

IT Services

Building User Guide



Dated: June 2017

INDEX

INTRODUCTION.....	4
What is FM?	4
Facilities Management – useful contacts	4
Estates/DLO Helpdesk	5
BUILDING MATTERS	5
General Information	5
Building Security	5
Access Control	5
CCTV	6
Disabled Access	6
Visitors.....	6
Visitor Parking	6
Department Motor Vehicles	6
Cycle Parking	7
Motorcycle Parking	7
Staff Car Parking	8
Department Cycles	8
Lost & Found Property.....	8
Reporting an Item Missing	8
Space Management.....	8
Meeting Rooms.....	8
Stationery	9
Staff Showers	9
SERVICES	9

University Print Studio	9
Photocopying	9
Mail Service	9
University Messenger	9
Courier Services	10
Cleaning	10
Fridges.....	10
Microwaves.....	10
Dishwashers	10
Spillages	10
Waste Management.....	10
Confidential Waste.....	11
Hazardous Waste	11
Health & Safety.....	11
Accidents	11
First Aid	11
Fire Assembly Point.....	11
Safety Notices and Announcements.....	11
Manual Handling.....	12
DSE Assessments	12
PAT Testing.....	12
Employee Liability.....	12
Smoking Policy	12
General Safety Matters.....	12
Chemicals or Substances Hazardous to Health (COSHH)	13
Any Other Matters.....	13

INTRODUCTION

This handbook has been prepared for you, to provide information about how your workplace is managed.

What is FM?

To put this in to context, the purpose of Facilities Management within the University is to develop and maintain agreed services which support and improve the University's effectiveness in its primary function, ie academic excellence. Effective Facilities Management encompasses (and co-ordinates) multi-disciplinary activities within the workplace, and the management of service teams. *Examples* of this are:

- Cleaning
- Catering
- Local security
- Management of Service Teams, porters etc
- Post room services
- Waste management
- Access control
- Event management
- Implementation and management of Health and Safety procedures

On a day-to-day level, effective Facilities Management provides a safe, compliant, clean and efficient working environment. It is service orientated and adaptable to the changing needs of staff and students.

This guide provides you with information about your place of work and the support services provided for you. It also describes your health, safety and welfare matters and details the individuals responsible for the delivery of certain elements of this. Your Head of Department will have overarching responsibility for your safety.

Facilities Management – useful contacts

Your local facilities management is provided by:

Name	Title	Email	Telephone
Bruce Shakespeare	Senior Facilities Manager	bruce.shakespeare@admin.ox.ac.uk	01865 (2)73223
Steve Millward	Maintenance Manager	steve.millward@admin.ox.ac.uk	01865 (2)84439

Banbury Road Reception		br.reception@it.ox.ac.uk	01865 (2)83102
FM Helpdesk	Helpdesk	facilities@admin.ox.ac.uk	01865 (2)70087
Security	Security Services	security.control@admin.ox.ac.uk	01865 (2)72944

Estates/DLO Helpdesk

You may also contact us, or report faults etc. via our Facilities Helpdesk:

Department	Email	Telephone
FM Helpdesk	facilities@admin.ox.ac.uk	01865 (2)70087 01865 (2)89999 (emergencies)

BUILDING MATTERS

General Information

Full Postal Address

University of Oxford – IT Services
7-19 Banbury Road
Oxford
OX2 6NN

Telephone Number: 01865 (2)73200

Building Security

The Facilities Management team will be responsible for the day-to-day security of your workplace and continue to liaise with the University's Security Services team, particularly on out of hours' response.

Access Control

The main entrance is open daily between 08:30 – 17:30. You will need a Salto fob to gain access to the building outside of normal working hours and to the areas of the building not accessible by the general public.

Please contact bruce.shakespeare@admin.ox.ac.uk for new or replacement fobs or changes to your access.

CCTV

There are CCTV cameras in the building controlled and monitored by the Data Centre team and Security Services team.

Disabled Access

Access is via the access ramp and intercom located at entrance No.9. Disabled visitors should use the intercom located at the disabled entrance to gain access into the building.

If you require information about the buildings accessibility please speak to the Senior Facilities Manager or contact the Disability Advisory Services who are based at:

3 Worcester Street
Oxford
OX1 2BX
+44 (0)1865 270030
access.guide@admin.ox.ac.uk

Visitors

Access is via the main doors which are open daily from 08:30 until 17:30. All visitors should report to the reception desk.

