A-Z Building User Guide

Saltisford Office Park

Warwickshire County Council

Working for Warwickshire

Contents

Key Contacts

Contact	Extension	External Phone Number	Email	Call for
Site Caretaker		07815 584 874 (If urgent)		Any caretaker assistance if urgent.
Facilities Hotline	(71) 4123	01926 414 123	hotline@warwickshire.gov.uk	Building defect reporting, ID badge enquiries, cleaning and caretaking queries,
Post and Meeting Services	(71) 2028	01926 412 028	Saltisfordpostandmeetingservices@warwickshire.gov.uk	
County Caterers	(71) 2133	01926 418 160	Mnorthgatehousecatering@warwickshire.gov.uk	Enquiries relating to catering
Emergency Access (out of hours)		07771 552 220 (duty caretaker)		
Emergency Services	N/A	(9) 999	N/A	In case of emergency
Information Governance	(71) 8633	01926 418 633	See: http://intranet.warwickshire.gov.uk/helpingyouwork/ManagingInfo/StrategyFramework/Pages/Contacts.aspx	Advice regarding managing information and data protection
ICT Service Desk	(71) 4141	01926 414 141	mailto:Ictservicedesk@warwickshire.gov.uk	Enquiries relating to ICT equipment
Records Management	(71) 8585	01926 738585	recordsmanagement@warwickshire.gov.uk	Enquiries relating to storage of information
Facilities Support Manager	(71) 6331	01926 736 331	colinjones@warwickshire.gov.uk	Facilities enquiries

Address

Warwickshire County Council
Saltisford Office Park
Ansell Way
Warwick
CV34 4UL

Breakout Bar

The breakout bar is intended as an informal, non-bookable meeting space. It has a networked data point (for laptop connection) but no PC, monitor or keyboard and no phone.

This area is used as a breakout area for lunches. Please do not continue meetings, formal or informal, into the lunch period.

There is Wi-Fi coverage throughout the building giving access to the WCC network for staff and the internet for visitors.

Building Management

The building is managed as a corporate resource by Resources Group. The Building User Group is the mechanism for formal communication to staff and for providing with the opportunity to raise concerns and provide suggestions for resolving issues that may arise. If you want to raise an issue at the User Group please contact your local representative or line manager.

Car Parking

Please note, there is a county wide WCC car parking review in progress currently. This may or may not affect if and how car parking is provided to WCC staff. Until this review is completed the notes below are effective.

All staff based at Saltisford Office Park can use Barrack St, Cape Road and Saltisford car parks and the Church of Latter Day Saints on Birmingham Road (limited opening times between 7:00am and 6:00pm). The car park barrier at Saltisford will be locked at 7:00pm.

Spaces are used on a first come first served basis. All colleagues parking in WCC car parks and the church must park considerately (e.g. not on double yellow lines or hatched areas) and display their WCC permit at all times. Failure to observe the rules on 3 occasions will result in your car park permit being revoked for a 3 month period. Should any member of staff witness inconsiderate parking or abuse of the

system please report to Facilities Hotline with registration and/or permit number if possible.

If you do not have a car park permit but would like one, and you are based in central Warwick please contact Facilities Hotline on ext. 4123.

At all WCC car parks, any spaces reserved are clearly marked: these are spaces for drivers with disabilities, Business Unit Managers (formerly Heads of Service), Duty Teams and car sharers (car share spaces are reserved until 10am). All other spaces are available for general use.

At Saltisford there is a one-way system on site around Building 2. Please also be aware that the car park is used by pedestrians moving to and from the site between buildings, so please drive carefully. The speed limit on site is 5mph.

Visitor car parking is discouraged. The nearest pay and display parking for visitors is on the racecourse 'St Mary's Area 4' at the end of Vittle Drive opposite Ansell Way (Postcode CV34 4UX), with more available in Warwick town centre. If visitor parking is essential please follow the instructions on the intranet for obtaining a visitor parking permit. Please note: your Business Unit Manager must authorise this request.

There are designated motorcycle parking spaces to the rear of Building 2 and on F deck of Barrack Street car park.

For further information on car parking see the Warwick Parking Arrangements page on the intranet.

For cycling provision please see below.

Caretaking
The site is covered by caretakers from 7:00am to 7:00pm

Cleaning
Cleaning is carried out to all areas of the building to standard cleaning specifications. Cleaning arrangements to certain specific areas are detailed within this document. If you identify an issue please contact Facilities Hotline.

Cleaning carousels are provided in the general office areas (see layout plans in Appendix A) to allow staff access to anti-bacterial cleaning wipes with which to clean workstations, keyboards etc.

Coffee/breakout areas

Each floor has a coffee/breakout area for all colleagues to use. During the lunch period (12.15 pm – 2.15 pm) these areas are solely for the use of colleagues taking lunch. Outside this time the areas can be used for tea/coffee breaks and for small informal meetings.

These areas are not suitable for private or confidential meetings or conversations.

Confidentiality

Warwickshire County Council manages a vast amount of personal and financial information relating to customers and suppliers which it is legally bound to treat securely and with care. To this end all staff are reminded of the need to lock pc's/laptops when moving away from their workstation, only have files on their workstation they are actively working with (all others must be filed away) and be mindful of the type of telephone conversation that is appropriate for an open plan office in terms of customer confidentiality and sensitive / personal information being overheard. For further details see the 'Open plan office etiquette' and 'Security' sections below.

Cycling provision

For colleagues cycling to work, a dedicated, secure cycle park/shelter is located on site between buildings 1 and 2. If you wish to use the cycle park please contact Reception to obtain the combination to the lock. Showers are available in Building 2 Building 3. Lockers are provided in the ladies and gentlemen's toilets in Building 3.

Defects and Maintenance Reporting

Please report building maintenance issues to Facilities Hotline. Please state your desk number when making a report, this makes it easier to locate the person / area required. It is important that all defects and maintenance issues are reported to enable them to be resolved at the earliest opportunity.

Disabled access and egress

The building is fully accessible for people with disabilities with allocated car parking spaces at the entrance to the building, ramped front entrance and lift to upper floors. Toilets accessible to the disabled are available. Hearing induction loops are installed in all Conference Rooms to Buildings 1, 2 and 3 as well as Meeting Rooms 1, 2 and 3.

More important than access, is the ability to be able to evacuate a building safely and swiftly in an emergency. Please see the section, 'Fire precautions' for details.

Display Screen Equipment

All users of display screen equipment should familiarise themselves with the Corporate Display Screen Equipment Policy and the requirements to carry out a Display Screen Assessment using WILMa which is available on the intranet.

