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I am delighted to welcome you to the Security and Transport Centre, which brings together Campus Security and the Transport Team; two of the main front line services for the Estate Department.

This building gives Campus Security and the Transport Team a new reception for their customers and an improved working environment. It provides an opportunity to improve collaboration between the teams and will enable an enhancement of their professional and efficient services.

The User Guide provides essential information to help you understand the building and its facilities. I do hope you find it useful and should you experience any problems please follow the guidance for reporting provided in this User Guide, or contact the Heads or Deputy Head of either section who would be happy to advise.

I am looking forward to the opportunities that this new Centre has to offer and I hope that you will enjoy working in it.

Peter Czarnomski
Director of Estates
FLOOR PLAN
Building facts

• Building has been expanded by 47m².
• The original control was 14.7m² and will now be 22.5m². This equates into a 53% increase in floor area.
• The original office area was 39.5m² and will now be 82m². This equates into a 110% increase in floor area.
• The reception area was originally 4.7m² and will now be 16.5m². This equates into a 251% increase in floor area.
• All external feature blockwork removed have been reused to build the external walls of the extension. This has allowed the original finishes to the rear to be retained.
SECURITY OF BUILDING

Opening hours

Transport Team reception
Opening times are Monday to Friday 08.30 to 17.00
It will be closed at weekends, bank holiday and winter close down. Customers will be notified by answer machine, out of office emails and a sign located on the reception desk.
Transport Team reception
01227 (82)3609

Campus Security reception
Security reception is always open.
08.00 to 16.00 it will be managed by the Security receptionist
16.00 to 08.00 it will be managed by the Security team
Campus Security reception
01227 (82)7215

Access
Access to the building is operated by using a valid Kent One Card. Persons working within the building must ensure that they have access to the areas which they are entitled to. Wheelchair access to the building is via reception.

Visitors
All visitors to the Security & Transport Centre are required to report to reception on arrival. Visitors should be informed of procedures during a fire evacuation and have a contractor or visitor pass.

Control Room
Access to the Control Room is restricted to Security operations only and is controlled by KentOne card. This means that no person should enter this area unless invited to for operational reasons.

Clear desk
All papers and belongings within the open plan area should be filed and locked away at the end of the working day, in accordance with the Clear desk guidance notes.

Storage areas
Security storage cupboard Is operated by KentOne card and can only be accessed by Security Staff.

Transport Team storage cupboard can be unlocked by using key located within the Key Tracka system and can only be accessed by the Transport Team.

Stationary cupboard can be unlocked by using key located within the Key Tracka system and can only be accessed by the Heads, Duty Managers, Control Room operatives, Security receptionist, Security administrator and the Transport Team.

Administration units within the Open Plan area can be accessed by key and the management of the keys will be as per the team owner’s internal processes.
HEALTH & SAFETY

Accidents and emergencies
The procedures to follow are covered by University and local policy. The University Accident Procedures can be found at www.kent.ac.uk/safety hs/pages/accidentreporting/accident-reporting.html

Support is provided by Campus Security and if no one available within the building contact Control Room, extension number 3300.

Evacuation
Evacuating the premises
On hearing the fire alarm you should leave the building quickly and in an orderly manner, giving direction as required to visitors and members of the public who are less familiar with the building, but without putting yourself in danger or delaying unduly.

• Do not delay by collecting personal belongings
• Where possible, close all windows prior to evacuating a room and all doors through which you pass on leaving the building
• You should proceed to the assembly point 16 (Marlowe path)

Regular users of the building who may require assistance to evacuate safely must have a Personal Emergency Evacuation Plan – contact Michelle Dawson (01227 816163) or Andrew Briggs (01227 827630), SHE Unit.

Assembly points
The evacuation routes, signposted by the green and white fire exit directional escape signs. These escape routes lead to the exits.

No matter which escape route is taken, all staff and their visitors should assemble at a designated assembly point.

The assembly points are indicated on Fire Action Notices posted near all fire exits and changes of level within the building.

Discovering a fire
Retreat from the fire, activate the fire alarm by operating the nearest break-glass call point, and evacuate the building. Do not attempt to use an extinguisher unless you have received full training in their use. When outside the building make your way to the assembly point as described above and provide details to Campus Security if required.

First aid
All Security officers are qualified First Aiders.

First aid boxes are located in the Staff Room and at reception.
BUILDING FACILITIES AND OPERATIONS

Travel
Information about travel to and from this building can be found at www.kent.ac.uk/transport.

Cycle parking
The nearest bicycle parking location is next to the Marlowe building.

Bus stop locations
The nearest bus stop is the Science building stop, located on Giles Lane and serves the Uni1 and Uni2 buses. All other services can be found at the University’s main bus stop near Keynes, approximately five minutes walking distance.

Parking
Staff parking is in accordance with the Regulations of the Management of Traffic.

Packing for University contactors and visitors signing in or collecting a parking permit from the Security & Transport Centre can use the new 15-minute parking bays located on Grimond Road.

