**UCL Estates   
Facilities & Infrastructure**

**Building User Guide**

[Name of building]

|  |
| --- |
| *Insert picture of your building sized as per the example below*  Image result for 22 Gordon Street*Photo Credit* |

|  |  |
| --- | --- |
| **Address:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Document Owner:** | Name of area FM | **Position:** | Area Facilities Manager |

|  |  |
| --- | --- |
| **Reference Number:** |  |
| **Building Number:** |  |
| **Date:** |  |

**Building User Guide Updates and Reviews**

***This user guide should be reviewed annually and updated when changes to structure, layout, fabric or services of the building have been made. Any changes to the document including removal or adding of pages should be recorded.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Review date** | **Nature of revision** | **Author** | **Approved by** |
| V1.6 | 22/06/2018 | Working Draft | B. Stubbs | D. Stevens |
| V2.1 | 11/11/2019 | Update inc. access & inclusion issues | B. Stubbs | D. Stevens |
|  |  |  |  |  |

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# Introduction

This Building User Guide provides staff, students and visitors with basic, non-technical building information for [name of building]. It covers everyday functions and operational information to ensure a safe and healthy work environment, whilst optimising operational efficiency and ensuring performance levels meet design expectations.

The Guide largely focuses on the interaction between people and the building with a view to maintaining high levels of comfort, productive work spaces, and minimising environmental impact. It also includes important information on accessibility and inclusion, as well as safety and security arrangements.

A separate Operations and Maintenance (O&M) manual provides more detailed technical information for contractors and the UCL Facilities and Maintenance teams. Please contact the UCL Estates Programmes and Performance Team for further information.

This building has been assessed and certified in line with the following environmental standard: [provide image of BREEAM/ Ska certificate below as per example]



# Building Information

## General Building Information

*Provide a general description of the building, location, design features, services and local infrastructure/amenities available.*

|  |
| --- |
| Building description |
| S:\EFD_2.14 Communications\2.14.8 Image library\Student Centre\Matt Clayton Shoot - 3 July 2019\Web\MClayton_1907-2-UCL-STU_0004_MST_D-Hres.jpgSample text (General Description):  The Student Centre is located on Gordon Street adjacent to the Bloomsbury Theatre, providing a public link through to the Japanese Garden and other UCL facilities deeper within the Bloomsbury Campus.  It provides 1000 student study spaces across a range of different settings, and also contains the student enquiries centre; as well as a cafés; two quiet contemplation rooms; and associated support facilities.  The Student Centre is an 8-storey building, with two floors below ground; two negotiating the change in ground floor level between street and garden; and four above ground; culminating in a top floor roof terrace. A central stair spirals up around the atrium, which also includes bank of three lifts.  There are excellent transport links in close proximity and a good range of independent and high street retailers in the surrounding area. |
| S:\EFD_2.14 Communications\2.14.8 Image library\Student Centre\Matt Clayton Shoot - 3 July 2019\Web\MClayton_1907-2-UCL-STU_0002_MST_D-Hres.jpgA key feature of The Student Centre both aesthetically and functionally is its impressive concrete framing solution. Exposed high quality concrete throughout the building, complimented with soft colour palettes and timber battens, provides an exceptional architectural blend of finishes across a variety of study spaces. Functionally, the high thermal mass of the concrete structure contributes to the impressive sustainable heating and cooling strategy for the building.  The chosen raised access flooring system throughout the building provides flexibility in terms of both power distribution and maintenance, allowing future refurbishment or refit works to take place with minimal impact to the building users. Similarly, with strategic furniture selections throughout the building powered via moveable floor grommets, spaces can be easily adapted to suit the progressive requirements of UCL. |

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| Visitor Information |
| *Include the following minimum information:*   * *general building user access arrangements* * *FM/ goods access and any restrictions* * *building opening times*   Sample text:  There are three public entrances to The Student Centre. The main entrance opens onto Gordon Street and is the location for the main reception desk. The second entrance faces onto the Japanese Garden at the upper ground floor level and provides access from the west. A third entrance is located at the south-west corner of the building, opening onto the covered route between the Bernard Katz Building and the Refectory. There is also a service entrance to the north-west of the building providing a route for goods to be brought into the building and waste to be removed.  The ground and upper ground levels of the building are freely accessible to the general public during normal opening hours. Security barriers are located at the entrances to the upper and lower levels to restrict access to these to students and staff with swipecards.  A bank of three lifts located at the north end of the atrium links all levels of the building. A further platform lift is located at the south of the atrium to provide public access between the three ground floor levels.  The building is open 24/7. |