Electrical Equipment

Any piece of electrical equipment, including Christmas lights and other occasionally used items, must be tested before use in accordance with WCC Electrical Testing Policy.

Please note: the socket outlets on the desks are designed for use by general, small-power office equipment (pc, laptop, mobile phone charger, printer etc.). They should not be used for heavy-power equipment as this will blow the protective fuse in the system.

Fire Precautions

There are several fire exit in each building, please familiarise yourself with these. These are clearly signed with the green running man logo.

Fire Wardens are provided and trained for the building dependant on its size and complexity and the activities undertaken there.

The fire alarms are tested every Tuesday morning between 11.00 am – 12.00 pm. In the event that alarms sound at any other time (or for longer than 10 seconds on a Tuesday morning), please follow standard evacuation procedures and head via your safest exit route to the fire assembly point (See below). Do not use the lifts.

If you discover a fire, you may tackle it using a fire extinguisher if you deem it safe to do so. Please also activate the nearest alarm call point. Just activate the alarm and get out of the building.

It is your responsibility to ensure you know the evacuation procedure (including alternate escape routes if your closest route is blocked, and the assembly point). It is also your responsibility to ensure any visitors which you invite in to the building are aware of the emergency fire precautions. Please acquaint yourself with the procedures as you take up occupancy in the building.

When the fire alarm is activated it is indicated not only by bell sounders but also by flashing beacons in order to assist people with hearing difficulties.

Personal Emergency Evacuation Plans (PEEP's) can be provided by your manager, Facilities Support Managers can assist with this. To arrange this, contact Hotline, advanced notice will be required.

Emergency evacuation (Evac) chairs are available to the upper floors of Buildings 1, 2 and 3. They should only be used by staff who have received appropriate training.

For more information see the [Salisford Building Evacuation Plan](#).

Assembly Points

If you have to evacuated your building the assembly points vary depending on the building you are in. For building 1 it is the car park of building 3. For buildings 2 and 3 it is the car park of building 1. If the whole complex is evacuated please assemble in the racecourse car park "St Mary's Area 4".

First Aid

First aid notices are displayed around the building providing a contact telephone number for access to First Aid. The primary number is for Reception in Building 3 (58 2028).

Furniture

Careful consideration has been given to the design and internal layout of the building to ensure they are well co-ordinated, ergonomically suitable and meet health and safety requirements. Any request for non-standard furniture must proceed via the Facilities Support Manager. Any furniture defect must be reported to Facilities Hotline.

ID Badges

All ID badges for staff working in the Saltisford offices are also 'proximity' cards. These provide you with access to all three buildings at Saltisford Office Park and should be displayed at all times. You will need to use your ID badge to get into the doors to the offices off the three main reception areas. To do this, hold your ID badge in front of the grey box next to the door. This will release the lock and allow entry. To exit, push the green button to the side of the door and push the door.

ID badges also allow staff to use the Multi Function Devices (MFD's) which provide all printing, copying and scanning facilities in the building. Should you experience any issues with the MFD's please contact Post and Meeting Services in the first instance.

Kitchen Facilities

General

Each floor has a kitchen with the following facilities provided centrally for everyone to use:

- Hot water boiler (mounted on the wall) for making hot drinks. Should a boiler break please report this to Facilities Hotline who will provide a kettle until the boiler is repaired.
- Fridges
- Cups, plates, cutlery
- Dishwasher
- Microwave

The dishwasher is provided for everyday use. You will need to make appropriate arrangements for the dishwasher to be loaded, switched on and unloaded throughout the day with the colleagues based on your floor.
If the dishwasher is not used as stated above it will be removed.

Cleaning

Cleaners will clean clear work surfaces, sinks, cupboard doors and the exterior of fridges and dishwashers. **They will not wash up your crockery and utensils**. It is the responsibility of each colleague to leave the kitchen (and all other areas) as you find it. Therefore please do not leave dirty cups or tea spoons in the sinks or on the worktops. The cleaners will clean the surfaces and sink areas each day.

Tea/Coffee/Milk etc.

Arrangements should be made by individuals/teams to provide their own refreshments. This includes mobile and visiting staff. Machines dispensing drinking water are located around the building. Please do not use other teams' items from the kitchens.

Lockers

A personal locker will be allocated as appropriate to each colleague categorised as an Office Worker or Flexible Worker (Within that have been PRP'd) that has Saltisford Office Park as their base and are identified on the layout plans at Appendix A. Fixed Workers will have an under-desk pedestal.

Meeting Rooms

Saltisford Office Park has a number of meeting rooms available across the three buildings for use by all colleagues, see list below for sizes and location.

Please note – these meeting rooms are not for delivering services to the public.

Staff are reminded that Facilities Support reserve the right to amend any meeting facility booking should the need arise.

Meeting Room Name	Building	Floor	Capacity
Conference Room 1	1	Ground	20
Conference Room 2	1	Ground	20
Interview Room 1	1	Ground	4
Meeting Room 1	1	First	8
Interview Room 3	1	First	4
Interview Room 4	1	First	4
Interview Room 16	1	First	6
Interview Room 17	1	First	6
Conference Room 3	2	Ground	12
Interview Room 5	2	Ground	4
Interview Room 6	2	Ground	4
Meeting Room 2	2	First	10
Conference Room 8	3	Ground	20
Conference Room 9	3	Ground	20
Conference Room 10	3	Ground	20
Meeting Room 10	3	Ground	8
Meeting Room 11	3	Ground	10
Meeting Room 13	3	Ground	8
Meeting Room 14	3	Ground	8
Meeting Room 15	3	Ground	8
Interview Room 15	3	Ground	10
Meeting Room 4	3	First	10
Meeting Room 5	3	First	10
Meeting Room 6	3	First	10
Meeting Room 8	3	First	10
Interview Room 9	3	First	8
Interview Room 10	3	First	8
Conference Room 6	3	Second	14
Conference Room 7	3	Second	14
Meeting Room 7	3	Second	10
Meeting Room 9	3	Second	10
Interview Room 11	3	Second	4
Interview Room 12	3	Second	4
Interview Room 13	3	Second	4
Interview Room 14	3	Second	6

* Conference Rooms 1 and 2, 4 and 5 and 6 and 7 will open up into large Conference Rooms.
Please note - an hour is required in between meetings to enable the room to be re-set which must be included in your booking.
** B2 GF and FF Pods are non-bookable

The facilities available varies dependant on the room. The specification of each room is as follows. Conference Room 1 also has a video conferencing facility.