The security and the parking enforcement vehicles must use their dedicated parking bays when not being used.

Accessible bays are located on Grimond Road for Blue Badge Holders.

 Locker Room
All Security Officers and members of the Transport Team will have access to a locker, which can be used to store their personal belongings.

A Drying Room is available if your coat, clothing and umbrellas are too wet to put in your locker.

Staff Room
The Staff Room contains table and chairs to eat or relax in and gives an opportunity to meet and interact with colleagues – an important element of the working day.

The kitchen is located within this area and contains a microwave, two fridges, dishwasher and a kettle.

All clutter, cups, litter personal papers should be cleared away and any plates, cups and cutlery should be cleaned prior to putting away. It is understood that this is not always possible for Security officers, due to emergency call outs, but these items must be cleared away at the earliest convenience before they finish work.

Staff are responsible for ensuring that their food is stored safely and any leftover food should be removed at the end of the day or shift.

To ensure there is no confusion, it is recommended that any item which is left within the kitchen is clearly marked on who it belongs to.

Cupboard space is available and is sectioned off according to which section the officers are in and one for the staff located within the open office area.

Water
Drinking water can be obtained from the chilled water machine located within the Staff Room.

Meetings
Interview Room
This room is the main through route from the reception area and can be used to have brief conversations but please be aware that you must vacate immediately if Security need this room to have private conversations with their customers or if there is an emergency on campus they can use this route without having to ask.

Meeting Room
This room is a bookable room to be used for briefings, training and meetings. Bookings to use this room can be requested by contacting the Security administrator.
Hot Desk Room
This room is a bookable room to be used by Heads of Sections, short meetings or quiet working space by persons who are located in the open plan office area. Bookings to use this room can be requested by contacting a member of the Transport Team.

Estates Conference Meeting and Estates Small Meeting rooms
These rooms are available to use for meetings if the briefing room is not available. They can be booked by contacting Estates general office if you do not have access to the online calendar.

Estates Maintenance Meeting Room
This room is available to use for meetings if the briefing room is not available. It can be booked by contacting Estates Helpdesk.

Hot desk
There is a hot desk located within the open plan office that can be used by all staff that are located within this building.

Key Traka cabinet
The Key Tracka system is managed by Security team and can be accessed by both the Security and Transport Team. Access for each key will only be allocated to essential persons that need to remove the key from the cabinet.

Approval for access to each key is dependent on what door it unlocks. If you require access to keys speak to Security receptionist or Security Duty Manager who will advise you accordingly.

Cash till
This is operated by the Transport Team and the key to open the till and the drawer will be located within the Key Tracka system and can only be accessed by the Transport Team and Security receptionist. Till can only be operated by the Transport Team and Security receptionist in accordance with the associated policies, procedures and guidances.

Smoking policy
As with all University buildings there is no smoking permitted within the building or within five metres of any building.

Toilets and showers
Toilets are gender specific. Access to the ladies’ toilet is controlled by KentOne card. A separate shower room is also available. Please ensure you respect the facilities and their use by others. The nearest Accessible toilet is located within the Grimond building.

Reception area screens
The screens located on the external area of the building and within the reception area have been installed to improve transport information and will incorporate security services and other University adverts. They will be managed by the Travel Advisor for communications and engagements.

Leaflets to advertise security and transport services can be placed within leaflet holders within the reception area. If the leaflets are external to the Estate Department, then they must be approved by the Heads of Section.

Posters and pictures
No posters should be put up on the walls as this will detract from the building design and may cause damage to the walls.

Post and deliveries
With the exception of parking enforcement, all post and deliveries should be sent to:

Security & Transport Centre
University of Kent
Canterbury
Kent, CT2 7NQ

All post relating to parking enforcement should be sent to the BPA & DVLA registered address:

Transport Team
Estates Department
University of Kent
Canterbury
Kent, CT2 7NN

Ventilation
Offices are provided with an opening window or roof lights which have electronic opening.
BUILDING FACILITIES AND OPERATIONS (CONT)

Air conditioning
The Control Room heating and ventilation is controlled by the University’s Building Management system. Should conditions feel uncomfortable please contact Estates Helpdesk.

Blinds
Roller blinds are provided on all windows at the rear of the building. Any problems then please contact Estates Helpdesk.

Furniture
The furniture has been selected to complement the design of the building in conjunction with the way the building is being used. If in the future any further items are required or if there are any defects with the furniture you should report them via email to Estates Helpdesk.

Lights
All lighting in the new building conforms to the latest standards to ensure a comfortable working environment.

Other rooms do require the occupier to manually switch on the lights. Please ensure you remember to switch off these lights on leaving the room if unoccupied.

Any problems with lighting please report to Estates Helpdesk

Building defects
As with all new buildings there are occasionally things that are not as expected or that do not perform as intended. Should you notice any building defects, these should be reported via Estates Helpdesk.

General maintenance
Any maintenance issue should be reported to the Estates Helpdesk.