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| Access and Inclusion |
| *Provide information on the accessibility of the building, including:*   * *Emergency egress,* * *Access considerations for wheelchair users, including entrances with step-free access; security barrier considerations etc* * *Nearest drop-off point for people arriving by taxi* * *Availability of any blue-badge parking*   Further information on the building’s inclusive and accessible facilities is provided in the following sections. |

|  |
| --- |
| Building Shared Facilities / Room Bookings |
| *Delete this section if not required.*  *Describe any shared facilities in the building. Where present this should include toilets, cafes, study spaces, events spaces, quiet rooms, storage rooms/ spaces etc.*  *Set out related access arrangements, including security considerations, timing and contact details; any shared entrances, lifts, stairwells etc*  Sample text:  The building provides a number of shared facilities for UCL students and staff including:   * Café/servery at third floor level (Opening hours: XXX); * Group study rooms (both bookable and free use) on mezzanine, second, third and fourth floor levels; * Quiet Contemplation Rooms at basement level 2; * Roof terrace at fourth floor level * Toilet facilities are located on XXXXX   The building also provides a ‘gateway’ into central campus during normal working hours, with public access from Gordon street at ground floor level, through to the Japanese Garden at mezzanine level. |

|  |
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| Smoking Policy |
| C:\Users\uczbbst\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\8629570.tmpSmoking, vaping or being in possession of lit cigarettes, cigars or pipes is not permitted in any premises occupied or utilised by UCL staff, students and visitors.  In addition, *smoking* is not permitted on any part of the UCL Estate, including public and outdoor spaces. Vaping and e-cigarettes are still permitted in these external areas.  Where UCL building entrances open onto public footpaths, *smoking* is prohibited within 5 metres of the entrance and outside open building windows. In addition, vapers are requested to show consideration for others and avoid vaping near entrances and open windows and to cease vaping or move if asked to by a bystander. |

|  |  |
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| Location map | |
| *Ensure map is appropriately sized and cropped to*  *Use screenshot from:* [*https://www.ucl.ac.uk/maps*](https://www.ucl.ac.uk/maps) *or highlight building on the map below.*  cid:image022.png@01D59548.37940890*Use Google Maps (credited) where UCL maps are not available.* | |
| General Floor Plan – Ground Floor |
|  |
| General Floor Plan – Basement |
|  |
| General Floor Plan – *Additional Floors* |
| *Please add additional floor plans where relevant – example as follows:* |
| General site plan |
| *Where works only include part of a building, please provide plan for whole site* |

## Building Environment & Controls

**Our aim is to provide a comfortable working temperature for our staff and students while reducing our impact on the environment.**

Keeping our buildings warm in the winter and cool in the summer is responsible for more than half of UCL’s total carbon footprint, leading to over 40,000 tonnes of CO2 every year. That’s equivalent to 4,000 homes in terms of energy use and it would take over a million trees to absorb that much CO2.

* ***This section is for general building users (separate more detailed information on lighting, heating, ventilation etc for building/ facilities managers is provided later in the document)***
* ***TEXT PROVIDED BELOW IS PROVIDED AS AN EXAMPLE AND MUST BE REPLACED/ AMENDED FOR EACH PROJECT***

|  |  |
| --- | --- |
| Lighting Systems | |
| **System Description** | Individual Room and Space Lighting turn on pressing the upper retractable switch and off by pressing the lower retractable switch. Once on the lighting can then be dimmed pressing the lower retractable switch and increased again by pressing the upper retractable switch. The lighting is programmed on absence detection and when a room is vacated for a set period the lighting turns off. |
| **Emergency Lighting** | In the event of a lighting or power failure, there is emergency lighting which will provide an adequate level of lighting for a maximum 3hr period. Should the lighting fail at any time when in the building, it should be reported to the FM team immediately. Emergency Wayfinding signage is provided by UCL should the lighting fail and a building emergency occur. |
| **Specialist Lighting** | *Complete/ delete as appropriate* |

|  |  |
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| Heating and Ventilation | |
| System Description | Space heating is provided by…  Cooling is provided by…  *Provide a brief description on who can adjust the temperatures on the main controls and how to and when to do so; and details of zone and or local user control settings such as TRVs on radiators, and detail optimum settings for efficient operation.*  In winter, autumn and spring UCL will aim to maintain spaces at a temperature of 19 - 21°C while they are occupied. Both of these ranges are in line with guidance from the Chartered Institute of Building Services Engineers. |
| Time schedule | * *State the operational times, override/alternate settings.* |
| Temperature setpoints | * *State the maximum and minimum set points.* |
| Out-of hours operation | *Standard text – taken from H & C policy. Amend as appropriate*  Where significant levels of out-of-hours working is unavoidable, UCL Estates will work with departments to maintain a flexible approach. We have developed a form for these requests to assess the business need and the number of people that would like to work outside of our standard hours |
| A copy of UCL’s Heating, Cooling and Ventilation Policy is available at:  <http://www.ucl.ac.uk/greenucl/heating> | |

|  |  |
| --- | --- |
| Disabled Facilities | |
| **Locations of inclusive/ accessible facilities** |  |
| **Disabled Refuge System** | Disabled refuge points are located….  The panel is located behind the Ground Floor Reception desk allowing contact to the refuge points.  The panel can answer or call out by pressing the separate call switches and this is then indicated on the panel for that location.  Group or all call can also be selected for an audio conversation and the call is ended by replacing the master handset.  Each refuge area is equipped with an audio intercom panel which are photo luminescent with braille identification, vandal resistant, induction loop and tactile text. A call is made by pressing the large momentary push button. This will then illuminate the ‘call registered’ red led and initiate a conventional telephone call tone from the speaker.  Upon activation of the fire alarm the call assistance button will also illuminate. |
| **Accessible WC Call Assist** | Wheelchair accessible and ambulant disabled persons cubicles are equipped with an alarm system. To activate the system in each toilet, pull the cord within the toilet and the reassurance light on the pull cord unit is activated. The sounder and the light on the over door unit outside the toilet are activated intermittently and on the reset unit inside the toilet as well as the control unit. To reset the system an individual shall need to press the reset button on the wall in the toilet.  The specific toilet where the alarm has been activated will appear on the main control panel at Fosters Court. |

