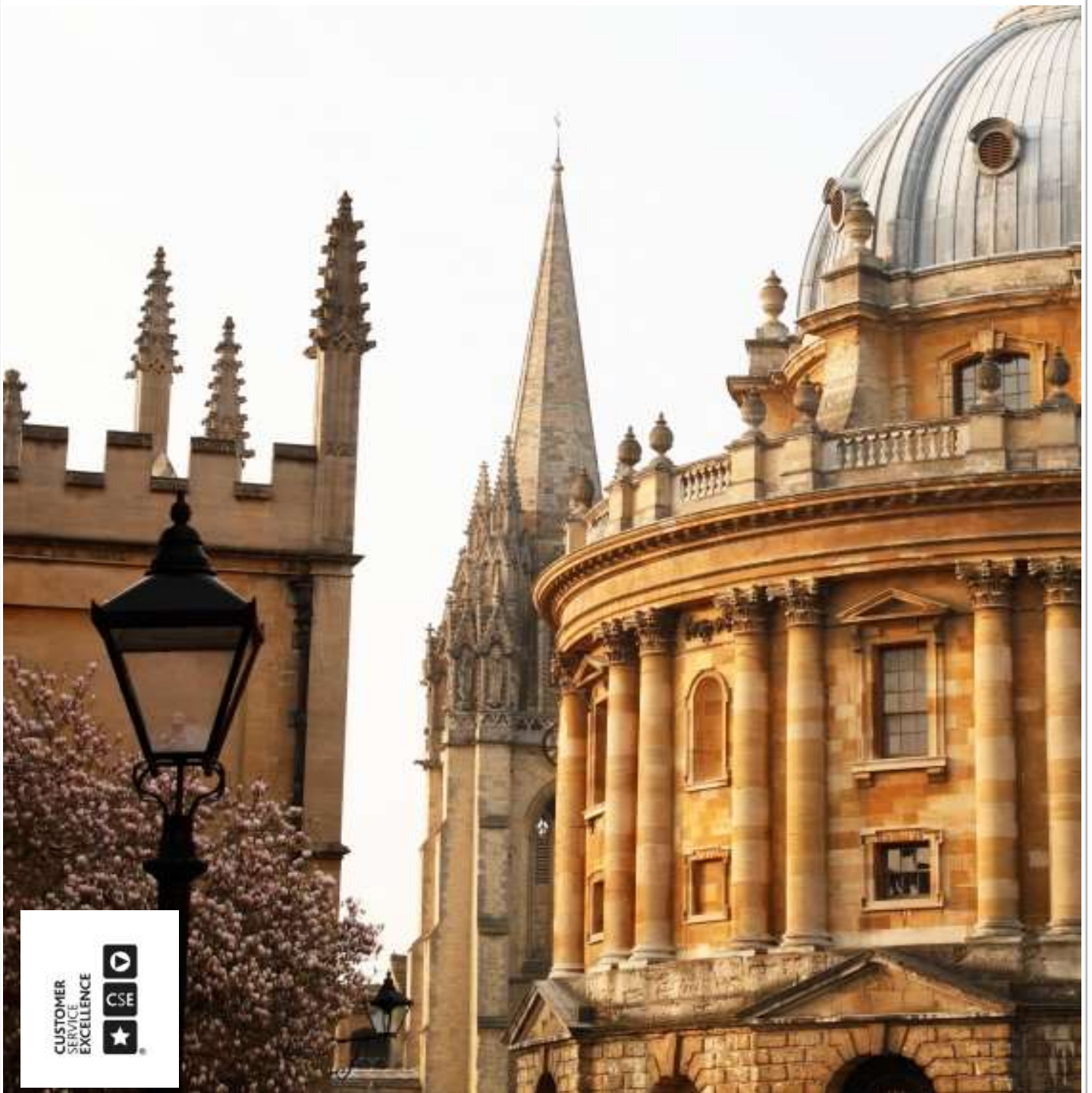


Estates Services

FACILITIES MANAGEMENT



FM Design Philosophy



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Introduction to Facilities Management at Oxford

The University of Oxford is a world-leading centre of learning, teaching and research and the oldest university in the English-speaking world. The Estates Services Strategic Facilities Management team are proud to provide professional, customer-focused services to University departments. We warmly welcome an opportunity to provide you with some information about our services, offering both operational and strategic support.

While many of the Strategic Facilities Management services are University-wide, we do not currently provide FM operations (that is, 'managed building' FM support services) across the whole University. However, we do require that project managers and architects consult with us on new projects. This is because the Strategic Facilities Management team have significant experience which can lead to great efficiencies in operational service delivery and design.

As a team, we deliver flexible, high quality services to our customers. We do this by understanding our customers' needs, by communicating clearly openly, and by investing in our professional team of 150 staff to deliver an excellent service. We take pride in our ability to deliver, and our particular strengths are **quality**, our **people**, **compliance**, **financial efficiency** and **sustainability**.



Why is the FM Design Philosophy document important?

The FM design philosophy is important as it highlights a variety of issues and concerns, including known issues such as higher life cycle costs, maintenance issues etc, if certain products are selected. The document also indicates some areas for consideration which will enable better quality of overall space in buildings.

Supplier and purchasing information

For details of current preferred suppliers please refer to the Purchasing [website](#). The FM and Purchasing teams continue to work to identify products and services to support the University's estate. Please contact the Strategic FM team, who has embedded Purchasing support, if you would like further information and/or guidance on products or services.

How can the FM Design Philosophy document assist departments & projects?

This document is designed to inform other teams of our requirements and recommendations, but it should also be used by departments that are undertaking refurbishments and/or new build projects (including capital, minor and major projects) and wish to provide the best space possible while controlling costs.

For major projects a soft landings approach should be adopted as detailed in the [Soft Landings Strategy](#). Part of a Soft Landings Manager's role should be to ensure that the recommendations in this document are followed and adopted as required.