Facility	Prayer Room	Interview Rooms	Meeting Rooms	Conference Rooms
Table	✓	✓	✓	✓
Chairs	✓	✓	✓	✓
Network Point		✓	✓	✓
Telephone		✓	✓	✓
Flipchart			✓	✓
Hearing Loop			✓	✓
PC & Data Projector				✓
DVD Player				✓
Quiet Work Desk	✓			

- Hearing loops are installed in all Conference Rooms as well as Meeting Rooms 1, 2 and 3.
- To book any meeting rooms on site please use your personal calendar on Google. If you do not have access/not at your desk please contact Reception in Building 3.
- **All** meeting rooms on site are shared facilities for use by any colleague within WCC.
- If you experience problems with any equipment within the rooms please contact People Group Business Support in the first instance.
- If you require refreshments for meetings including biscuits, snacks and lunch, you will need to arrange this yourself directly via County Caterers.
- You must ensure that rooms are left clean and tidy when you leave.

Office Opening Hours
- The office will be opened at 7.00 am each working day for staff and will be closed to staff at 6.30 pm. Please therefore ensure you leave the building by 6.30 pm each day at the latest.
- The main barrier to the car park will be locked at 7.00 pm.
- Reception in Building 3 is staffed from 8.30 am to 5.00 pm Monday to Thursday and 8.30 am to 4.30 pm on Fridays.
- It is possible to request the building to be open beyond normal working hours for special cases such as audits or late meetings. Please contact your Facilities Support Manager. A charge will be incurred by the requesting team.
- Emergency access to site outside of normal opening hours can be made through the Duty Caretaker. A call-out charge will be incurred by the requesting team.

Office Safety

All staff should familiarise themselves with the contents of the Resources Group Health and Safety Arrangements Document regarding general office safety.

Open Plan Office Etiquette

To enable more efficient use of workstations it is essential they are available to staff whenever possible. To promote this, desks must be cleared when they are not in use.

Team Zones

- Team Zones are not exclusive space for a team, they should be available to other teams members should the need arise. Members of other teams should be made to feel welcome as this helps to break down silos and encourage cross-team working.
- If a workstation or other work area is to be left unoccupied for more than 2 hours it should be cleared for use by others. Please see the WCC Clear Desk Clear Screen Policy on the Intranet.
- Any member of staff that is allocated a fixed workstation should abide by the above policy and expect that their desk be used by others when they are absent.
- All spaces; Team Zones; workstations; meeting rooms; breakout areas; touchdown spaces etc. should be left clear and tidy after use, ready for the next user and to maintain a clear and uncluttered working environment. Cleaning items are available at the Cleaning Carousels should the need arise (see layout plans at Appendix A).

Desk equipment

A standard set of equipment is installed at each workstation (pc / laptop hub, monitor, keyboard, mouse, telephone). These items must not be removed from the workstation, they are needed for the next user. This also applies at fixed workstations as others will use the workstation when the fixed worker is not there.

Telephones

In the open plan office, ringing telephones left unanswered can cause distraction to other teams. Please therefore ensure the following:

- Personal mobile phones are set to silent or vibrate in the office.
- Business mobile phones are set to a reasonable ringer volume.
- Landline phones are diverted to a colleague or answer phone when you are not at your desk for any period of time.
- Team phones on group pickup can be answered when they ring by dialling **3.
- If you need to use audio features on your PC/laptop please use headphones.

Hotdesk facilities have been installed on the network for use with all the phones installed throughout the complex, they allow staff to sit at any desk and 'pull' their

usual telephone number to that particular phone. When using Hot Desking Phones staff should use all the dialling prefixes they usually dial including 9 when dialling externally of WCC.

Conversations

Please consider colleagues working in the building when having conversations. Avoid loud discussions at your desks or in shared areas, e.g. around the photocopier.
Be circumspect about where you hold personal or confidential conversations, they may not be appropriate for open or shared spaces such as breakout areas and touchdown spaces.

Meetings

Please use the breakout areas or meeting rooms where possible to avoid disruption to colleagues around you. Breakout areas are not available for meetings, formal or informal during lunch hours.

Tambour units

The tops of tambour units should be kept clear at all times. Please do not use the tops of tambours as extra storage space.

Walls

Nothing should be fixed to the walls by any means. Appropriate notices etc. should be located in the formal notice boards which are managed by the Facilities Support Manager.

Paper

Plain white and coloured A4 paper for use in MFD's is stored in various locations throughout the building and the caretakers will replenish stocks regularly. Please call them if a MFD is running low on paper. Costs for paper will be included in your team's photocopying invoice.

Recycling and confidential papers

See 'Waste' section.

Phone numbers

Making a call

- To dial **out** of WCC externally, you need to prefix numbers as usual with 9.
- To internally dial colleagues **within** Saltisford Office Park, you need to dial six-digit extension numbers, 58 followed by the four digit extension number.
- To internally dial colleagues **outside** of Saltisford Office Park, you need to dial 71 followed by the extension number.

Dialling in to Saltisford

- Saltisford Office Park internal phone numbers all start 58 followed by the four digit extension number.
- Saltisford Office Park external phone numbers all start 01926 74 followed by the four digit extension number.

Instructions in the use of the telephone can be found in the Berkshire 200 User Guide, the standard phone provided. It is possible for teams to vary the ringer tone to more easily identify team phones.

Hotdesk facilities have been installed on the network for use with the phones at Saltisford Office Park, they allow staff to sit at any desk and 'pull' their usual telephone number to that particular phone. When using Hot Desking Phones staff should use all the dialling prefixes they usually dial including 9 when dialling externally of WCC.

For those staff who sometimes work at Saltisford, but do not have it as their base, they can 'log in' to any phone in the building using a specific set of extension numbers. The procedure for logging in can be found at Appendix D.

Postal delivery and collection

Post is delivered onto site to the Facilities Post and Meeting Services on the ground floor of Building 3. They will sort it into the various Service / Teams post and deliver it to the respective team villages in buildings 1 and 2 twice each day, once in the morning and once in the afternoon. Post is not delivered around building 3. Teams in building 3 report to the post room to collect incoming mail and submit outgoing mail.

Users of all buildings must collect recorded and special delivery items from the post room on the ground floor of building 3. All signed for and special delivery items will be signed over by the post team

Outgoing post should be appropriately marked with your team post cost code, in the top left-hand corner and put in to the out-going post trays adjacent to the post pigeon holes. Outgoing post is collected twice each day, once in the morning and once in the afternoon for processing (sorting for internal/external post, franking etc.). The cost of postage is recharged to Service / Teams cost centres monthly.