|  |  |
| --- | --- |
| Lifts & Escalators | |
| *Include details on the following information: provide location and number of mechanical lifts/ escalators and provide capacities of the lifts or escalators (also show lifts on floor plans above).*  *Provide a brief description on how to operate lifts/escalators with Emergency/stop button, information in case of fire, procedure in case of fault/failure, and call button/intercom.*  *Lift trapping release process details to be restricted to the O&Ms only as this can only be carried out by appropriately trained personnel* | |
| Lift numbers/ location |  |
| Lift Size |  |
| Standard operation | *Card access?*  *Standby operation?*  *Floors covered?*  *Firefighting lift?*  *Controls?*  *Accessibility (e.g. tactile buttons, voice announcers)* |
| In case of fault/ failure, call button/ intercom | *Reference to 24 hour availability of local staff being available to answer alarm and attend only.* |
| In case of fire |  |
| Fault reporting |  |

## Security

UCL Security is available 24 hours a day to assist all members of UCL and the general public with UCL related matters.

Website: <https://www.ucl.ac.uk/estates/our-services/security-ucl>

**In an emergency call 222 from any UCL phone.**

**Deaf staff/students should dial 51111 from an internal minicom/ textphone.**

For information on keeping safe in and around UCL please visit [Staying Safe @ UCL](https://www.ucl.ac.uk/estates/our-services/security-ucl/staying-safe-ucl).

|  |  |
| --- | --- |
| Emergency Contacts | |
| To contact UCL Security 24/7 | Call **020 7679 2108** or extension **32108** |
| To contact UCL Security in an emergency | **Call 0207 679 2222 or extension 222** |
| To contact the Police in an emergency | Call **999** |
| To contact the Police for a non-emergency: | Call **101** |

**UCL Security Services** provides the following key services:

* **Security Operations**
  + Deals with emergencies and criminal investigations
  + Provides 24/7 security response and patrol services
  + Monitors CCTV and alarms from the central UCL control room
  + Staffs the main gatehouses and receptions of some buildings on the Bloomsbury Campus
  + Offers advice and guidance regarding security/ personal security matters
* **Security Systems**
  + Provides ID / entry cards for students, staff and visitors to UCL. Access can be added to the cards for areas controlled by access control systems on most central campus buildings.
  + Installs and maintain entry card systems on most buildings.
  + Provides keys.
  + Provides advice on security matters involving all types of locks and the use of access control, including arranging the design and installation of master keyed lock systems.

| UCL Security Services | | | |
| --- | --- | --- | --- |
| **Mark West** | Security Manager | 020 7679 3343 (Ext:33343) | [mb.west@ucl.ac.uk](mailto:mb.west@ucl.ac.uk) |
| **Oliver Curran** | Deputy Security Manager | 020 7679 7788  (Ext: 37788) | [o.curran@ucl.ac.uk](mailto:o.curran@ucl.ac.uk) |
| **Mike Dawe** | Security Systems Manager | 020 7679 7735 (Ext:37735) | [m.dawe@ucl.ac.uk](mailto:m.dawe@ucl.ac.uk) |
| **Hayley Midwinter** | Security Systems Administrative Supervisor | 020 3108 1006 (Ext:51006) | [h.midwinter@ucl.ac.uk](mailto:h.midwinter@ucl.ac.uk) |
| **Grant Williams** | Technical Coordinator | 0207679 7826 (Ext:37826) | [grant.williams@ucl.ac.uk](mailto:grant.williams@ucl.ac.uk) |

|  |  |  |
| --- | --- | --- |
| Additional Contact Details | | |
| **General enquiries, including requests for keys** | 020 7679 2102 (Ext:32102) | [securitysystems@ucl.ac.uk](mailto:securitysystems@ucl.ac.uk) |
| **Enquiries regarding identity/access cards and changes to access rights** | 020 7679 3373 (Ext:33373) | [securitysystems@ucl.ac.uk](mailto:securitysystems@ucl.ac.uk) |
| **Enquiries regarding installing or changing locks** | 020 7679 3197 (Ext:33197 or 37790) | [estates.locks@ucl.ac.uk](mailto:estates.locks@ucl.ac.uk) |

**Building Access & Security**

|  |  |
| --- | --- |
| Building Access | |
| **Access Control** | Sample text:  The control system provides fully monitored perimeter protection to the building.  Access is granted via the presentation of a valid ID card to a proximity reader with locking via magnetic locks. Egress is by either the presentation of a valid ID card to a reader or by push-to-exit buttons.  Access control is to all levels including the Basement to all nominated doors and turnstiles and on the escape routes have a manual break glass in the event of an emergency. |
| **Audio Intercom** | Sample text:  The system enables visitors a means of notification & communication with the Security Operations via a two-way audio / visual system.  Intercoms are located at the Main Entrances to the Ground and Mezzanine levels and the main vehicle entrance. |