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Section 1 – Recreational, social, sports and well-being facilities

Significant evidence exists for a clear link between employees’ well-being at work and their productivity and performance. While well-being is clearly a broader topic than the areas covered in this document, some of the items below link to a real desire for departments to have smart workspaces which enable collaboration and teamwork as well as creating opportunities to eat, socialise and undertake physical activity. The areas covered in this section can contribute significantly to the overall quality and experience of the workspace.

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Shared spaces, natural light and lighting	Spaces which can be shared within a building can be particularly useful for building teams and can support a sense of well-being. These spaces should have windows/natural light, and ideally have lighting schemes which can be adjusted, i.e. mood lighting, as well as general task lighting.	Must have (University Space Policy)

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Shared spaces, furniture and finishes	<p>Comfortable seating set out in a way which is not uniform would be ideal. The thoughtful use of finishes and furniture can provide a space which gives a very different experience to the operational space.</p> <p>Consider requirements for back rests and tables of different heights to make areas accessible and useful for different purposes.</p> <p>Consider modular furniture with alternative storage areas if there is a need to remove the furniture for events.</p> <p>Use of paint, plants, mixing furniture, including options for break out space etc. can provide a flexible, informal space. Each department will have its own thoughts as to how this space can be used, for example, for team meetings, supporting a well-being programme etc., as well as being shared with others.</p>	Should have Could have Could have Could have
Atria	<p>If a building includes an atrium area, the acoustics and overall noise levels and transfer to adjoining spaces should be considered. Consideration should be given to individuals with hearing impairment or sensory issues and how they will use the space.</p> <p>There may be a need for manifestation/privacy screening if an atrium uses glass for higher levels which are visible from below.</p>	Should have Should have
Teaching and office space	For guidance on teaching and office space please refer to the University Space Policy.	Must have (University Space Policy)
Recreational and sports facilities	Larger facilities covering recreational or sports facilities may be considered. If you are considering this, the Director of Sport can advise you on what facilities are available in the area, and what may be suitable.	Should have
Well-being, sports and health-related facilities	Subject to financial and operational constraints, thought may be given to other facilities such as multi-purpose activity and gym spaces in designs, along with well-being provisions. For advice on suitable well-being facility provision, contact the Director of Sport, who can advise on what facilities are already available in the vicinity, and what may be suitable for inclusion in your building.	Should have

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
Facilities supporting cycling	<p>Consideration must be given to staff, student and visitors who cycle for commuting, as well as for work purposes. Changing and shower facilities, and services associated with staff cycling including cycle racks should be explored as part of this process and included in the design brief. Specifications for cycle racks are given within the travel and transport section of the Sustainability Design Guide. (Travel & Transport).</p> <p>Lockers and drying areas should also be considered.</p>	<p>Must have (Sustainability Design Guide)</p> <p>Should have</p>
Rest facilities	<p>There is an obligation on organisations, including the University, to ensure 'suitable and sufficient rest facilities shall be provided at readily accessible places' as further defined in Workplace, Health, Safety and Welfare Approved Code of Practice and Guidance - Regulation 25.</p>	<p>Must have (Workplace, Health, Safety and Welfare Approved Code of Practice and Guidance)</p>
Kitchenettes	<p>Kitchenettes are a space-efficient method of providing access to hot and cold drinks and a means to warm food. Items which should be considered are:</p> <ul style="list-style-type: none"> • Hot water boilers – these are cost-effective methods of providing hot water for drinks, with less risk than traditional kettles. Zip taps are often specified as they provide a more aesthetically pleasing method of providing hot (and indeed chilled) water as an option, but it should be noted that their ongoing maintenance and repair costs are considerably higher and they are often less reliable in operation. Zip taps cost around £1.5k per annum to maintain. • Storage of crockery and cutlery – provision of storage for crockery, including cutlery can be provided. Consideration should be given to the standards and finish, especially in high-traffic areas. 	<p>Should have</p> <p>Should have</p> <p>Should have</p>

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	<ul style="list-style-type: none"> • Worktops, sinks and tiles should have easy to clean finish, i.e. no mosaic tiles etc. • Bins – space should be provided for bins, sized to suit the kitchenette. These should mirror the waste streams contracted, including dry mixed recycling, general waste, food waste, glass etc. • Vinyl floors – vinyl, anti-slip floor covering in kitchenettes is a requirement as over a relatively short space of time carpets become damaged and require replacement. • Refrigeration – refrigeration should be provided and sized adequately for anticipated traffic in the kitchenettes. Usually, a reasonable amount of storage for office milk is required, but staff often wish to store lunches in the same provision. Also, consideration should be given to space for hospitality orders. If the department is likely to have a reasonable volume of hospitality, a separate commercial refrigerator with temperature monitoring should be provided. Energy-efficient models should be prioritised to reduce life cycle running costs. The need to maintain and clean items should also be considered prior to purchase. • Equipment such as toasters/microwaves – providing a microwave is a simple way of giving staff the ability to warm food, but toasters are not recommended due to the risk of fire and fire evacuation. Toasters have been the cause of a considerable fire in the University. • Flow of use – kitchenettes can be very busy at certain times of day, so consideration should be given to the flow of use, for example, the overall layout and design, including the order in which sinks, hot water boilers, fridges etc. are accessible. • Taps, sinks, and dishwashers – it can be more water-efficient to provide dishwashers, subject to space/plumbing etc. Size the 	Should have Should have Must have (Workplace, Health, Safety and Welfare Approved Code of Practice and Guidance) Should have Must have Disability Access Philosophy Document Must have (Workplace,

