

Estates Services FACILITIES MANAGEMENT



Building User Guide, Boundary Brook House

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



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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, i.e. 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 and access control
- 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 FM provides a safe, compliant, clean and efficient working environment, assisting the University to deliver its primary function. It should be service orientated and adaptable in a changing environment.

This guide is to provide 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 arrangements

Your local facilities management is provided by:

Name	Title	Email	Telephone
FM Helpdesk		facilities@admin.ox.ac.uk	01865 (2)70087
Security Services		security.control@admin.ox.ac.uk	01865 (2)72944 01865 (2)89999 (emergencies)
Caroline Morgan	Senior Facilities Manager	caroline.morgan@admin.ox.ac.uk	01865 (2)71488 07775 027034
Sarah Hayward	Facilities Manager	sarah.hayward@admin.ox.ac.uk	01865 (6)18920 0747 1490861
Gregg Morris	Senior FSA	gregg.morris@admin.ox.ac.uk	

Building matters

General information

Full Postal Address:

Boundary Brook House, Churchill Road, Headington, Oxford OX3 7LQ

Building security

Your department will manage the day to day security of your workplace. The University's Security Services team provide expertise and support on broader security issues, including emergency response, DBS checks, out of hour's response, etc. The building has been provided with:



Access control

Access via a University Card is present throughout the building. Access to all areas is controlled by the Facilities Management Helpdesk. Please contact

facilities@admin.ox.ac.uk

www.admin.ox.ac.uk/estates/fm/fmonline/

Telephone 01865 (2)70087

For out-of-hours access please contact your departmental administrator.

Access control hardware and instruction is as follows.

Salto card reader



Hold University Card against the reader until it flashes green and grants access. If it flashes red, see your Manager/Administrator. Flashing blue lights means the card is updating; keep the card against the reader until green or red flashes.

Salto door lock



Hold University Card against the reader until it flashes green and grants access. If it flashes red, see your Manager/Administrator.

Salto exit button



Push this button to exit Salto controlled doors.

Salto emergency exit button



In the event of a door exit button failing, press the centre of this unit for emergency exit.

Visitors

For security reasons it would help if visitors report to relevant departments. Please ensure they are aware of relevant H&S emergency procedures.

Parking

There are limited permit & operational parking spaces. These are allocated by your department administrator.

Cycle parking

There is a secure bike shelter for staff use onsite, in the car park area. The code for this is **C6385Z**. Additionally there are some Sheffield hoops within the car park for visitors. We do advise that you make your bike secure. Advice of cycle security can be obtained from [University Security Services](#).

A motorbike shelter is also available for use within the carpark.

(<http://www.admin.ox.ac.uk/ouss/possess/bicycles/>).

Staff lockers

There are no staff lockers.

Heating

The building has central heating and all radiators have thermostatic radiator valves (TRVs), which will regulate the temperature in each room/space. The highest setting on the TRV should provide around 24 degrees which is more than adequate heating. If you have a problem with your heating please contact facilities@admin.ox.ac.uk with your room/space number, and FM can investigate. **Please note that fan heaters are strictly prohibited due to the increased fire risk they create.**

Lost and found property

Please keep personal items locked away. Any lost property or found items should be reported to your administrator or Security Services.

Reporting an item missing

If you believe you have either a personal or work item stolen, please contact either [University's Security Services](#) or Facilities Management.

They may ask you to contact Thames Valley Police for a crime reference number.

Space Management

Allocation of space is a Departmental responsibility, however, the FM team can support you with this. In the first instance, please talk to your local Departmental Administrator.



General FM services

Meeting rooms/space

There are three meeting rooms on the ground floor available to you to use. These can be booked via planon and managed by your department.

The Magdalen Conference Room – 20 x Boardroom

Meeting Room 1- 10 x Boardroom

Oriel – 10 x Boardroom

The rooms are standard set up as board room. Should you need them set any other way we request that they are put back in to this set up.

Stationery

Stationery may be obtained from your local administrator.

Staff shower

A staff shower may be found on the Ground Floor. Please do not leave personal items (such as towels, toiletries etc.) in the shower room.

Lift

There is one platform lift in Boundary Brook House, providing access from ground floor level up to second floor. This is for use by the respective departmental staff and those with mobility issues.

In the event of a fire, or power cut, the lift will stay on the floor it is on. Please do not use the lift if there is a fire/power cut. Please contact the FM Helpdesk if there is a fault with the lift. Should anyone be trapped in the lift there is a call point to use in there that will dial straight through to security services.



Other Services

Catering – Hospitality

Hospitality can be booked via departments. Please check the new [catering strategy and hospitality procedures](#). Facilities Management can advise.

There are cafes available for you to use on the Old Road Campus site, with presentation of University Card

- The Big Data Institute
- The Henry Welcome Building
- The Richard Doll building
- The Old Road Campus Research Building
- The NDM New Research Building

University Print Studio and photocopiers

University Print Studio

A high volume photocopying, printing and colour copying service is available for your use. Please discuss your requirements with the section 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 reprographics service is charged to departments, so you should seek authorisation from your line manager before ordering.

Photocopying

Photocopiers are located on both floors of Research Services for their own use.

If you are aware of a breakdown, please contact the Facilities Helpdesk and a member of the Facilities staff will check the operation and/or call an engineer, if required.

Mail service

Collection point

Incoming and outgoing mail is kept in the main entrance.