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| Entry/ exit procedure during normal working hours |
| *Provide details of the entry and exit procedure* ***during*** *normal hours and outside of normal working hours Include a list times for manual and automatic activation.*  Generally throughout the facility access gained to all controlled space(s) by presentation of personally-issued proximity card, pre-loaded with access permissions (UCL ID card).  Plantroom access is restricted and generally through proximity card again. |

|  |
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| Entry/ exit procedure outside normal working hours |
| *Provide details of the entry and exit procedure* ***outside*** *normal hours.* |

|  |  |
| --- | --- |
| Security System | |
| Type of security system | *Include details on the type of security system, times for manual and automatic activation, and which personnel are authorised to activate or deactivate the system* |
| Links to external organisation |  |

|  |  |
| --- | --- |
| Intruder Alarms | Times |
| Alarms off |  |
| Alarms on |  |
| Alarms on (out-of-office hours) |  |

# Emergency Information

UCL’s overall objective is to provide and maintain a safe and healthy environment for its staff, students, people we work with and for those who visit. Furthermore, UCL recognises that health and safety is an integral part of the way in which UCL’s activities are managed and conducted.

*This section should also include details of any local emergency arrangements such as specialised systems in the building that need to be referenced here such as nitrogen alarm systems or other emergency warning systems.*

|  |
| --- |
| Health and Safety documents |
| Information on UCL Safety Services can be found at: [**http://www.ucl.ac.uk/estates/safetynet/**](http://www.ucl.ac.uk/estates/safetynet/) |

## UCL Fire Safety Team

The UCL Fire Safety Team provides regulatory and practical Fire Safety advice to UCL management and staff, ensuring how best to meet relevant standards and practices. In addition, they are responsible for the day-to-day management of firefighting equipment, fire safety signage, implementation of Fire Risk Assessments, fire safety inspections and advice on new projects and refurbishments.

|  |
| --- |
| **UCL Fire Safety Team Contact:** |
| Web Page <https://www.ucl.ac.uk/safety-services/fire> |
| Email [fire@ucl.ac.uk](mailto:fire@ucl.ac.uk) |
| Report a Fire Incident – it is essential that all fires within UCL properties are reported regardless of their size. It is important for the UCL Fire Safety Manager to investigate fire occurrences to help establish any failures in communications or equipment, organisation systems and the possible cause. Furthermore, it is important statistically for insurance purposes and emergency planning to be able to monitor incidents or fire.  [Submit a Fire Incident Report](https://ucl.oshens.com/AIR2/Incbook/incbook_tab_begin.aspx) |

## Fire Evacuation Procedures

*Include details of procedure for calling the fire brigade and general fire safety information*

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| Fire emergency procedure |
| A specific **Emergency Plan / Fire Safety Handbook** is available to download under your building name or building number, which provides full fire safety and users information on the buildings fire arrangements:   * [www.ucl.ac.uk/estates/maintenance/fire/risk-assessments](http://www.ucl.ac.uk/estates/maintenance/fire/risk-assessments) * Note this info is on the Estates Intranet and required your ISD log on to access.   **Building users requiring support and assistance**  To assist in understanding the individual person’s emergency egress needs, UCL has developed a simple guide and assessment tool to be used by Heads of Department and their staff to provide an agreed strategy for emergency egress. The agreed procedures and responsibilities are formally set out in the form of a **Personal Emergency Egress Plan (PEEP).** |

## Building fire response and alarm system

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| --- |
| Type of alarm system |
| **General Fire Alarm Information:**  **Fire Alarm**   * A specific fire alarm information can be found in the **building Emergency Plan / Fire Safety Handbook** which is available to download under your building name or building number: * [www.ucl.ac.uk/estates/maintenance/fire/risk-assessments](http://www.ucl.ac.uk/estates/maintenance/fire/risk-assessments) * **Weekly Testing Alarm** – scheduled for weekly testing (see Fire Tech Note **TN062**) |

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| **Use of fire equipment** |
| Specific information on the safety precautions and use of fire extinguishing equipment is available in the form of UCL Fire Safety Technical Notes [web pages](http://www.ucl.ac.uk/safety-services/fire). |

## First Aid

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| --- | --- |
| **Calling for assistance – Emergency Contacts** | |
| To contact UCL Security 24/7 | Call **020 7679 2108** or extension **32108** |
| To contact UCL Security in an emergency | **Call 0207 679 2222 or extension 222** |
| To contact the Ambulance in an emergency | Call **999** |
| To contact the NHS for a non-emergency: | Call **111** |