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
	<p>dishwasher appropriately and prioritise energy- and water-efficient models. Consider the need for maintenance and cleaning supplies.</p> <p>Where dishwashers are not to be provided, ensure plugs are available in the sink to allow washing.</p> <p>Prioritise water-efficient low-flow taps, if possible.</p> <p>Ensure cupboards and dishwashers are located to allow good access for people using wheelchairs or with other access needs. Refer to the Disability Access Philosophy Document for further guidance.</p>	<p>Health, Safety and Welfare Approved Code of Practice and Guidance)</p> <p>Should have</p> <p>Must have (Disability Access Philosophy Document)</p>
Catering provision	<p>Catering provision – catering services are provided through the Facilities Management team on a University-wide basis. The catering contract will:</p> <ul style="list-style-type: none"> • Deliver consistent quality befitting the University of Oxford. • Improve utilisation of kitchen space. • Provide flexible catering facilities that maintain the department’s identity. • Ensure that facilities comply with legislation and follow industry best practice. • Provide services and standards that support the University’s recently-adopted sustainable food policy. • Align cafe tariffs to provide fair and equal access to catering services for staff and students. • Provide a structure to allow continuous innovation and improvement. <p>In addition to shared/rest space provision, consideration to cafe and hospitality provision should be given. Our service operates a suite of brands that are bespoke to Oxford and represent our identity and the areas that the catering service inhabits. Beyond Ordinary is our cafe brand, Occasions is our hospitality offering, and Only at Oxford is our</p>	<p>Should have</p> <p>Should have</p>

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
	<p>bespoke fine dining service for special events. There are already over twenty fully refurbished, operating cafes across twenty buildings, and we would be delighted to support a cafe in your building. We provide a <i>Catering Design and advice service</i> in conjunction with our specialist contractor.</p> <p>Elements to be considered for new catering facilities may include (depending on the proposed size):</p> <ul style="list-style-type: none"> • Front of house – Servery space, till(s), multi-deck chillers for perishable items such as sandwiches, coffee machine, hot drinks, display ware, returns for consumed food and waste bins, condiments and cutlery/crockery dispensers, seating, signage. • Consideration for how goods in and deliveries will be managed, and routes out for waste. • Back of house – preparation space, storage with racking (ambient and chilled), staff facilities, wash up, appropriate flooring, extraction, refrigeration. • Hospitality – how will this be managed, stored and presented and then removed, with appropriate set down space in the receiving areas in the building, which may be away from the cafe. 	<p>Should have</p> <p>Must have (DEFRA catering waste guidance)</p> <p>Should have</p> <p>Should have</p>
<p>Grease traps and macerators</p>	<p>Where onsite hot food is produced through a catering provision the Mechanical and Electrical Design Philosophy (M&E9 section 2.23 refers) should be referred to, ensuring appropriate sizing and installation of grease traps. Multiple grease traps may be required and floor gullies should also be considered. Grease traps should be sized appropriately for current and planned operations.</p> <p>Maintenance programmes will need to be planned for. It is a legal requirement to prevent damage to sewers. Oxford city is particularly</p>	<p>Must have (Mechanical and Electrical Design Philosophy 9)</p> <p>Must have Mechanical and</p>

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	susceptible due to combined sewers. Macerators fitted within the drainage systems may not be installed	Electrical Design Philosophy 9)
Oil and waste oil	<p>It is a legal requirement to provide suitable storage for your oil and waste oil to prevent pollution.</p> <p>Appropriate spill kits should also be provided.</p> <p>Consideration should be given to risk of pollution during transportation.</p>	<p>Must have (Oil storage regulations)</p> <p>Must have (Oil storage regulations)</p> <p>Should have</p>
Ventilation and extraction	Should be suitable and sufficient, with access for cleaning and maintenance.	Must have (Workplace Health Safety and Welfare Regulations, catering ventilation regulations)

Section 2 - Cleaning


Cleaning is an important part of the ongoing management of the building. In order to support an effective cleaning contract, there are a number of items highlighted below to enable access and cleaning of a building.

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Cleaners' cupboards & sinks	Ensure that suitable and sufficient cleaners' cupboards and sinks are available - at least one per floor, and more for larger buildings. Provide room for suitable and sufficient storage rooms, with cupboards to store items appropriately including on 'bunded' trays where required. Stores should be able to be secured. Provide an area to display and retain pertinent information such as COSHH registers	Must have (Construction (Design and Management) Regulations 2007)
Finishes – floor, tiles, and walls	Finishes can make a considerable difference to the ongoing appearance of spaces and indeed the overall cost of cleaning the workplace. Floor tiles and wall tiles in mosaic finishes make cleaning difficult, with dirt and grime often being trapped in patches on these finishes. Also, exposed timbers such as sawn oak may lead to staining and complex cleaning arrangements.	Should have
Cleaning sockets	Ensure there are suitable and sufficient cleaning sockets located in areas to stop trip hazards by overstressing cables. These should be available throughout the building.	Must have (Construction (Design and Management) Regulations 2007)
High Level Fixtures and Fittings	When designing spaces, thought must be given to high-level fixtures and fittings which may collect dust and debris and be very difficult to access. The need for working at height or use of access towers (PASMA) should be designed out wherever possible. The use of PASMA or working from height risk linked to cleaning should be designed out wherever possible.	Must have (Construction (Design and Management) Regulations 2007)
Ability to clean windows, brise soleil etc. safely	Health, Safety and Welfare Regulation 16 covers this to some degree. However, we would expect a suitable solution to ensure that we are able to access and clean windows, brise soleil, ledges, fixtures and fittings sensibly. Considerable maintenance costs may be associated with cleaning external windows and fittings if access is complicated or difficult. There is a requirement to detail the method of cleaning particularly around windows, but as part of the design we would expect designers to highlight and indicate early the method they propose, i.e.	Must have (Health, Safety and Welfare Regulation 16)