University Mail service

Mail will be delivered/collected each morning and circulated around University departments. Pickup times are 10:00am Monday through Friday, excluding Bank Holidays and fixed University holidays.



Courier Services

An internal courier service is available for departments looking to send work related parcels and packages to someone else in the University or to an externally based Oxford organisation. Orders can be placed via FM online. Our team will collect and deliver your parcel within three days. The service costs £5 per shipment and can be paid for via a cost centre or Oracle journal transfer. Our team also have a wealth of knowledge about options and prices for national and international couriers. Contact them to discuss your requirements on T: 01865 (2) 80647 or E: mail.services@admin.ox.ac.uk.

General Building Maintenance

If you see any areas that are in need of maintenance (e.g. faulty lights, lift not working, door closing issues, etc.) please report to the FM Helpdesk facilities@admin.ox.ac.uk with your room/space number, and FM can investigate.

Cleaning

Cleaning will take place Monday–Friday, 7pm–9pm (except Bank Holidays & fixed closures) 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 [FM Helpdesk](#)

Fridges

Fridges are provided in the kitchen/kitchenette. These will be cleaned on a weekly basis by the cleaning contractor. Any food that is out of date or uncovered will be removed.

Microwaves

These will be cleaned by the cleaned contractor.

Dishwashers

A dishwasher is available in the second floor kitchen for Research Services staff. The cleaning contractor will load and switch on during the daily clean. It is a staff responsibility to load and unload if use is required at any other time.

Spillages

Please assist in keeping the building tidy by reporting all faults or spillages to the Facilities Helpdesk [FM Helpdesk](#)

Waste Management

General waste

General waste is collected by the cleaning support staff and placed in external wheeled bins. All general office waste is stored, collected and removed to bins in compliance with the Environmental Protection Act.



Recycling

Recyclable waste is collected by the Cleaning support staff and placed in external wheelie bins. Please place the following items in the recycling bins;

Paper, metal tins and cans, cardboard, plastic bottles, tetra Pak. No glass, glass must go into general waste bin.

Expanded Polystyrene (EPS) Container

Container is located in the car park of Boundary Brook House. FM organise collection via Select as required.

Cardboard

Please contact the FM Helpdesk or Reception if you have large amounts of cardboard for collection and disposal.

Shredding

There are 5 confidential waste bins, one on the ground floor and two on first and second floor. These will be collected and swapped weekly on a Wednesday

Special Waste

Please notify the [FM Helpdesk](#) or Reception if you have items such as light tubes, oils, chemicals etc. which should not be included in the normal waste. They will then make an appropriate transfer to special storage containers. These will be stored in the Goods in areas.

Toner Cartridges

There are 3 x toner cartridge containers (blue barrels), one on each floor. These will be checked on a weekly basis. If you find they are full please contact the facilities helpdesk.

Health and 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 Statements and memos

Copies are available on request from the University [Safety Office](#)



Safety notices and announcements

Notice boards are located in the main entrance area, which displays the following types of notices:

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

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

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Accidents

All Accidents/Near Misses **must** be reported online at

[Incident reporting and investigation | Safety Office \(ox.ac.uk\)](#)

Incidents

All security incidents should be reported online here:

<https://oxforduni-remoteforms.info-exchange.com/Incident>

First aid

If you urgently require a first aider, contact someone from the list of trained first aiders on the H&S noticeboards. During out of hours contact [Security Services](#) (all patrolmen are first aid trained)



Fire assembly point

If you hear the fire alarm, please leave the building via the nearest available route. Your assembly point is At the front of the building in the car park.



Disability access

If you require information about the buildings accessibility, please speak to the [Facilities Manager](#) or contact the Disability Advisory Service who are based at;

3 Worcester Street

Oxford

OX1 2BX

+44 (0)1865 270030

access.guide@admin.ox.ac.uk

Manual handling

Manual Handling Training may be arranged via the Safety Office.

[Training A-Z | Safety Office \(ox.ac.uk\)](#)



DSE assessments

Self-assessment program

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 'single sign-on account'. The program can be accessed at the following web address, <https://dse.oucs.ox.ac.uk>

PAT testing

All electrical items will be tested via an approved contractor and is a departmental cost. The Facilities Management team will arrange PAT testing on request/Annual basis.

Please be aware that to ensure compliance with current Health & Safety legislation, it is not permitted to bring in any personal electrical equipment into this building. 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 weekends. Personal heaters should not be used.

Employee liability

A copy of the liability insurance certificate may be found on the Health and Safety notice board.

General safety matters

- Report any potential health and safety hazards you notice to the Facilities Management Team immediately.
- The Fire Alarm panel is tested weekly, the times can change from week to week, and you will be informed via the notice board in the main entrance when this will happen.
- There is a full evacuation drill of the building each term.
- Do not obstruct or leave any materials in fire escape routes.
- 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.
- Seek advice from either the FM Helpdesk or the Estates Services before connecting additional electrical equipment to the supply.



- A copy of the lone worker policy can be found with your Departmental Administrators.
- Staff must take care of themselves, their colleagues at work, visitors, contractors and members of the public and make the University aware of any serious risks or dangers in its activities.
- Heavy items should be moved by arrangement with the Departmental Safety Officer.

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 Safety Office.

For convenience, a central register is kept in each of the cleaner's cupboards; this is maintained by the contract cleaning company. It is the responsibility of the user to ensure that substances brought onto site are recorded by the department. It is also recommended good practice to display records at the place of use such that they are readily available in the event of an accident.