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| **Emergency first-aid procedure** |
| *Provide a link to the list of registered first-aiders in the building (safety services will produce a list of first aider by building using the information stored on risk net) with, contact numbers and areas of responsibility, also include the level of first aid training (use of defibrillator if applicable). Also give the procedure on calling for assistance, for example, in an emergency – person collapsed, chest pain, difficulty breathing, or serious injury, or with an incident – person feeling unwell, a minor trip, fall or injury. Also provide a floor plan showing the location of first aid facilities or equipment.*  Sample text:  In the event of an emergency, it’s suggested to call 222 or 020 7679 2222 in the first instance. UCL is a complicated site and have a prearranged system with the emergency services for Security to get the ambulance or fire to the building in the quickest way. All support should go via the UCL Security Office.  A first aid box and AED defibrillator available from the Ground Floor Level reception. A list of trained first aiders will be displayed at points to be agreed within The Student Centre. The location of the signs will be agreed with Safety Services in Estates as well as the location and number of first aid boxes.  Some Library Services staff are first aiders, and all Security staff in the building are first aid trained. There is also cover for this for all of central campus. First Aiders primary function is to assess the severity of a problem – all medical related problems should be referred to a First Aider to assess.  The nearest hospital to The Student Centre site is University College Hospital (235 Euston Rd, Fitzrovia, London NW1 2BU), however it is crucial that injuries are assessed on site and an ambulance is called if needed. Injured people should not attempt to visit hospitals themselves without review with Library Services. All injuries should go via UCL Library Staff, Security and the First Aiders. Staff points are located at the main reception desk at Ground Floor Level, Library Office and information point on the first floor, as well as information point on Fourth Floor. |

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| **Minor injury/illness first-aid procedure** |
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# Building Utility and Environmental Information

## Overview of UCL Environmental Policy and Practices

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| **UCL Sustainability Strategy** |
| Environmental Sustainability is the responsibility of all members of the UCL community, including students, staff and persons working on our behalf. UCL 2034, UCL’s Institutional Strategy, sets out a clear vision for UCL, with sustainability embedded throughout the Principal Themes and Key Enablers of the strategy.  In addition, the separate UCL Sustainability Strategy has been developed with our community which celebrates and integrates the breadth of activity around environmental and social responsibility issues. Our headline pledges for 2024 are as follows:   1. Every student will have the opportunity to study and be involved in sustainability 2. We will increase our sustainability research, with increased focus on the Sustainable Development Goals 3. Our buildings will be net zero carbon, and by 2030, our institution will be net zero carbon 4. We will be a single-use-plastic free campus 5. We will reduce waste per person by 20% 6. We will create 10,000m2 of more biodiverse green space on campus   This Strategy supports UCL’s vision to become a leader in the field of sustainability through performing at the highest levels of excellence in multidisciplinary academic teaching and research; creating a culture of inspiration, innovation, action and trust, through engagement with its schools, faculties, departments and other stakeholders; and through the sustainable development and use of the estate. Further details are available at: <https://www.ucl.ac.uk/sustainable/change-possible> |

[](https://www.ucl.ac.uk/sustainable/change-possible)

## Energy & Environmental Management: Technical Information

***Not: Information in this section is aimed at non-technical staff and building/ facilities managers***

|  |
| --- |
| **Principal energy sources** |
| *Provide details on the main heating fuel and secondary fuel(s); gas/electricity supply; connections; suppliers etc* |

|  |
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| **Energy efficiency and renewables** |
| *Where available, provide details on energy efficient features and how much energy this building will potentially save compared to the typical equivalent standard building of the same type or compared to the energy usage before refurbishment.*  Sample Text:  Low carbon heat is provided by the District Heating Network through CHP engines.  Around 400m2 of solar (photovoltaic) panels are installed across the roofs of the Student Centre and Bloomsbury Theatre.  Ground Source heat pumps utilise two bore holes in the Basement of The Student Centre and a single recharge bore hole in the Physics yard. These are linked to a series of heat pumps using the ground water providing low grade heat energy for the secondary heating medium at low temperatures and feeds all space heating elements including the trench heaters and underfloor heating via plate heat exchangers. |

|  |  |
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| **Building Energy Management** | **Photos** |
| UCL operates an Energy Management System certified to ISO 50001.  *Provide an overview of how energy and environmental conditions are controlled within the building - e.g. via a BMS. (Specific information on mechanical and electrical systems is included separately below.)*  Sample text:  This building is controlled by a building management and natural ventilation system which maintains spaces at a comfortable temperature by monitoring live data from sensors on each floor.  Requests for adjustments to the system should be submitted to the Estates Customer Helpdesk:  <https://www.ucl.ac.uk/estates/customer-helpdesk> |  |

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| **Utilities Metering and Monitoring** |
| * *Provide information on metering/ sub-metering provision and monitoring* * *Where available, make reference to live energy consumption being available online (Fabriq platform)*   Please note that energy bills are paid centrally: any communications relating to energy bills, disconnection notices etc should be forwarded to UCL Estates (Energy Team):  [Estates.Energy@ucl.ac.uk](mailto:Estates.Energy@ucl.ac.uk) |

|  |  |
| --- | --- |
| **List of certificates and reports** | **Location** |
| Display Energy Certificates | On public display in reception |
| TM44 Air Conditioning reports | Held by UCL cooling services contractor |
|  |  |

***Include Display Energy Certificate where available (contact*** [***Estates.Energy@ucl.ac.uk***](mailto:Estates.Energy@ucl.ac.uk)***)***

## Mechanical

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| --- |
| **Heating and Cooling** |
| Sample Text  Heating and cooling in the spaces is provided by ceiling mounted Fan Coil units. These are controlled through wall mounted temperature sensors. They can be adjusted according to the use of the space to keep the temperature at the temperature it has been set to.  Should the heating or cooling fail please contact the FM team. This will also notify on the BMS system.  Information on UCL’s policy for heating and cooling spaces can be found here <http://www.ucl.ac.uk/greenucl/heating>  Controls:  The space temperature sensors monitor the area in which they are located and are linked back to the Building management system front end computer within the Medawar Building where the set points can be controlled. |