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	<p>cherry picker with access routes, cradles and eye bolts etc., in order that this is identified and highlighted early.</p> <p>New buildings should ensure safe access and anchor points as part of the Working at Height Regulations. Existing buildings must have suitable and sufficient safe methods for cleaning.</p>	<p>Must have (Health, Safety and Welfare Regulation 16)</p>
General housekeeping	<p>Poor housekeeping leads to unnecessary risks – safety and security concerns, such as trip hazards, encouraging theft, arson and fly tipping, as well as causing issues with poor public perception. Considering and designing in how deliveries will be received and where items will be stored will help avoid incorrectly stored materials.</p>	<p>Should have</p>
Spill kits	<p>The site should retain a spill kit. Different types and sizes should be made available depending on individual site needs, eg. material type(s) and quantity of storage. These kits should be placed in accessible locations. Kits must be available to deal with external spills which could result in pollution, but internal spills including bodily fluid kits and their appropriate disposal should also be planned for.</p> <p>Training should be provided to staff in order that they are used appropriately, as the need arises.</p>	<p>Must have (COMAH Report dealing with Emergency Response Arrangements)</p> <p>Must have (COMAH Report dealing with Emergency Response Arrangements)</p>
Lighting, lighting diffusers and ceiling tile systems	<p>Should be easy to remove, clean and re-secure.</p>	<p>Should have</p>

Section 3 – Toilets, washrooms and shower facilities

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
Finishes in Toilets, Washrooms & Shower Facilities	<p>Mosaic tiles should be avoided in these facilities. Paint should be wipeable and durable, such as a Dulux 'diamond matt' finish, eggshell or similar high-performance products.</p> <p>Good colour contrast between flooring and walls will help individuals with a visual impairment. Refer to the Disability Access Philosophy Document for further guidance.</p>	<p>Should have</p> <p>Must have (Disability Access Philosophy Document)</p>
Toilet dimensions	<p>The dimensions and sizes required for a modern-day toilet cubicle can vary and it is imperative to get this right for user comfort. The following toilet cubicle sizes are correct for most University settings, which encompasses a full range of abilities and ages. Over time, standard designs and specifications will be developed.</p> <p>Standard toilets - recommended sizing is as follows:</p> <p>Standard Dimensions - 850mm wide x 1500mm deep Door Type - Inward opening</p> <p>Enlarged toilet facilities - recommended sizing is as follows:</p> <ul style="list-style-type: none"> • Where four or more cubicles are provided in a run within a washroom, one of these should ideally be an enlarged cubicle. • Wherever there is provision of self-contained non-gendered toilets, there should be at least one non-gendered toilet suitable for people with ambulant mobility 	<p>Should have</p> <p>Should have</p> <p>Should have</p>

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
	<p>impairments. Dimensions of this are given in the British Standard BS 8300-2:2018.</p> <ul style="list-style-type: none"> • Wherever there are WC compartments within separate-sex toilet washrooms, there should be an appropriate provision of cubicles suitable for people with ambulant mobility impairments. Dimensions of this are given in Approved Document M of the Building Regulations 2010, as well as the British Standard BS 8300-2:2018. <p>Please refer to the accessibility design guide for more information.</p>	<p>Must have (Disability Access Philosophy Document)</p>
<p>Wheelchair accessible toilets</p>	<p>Wheelchair-accessible toilets should be located on every floor of a building. Wheelchair-accessible toilets are to be provided in addition to the required number of standard toilets.</p> <p>Dimensions of wheelchair-accessible toilets are given in Approved Document M of the Building Regulations 2010. However, the British Standard BS 8300-2:2018 gives slightly larger dimensions than outlined in Approved Document M, and it is recommended that these guidelines are followed.</p>  <p>Please refer to the accessibility design guide for more information, (Disability Access Document)</p>	<p>Must have (Disability Access Philosophy Document)</p>

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Gender and gender neutral toilets	<p>Equality considerations coupled with sensitivity to the needs of all users should underlie the provision of toilet facilities. A range of gendered and non-gendered facilities should be provided where possible to meet individual preferences and for cultural, religious or sensitive personal reasons.</p> <p>The University recommends that the provision of some gender-neutral facilities is considered in every new build and refurbishment. Ideally these should include single-cubicle gender-neutral toilets, with integrated washing facilities and floor-to-ceiling doors.</p> <p>The Equality and Diversity Unit recommends the provision of gender-neutral toilets in addition to existing accessible toilets, and would not normally expect accessible toilets to be used by trans people, since they may be needed urgently by disabled people.</p> <p>In the UK there is no commonly accepted icon for a gender-neutral toilet. Using signage with the words 'gender-neutral toilet' can send a clear message of being a trans-inclusive organisation.</p>	Should have
Flush fittings & toilet specifications	<p>We would expect that dual flush fittings are provided for water efficiency. Consider waste pipe runs and the flow required to ensure these remain clear and can also be accessed to clear any blockages which do arise. For ease of cleaning, we request toilets to be designed with a steep bowl.</p>	Should have
Fixtures and finishes	<p>Avoid flat shiny surfaces, and avoid exposed pipes and cisterns to aid with cleaning and preventing water marks. Ensure that hand dryers and toilet roll and soap dispensers are recessed into the wall or have an angled/rounded finish to their tops. As specified in Building Regulations and Regulation 21- Health, Safety and Welfare Regulations, there must be suitable and</p>	Must have (Building Regulations and Regulation 21- Health, Safety and Welfare Regulations)

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	<p>sufficient ventilation with easy access for cleaning and maintenance.</p> <p>Mosaic tiles should be avoided in these facilities. Paint should be wipeable and durable, such as a Dulux 'diamond matt' finish.</p>	Should have
Sanitary conveniences	<p>Sanitary bins must be provided in shared and dedicated women's toilets. Health, Safety and Welfare Regulation 20 provides further information.</p> <p>In accessible facilities, ensure that sanitary bins have automatic sensors and are not based on pedal-operated lids.</p>	Must have (Health, Safety and Welfare Regulation 20) Should have
Security and location considerations for washrooms and toilets	<p>Very often the location of toilet facilities is not considered important, but badly-located toilets can increase opportunities for them to be misused. The following should be considered when designing toilet facilities:</p> <ul style="list-style-type: none"> • Locate the main toilet entrance door near to overlooking offices, staff areas or by areas with high levels of movement. • Provide a number of smaller toilet blocks rather than one or two larger ones. • Consider locating toilet facilities in the reception area; this will reduce the need for visitors to move unsupervised through the building to use the toilets. • Avoid locating toilets near unsupervised entrance/exit doors; this will reduce the opportunity for unauthorised persons to tailgate through the door to use the toilet facilities. • Consider designing the hand-washing facilities in communal circulation space and making this area unisex. 	Should have

