

Estates Services FACILITIES MANAGEMENT



Building User Guide, Ewert 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, FSAs 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
Caroline Morgan	Senior Facilities Manager	caroline.morgan@admin.ox.ac.uk	01865 (2)71486
Paul Rees	Facilities Manager	paul.rees@admin.ox.ac.uk	01865 (2)71488
Maisie Doran	Facilities Support Supervisor	maisie.doran@admin.ox.ac.uk	01865 (2) 80800
Chloe Leggett	Facilities Support Assistant	chloe.leggett@admin.ox.ac.uk	01865 (2) 80800

Estates/DLO Helpdesk

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

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

Useful Telephone Numbers

You may also make use of the following contact details:

Name	Telephone
University Security	01865 (2)72944
Reception	01865 (2)80800
University of Oxford Main Switchboard	01865 (2)70000
Radio Taxis	01865 242424



Building Matters

General Information

Full Postal Address:

Ewert House
Ewert Place
Oxford
OX2 7DD

Telephone Number: 01865 (2) 80800 (Main Reception)

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, CRB checks, out of hour's response, etc.

The building has been provided with:

Access Control

This is managed by Facilities management via Facilities Manager (FM).

There is a key card system in operation. Cards can be ordered or checked/input via the Ewert House reception desk.

CCTV

There are three cameras – these are located at the front of the building and reception. Operated and managed by Facilities Management team.

Visitors

All visitors must report to Reception and should be collected by their host. Please inform the reception desk if you are expecting callers and the procedure you want the receptionists to follow. All visitors are the responsibility of the hosting department and need to be made aware of relevant Health & Safety emergency procedures.

Parking

University Parking permits are a departmental responsibility and the regulations regarding parking are published on the Estates webpages under TRAVEL.

Parking is managed by Facilities Management via email to Reception. Visitors are to collect Parking Permits from Reception.

Cycle Parking

There are cycle racks for your use. Please ensure that cycles are not rested against any windows or on the disability pathway leading to the building. We do advise that you make your bike secure. Advice on cycle security can be obtained from the [University Security Services](#)

There is limited secure cycle racks, for staff, located within the parking area. Contact reception for gate code and allocation.

Lost & Found Property

Please keep personal items locked away. Any lost property should be reported to Reception and any found items handed in. A record is kept and unclaimed items are sent for disposal at the end of each term.



Reporting an item missing

If you believe you have either a personal or work item stolen, please contact either the University's Security Services or the Facilities Management at Reception.

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

Space Management

Our Space Management team is here to help and advise you if your department wants to make better or different use of your existing space

They can also help you identify and secure new or additional space.

More information is available from [Space Management | Estates Services \(ox.ac.uk\)](#)

Email: space.management@admin.ox.ac.uk

General FM Services

Lecture/Seminar/Meeting Rooms

These rooms are controlled by Continuing Education and any bookings should go via Rewley House, contact reception for details.

Stationery

Stationery may be obtained through Departmental arrangements.

Staff Shower

Staff showers may be found in the public toilets on the ground floor. A code is required from reception.

Lifts

There are 3 lifts as follows:

- Disability Lift from Ground Floor to First Floor
- Goods Lift from Ground Floor to First Floor
- Goods Lift from Ground Floor to Basement

Other Services

Catering - Hospitality

Hospitality is a departmental responsibility.

University Print Studio and Photocopying

University Print Studio

Based at Wellington Square, the University Print Studio provides a friendly and affordable design, print, bulk mailing and binding service. More details can be found on the website. Please discuss your requirements with the team by calling 01865 270029. Services can be ordered via FM online or email facilities@admin.ox.ac.uk. Departments will be charged so please seek authorisation from your line manager before ordering.

Photocopying

Photocopiers are a Departmental responsibility



Mail Service

Collection Point

Incoming and outgoing mail is sorted in Reception. Facilities staff can collect and deliver to Departmental postal points.