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| **Ventilation Strategy** |
| Sample Text  Fresh air and extract is utilised within the space via Variable Air Volume Boxes. These are automatically controlled via space CO2 sensors, and will only operate once a certain level of CO2 is reached.  The Natural Ventilation sensors monitor the area in which they are also located and are linked back to the Window Master front end computer located in NSC Level 02 Comms Room where the set points can be controlled.  Should the ventilation fail please contact the FM team. This will also notify on the BMS system. |

## Electrical

|  |  |  |
| --- | --- | --- |
| **Outlets for General Power** | | |
| Small Power Outlets | A range of fittings have been used throughout the building dependent upon the area to which they are installed.  Generally, these are Metclad units in plantrooms and risers with white units to match with Dado / skirting trunking.  External areas have sealed units for protection against water ingress.  The blue commando units are only for final connections to data cabinets and the like and are not for general end user use. |  |

## Communications/ Networking

*Provide information on the telephone system and operational procedures needed. And also provide information on the computer system used and include whether connectivity by Ethernet, or wireless and whether access is via intranet, extranet, internet.*

|  |
| --- |
| **Communication procedures and policies** |
| Use standard info – how to use VOIP phones    Link to relevant section on ISD |

|  |  |
| --- | --- |
| **Computer system connectivity** | |
| Ethernet | Wireless |
| Desktop@UCL PCs  Print@UCL MFD’s | Eduroam |

|  |
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| **Company network options** |
| Wireless - UCLGuest |

# Water Management

## Water Strategy

*Provide information on the water supply and management strategy, water metering, sub-metering and monitoring (BMS linked?) and water saving/recycling features such as recycled grey water, and rainwater harvesting. Provide a description of internal and external landscaped areas, irrigation system/hand watering/plants and reliance on natural precipitation only.*

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| **Water supply and management strategy** |
| Sample text:  The incoming water main enters from Gordon Street into level B1 plant room, serving the Category 1 and 5 water break tanks and the drinking water points. There is also a designated supply branch from the incoming supply to the sprinkler water storage tank.  Leak detection monitors the incoming mains water supply between the site boundary meter and the meter in the plantroom, this is monitored by the BMS system.  The potable domestic water supply around the building serve the WC areas, basement ablutions and changing rooms with a sub-metered supply to the café. The water supply to the WC areas each have a PIR activated solenoid valve to isolate the water supply when the toilets are not in use.  The Category 1 system consists of two separate break tanks serving the packaged cold-water booster set which serves the HWS plant and all non-potable supplies like showers and WC’s.  The Category 5 system consists of a single packaged break tank with the packaged booster set and serves the pressurisation units for the heating and chilled water systems.  Isolation valves are on the system throughout to isolate all items of plant and equipment and on sub-circuits to facilitate maintenance. |

# Materials & Waste Management

## Sustainable Procurement

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| **Materials Purchasing Policy** |
| UCL is committed to [responsible procurement](https://www.ucl.ac.uk/procurement/sustainability), where environmental, social and financial considerations are factored into purchasing decisions. This includes use of reused furniture, AV equipment wherever possible.  We're working towards achieving Gold certification in the Responsible Procurement Code. To achieve our ambition, we will:   * Increase engagement with our suppliers - through launching the Net Positive tool, developing tailored action plans for all suppliers. This will address Modern Day Slavery in our supply chains. * Develop a circular economy model – where reuse, repair and recycling is embedded into our procurement strategy. * Up-skill UCL staff in sustainable procurement– by utilising the expertise of both the procurement and sustainability team, we are developing training for procurement staff so they can make responsible choices. * Ensure sustainability is considered in ALL purchases – primarily through contributing to tender specifications, developing policies and processes and creating buying standards. * Monitor procurement for sustainability risk and opportunity, to prioritise action accordingly -we have performed a Defra prioritisation exercise, which evaluates UCL's spend and identifies focus areas. Our NETpositive tool means we are addressing risk down our supply chains.   buying recycled productsContact Sustainable UCL for guides and advice on embedding responsible procurement into your procurement/ purchasing decisions:  [www.ucl.ac.uk/sustainable/](mailto:green-ucl@ucl.ac.uk) |

## Waste Management

Reducing waste and making sure waste materials are recycled are essential parts of creating a more sustainable UCL. We currently recycle around 65% of our waste and have a target to ultimately increase this to 85%; however, it will require effort from everyone, staff and students, to make this happen.

