available for visitors and need to be arranged with CREATE Service Desk at least 3 days before access is needed.

## **BUILDING FACILITIES**

### **Meeting Rooms inside the CARES office space**

The Team Working Area and Media Lab within the CARES office space are available to book.

The following rooms can be booked:

- Presentation rooms – Team Working Room and Media Lab
- Desks in RO3. Available for C4T PIs, Co-Is and C4T visitors.

If you have any trouble with booking, please see CARES admin.

### **Meeting Rooms elsewhere in the CREATE Tower**

There are a number of different sized meeting rooms available for booking in the CREATE Tower (see Appendix C). Bookings need to be made via the CARES admin team. Please only book rooms you will use.

### **Gym**

A gym is available to all CREATE programme staff and students on Level 3 of the CREATE Tower. Your access card will open the door. Training and supervision is not provided, so please use the exercise equipment responsibly.

The studio space next to the gym is bookable via the Room Booking System (see above) for individuals or groups to use. If you wish to organise a group class there may be interest from other CREATE entity staff and students – this has happened in the past. Please discuss with the CARES admin team if you would like to circulate a message to the other CREATE entities about a class you plan to organise. There are usually a few classes happening each week organised by different groups – do ask in the CARES office if you are interested.

## Appendix A: Workstation Self-Assessment Checklist

Please tick *Yes* or *No* as appropriate for each question and discuss any remedial action with the CARES admin team.

Risk factors	Tick answer		If 'no' - some things to consider	Action needed
	Yes	No		
<b>Chair</b>				
Is the chair in good condition and stable?			Is it a suitable chair or if faulty check whether it is still under guarantee - chairs are mostly guaranteed for 5 years.	
Is the seat height adjustable?				
Is the back height adjustable and tiltable?				
Are the castors suitable for the type of flooring?			Hard castors are suitable for carpet. Soft / rubberised castors or "glides" are recommended for vinyl / hard floors.	
<b>Display Screen</b>				
Does the screen swivel and tilt?			Is it damaged or unsuitable?	
Are the brightness and contrast adjustable?			Adjust them for comfortable viewing – they may need adjusting during the day as ambient lighting conditions change.	
Is the display screen image clear and free from flicker?			Sometimes different screen colours e.g. lighter text on a darker background can help Sometimes other electrical equipment (e.g. fans) close by may cause interference. Flat screens are not usually subject to flicker. Contact IT support to see if screen needs replacing.	
Is the display screen clean?			Cleaning materials should be made available e.g. order via normal departmental purchasing route	
Is the screen free from disturbing reflections?			Move the screen to avoid the reflection. Screen the light source e.g. window blinds. Colour schemes with dark text on a light background are less susceptible to reflections.	
<b>Keyboard and mouse</b>				
Are keyboard symbols legible?			Replace keyboard.	
Is the keyboard free from reflection and glare?				

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Is the keyboard separate from the screen?			Laptops and notebooks are not recommended for prolonged use – try to use a desktop PC. If laptop or notebook use is unavoidable, consider a separate mouse/keyboard for the laptop and support for the laptop/screen.	
Can the user find a comfortable keying position?			Can the screen be pushed back to make more room for the keyboard, hands and wrists?	
Does the user have a good keyboard technique?			Check that the users hands are not bent up or down and that they don't hit the keys too hard or overstretch their fingers	
Is the mouse or other input device right for the job?			If the user finds their mouse uncomfortable request suitable alternative	
Does the mouse work smoothly and at a comfortable speed?			Check that the mouse is clean and if used the mat is suitable	
Is the mouse close enough to the user?			Advisable for the mouse to be positioned next to the keyboard and close to the user to avoid over stretching the arm	
Are the user's wrists and forearms supported?			Ensure user comfortable with the forearm supported on the desk.	
<b>Work surface</b>				
Is there adequate space in front of keyboard to rest the wrists when not keying?			Could some items be moved to create more room e.g. printer, system unit, reference material?	
Is there adequate space on the work surface to accommodate and allow a flexible arrangement of the equipment?			Would different storage facilities create more room? Flat screens take up far less room than the CRT screens. Is a larger work surface needed?	
Is space under the desk adequate?			The space under the desk should be kept clear and not used for storage.	
Does the space allow the user to change position?				
Is the work surface matt and non-reflective?			Should it be replaced with a matt surface?	