Visitor Parking

This is managed by reception. Bookings for parking spaces can be made via the online Nexus calendaring system.

Department Motor Vehicles

Ford Mondeo Estate



VW Caddy Van



There are two vehicles which are managed by the main reception:

- i. Ford Mondeo Estate (located in the main car park to the rear of the building).
- ii. VW Caddy Van (located in the basement of the Andrew Wiles building).

Both vehicles are diesel and both are provided with **ALLSTAR** refuelling cards. Please check with the garage that they accept this method of payment **BEFORE** you fill up.

When using the Caddy Van you will need the access card for the Andrew Wiles underground car park, available from our Reception. Please obey all ROQ site traffic regulations when using the van on site.

Before using either vehicle for the first time please forward a copy of your driving licence to bruce.shakespeare@admin.ox.ac.uk

Cycle Parking



There are cycle racks located at the front of the building outside the main entrance.



In addition there are limited space in our secure store located at the rear of the building within the switch room.

Please note that space is very limited in this area and certain accesses must be kept clear at all times. These spaces cannot be booked and are on a first come first

parked basis.

When cycling please use appropriate safety gear including working lights & a cycle helmet.

Motorcycle Parking

There are a number of dedicated motorcycle parking bays within the Banbury Road car parks which are clearly marked. Motorcycles should not be parked in other bays designated for cars.



Staff Car Parking

All car parks are administered by the University's Security Services and a valid permit is required to use the car park which must be displayed at all times. Please contact The Department's Senior Administrator in the first instance to enquire about the Permits available. Please be aware that there are financial penalties for parking without a valid permit.

Department Cycles



There are two Department cycles available for staff use. The cycles can be signed out from Reception who will also provide you with a cycle helmet.



Cycles must be returned after use and may not be kept overnight without permission. Any faults must be reported immediately to Reception.

Further advice on cycle security and safe cycling can be obtained from the University Security Services who also provide discounted rates on D-locks, bike lights and other equipment.

Lost and Found Property

Please keep personal items locked away. Any lost property should be reported to Reception as soon as possible.

Reporting an Item Missing

If you believe you have either a personal or work item stolen, please contact Reception who will advise you on the action to be taken. Please inform the University Security Service of any loss who may also advise contacting Thames Valley Police for a crime reference number.

Space Management

Space is allocated by department with the Facilities Management Team providing assistance in planning and helping with office moves when requested to do so.

Meeting Rooms

There are five meeting rooms at Banbury Road which can be booked via the NEXUS calendaring system.

Berners-Lee, Turing, Babbage, Lovelace & the Library are all located in the basement. Further details about the room sizes, capacities and other information can be found either on the calendaring system or at <https://sharepoint.nexus.ox.ac.uk/sites/itservices/intranet/places/SitePages/br.aspx>

Stationery

Everyday stationery items such as paper, envelopes, document wallets and folders can be found in the stationery cupboard located in the Department. Please notify Reception if stock is running low. Replacement batteries can also be obtained from Reception.

Staff Showers

The Department has two shower rooms located on the second and third floors.

SERVICES

University Print Studio

A high volume photocopying, printing and colour copying service is available for your use. Please discuss your requirements with the team by dialling (ext. 70029), this service is based at Wellington Square.

This is available via Planon or email to facilities@admin.ox.ac.uk

This cost effective print service is charged to departments, so you should seek authorisation from your line manager before ordering.

Photocopying

Photocopiers are located throughout the building.

In the case of a breakdown please contact a member of the Facilities Management team who will check the operation and/or call an engineer, if required.

Mail Service

All incoming mail is sorted into the departmental pigeon holes which are located on the second floor. All outgoing mail should be put in the tray at Reception where it will be sorted into internal Messenger Post and Royal Mail Post.

University Messenger

Messenger mail is delivered in the mornings between 10:00 - 10:30 and in the afternoons between 14:00 - 14:30. The service runs from Monday to Friday, excluding Bank Holidays and fixed University holidays.

Courier Services

Items should be clearly marked and arrangements made with the individual courier service that is booked, and left at Reception. Any deliveries will be signed for and the individual contacted to arrange collection.

Cleaning

Cleaning takes place Monday to Friday (except Bank Holidays) in accordance with a detailed specification that ensures your working environment and facilities are kept clean and hygienic.

You are strongly encouraged to help the cleaning process by operating a clear desk routine at the end of the working day.