To maximize potential savings all items should meet clean mail requirements. These requirements are detailed in Appendix C.

For further details contact Post and Meeting Services (ext. 8156).

Printers/copiers

Each floor has 2 Multi Function Devices (MFD's) which provide printing, copying and scanning facilities. You can print to any of the MFD's in your building and on site. There is no set up required on your pc or laptop to enable you to use the MFD's.

All the MFD's are set to print double-sided (duplex) and mono by default. This will help reduce the amount of paper used and printing costs incurred by the council. The settings may be amended within Print Properties on your pc/laptop should the need arise.

For toner replacement etc. please contact Post and Meeting Services in building 3.

Public transport

For information regarding public transport please see the Public Transport page on the Warwickshire Direct website.
Warwick train station is located at: Station Road, off Coventry Road, Warwick CV34 4LA.

Reception

Saltisford Office Park reception is in Building 3. All visitors and contractors must announce themselves and sign in at reception. Reception opening 8:00am to 4:45pm, Monday to Friday.

Reception Team provides 'Meet & Greet' support for all occupants across the three buildings.

Records Management

The Records Management Service (RMS) provides practical advice, guidance and training to all WCC Services on document and records management policy, practices and procedures covering both paper and electronic information, including scanning.

The RMS also manages the paper records store and the contract with our external paper records storage providers. Both stores provide secure storage and retrieval services for paper records, which are no longer required to be retained in office accommodation but which need to be retained for administrative, legal, audit or historical purposes.

Records Management staff are happy to discuss team's paper records management and storage requirements and will provide advice and guidance on how to get the best from electronic shared folder/file structures on the network shared drive.

In order to keep on top of your electronic and paper filing it is advisable to hold regular file housekeeping days / half days.

All physical submissions and collections to and from Records Management are done via the post room on the ground floor of building 3.

Recycling

Recycling points are located around the building and are identified on the plans at Appendix A. Only use the bins provided, under desk bins are not permitted.

General recycling

Glass (e.g. coffee jars), tins (e.g. drinks cans) and plastic bottles (e.g. milk bottles) can be recycled in the allocated areas on all floors. Please do not put plastic wrapping in the recycling bins as they cannot be recycled under the WCC office scheme.

Cardboard

Cardboard can be recycled on site. If you have a box that needs recycling, please flatten it and put it behind the paper recycling bins (see below).

Food

The food recycling bin is located in the kitchen on each floor.

Paper

There is a paper recycling bin to each floor in the lobby area.

Other items

For any item that can't be recycled above and for confidential waste please see the 'Waste' section below.

Refreshments/Catering

County Caterers also provide buffets for meetings/conferences on site. These buffets are delivered between 12.00 pm and 12.30 pm; a guaranteed time cannot be given for delivery. Please ensure Reception is advised if you are expecting a buffet so they can direct it to the room when delivered. For details of buffets and associated costs please contact County Caterers direct preferably by email.

Please ensure that any waste or leftovers are cleared away at the end of your event and the room is left as you found it.

It should be noted that WCC Catering Service has sole rights to provide a catering service to WCC Services. No other catering service should be employed.

Arrangements should be made by individuals/teams to provide their own refreshments. This includes mobile and visiting staff.

Machines dispensing drinking water are located around the building. Please do not use other teams' items from the kitchens.

Refreshments (tea and coffee) are available for meetings where visitors are in attendance. This service is provided by Post and Meeting Services. The refreshments are found in kitchenettes on every floor of each building on trays marked "P&M Services". This service is only to be used in meetings in which there are external visitors.

Security

The layout of the building allows collaboration, flexibility and a better working environment. However, with this way of working, there are some new things to consider from a security perspective.

Access

Your ID badge provides you with access to all three buildings at Saltisford Office Park and should be displayed at all times. Please be careful when entering the building, if you notice something out of the ordinary or something that does not look or feel right please report it to Facilities Hotline immediately.
Please ensure no-one 'tailgates' you when you enter the building (where someone follows you in without swiping their card or having it visible). If this practice isn't followed unauthorised people could enter the building. Please politely ask to see the ID card of any person you are unsure of and do not be alarmed if someone asks to see yours.
All visitors must be signed in at Reception in Building 3.

Information

Please ensure that when you are away from your desk, even for short periods of time, your PC is locked. To do this, press CTRL-ALT-DEL and then choose 'Lock Workstation' or simply hold the windows key and press 'L'. This action will still leave you logged into the workstation so that you can return to it quickly, but it will prevent unauthorised use of the PC using your credentials. You must ensure that when you finish work for the day you log off and switch off your PC and screen and you must ensure that you log off, disconnect and lock away your laptop/tablet in a secure area and take the key out. WCC mobile phones must also either be locked away or taken with you when you leave work for the day.

If a USB memory stick is required it must be a WCC encrypted USB stick obtainable from ICT Procurement, which must be locked away when not in use.

Paper files must not be left on desks unattended for long periods or overnight. They must be stored in a tambour filing unit or your personal locker. Only have files on your desk that you are currently working on. For further information please see Information Security.

Should an additional or replacement key be required for a desk pedestal, locker or tambour unit please contact Facilities Hotline who will arrange this. If a key to a pedestal, locker or tambour unit which contains staff files or other similarly confidential items is lost please advise Facilities Hotline who will arrange for the lock and keys to be replaced. There will be a charge for replacing lost keys.

When disposing of personal / sensitive and confidential records they must be disposed of securely and using the confidential waste bins situated around the offices. These confidential waste bins are emptied every 2 weeks. If the bins need emptying before the regular 2 week cycle please contact Facilities Hotline who will arrange for a one-off emptying. Further details regarding the transfer, removal or disposal of confidential information is available on the Intranet.

Personal belongings

Personal belongings should be kept in the lockers provided.

Smoking

Smoking is only permitted in the designated area at the side wall of building 3 facing building 2.

Alternatively staff may smoke in their car except in Barrack Street car park which is an enclosed building. If you are smoking in your car please be considerate of those around you.

For more information please see the Smoke Free Workplace Policy on the Intranet.

Stationery

Limited general stationery is stored in tambour units within the team's allocated area. The bulk of general stationery and large items are stored in the stationery store rooms which are managed by the People Group Business Support teams. They stock general stationery items for use by all occupants in each building. Specific specialised stationery should be managed at a team level.

Team Villages

As a means of identifying the various office areas of the buildings have been divided into areas or Team Villages (two per floor) as shown on the layout plans at Appendix A. Each Team Village is identified by colour coding.