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	<ul style="list-style-type: none"> Avoid siting toilets directly next to open-plan office areas or kitchenettes. 	
Shower and washrooms	<p>Should include:</p> <p>Hand driers or paper towels – there is a preference for hand driers in order to reduce our demand on resources and creation of waste. The use of paper towels can require additional storage for spares, and additional staff time to refill. Paper towels can also cause blockages both in the toilets or sinks if disposed of incorrectly. That said, some departments still wish to retain paper towels in the workplace which may be required for hygiene or accessibility reasons. If hand towels dispensers are required, we would expect their design to have no flat shiny surfaces to aid cleaning. The presence of paper towels and hand driers should be avoided. Wipeable ‘duck boards’ should be placed under hand dryers to facilitate cleaning.</p> <p>Soap dispensers – should not have flat shiny surfaces. They should be placed ideally over a sink or as a minimum have a small shelf directly underneath to prevent drips and lime scale build-up on the floor, enabling cleaning. Dispensers should be easily accessible to replace parts.</p> <p>Flooring – washrooms should have easy to clean with slip-resistant vinyl, and be ‘cap and covered’ to the floor and wall where possible, by approximately 10cm to facilitate cleaning.</p> <p>Taps – information on taps is provided in the kitchenette section; however, a timed tap can be beneficial in washrooms. Ensure any changes to the water system are agreed with Estates Services and result in no dead legs or features would could allow Legionnaires’ to develop or permit back-wash.</p>	<p>Should have</p> <p>Should have</p> <p>Should have</p> <p>Must have (Workplace (Health, Safety and Welfare) Regulation, 21)</p>

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	<p>Showers – these should be considered for all buildings to support the sustainability transport strategy. This aims to have as many people as possible who working and studying within the University travel by bicycle, and the presence of showers will ensure they are able to prepare for their day. Accessible showers should be included within any provision. In terms of design of showers, simple finishes without lots of trims which become difficult to clean in a hard water area should be considered to aid ongoing cleaning and maintenance. The shower head should be removable to allow cleaning. A simple, robust height-adjustable shower head should be used. Flooring should be tiled or slip resistant vinyl and be ‘cap and coved’ to the floor and wall where possible, by approximately 10cm to facilitate cleaning. If space allows, doors to shower cubicles are preferable to curtains as they make the space within the shower easier to use and can be maintained and cleaned more easily.</p>	Should have

Section 4 – Waste management

Waste management is covered by University policy and significantly by legislation: Environmental Protection Act, Hazardous Waste (England & Wales) Regulations, Workplace (Health, Safety and Welfare) Regulations, The Management of the Health & Safety at Work Act Regulations.

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
Design of space	<p>Waste management should be provided with space both in terms of point of disposal, collection and collection from contractors. Waste collection points should be designed within the building at strategic locations. Individual desk bins should be avoided as a strategy due to additional cost and reduced recycling rates. Rubbish bins should be easy to clean, hold plastic liners and allow for signage and signs. The University's waste contractors follow the WRAP colour scheme, and suitable colours should be selected. The University's waste contractor provides a range of bins and signage to support you.</p> <p>Internal storage for waste wheelie bins is preferable as this reduces fly tipping, arson and other risks. The width of the access door should take into consideration average bin sizes. The height of the storage facility should also consider opening of the bins, to allow for ceiling clearance and prevent lighting from being blocked by a bin lid when raised.</p> <p>It is likely that the need to segregate out more waste streams may be required in the future. Storage should be flexible enough to allow versatility in the types of waste collected.</p> <p>When identifying current waste consider areas which may be overlooked, including electrical, batteries, hazardous waste which may need to be stored separately etc. Some operations will require more waste streams to be segregated and the building's current and future use should be considered to ensure appropriate space is provided.</p>	<p>Should have</p> <p>Should have</p> <p>Should have</p> <p>Must have (The Waste (England and Wales) Regulations 2011)</p>

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
	<p>Any waste storage, but particularly liquid waste storage, must be considered in terms of the risk of spills or leaks, along with the environmental, health and safety implications of such storage. For instance, where waste is moved or stored, no surface water drains should be present and controls should be in place for uncontrolled leaks to foul drain.</p> <p>Hazardous waste may require additional ventilation – if you have hazardous waste, please refer to the Safety Office for further information.</p>	<p>Must have (The Hazardous Waste (England and Wales) Regulations 2005 – Part 2)</p> <p>Must have (The Hazardous Waste (England and Wales) Regulations 2005)</p>
Location and security	<p>Bins should be lockable. The location and security of waste bins (which can be an opportunity for arson), should be considered. There may be early morning noise from collections. If this is located to the rear of the building, CCTV may be beneficial as both a source of information if there is an incident, and as a useful deterrent for arson. Bin location and access can encourage fly tipping. Where possible internal or enclosed storage areas should be provided. Where possible bins should not be stored near walls, restricting the movement of bins. This should also be considered in partnership with the waste contractor. Bins may be moved to help trespassers to access areas or cause damage. Metal bins may be required and requested from the waste contractor if necessary.</p>	Should have
Accessibility for staff and waste vehicles	<p>Bins should be accessible. Consider features such as camber, to ensure that staff are able to move bins when full and access bins to dispose of waste.</p> <p>Waste vehicles will need to have good access to bins, including turning etc. Refer to Select RAMS for more information on this.</p>	<p>Must have (The Waste (England and Wales) Regulations 2011)</p> <p>Should have</p>