Should you discover any problems please contact the Facilities Management team.

Fridges

Fridges are provided in all kitchens and are cleaned regularly by the Facilities Management team.

Microwaves

Microwaves are available in all kitchens and are cleaned daily. The microwaves are PAT Tested every 12 months by a third party company.

Dishwashers

A dishwasher is available in the basement and second floor kitchens. The Facilities Management team are responsible for unloading the machines following the completion of the wash cycle. Staff should load the machines as and when required.

Spillages

Please assist in keeping the building tidy by reporting all faults or spillages to the Facilities Management team.

Waste Management

All waste is collected by the Facilities Management team and placed in external bins. The Facilities team are available for adhoc collection during the day if requested to do so.

Waste is separated into the following categories with coloured lids for identification:

- Dry mixed Recycling – Green lids
- General waste – Black lids
- Glass – Blue lids
- Food waste

Confidential Waste

The confidential waste shredder is located in the basement. Please contact the Facilities Management team if you require assistance with this.

Hazardous Waste

Items such as batteries, light tubes, oils, chemicals etc. which should not be included in the normal waste. Please contact the Facilities Management team if you require such items to be collected.

Health & Safety

The organisation and arrangements for managing health and safety are set out in the following:

- Health and Safety Organisation Statement
- University Health and Safety Policy Statement

(Copies are available on request from the University Safety Office).

Accidents

All Accidents/Incidents **must** be reported to the Facilities Management team as soon as possible. Accidents **must** be recorded in the Accident/ Incident Book located at Reception, this includes near misses and staff are actively encouraged to notify the Facilities Management team of any issues that may cause harm. Reports are sent to the University Safety Office.

First Aid

All Departments have a first aid trained person and all members of the Facilities team are first aid trained. There are first aid boxes on all floors and a defibrillator is located in the Reception area

Fire Assembly Point



In the event of a fire alarm sounds, please leave the building via the nearest available route. Your assembly point is the Banbury Road car park at 21 Banbury Road (Materials Department).

Safety Notices and Announcements

The main notice boards are located in the staff common room and kitchen in the basement which displays the following types of notices:

- General notices and announcements
- Building notices
- Health and Safety notices
- Emergency evacuation routines
- First aid notices
- Unions

You are advised to familiarise yourself with these notices, particularly those relating to health and safety, first aid and evacuation.

Manual Handling

Manual Handling Training can be arranged via the University Safety Office.

DSE Assessments

The University has developed a web-based DSE self-assessment program. To use this program, individuals must hold a valid University card and have an active 'Webauth - Single Sign-On account'. The program can be accessed at: <https://dse.oucs.ox.ac.uk>

PAT Testing

PAT testing is carried out annually by a third party contractor. Please contact the Facilities Management team to arrange the testing of any new equipment.

Please be aware that to ensure compliance with current Health and Safety legislation, it is not permitted to bring in any personal electrical equipment into this building. Please contact the Facilities Management team for further advice on this.

Items which are purchased by the University will be electrically tested in accordance with guidance issued by the Safety Office. Please unplug any such items overnight and at weekends.

Employee Liability

Copies of the Liability Insurance may be found on the staff notice board in the staff rest room in the basement.

Smoking Policy

Smoking is not permitted in the building at any time. This includes the use of electronic cigarettes. There is a dedicated smoking area outside No.11 entrance and a smoking bin is provided for cigarette ends.

General Safety Matters

- Please report any potential health and safety hazards to the Facilities Management team as soon as possible.
- The Fire Alarm panel is tested weekly (Wednesday at 11am).

- There is a full evacuation of the building once a year.
- Please do not obstruct or leave any materials in fire escape routes.
- Please do not move or tamper with any fire-fighting equipment. If you see anyone tampering with Fire Equipment, please report this to the Facilities Management team.
- All staff have a responsibility for their own safety and wellbeing, their work colleagues, visitors, contractors and members of the public and to make the University aware of any serious risks or dangers in its activities.
- Heavy items should be moved by arrangement with the Facilities Management team.

Chemicals or Substances Hazardous to Health (COSHH)

All hazardous substances will be stored and used safely, in accordance with Health and Safety legislation and guidance from the University's Health and Safety Department. A Central register is maintained by the Facilities Management team for all cleaning products held in the basement and used on site.

Any Other Matters

Please contact the Facilities Management team in the first instance if you require further information about this building.