Each Team has been allocated workstations and storage space within a Team Village within which they will operate.

Toilet facilities

Male, female and unisex disabled toilets are provided in each building. The toilets are cleaned and restocked on a daily basis however if you become aware of an issue please report it to Facilities Hotline.

Touchdown stations

Touchdown stations can be found in each building. These are available for short-term use (max. 2-3 hours) by staff and visitors to the building. There are network points available to connect to the network using laptops and each area has at least one ready connected PC.

Please ensure these stations are left clean and tidy after use, ready for the next user. There is wi-fi coverage throughout the building giving access to the WCC network for staff and the Internet for visitors.

Visitors

When inviting visitors, please ensure you ask all visitors to report to Reception in Building 3. Visitor badges will be issued to all visitors and must be returned to Reception prior to departure. Visitor parking on site is discouraged so please ensure you notify visitors of this when inviting them. The nearest pay and display parking for visitors is on the racecourse at the end of Vittle Drive opposite Ansell Way (Postcode CV34 4UX). Visitors remain in the care of the person they are visiting and should be accompanied by them at all times.

Personal Emergency Evacuation Plans (PEEP's) for disabled visitors can be provided by your manager. Your Facilities Support Manager can assist with this, to arrange this contact Facilities Hotline, advanced notice is required.

Waste

Any waste that cannot be recycled through any of the means previously described should be placed in one of the general bins located in each breakout area, kitchen and throughout the offices. Only use the bins provided, under desk bins are not permitted.

The table below outlines the minimum collection frequencies for different waste types.

Waste Type	Minimum Collections Per Week
Recycling (plastic/glass/etc.)	Once a week
General Waste	Once a week
Confidential Waste	Once a fortnight
Food Waste	3 times per week
Paper Recycling	As required

For items to be recycled please see the 'Recycling' section above.

Water and cups

All the water coolers throughout the building provide mains-fed filtered water. Everyone should try and use their own glass/mug for drinking water rather than using plastic ones – this is better for the environment. There is a supply of glasses in each kitchen on site. All Conference and Meeting Rooms have cups available for visitors.

Working environment

The buildings at Saltisford Office Park are designed as sealed buildings with air handling and ventilation. The system is controlled centrally from Shire Hall from where the building temperature is set.

Areas susceptible to higher variations in usage, e.g. meeting rooms and cellular offices, have more local control to adjust temperature.

Some windows in the building are able to be opened however these are kept locked shut. They are only available to provide ventilation if the mechanical systems fail. If this occurs the caretakers will manage the operation of these windows.
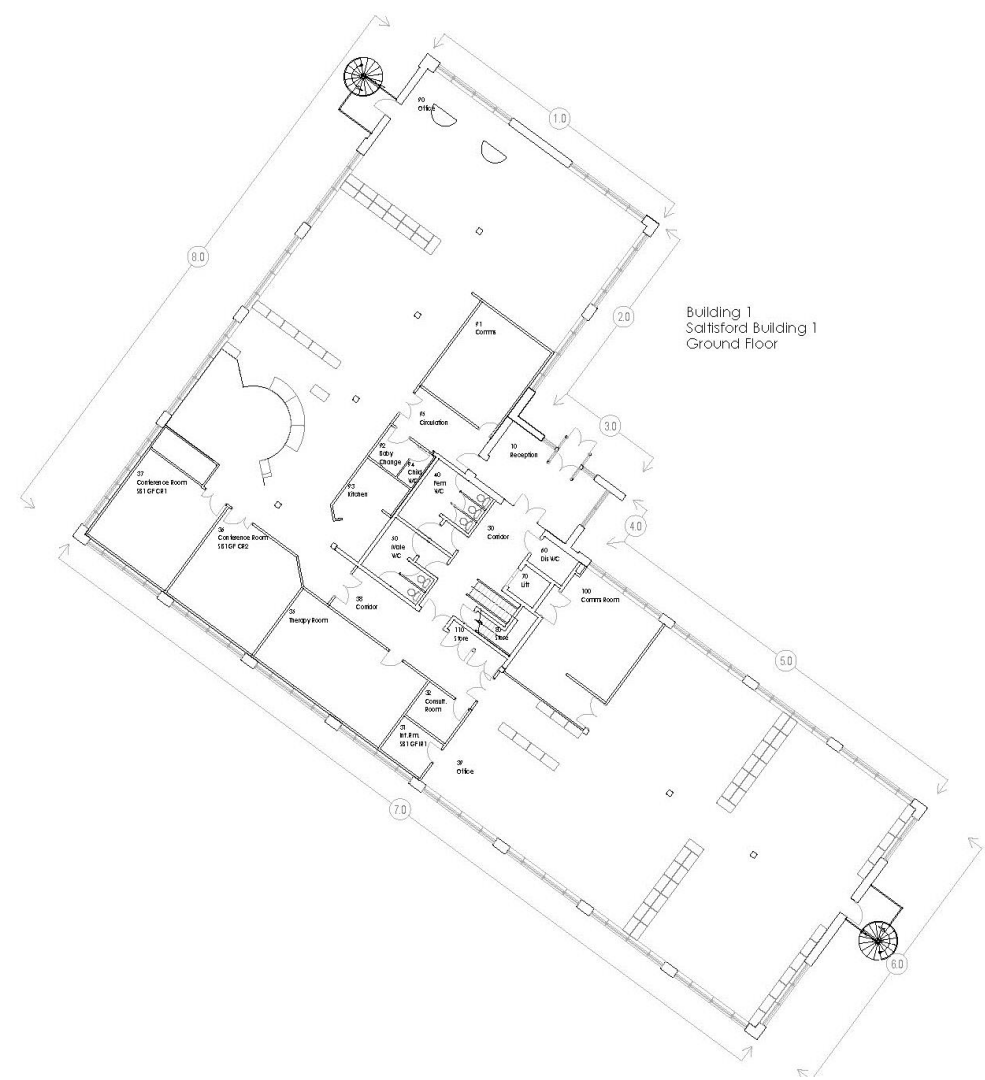
Fire doors and final exit doors must not be opened in an attempt to increase ventilation. This will cause problems with the air handling system and render these fire precautions useless.