University Messenger

Internal Messenger mail will be delivered/collected mornings & afternoons and circulated around the University departments. Pickup times are 09:15 and 14:00, Monday through Friday, excluding Bank Holidays and fixed University Holidays. The same system exists for Royal Mail via the UAS Central Service.

Requests for this service should be via the SFM.

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 01865 (2) 80647 or E: mail.services@admin.ox.ac.uk

Cleaning

Cleaning of the shared areas is supervised by FM. Cleaning will take place 07:00 until 11:00 (except Bank Holidays) in accordance with a detailed specification that ensures your working environment and facilities are kept clean and hygienic. Cleaning of departments is currently a departmental responsibility however, cleaning of departments can be arranged through SFM by request.

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 Facilities Management via Reception.

Fridges

Cleaning of Fridges is Departmental responsibility

Microwaves

Cleaning of Microwaves is Departmental responsibility

Dishwashers

Cleaning of Dishwashers is Departmental responsibility

Spillages

Please assist in keeping the building tidy by reporting all faults or spillages to the Facilities Management via Reception or the FM Helpdesk on (2)70087.

Waste Management

General Waste/Landfill

General waste is collected by the cleaning support staff and placed in external wheelie bins. All general office waste is stored, collected and removed to bins in compliance with the Environmental Protection Act. Please put general waste in one of the black bins shown below:





This includes glass waste unless broken. If you have any broken glass please contact Reception or the FM Helpdesk and we can arrange safe disposal.

Recycling

Recyclable waste is collected by the Cleaning support staff and placed in external wheelie bins. Please place the following items (paper, metal tins and cans, cardboard, plastic bottles, tetra pak) in the blue recycling bins (shown below):



There is a special glass recycling container in the Bin Area.

Cardboard

Please contact the FM Helpdesk or Reception if you have cardboard or shredding for collection and disposal that cannot be placed in the blue recycling bins.

Confidential Waste

Currently disposal of confidential waste (shredding) is a departmental responsibility.

A confidential waste disposal service can be provided by FM on request.

Special Waste/WEEE

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. Disposal of electrical items must be discussed and arranged via the FM.

Disposal of used batteries can be placed with Reception who will then make appropriate arrangements for disposal via the University Safety Office.

Toner/Ink Cartridges

Please drop off ink and toner cartridges at Reception for recycling.

Special and Hazardous Waste

Please notify Facilities Management via 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



RECYCLING GUIDE

Help create a greener
future by recycling more.

For more information please email: oxford@selectenviro.co.uk

© Select Environmental Services Ltd



Our new recycling service

From 7 April 2014, The University of Oxford has introduced a new system for sorting non-hazardous recyclables from waste.

The four main waste categories are:

- General Waste
- Dry Mixed Recycling
- Food Waste Recycling
- Glass Recycling

To make waste segregation easier for everyone, our new non-hazardous waste management contractor, Select Environmental Services, have provided a range of appropriately sized external containers for you to use. Each external container features a colour coded lid to indicate its waste type, as below, and a list of permissible items for the relevant waste type and colour.



General Waste



Dry Mixed Recycling



Food Waste Recycling



Glass Recycling

The University of Oxford is committed to reducing its impact on the environment by preventing, reducing and recycling more of its waste.

PLEASE NOTE:

Glass for recycling must not be placed into the DMR containers.

Glass not suitable for recycling (e.g. heatproof glass), must be placed into the general waste containers.

Waste segregation made easy

General Waste

The aim is to try and place as little waste in this container as possible.

A general waste container is for:


- ✓ non-recyclables
- ✓ packaging/polystyrene
- ✓ food waste
- ✓ plastic bags and wrappers
- ✓ unknown plastics



Dry Mixed Recycling (DMR)

A convenient and space saving option for recycling. All containers for recycling must be empty or rinsed out.

A dry mixed recycling container is for:

- ✓ paper and cardboard
- ✓ drinks cans and food tins
- ✓ plastics bottles and containers:
types 



Food Waste Recycling

Left over food, preparation scraps and out-of-date food can all be segregated for recycling.