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Cleanable	<p>This depends on drainage set up and design of current set up for existing buildings. Heavy traffic / waste might need an interceptor etc. This must comply with the regulations set out above.</p> <p>For new builds, waste management stores should be fitted with drains, water tap etc. to ensure they are easy to clean should there be an issue in this area.</p>	<p>Must have (The Waste (England and Wales) 2011 regulations)</p> <p>Should have</p>
Signage	<p>Clear signage should be provided regarding bin types and storage areas. University waste signage is available for download from the Sustainability team website.</p>	<p>Should have</p>
Spill kits	<p>Spill kits should be located close to the waste management store - see the spill kit entry in the cleaning section for more information.</p>	<p>Should have</p>
External litter bins	<p>In general, external litter bins for general public waste should be avoided. If they are required, careful consideration should be given to their design to avoid misuse. However, consideration should be given to the need for cigarette bins.</p>	<p>Should have</p>

Section 5 – Security

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
<p>Salto Access Control System</p>	<p>Salto is the University’s preferred access control system. Discussions should be had with the FM Shared Services team if an access control system is being provided. This will ensure sensible connections with the existing system, meeting departmental needs and allowing the building to operate effectively. This also prevents duplication and unnecessary cost. Please refer to Salto Appendix 2 for further information on this system, noting the University’s preferred supplier(s) must be engaged for this system.</p>	<p>Should have</p>
<p>Access Control System (Salto, Net2/Paxton and Janus/SATEON)</p>	<p>Responsibility for access can be devolved to Facilities Management to manage as part of our service provided to University departments.</p> <p>During implementation of FM, an audit of the access control system (system type, areas/doors controlled by system, specifications of access level etc.) must take place, with a view to integrating the access control system with our central Estates Services database where possible and with departmental agreement. If we are able to transfer access control, we use our guidance document (see Appendix A) which provides a framework for how we manage access control via Salto on the Estates Services central database.</p> <p>A transfer from one access control system to another, i.e. Net2/Paxton to Salto, may incur costs due to the need to change not only the software used, but also peripherals and hardware within the building – for example, door locks and card readers. The cost implications as well as reduced flexibility in controlling access (as explained in Appendix 1) can mean that departments prefer to retain their own access control and manage it independently.</p>	<p>Should have</p> <p>Could have</p>

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
	<p>The implementation of an access control system into a capital project or refurbishment project managed by Estates Services should be subject to the Estates Services systems design philosophy for access control.</p> <p>On agreement that Facilities Management will be responsible for access control in a new building or refurbishment, they should be invited with a representative from the Shared Services Management team to the PSG. Also at this point, access requirements must be fully disclosed and discussed so that expectations are clear regarding performance of system. <i>NB: should access control be managed directly by departments, as a minimum the principles of the Access Control System in appendix 1 must be followed.</i></p>	<p>Should have</p> <p>Could have</p>
Keys	<p>The ongoing management of keys can be problematic. Therefore, the introduction of suited keys and key control must be considered. It is not ideal for there simply to be one key per door without a suite system as this can lead to lost keys, and the inability to access space even if there is an emergency.</p> <p>Tracker boxes may be useful if a building holds a large number of keys and/or they are in use frequently.</p>	<p>Should have</p> <p>Could have</p>
CCTV	<p>CCTV can be a useful tool; please refer to the Security Services CCTV Guidance Document – (CCTV Guidance) for full details. CCTV is covered by the Management of the Health & Safety at Work Act Regulations, Data Protection Act, and General Data Protection Regulations.</p>	<p>Must have (CCTV Guidance)</p>
Panic buttons	<p>All reception desks and high-risk areas should be provided with panic buttons. These should be connected back to OUSS control room and departments should test them regularly, on either a weekly or monthly basis. Records of training, maintenance and testing should be kept in order to meet the Management of the Health & Safety at Work Act Regulations.</p>	<p>Must have (Design Against Crime Document)</p>

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	The use of the Security Services radio network is recommended.	Should have

Section 6 – Post rooms

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Post rooms	<p>The Estate Services' Strategic Facilities Management team, through FM Shared Services, provide a one-stop shop mailroom service throughout the University which covers the following:</p> <ul style="list-style-type: none"> • Franked mail service, linking to the Royal Mail • Parcel delivery service • Internal mail service <p>Buildings, therefore, do not need space for large franking machines and sorting, simply sufficient space for internal mail trays/pigeon holes and work surfaces. Depending on the department, consideration should be given to whether the post area(s) should be secured. The location of post should be easily accessible for the University's Mail Service, i.e. adjacent to a reception or loading bay. Receptions may need an area for storage of incoming parcels and larger deliveries.</p>	Should have

Section 7 – Floor coverings

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Floor coverings	<p>Ideally floor coverings should be fitted with tiles rather than broad loom, to ensure maximum use, aid easy replacement of damaged or marked areas, and reduce cleaning issues.</p> <p>The floor covering selected should be readily available from the University's preferred suppliers, i.e. Interface carpet tiles etc. When selecting floor coverings, the supplier/manufacture should be asked how long they are intending to manufacture that line for, and availability should be sought for at least five years (in writing).</p>	Should have

Section 8 – Furniture

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
<p>Furniture</p>	<p>The University has several furniture preferred suppliers offering long-term preferential rates. Projects will often be provided with a project-specific price, and not using University preferred suppliers and going to a different supplier through a project can lead to long-term increases in cost for replacement or additional furniture. Health, Safety and Welfare Regulation 11 provides further information on 'Workstations and Seating'.</p> <p>Consider flexible and moveable furniture, for example avoiding blocks of more than four desks which cannot then be reconfigured. If furniture is for an area where it is likely to need frequent movement, modular and lighter weight options should be preferred. Consider colour and finishes on desks particularly. White and gloss finishes will increase glare for desk users.</p>	<p>Must have (Purchasing Processes)</p> <p>Should have</p>