Colleagues must not use localised heaters or fans as pockets of hot or cold air will affect the temperature of the whole building as the system attempts to counteract their effect. Please report any problems/issues to Facilities Hotline.
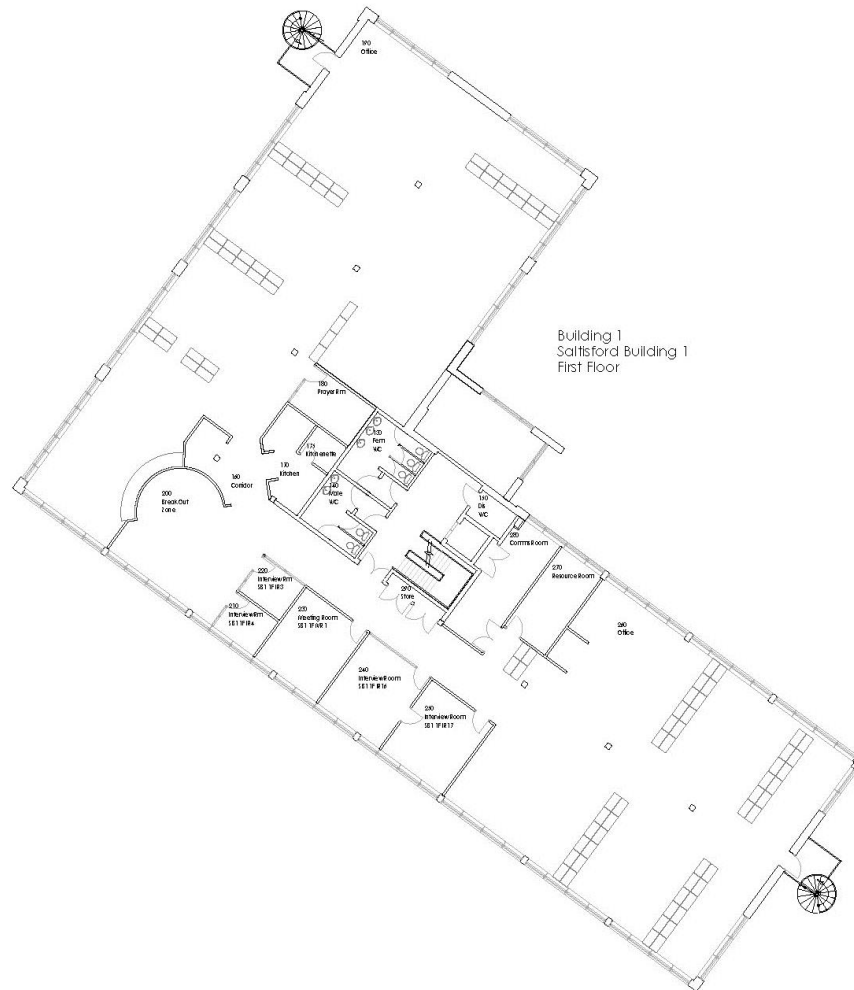
If this information is difficult to understand, it can be provided in another format, for example Braille, in large print, on audiotape or another language.

Appendix A – Floor Plans

Building 1 – Ground Floor

Building 1
Saltisford Building 1
Ground Floor

Building 1 – First Floor

Building 1
Saltisford Building 1
First Floor

Building 2 – Ground Floor

380
Office

7.0

6.0

8.0

390
Breakout Zone

350
Computer Room

420
Interview Room
SB2 GF IR5

430
St

440
Male
WC

330
Corridor

335
Store

365
Pool 1

410
Interview Room
SB2 GF IR6

320
Lift

340
Store

360
Conference Room
SB2 GF CR3

450
Fem
WC

400
Kitchen

310
Dis WC

300
Reception

5.0

4.0

2.0

1.0

3.0
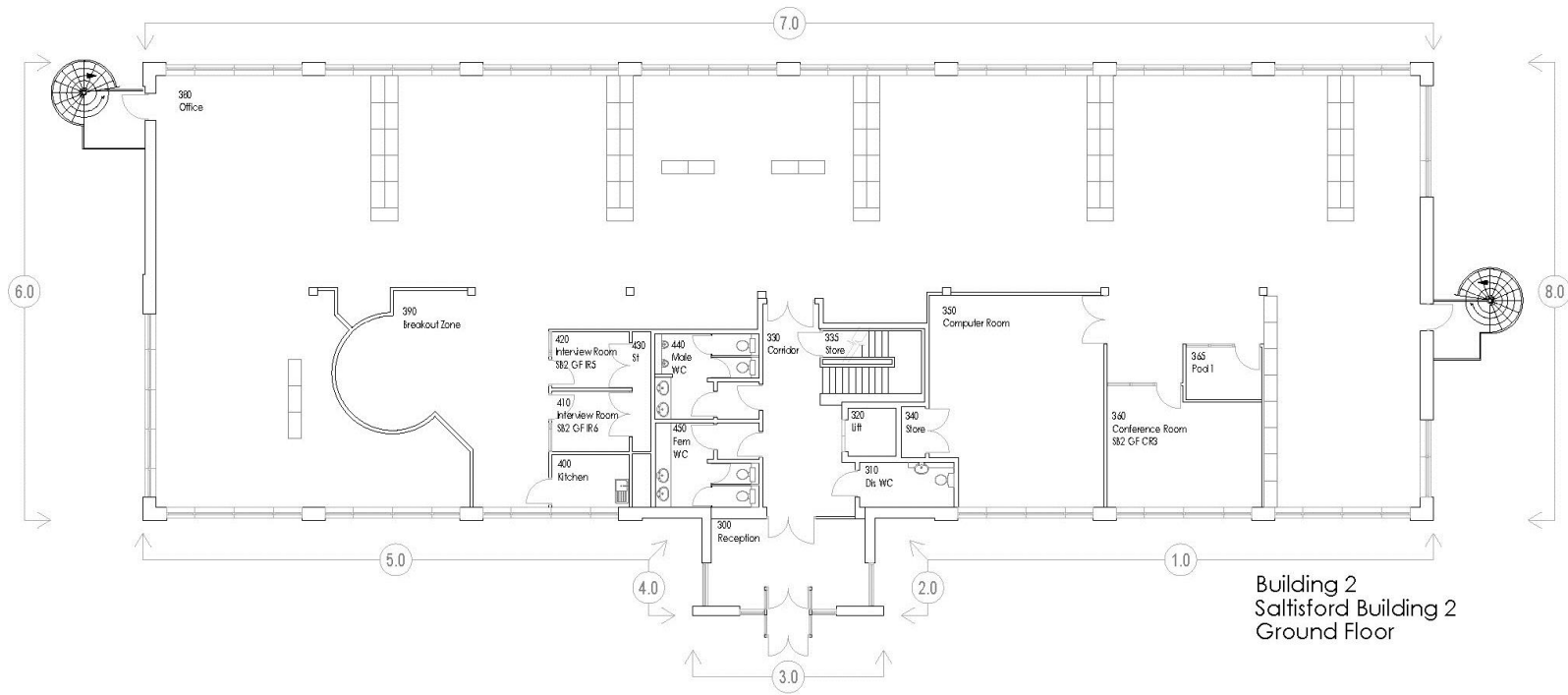
Building 2
Saltisford Building 2
Ground Floor