A food waste recycling container is for:

- ✓ left over food and peelings
- ✓ tea bags and coffee grounds
- ✓ meat and fish (raw or cooked)
- ✓ food in packaging
- ✓ bio-degradable packaging



Glass Recycling

To make this process easier we provide a mixed glass recycling service allowing for all colours of glass. Heat proof glass (e.g. Pyrex) cannot be recycled.

A glass recycling container is for:

- ✓ glass bottles (all colours)
- ✓ glass jars (without lids)
- ✓ glassware



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

Please see the University Safety Office [website](#) for more information;

Safety Notices and Announcements

Notice boards are located within the Reception area and departments, 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.

Accidents

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

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

First Aid

If you urgently require a first aider, contact Reception or ring a relevant First Aider as per the Health and Safety signage. All 1st aiders in Ewert House cover each other in case of absences in their specific departments. For out-of-hours emergencies, please contact OU Security Services (2)89999. A First Aid kit is held in Reception.

A defibrillator is located at reception. FM staff are trained in its use, but can be used by non-trained staff using the auto-prompt.

Fire Evacuation Procedures

Staff are encouraged to attend Fire Safety Training organised by the Safety Office. Inductions and Fire Safety sessions are available upon request to reception/FM.

Fire Assembly Point

If you hear the fire alarm, please leave the building via the nearest available route. Your assembly point is as indicated on your nearest Fire Notice (Fire Activation Point). Ensure that your personal safety is not compromised. Assembly point is in the car park opposite Reception.

Disability Refuge Points

Refuge points are available and are located on the first floor by each staircase. If the fire alarm sounds, please go to the refuge point where you will be assisted with a safe evacuation of the building.

Disability Access

If you require information about the buildings accessibility please see the [link](#) or contact Facilities Management via Reception for further information.

Manual Handling

Manual Handling Training may be arranged via the Safety Office



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 'Webauth - Single Sign-On account'. The program can be accessed at the following [web address](#).

As per University Policy <https://safety.web.ox.ac.uk/display-screen-equipment> staff are strongly encouraged to complete an online self-assessment on a regular basis.

PAT Testing

PAT Testing is a departmental responsibility and all electrical items should be PAT Tested via an approved contractor and is a Departmental cost. The Facilities Management team can arrange PAT Testing on request.

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.

Employee Liability

Copies of the Liability Insurance may be found on staff notice boards within the Reception area and departments.

Harassment Advice

Details of your harassment officer can be found on the notices displayed around the building
For further help and guidance see below:

A revised University Policy and Procedure on Harassment has been developed and is available at:
www.admin.ox.ac.uk/eop/harassmentadvice/policyandprocedure

From June 2022, this document replaces the previous University Policy and Procedure on Harassment and Bullying.

Smoking Policy

This is a non-smoking building. A smoking area is located at the rear of the building by the waste bins. Please ensure that you dispose of the cigarette in the smoking disposal bins provided.

General Safety Matters

- Report any potential health and safety hazards to the Facilities Management via Reception.
- The Fire Alarm panel is tested weekly on **Fridays @ 8.30am**
- There is a full evacuation of the building once a 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 a member of Facilities Management via Reception Desk.
- Seek advice from Facilities Management via Reception before connecting additional electrical equipment to the supply.
- 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.
- Supervisors and line managers have a Health & Safety responsibility for their staff as per [Univ policy](#) and are strongly advised to attend Supervisor training run by the Safety Office. Details of courses can be found [here](#).
- Heavy items should be moved by arrangement with Facilities Management via Reception.



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.

For convenience, a central register is kept in the cleaner's cupboard in the basement; 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 reception (who will contact the Facilities Manager). 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.

Estates Services

FACILITIES MANAGEMENT

T: 01865 270087

E facilities@admin.ox.ac.uk

www.admin.ox.ac.uk/estates