Cleaning and house keeping
All offices will be cleaned weekly and common areas (including the Control Room) will be cleaned daily. Contact Estates Helpdesk if there are any cleaning issues.

Waste and recycling
To support the University’s commitment to improve the management of waste all personal bins will be removed. The Security & Transport Centre will have centralised facilities to dispose mixed recycling and general waste. Further information can be found www.kent.ac.uk/recycling

Confidential waste should be shredded and placed within the blue/white bags which will be located near to the printer. Control Room will have a confidential waste bag will also be located within the room and it is not a requirement to shred the waste that is placed within this bag.
TECHNOLOGY

**IT**
Staff, students and visitors are subject to the University IT Regulations and agree to these conditions when using any device to connect to University systems www.kent.ac.uk/is/regulations/it/

Will Sonnen is the Estates Department IT Systems Administrator who can advise and support local IT facilities. He is available 09.00 to 17.00 Monday to Friday.

If you require help or advice on central IT matters, there is a trained Helpdesk member available between 08.00 and 17.30, Monday to Friday on ext 4888. Alternatively you can use the following email address helpdesk@kent.ac.uk

**Wi-Fi**
Instructions for connecting to the Wi-Fi for staff, students and visitors can be found www.kent.ac.uk/services/wireless

**Computers, laptops and mobile devices**
Desktop computers used by staff run Windows, Office and relevant software as required.

Laptops and mobile devices can connect to Wi-Fi and can be used for email, Internet etc.

It is the responsibility of all laptop users to make sensible choices about where to work, mindful of comfort, health and safety considerations.

Members of staff who have laptops are responsible for the security of that equipment, for example taking it home at the end of each day, or ensuring it is in secure storage overnight or when leaving a workstation for any period of time. Care should be taken when connecting and disconnecting laptop leads when working in shared areas, as these are easily damaged.

**Printers**
There are two printers located within this building, which can be used for work related business.

1 Main printer – will be located outside the meeting room, and can be used by both teams. It is a multifunctional device which can print on A4 or A3 paper. It prints in monochrome or in colour. It can also be used as a copier and a scanner which can email your work email address with the scanned document. When printing we advise that you use the ‘Locked Print’ option that allows you to send your printing to a print queue where it is held and is only released for printing when you put in your code. The printer manual will be located next to the printer. If the printer is not working report to the Estates Systems Administrator.

2 Permit printer – will be located within the open plan office area and can only be used to print parking permits. Only persons who have been given
permissions to print permits will be authorised to use this printer. If unsure, please speak to the Transport & Parking Coordinator. If this printer is not working report to the Transport Team in the first instance.

**Shredder**
A shredder is available near to the main printer. If it is not working please turn it off at the switch and report to Security receptionist, the Duty Manager or a member of the Transport Team.

**Hearing loops**
There are hearing loops provided in the reception area. If further loops are required, please contact Estates Helpdesk.

**Telephones**
There are fixed telephone handsets at all dedicated workstations as well as meeting rooms.

- Proper use of voicemail to support your workstyle will avoid phones ringing unnecessarily and help you keep in contact with your colleagues.
- Avoid using speaker phones within the open plan office area.
- Use a headset if using a telephone is a major part of your job (headsets should not be shared) contact your line manager if you require one.
- Use a flashing ‘ring tone’ or lower the volume to help reduce unnecessary office noise.
- If walking around using a mobile phone, remember those who may be working or concentrating nearby.

**Transport Team**
All desk phones and reception phones must divert when office is closed to answer machine. This is achieved by pressing *87788 and #8 to remove the divert. Further information can be found on University directory.

During opening times, the reception phone will be managed by a member of the team that has been dedicated to cover the office or be picked up by someone else within the team if this person is busy.

Transport Team will be able to pick up any other transport team phone.

**Campus Security**
All desk phones in open areas must divert when office is closed to answer machine. This is achieved by pressing *87788 and #8 to remove the divert. Further information can be found on University directory.

The reception phone is operational at all times and will be managed by the Security receptionist during their working hours. If this phone is not answered it will divert to the Control Room operative.
# USEFUL NUMBERS

**Control Room**
- Security enquires: 3300
- Campus emergencies: 3333

**Reception**
- Campus Security Receptionist: 7215
- Transport and travel enquires: 3609

**Open Plan Office**
- Transport & Parking Coordinator: 3062
- Travel Advisor responsible for communications and business travel: 16381
- Travel Advisor responsible for sustainable travel and wayfinding: 16626
- Travel Advisor responsible for visitor parking administration: 4530
- Security Clerical Assistant: 4181
- Hot desk: 16627

**Offices**
- Campus Security Duty Manager: 3060
- Deputy Head of Security: 16256
- Hot Desk Office: 16628

**Rooms**
- Meeting Room: 6501
- Interview Room: 16629
- Staff Room: 6503

**Other contacts**
- Head of Security: 3829
- Head of Traffic Management & Travel: 3634
- Assistant Director of Estates: Facilities Management: 7797
- Estates Helpdesk: 3209