Section 9 – Internal finishes

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Paint finishes	In order to reduce ongoing maintenance costs, paints such as a Dulux 'diamond matt', eggshell or similar products that are durable and wipeable should be used in high-traffic areas and corridors.	Should have
Wipeable hand plates	These should be considered around wall mounted fixtures, such as exit push buttons in high-traffic areas and under hand driers.	Should have

Section 10 – External

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
Traffic routes	<p>See Health, Safety and Welfare Regulation 17 for the organisation of traffic routes.</p> <p>Consider the need for gritting and how this will be done and what access is available for this.</p>	<p>Must have (Health, Safety and Welfare Regulation 17)</p>
Parking provision	<p>Standard space sizes are as follows:</p> <ul style="list-style-type: none"> • Car: 2.4 meters x 4.8 meters • Light vans: 2.4 meters x 5.5 meters <p>For cycle parking, Sheffield stands are recommended, along with the inclusion of motorcycle parking. Refer to the sustainability design guide for further details.</p> <p>Further consideration is required regarding connectivity to the Security Services system for access barriers etc. For car parks or other open areas, consider how access will be controlled to avoid incursions.</p> <p>Lighting should be suitable and sufficient. Relevant legislation and Codes of Practice includes: British Parking Association, Building Regulations, and the Traffic Signs Regulations and General Directions.</p>	<p>Should have</p> <p>Should have</p> <p>Should have</p> <p>Must have (British Parking Association, Building Regulations)</p>
Accessible parking	<p>(extract from Disability access document)</p> <p>“Two accessible parking bays should be provided in close proximity to the main entrance (or the accessible entrance if this is in a different location). Accessible parking bays should be clearly marked with a wheelchair symbol (the International Disability Symbol), with markings on the road surface as well as a sign at the driver’s eye-level. Ensure that all signage has large,</p>	<p>Must have (Disability Access Philosophy Document)</p>

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
	<p>clear text and symbols and has high contrast. This will help to reduce instances of accessible parking being used inappropriately as well as being general good practice for signage. Bays should allow sufficient transfer space on both sides to allow doors to be fully opened. These bays should not be located on a slope and should have a smooth road surface all around to allow easy access to parked vehicles. If users have to navigate a pavement to reach the entrance, dropped kerbs with tactile strips must be provided. Car parking areas with barriers can be difficult to negotiate. If a barrier is necessary, there should be an intercom located in an accessible position, linked to a staffed area for users to request assistance.”</p>	
<p>Delivery areas</p>	<p>Careful consideration should be given to pollution risks from storage areas. Surface water drains should not be present near high-risk areas. Foul water drains may need the presence of interceptors or other controls. Areas used for storage of items such as cooking oils should be placed to prevent risk of damage through a vehicle collision. Additional bunded storage may be required. Items stored after delivery should not be able to cause blockages to ventilation systems. Clear signage and line markings may be required to clearly designate at-risk areas. Spill kits should be provided, and consideration should be given to their security, including the provision of tamper-proof indicators.</p>	<p>Should have</p>
<p>Signage</p>	<p>Refer to the Traffic Signs Regulations and General Directions.</p> <p>In addition, the University has Signage Standards Guidance: (Signage Standards)</p> <p>Please refer to the Conservation and Buildings Design Philosophy and the Disability Access philosophy</p>	<p>Must have (Signage Standards)</p>

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	document for further information regarding signage design and our preferred suppliers.	
Access for window cleaning and maintenance equipment	See previous comments relating to this in this document.	Must have (Health, Safety and Welfare Regulation 16)
Stopcock and emergency cut off access	Should be provided at suitable, sufficient and accessible locations.	Must have (Mechanical and Electrical Design Philosophy 9)
Interceptors	Car parks which incorporate areas of hard standing will require interceptors. These must be sized appropriately and maintenance plans provided.	Must have (Pollution prevention regulations)
Pest control and prevention	Consideration to pest control should be given, including management of rodent and pigeons to prevent guano/breeding on University buildings. Pigeons are 'rock dwellers', therefore, deep ledges and sheltered niches in designs of facades or behind brise soleil should be avoided.	Must have (Prevention of Damage by Pests Act 1949)
External finishes	A building's external finish can greatly affect the ongoing maintenance and cleaning it requires. The life span and ongoing maintenance for external finishes and/or cladding should be considered.	Should have

Section 11 – Compliance systems

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
Fire alarm systems	<p>See the Mechanical & Electrical (M&E) Design Philosophy. Designers must consult with FM on the location of the fireman’s switch and fire alarm panels. The operations of the system needs to be discussed and agreed with the relevant stakeholders, including M&E, FM, Insurance and Safety Office.</p> <p>Consider the need for displaying plans and housing a ‘Gerda box’ on the wall by the main fire panel.</p>	<p>Must have Mechanical and Electrical Design Philosophy 9</p> <p>Should have</p>
Fire safe lifts	See the M&E Design Philosophy. Designers need to consult with relevant stakeholders, including M&E, FM, Insurance and Safety Office regarding the fire escape strategy and monthly testing.	Must have Mechanical and Electrical Design Philosophy 9
Emergency lighting	See the M&E Design Philosophy. Designers and Project Managers must consult with relevant stakeholders, including M&E, FM, Insurance and Safety Office regarding self-testing protocols, location of panel and how plant rooms are tested.	Must have Mechanical and Electrical Design Philosophy 9
Sprinkler systems	Consideration should be given to access to the system for weekly testing. Ensure that valves and water drain downs can be accessed and disposed of appropriately with ease etc. Refer to M&E Design Philosophy.	Must have Mechanical and Electrical Design Philosophy 9