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| **Building Recycling Facilities** |
| *Include information about the recycling facilities used in the building, such as the use of bins, shredders, and compactors.*  *Also include information on the use of recycling strands, such as paper, cardboard, plastic, cans, glass, and batteries.*  *Describe the location of recycling collection points, and provide a timetable for collections and contact details for special arrangements.* |

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| **Waste Streams** | | |
| Internal bins are supplied for disposal of Recycling, General Waste and batteries. Other wastes have specific waste disposal routes and more information can be found here: <https://www.ucl.ac.uk/greenucl/what-we-do/waste-and-recycling>  Bins are emptied daily by the cleaning team.  At [name of building], a three-stream waste system is operated, divided into the following: *[amend as appropriate – e.g. some buildings do not operate separate food waste collection]* | | |
| **Mixed recycling**  Labelled GREEN, these bins are for almost all dry, food-free, materials. These materials are sorted off-site to ensure that the highest possible amount of recyclable material is retained.  Use these bins for: | | |
| * glass * paper * card * cans | * cartons * plastic bags * plastic containers |  |
| **Non-recyclable**  Labelled BLACK, these bins are for non-recyclable items like food packaging contaminated with liquids or food. These materials are incinerated and the heat they produce is used to generate energy.  Use these bins for: | | |
| * Contaminated packaging * Chewing gum | * Wet items * Polystyrene * Crisp packets |  |

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| **Food only**  Labelled ORANGE, these bins are for all food products, whether cooked or uncooked. These materials are taken off-site and broken down using an anaerobic digester.  Use these bins for: | | |
| * fruit and vegetables * meat and fish * tea bags and coffee grounds | * bread * dairy products * rice, pasta and beans * eggs and eggshells |  |
| Additional storage bins are provided, where required, for specialised waste streams such as timber, plastics, glass, metal and vegetable oils.  *Battery recycling?*  Waste is collected from internal areas of the building by the cleaners and taken to a dedicated storage area to await pick up by the waste management contractor (Suez). *Check building specific arrangements.*  ***Do you have items which could be reused within UCL or elsewhere?***  UCL Estates have an online equipment/furniture/resource reuse and management system called WARPit.  WARPit is an easy to use online portal which provides a platform for UCL to redistribute (give, loan or share) resources legally and conveniently within UCL and beyond. The tool makes it easy for staff to find others with spare items, reducing procurement spend. It also makes it easy for staff who are disposing of items to find new owners, saving on waste disposal.  The tool facilitates significant savings on purchasing and waste disposal costs, as well as avoiding landfill and carbon emissions.  WARPit works with furniture equipment or any resource, including fixtures and fittings, electrical, books, stationery, lab equipment, technical equipment etc etc.  To access WARPIt use the following link: <http://www.warp-it.co.uk/UCL> | | |
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| **Contact details** |
| Additional information on UCL waste management and recycling is available at:  <https://www.ucl.ac.uk/greenucl/what-we-do/waste-and-recycling>  For requests for special waste collections and etc., please contact the Helpdesk: <https://www.ucl.ac.uk/maintenance-service-requests/>. |

# Transport Facilities

## Cycling and Changing Facilities

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| **Cycle Parking** |
| Getting around London by bike is often quicker than both driving and public transport.  It's also extremely low-cost, healthy and reduces your contribution both to local air pollution.  Information on UCL facilities for cyclists, including parking spaces and showers, is available at: <http://www.ucl.ac.uk/cycling/maps-and-facilities>  These pages also include guidance on safety and security. |
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| **Cycle parking facilities at [Name of building]** | |
| Sample text:  There are 96 covered and secure bicycle spaces provided on site. These are situated to the rear of Campbell House west gardens which can be accessed from Taviton Street.  *Include the following information:*   * *Is the space internal or external?* * *Type of stand.* * *Is there space for any adapted cycles?* * *Note if access routes include any steep gradients.* | Sample Photo:  20170424_144518 |
| **Bikes are left at your own risk and you are responsible for security (i.e. locking and insurance).** | |

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| **Showers and Changing Facilities** |
| *Where present in the building, include information on the number and location of shower, lockers and changing facilities.*  *Otherwise:*  The nearest available shower facilities are located at…  General information on UCL changing facilities including parking spaces and showers, is available at: <http://www.ucl.ac.uk/cycling/maps-and-facilities> |

## Public Transport

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| **Public Transport Options** |
| UCL’s Bloomsbury Campus is located in central London and close to a number of major transport hubs, including easy connections to Heathrow, Gatwick, Stansted, Luton and London City airports.  To plan your journey to UCL, including walking and cycle routes, visit [www.tfl.gov.uk](http://www.tfl.gov.uk) or download the ‘Citymapper’ app - <https://citymapper.com/london>  For passengers requiring assistance, a turn-up-and-go service is also available on London Underground, London Overground and at some TfL Rail stations. Further information is available at: <https://tfl.gov.uk/transport-accessibility/help-from-staff>  National Rail Enquiries provides up to date travel information at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) |

## Car Parking and Accessibility

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| **Car Parking Provision** |
| UCL does not generally provide any car parking for staff or students on or around the Bloomsbury Campus.  Visitors with mobility problems can reserve a free space for the day of their visit. Requests must be made three working days in advance. (The parking spaces are in Woburn Square and in a service road that runs off Russell Square). This is available via [UCL’s Customer Service Helpdesk](http://www.ucl.ac.uk/estates/maintenance/customer-services/)  Street parking is managed by Camden Council, one of the four central London boroughs in which the "blue badge scheme" does NOT apply fully. Unless your blue badge was issued by Camden Council, you are restricted to using designated blue badge parking bays. (Note: there is such a bay, for three cars, outside 20 Bedford Way) |