Saltisford 2 – First Floor

560
Office

550
Meeting Room
SB2 1F MR2

545
Head of Service
Office

530
Head of Service
Office

525
Office

520
Office

480
Circ

570
Breakout Zone

490
Computer Room

590
St

600
Male
WC

510
Store

500
Store

610
Fem
WC

580
Kitchen

470
Dis WC

460
Circ

Building 2
Saltisford Building 2
First Floor
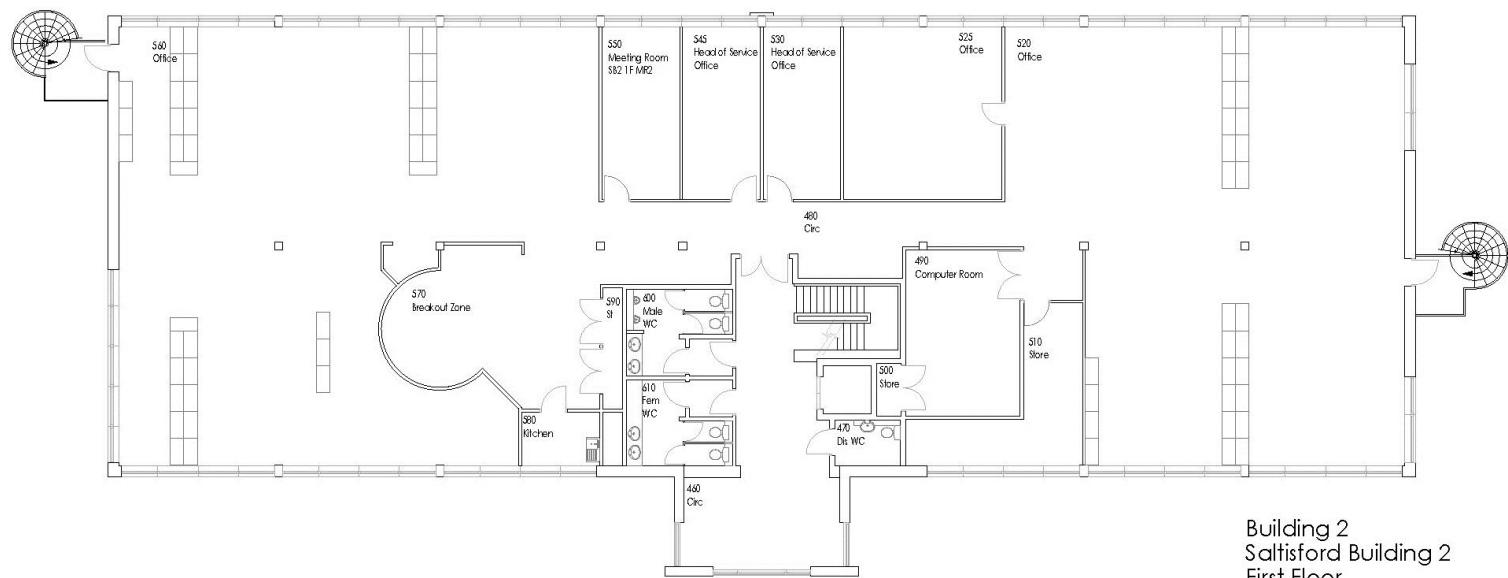
Saltisford 3 – Ground Floor

Room	Description
760	Office
761	Office
762	Office
750	Computer Room
800	Circ
763	Meeting Room
764	Meeting Room
765	Meeting Room
740	Circ
810	Store
766	Resource Room
767	Meeting Room
845	Circ
768	Meeting Room
820	Store
840	Circ
780	Interview Room
770	Interview Room
730	Kitchen
700	Breakout Area
830	Store / Comms Room
720	Comm Room
640	Male WC
670	Fem WC
710	Kitchen
435	Dis WC
630	Circ
650	Lift
660	Lift
680	Store
635	Circ
690	General Office
850	Store
860	Shower
620	Reception