Section 12 – Room dimensions and space

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
Natural light	All offices should have access to natural light, which is required to provide a comfortable working environment for all staff. Blinds to minimise glare should be included on all elevations where this is a risk. Controls should be accessible, consider the location of furniture and should not conflict with ventilation. Refer to the Sustainability design guide for further details.	Must have (University Space Policy) Should have
Space for operational support staff	Appropriate space should also be included for teams who support the operation of the building. These will need to be located and sized to meet operation need, and should have natural light unless otherwise requested.	Must have (University Space Policy)
Space per person	Regulation 10 of the Workplace, (Health Safety and Welfare) Regulations 1992 sets the minimum amount of workplace per person as 11m ³ , which equates to between 3.7m ² and 4.6m ² , depending on the height of the space ^[1] .	Should have

Estates Services can provide further recommendations on space guidelines. These apply to both academic and administrative areas of the University, and take into account sufficient space provision per occupant to provide a comfortable and efficient environment for the type of space which is required. These space guidelines are outlined in the University of Oxford Space Policy and associated Space Use Guide, which is currently under consultation. To discuss space guidelines in further detail, please contact the Space Management Team at space.management@admin.ox.ac.uk

^[1] In most workplaces 11 cubic metres (11m³) of space per person should be taken as a minimum. This calculation should not take into account ceiling heights in excess of 3m. A space of 11m³ per person may be insufficient if much of the space is taken up with furnishing or equipment. The minimum space referred to does not apply to rooms being used for lectures, meetings, and similar purposes. In a typical room where the ceiling is 2.4m high, a floor area of 4.6m² (for example, 2.0 x 2.3m) will be required to provide a space of 11m³. Where the ceiling is 3.0m high or higher, the minimum floor area will be 3.7m² (for example, 2.0 x 1.85m). (These floor areas are only for illustrative purposes and are approximate).

Section 13 – First aid provision

Subject	Details	<p>Must have: Legislative Compliance; University Policy;</p> <p>Should have: Best Practice; Code of Practice;</p> <p>Could have: Recommendation</p>
<p>Multipurpose quiet room, for first aid, prayer, nursing mothers etc.</p>	<p>While these provisions relate to a needs assessment for a first aid room, these are very useful spaces for medium/larger sized buildings and should be given full consideration and are recommended, particularly in new builds. Existing buildings may wish to review first aid room provision, say, at the point of a significant refurbishment. In addition, these facilities should be considered for a variety of reasons in addition to standard provision.</p> <p>The Workplace Health Safety and Welfare Regulation 25 states ‘suitable facilities shall be provided for any person at work who is a pregnant woman or nursing mother to rest’. While there is no reason for this not to be provided in shared communal spaces, this does give the individual an opportunity for privacy, which may be required for expressing milk. The Approved Code of Practice states that these facilities should be conveniently situated in relation to sanitary facilities and, where necessary, include the facility to lie down. These “rest facilities” are very likely to also be a suitable place for breastfeeding or expressing. Although private, the ladies’ toilet is never a suitable place in which to breastfeed a baby or collect milk.</p> <p>The Health and Safety Executive and guidance from the European Commission recommend that employers should provide:</p> <ul style="list-style-type: none"> • Access to a private room where women can breastfeed or express breast milk; • Use of secure, clean refrigerators for storing expressed breast milk while at work, and facilities for washing, sterilising and storing receptacles. 	<p>Must have (HSE guidance)</p> <p>Must have (Health, Safety and Welfare Regulation 25)</p> <p>Must have (Health, Safety and Welfare Regulation 25)</p>

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	<p><i>Extract from HSE Guidance:</i></p> <p><i>Do I need to provide a room for first aid?</i> You should provide a suitable first-aid room(s) where your first-aid needs assessment identifies this as necessary.</p> <p><i>What should be kept in the first-aid room?</i> Typical examples of the equipment and facilities a first-aid room may contain are:</p> <ul style="list-style-type: none"> • a sink with hot and cold running water; • drinking water and disposable cups; • soap and paper towels; • foot-operated refuse containers, lined with yellow, disposable clinical waste bags or a container suitable for the safe disposal of clinical waste; • an examination/medical couch with waterproof protection and clean pillows and blankets; • a chair; • a telephone or other communication equipment; and • a record book for recording incidents attended by a first-aider or appointed person. <p><i>Who should have access to the first-aid room?</i> If possible, the room should be reserved specifically for providing first aid and a designated person (first-aider or appointed person) should be given responsibility for supervising it. The room should be easily accessible to stretchers and be clearly signposted and identified. Further general information from the Health and Safety Executive</p>	

Subject	Details	Must have: Legislative Compliance; University Policy; Should have: Best Practice; Code of Practice; Could have: Recommendation
	<p>'First Aid Provision' may be found at: http://www.hse.gov.uk/pubns/indg214.pdf</p> <p>There may also be a local need for a prayer room within a building. A quiet room may be a multipurpose room that can be used for these different requirements.</p>	<p>Could have</p>
Locker rooms	<p>These should be incorporated, subject to assessment of needs, in a new building, and should be considered throughout operations. Many staff and students walk or cycle to work and the locker (and indeed shower) facilities should be provided. This supports the University's travel plan.</p> <p>In addition, the Workplace Health, Safety and Welfare Regulation 24 has more specific requirements – 'suitable and sufficient facilities shall be provided for any person at work in the workplace to change clothing in all cases where –</p> <p>(a) The person has to wear special clothing for the purposes of work; and the person cannot, for reasons of health or propriety, be expected to change in another room.</p>	<p>Should have</p> <p>Must have (Health, Safety and Welfare Regulation 24)</p>

General enquiries and clarifications on the FM Design Philosophy can be discussed with the Head of Strategic Facilities Management, or the Head of FM Operations in the first instance. Significant changes may require referral to Building and Estates Sub Committee, via the Head of Strategic FM.

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