# Catering

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| **Catering, refreshments and public amenities** | |
| *Describe building catering facilities/ suppliers.*  *Include information on facilities accessible to wheelchair users.*  Sample text:  The building is provided with a large café seating 134 at level 03, providing hot and cold food and drinks from a servery. In addition to this, students have the use of food preparation areas with instant hot water taps on both basement levels and on level 03, with vending machines for food and drink included in two of these areas.  Staff using the building have dedicated teapoints on level 01 and the upper basement level, with a further teapoint for use by staff and students using the Wellbeing Area that forms part of Student Services. | |
| *Photo?(delete if not required)* | *Photo?(delete if not required)* |
| UCL also provides a central booking service.  Details of how to place an order for hospitality is available at:  <http://www.ucl.ac.uk/estates/catering/> | |

# Refit and Rearrangement Considerations

* *Project team to provide details*



# Reporting Provision

## Reporting Procedures

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| **Building User Group** |
| *Provide contact details/ information about any building user groups (delete if not applicable).* |

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| **Customer Services** |
| UCL Customer Services offer a wide range of services including the creation of reactive work orders; processing of project requests; the UCL Switchboard; management of the centrally bookable spaces; events and conferences; creation of the teaching timetable.  To specify your reactive service request please use the [Service Request Form](http://www.ucl.ac.uk/maintenance-service-requests/). Works that are not reactive should be sent to us using the [Project Request Form](https://www.ucl.ac.uk/estates/projects/).  If you are chasing up a non-urgent work order or you need general advice you can email us at [efdservices@ucl.ac.uk](mailto:efdservices@ucl.ac.uk) or for urgent matters please call us on extension 30000 (020 7679 0000 externally).  The Customer Services Team is located on level 1 of Bidborough House and open from 8am to 5pm daily Monday to Friday. |

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| **Emergencies** |
| If there are any emergency requests 'out of hours' please contact the Communications room on extension 33333.  Deaf staff/students should dial 51111 from an internal minicom/ textphone. |

## Responsible Parties

|  |  |  |
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| **Department** | **Contact information** | |
| **Facilities Manager** | **Name:** |  |
| **Telephone:** |  |
| **Email:** |  |
| **Facilities Maintenance Manager** | **Name:** |  |
| **Telephone:** |  |
| **Email:** |  |
| **Administration Manager** | **Name:** |  |
| **Telephone:** |  |
| **Email:** |  |
| **Health & Safety Officer** | **Name:** |  |
| **Telephone:** |  |
| **Email:** |  |
| **Reception (Help Desk)** | **Name:** |  |
| **Telephone:** |  |
| **Email:** |  |

# Training

## Compulsory Training

*This should include training details on the following information: site induction for new employees (building users/occupants), visitors, and contractors. Provide specialist training for selected personnel in air conditioning and heating, lighting and control, water waste management and recyclable procedures. Also include training for emergency procedures, including general aspects covered in site induction, with specialist training for selected personnel such as fire, first aid and lift failures*

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| **Site Induction** | |
| **Visitors** | Sample text:  Visitors will be escorted by a member of UCL staff.  Contractors are required to have a permit to work in place before conducting any maintenance or construction works, with associated RAMS approved by UCL Estates. |
| **New Staff** | Core Mandatory LearningListed below are the mandatory courses UCL staff need to complete. Staff will need to sign into Moodle (UCL’s eLearning environment) using their allocated UCL username and password to enrol. Staff may also wish to inform their line manager once they have completed each course. Training consists of:  * [Staff Online Diversity Training](https://moodle.ucl.ac.uk/enrol/index.php?id=29783) * [Unconscious Bias Training](https://moodle.ucl.ac.uk/enrol/index.php?id=29817) (Please use enrolment key 12345) * [Green Awareness UCL](https://moodle.ucl.ac.uk/course/view.php?id=21831) * [Freedom of Information](https://moodle.ucl.ac.uk/course/view.php?id=4585) * [Information Security](https://moodle.ucl.ac.uk/course/view.php?id=35689) * [Safety Induction](https://moodle.ucl.ac.uk/enrol/index.php?id=38969) * [General Data Protection Regulation (GDPR) training](https://www.ucl.ac.uk/legal-services/ucl-general-data-protection-regulation-gdpr/gdpr-online-training)   As part of the safety induction, the following must also be undertaken (as at <https://www.ucl.ac.uk/safety-services/fire>):   * Basic Fire Safety (e-learning) * [Building Fire Familiarisation (TN086)](https://www.ucl.ac.uk/safety-services/fire/documents-tn/tn-086.pdf)   For further information, please see:  <https://www.ucl.ac.uk/human-resources/learning-development/mandatory-learning>.  Mandatory training will also be provided for all new and moving staff, this includes:   * UCL online introduction * HR introduction * H&S induction training * Online fire evacuation training * Physical fire walk of building, including any specific access considerations * IT training with Library IT Team, including Library Management System * Training on ISD-supported services including multifunctional devices (MFDs), laptop loans and smart lockers * Departmental cross-training in FAQs with Student and Registry Services and ISD |

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| **Specialist training for building services** |
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| **Emergency Procedures** |
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## Additional Training

*This should include training details on any innovative/energy saving methods or equipment and training for general internal/external projects aimed at meeting areas of corporate social responsibility.*

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| **Additional Training** |
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# Additional Section A (delete if not required)

*Use this section for any additional/ specialist building-specific information (e.g. lab-specific information/ operational procedures).*