Building 3
Saltisford Building 3
Ground Floor

990
Office

980
Comm
Room

1030
Circ

970
Circ

1040
Head of Service
Office (N Mnns)

1050
Meeting Room
SB3 1F MR6

1020
Circ

1010
Interview Room 9
SB3 1F IR9

1000
Interview Room 10
SB3 1F IR10

960
Kitchen

930
Hot Desking Area

1060
Meeting Room
SB3 1F MR8

950
Comm
Room

890
Male
WC

900
Fem
WC

1070
Store

940
Kitchen

880
Dis WC

920
Breakout Zone

1080
Meeting Room
SB3 1F MR5

910
Store

1090
Meeting Room
SB3 1F MR4

870
Circ

1100
Store

1110
Shower

Building 3
Saltisford Building 3
First Floor

Saltisford 3 – Second Floor

1220
Office

1210
Comm
Room

1270
Circ

1200
Circ

1280
Interview Room
S&3 2F IR12

1290
Interview Room
S&3 2F IR11

1300
Meeting Room
S&3 2F MR9

1260
Circ

1310
Meeting
Room

1250
Interview Rm
S&3 2F IR13

1240
Interview Room
S&3 2F IR14

1230
Comm
Room

1190
Kitchen

1235
Store

1180
Kitchen

1140
Male
WC

1150
Fem
WC

1130
Dis WC

1160
Circ

1170
Breakout Zone

1120
Circ

1320
Meeting Room
S&3 2F MR7

1330
Store

Building 3
Saltisford Building 3
Second Floor

Appendix – Site Floor Plan and Fire Assembly Points
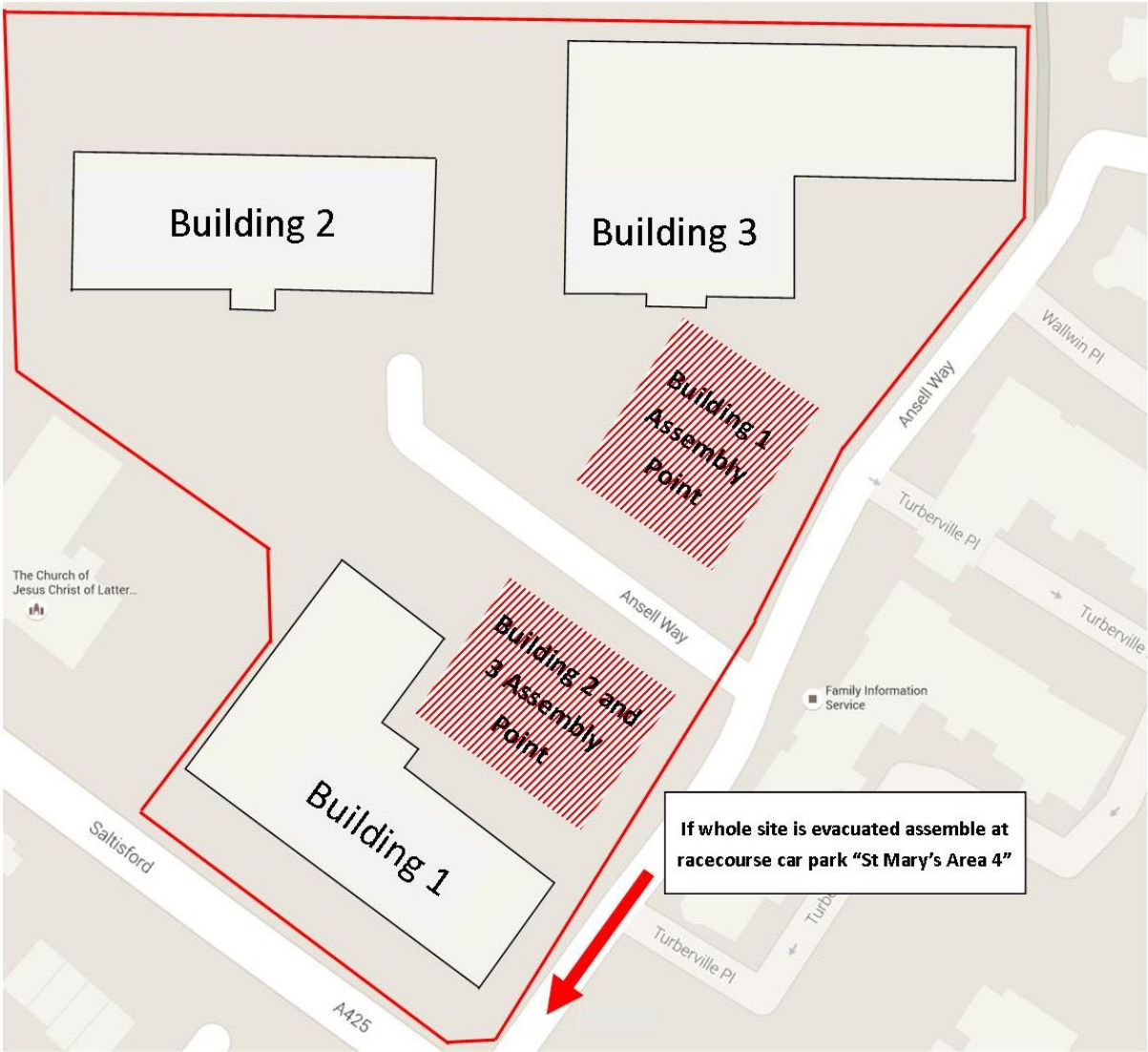
Appendix C – Clean Mail

- Addresses must not be hand-written. Use a form of printed address, either printed directly on the envelope or letter (if using a window envelope) or on a label
- All lines of the address should appear on separate lines and left justified with a maximum of 6 lines for the address.
- All items must contain a full and accurate post code. The post code must always be in capital letters, on its own, as the last line of the address.
- The addresses must be positioned as per the diagram below.
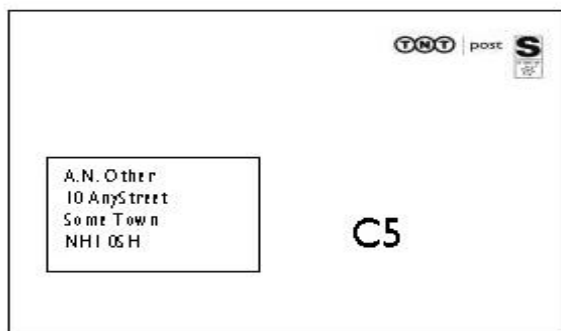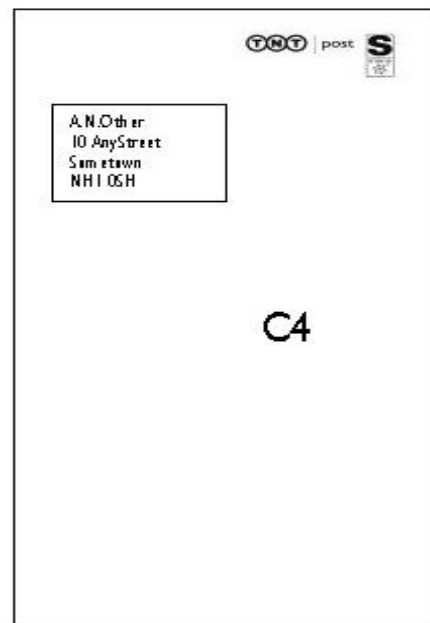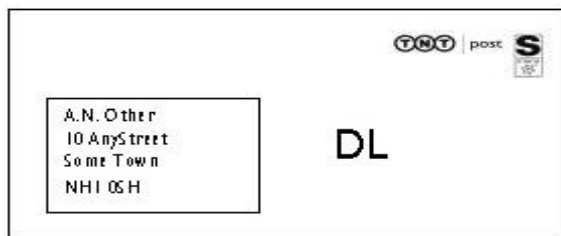
Appendix D – Guide to Hot Desking Phones

- On arrival in at Saltisford Office Park, you will find a whiteboard listing the available hot-desking telephone numbers on the site.

- Using the whiteboard pen write your name next to the extension number you will be using that day.

- You can now go to any spare desk in the building and use the hot-desking phone using the instructions below:

  1. 1 Ensure the phone you are about to use is logged out. Key in: # * 46 #.
  2. 2 Log in the telephone extension you have chosen for the day:
  3. # 46 <your 4-digit extension> #.
  4. 3 You are now logged on to this number. (NB: If you don't log into a phone, you will be able to make internal calls but you won't be able to make external calls).

- Please make your colleagues aware that you are working on this number for today.

Please Note: All hot-desking phones are reset each day at 8.00 pm to release the phones. You will need to re-enter your name against a temporary hot-desking extension each day you work at Saltisford Office Park.