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Is the area free from sharp corners / edges, trailing cables?			<p>Could sharp corners be re-fashioned or removed?</p> <p>Does the desk have a cable management system that could be used?</p> <p>Can the cables be better arranged?</p>	
<b>Work Environment</b>				
Is the noise level acceptable and without excessive distraction in the work area?			Could they be relocated or avoided?	
Is the noise at a level that doesn't interfere with the ability to hear normal speech or effect concentration?			<p>Can the source of the noise be repositioned?</p> <p>Can equipment noise be reduced e.g. by servicing / replacing / insulation?</p> <p>If not, could sound insulating screening / partitions be used</p>	
Are the lighting levels suitable?			Ask EM for help with trying alternative bulbs / light fittings	
Is the environment free from glare e.g. light shining in the user's eyes?			<p>Can the user move to avoid the light source?</p> <p>Can the light source be screened e.g., blinds</p>	
Apart from unavoidable exceptions e.g., heat waves, are the temperature and humidity levels acceptable?			If dry atmosphere – plants may help, or if severe discomfort a humidifier	
<b>Software</b>				
Is the software appropriate and easy to use?			<p>Has the user had appropriate training?</p> <p>Is better software available?</p>	
Is the software adequate for the job?			Discuss with manager and / or IT helpdesk advice?	
Is the system's speed adequate?			Does the system need upgrading? Ask IT for advice	
<b>Posture</b>				

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Is the head positioned upwards and with the eyes looking forward most of the time?			What are they looking at? Would a document holder help? Does the screen need raising / lowering / moving in front of the user? If looking at the keyboard – would learning to touch type help?	
Are the shoulders relaxed and not hunched?			Is the seat too low? Are the chair armrests too high?	
Are the upper arms held close to the body?			Can the items they are using be moved closer? Is the user holding their hand on the mouse when not using it? Is something preventing them getting close enough to the desk?	
Are frequently used items in easy reach and over stretching to reach them avoided?				
Are the forearms and wrists in a neutral position?			Can the user sit with their upper arms relaxed by their sides, and forearms and wrists horizontal? Try adjusting the seat height. Try altering the keyboard angle.	
With the chair at the correct height are the feet supported?			Try a footrest	
Is the mouse held comfortably in the correct position and not too tightly?			Is the user holding a mouse shaped for the right hand in their left hand? Is the mouse too small? Could the user try relaxing their grip on the mouse? Is the mouse clean, functioning properly, and on an appropriate surface?	
Is the lower back supported?			Is the backrest adjusted so that it supports the curve in the lower back? Are they are leaning forwards to get closer to the screen, or to reach things? Are they sitting away from the backrest because the seat is too deep to sit back? If they sat back in the chair would the armrests stop them getting close enough to the desk?	

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Are they free from uncomfortable pressure on the underside of the thighs?			Is there sufficient padding on the chair? Is the chair too deep? Could the seat pan be tilted downwards slightly? Is a footrest necessary?	
<b>Work organisation</b>				
Does the user take regular breaks from prolonged periods of work e.g. a break or change of activity after an hour or more			Varying work tasks, taking short frequent breaks e.g. to get up and walk about. Ensure lunch breaks are taken (away from the workstation).	
Does the user feel able to cope with the demands of their work?			Has the workload increased? Has the work changed – do they have the appropriate skills / training? Do they have little control over their work / work methods?	
<b>Other considerations</b>				
Is the viewing distance to the screen acceptable?			Adjust the distance of the screen. A flat screen can be helpful in creating a greater viewing distance. It may be helpful to alter the text size.	
Are they free from any other problems that could be related to their DSE work not covered by the assessment?			Do they need help from Occupational Health?	

## Appendix B: Good Lifting Technique

There is no doubt that correct lifting technique is important. The instructions below should be followed to ensure that you reduce the level of risk in lifting.

1. **Think before lifting or handling.** Plan the lift. Can handling aids be used? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.
2. **Don't lift or handle more than you can easily manage.** There is a difference between what you can lift and what you can lift safely. If in doubt, seek advice or get help.
3. **Keep the load close to the waist.** Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.
4. **Adopt a stable position.** Place your feet apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). Be prepared to move your feet during the lift to maintain stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.
5. **Get a good hold.** Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
6. **Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
7. **Don't flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.
8. **Avoid twisting the back or leaning sideways.** Especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
9. **Keep the head up when handling.** Look ahead, not down at the load, once you are holding it securely.
10. **Move smoothly.** Do not jerk or snatch the load as this can make it harder to keep control and can increase the risk of injury.
11. **Put it down, then adjust.** If precise positioning of the load is necessary, put it down first, then slide it into the desired position.
12. **Team Lifting and Handling.** Good communication is essential when lifting as part of a team, e.g. one operative takes the lead and counts 'one, two, three' prior to the lift. The lead person should look to see if the team have control of the load, that it is lifted smoothly and that all members lift together.
13. **Slopes.** When negotiating a slope or ramp, assistance should be sought as this can make it hard to control the load, increasing the risk of injury.
14. **Handling Devices.** These should be suitable for the task and have handle heights between shoulders and waist. All devices should be properly maintained and employees should have been trained in how to use them.

## Appendix C: CREATE Rooms available to book (via CARES admin)

Resources	Building	Location	Capacity	Area
Basement Writing Wall area	Basement	Basement	30	120
Breakthrough Mtg Room	Tower Block	Level 12	12	38
CREATE Fitness Studio	Tower Block	Level 3	30	90
CREATE Gallery	Tower Block	Level 2	72	172
CREATE Gym	Tower Block	Level 3	15	80
CREATE Lounge	Tower Block	Level 3	15	65
CREATE Seminar Room	Tower Block	Level 2	60	500
CREATE Theatrette	Tower Block	Level 2	99	517
Determination Mtg Room	Tower Block	Level 11	20	60
Discovery Mtg Room	Tower Block	Level 15	6	15
Eureka Mtg room	Tower Block	Level 12	6	17
Exploration mtg room	Tower Block	Level 12	4	12
Foresight mtg room	Tower Block	Level 10	20	60
Illumination Mtg room	Tower Block	Level 12	45	95
Imago meeting room	Tower Block	Level 4	12	34sqm
Insight Mtg room	Tower Block	Level 12	2	7.7
Inspiration board room	Tower Block	Level 12	52	124
Instar meeting room	Tower Block	Level 4	5	11.5sqm
Knowledge meeting room	Tower Block	Level 5	12	40
Mobile Video Conf Equip	NA	NA	0	
Opportunity mtg room	Tower Block	Level 12	4	12
Perseverance Room 1	Innovation Wing	Level 5	12	40
Perseverance Room 2	Innovation Wing	Level 5	12	40
RIE Wing Lounge(Level 2)	RIE Wing	Level 2	60	118
Sky Garden @ Tower 10	Tower Block	Level 10	100	220
Sky Garden @ Tower 13	Tower Block	Level 13	100	220
Sky Garden @ Tower 3	Tower Block	Level 3	100	250
Sky Garden @ Tower 4	Tower Block	Level 4	100	220
Sky Garden @ Tower 7	Tower Block	Level 7	100	220
Sky Terrace @ Enterprise Wing	Enterprise Wing	Level 2	48	80
Sky Terrace @ Innovation Wing	InnovationWing	Level 2	90	80
Sky Terrace @ Research Wing	Research Wing	Level 2	90	240
Sunken Garden	RIE Wings	Level 1	60	118
Transformation meeting room	Tower Block	Level 5	20	60
Vision meeting room	Tower Block	Level 5	4	12
Water features	Plaza	Plaza 1	0	400

## Appendix D: CARES internal phone numbers list

<b>Room No</b>	<b>Name</b>	<b>Contact Number</b>	<b>Extension Number</b>
Director's Office CAMRO1	Prof Markus Kraft	<b>6601 5441</b>	<b>15441</b>
Chief of Staff CAMRO4	Joy Haughton	<b>6601 5446</b>	<b>15446</b>
CAMRO5 C4T IRP3/JPS	Lim Mei Qi, Yan Jingya, Aleksandar Kondinski, Lee Kok Foong	<b>6601 5443</b>	<b>15443</b>
CAMRO6 Support Team - IT	John Chan	<b>6601 5447</b>	<b>15447</b>
CAMRO7 Support Team – HR/Finance	Leong Xiang Ning, Katy Lee Jones, Carmen Salcedo, Sunny Lee	<b>6601 5442</b>	<b>15442</b>
CAMRO3	C4T – Pls	<b>6601 5469</b>	<b>15469</b>
COMPUTER ROOM	C4T – John Chan	<b>6601 5444</b>	<b>15444</b>
LAB1 (Research Wing)	Sim Chun Siong	<b>6601 5943</b>	<b>15943</b>
Reception	Khatijah Binte Yusof	<b>6601 5445</b>	<b>15445</b>