A GUIDE TO AGILE WORKING

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1. Welcome message from Fiona Ryland

This guide is available online and to download at:
www.ucl.ac.uk/agile-working

WELCOME!

Agile Working helps us to work towards becoming 'One PS'.

Two key aims of the unified Professional Services vision are that we become one community, and recognise a shared identity.

For those of us working in agile areas these protocols will:

- Enable collaboration between teams, by having the ability to easily move around the agile space and feel like one community.

- Promote great behaviours and standards, which will contribute towards building a shared identity.

- Guide us to work towards a common vision of how we want to operate, so that we can work on the big challenges and opportunities together.

Fiona Ryland, Chief Operating Officer - UCL

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PART A:
STANDARD PROTOCOLS
FOR ALL AGILE AREAS

THE PRINCIPLES OF AGILE WORKING

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The principles of Agile Working are for staff working across different divisions interacting within a shared space, in a designated agile building.

- Due to the nature of the range of roles within teams, the agile environment caters for different ways of working. Some staff will be more agile than others and, as such, individual workstations are unallocated (unless there is a specific need).
- However, divisions have been allocated designated zones and staff should work within these wherever possible. If divisional space is unavailable, staff may use touchdown or vacant agile desks within the building.

- **If you are going to be absent for two hours or more the desk should be completely cleared and left available for other staff members to use.** If you are using the desk all day, it must also be cleared when you leave.

- Various touchdown areas, with power, are provided for people who need space for a short period of time. They do not have monitors and are not for prolonged use.

THE PRACTICALITIES

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Name tags
• Name tags are provided for all staff members which should be placed in the plastic holders on the monitors. Place your name tag in the holder provided on top of the monitor when you sit at a desk and remove it when you leave for the day. This helps people to locate you in the office.

Phone
• Log in and out of your phone each day — see page **9**.

Storage
• Working papers and files should be placed in cabinets allocated to your team when you leave the office. Personal items, including laptops and locker boxes, should be placed in your personal storage locker (laptops can be taken home if needed).

Confidential Waste
• Any paperwork that is of a sensitive nature should be disposed of confidentially via the confidential waste consoles on each floor, which are emptied monthly. If you wish to schedule an additional collection raise a [Service Request](#) via the Estates website.

MINDFULNESS

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Noise
- Be respectful of other users, do not use booths/desks for participating in conference calls.
- Be sensitive to people working at desks when waiting to access meeting rooms.
- Refrain from having long conversations at desks/touchdowns, and if your conversation is of a personal nature please move to the kitchen or communal area.
- When working at a desk, touchdown, or booth your mobile phone should always be set to vibrate or silent, and your laptop muted.

Using booths for meetings
- Booths should be used for fairly short (one hour max), non-confidential informal meetings for up to four persons. For this reason, don't use booths to eat your lunch or use as a desk. See page **16** for information about meeting rooms and etiquette.

Food
- Hot food should be prepared and eaten in a kitchen, refrain from eating strong-smelling food at desks. See pages **22-23** for information about kitchen and tea points.

COMMUNICATION & COLLABORATION

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Outlook Calendar
- Ensure your calendar is up to date at all times, including when you are offsite.
- Calendars should be open so that others can view, this also helps us meet our duties to ensure your safety. The 'Private' facility can be used for confidential, sensitive or personal appointments.

Microsoft Teams
- Microsoft Teams is available to all staff members and provides enhanced tools for remote communication and collaborative working.
- You can use Microsoft Teams as an instant message tool or post a question on a team site for others to respond to.
- You can book or join a Microsoft Teams meeting from anywhere with Wi-Fi using your laptop and standard headphones.

Training
- You can find online reference guides and training on the ISD website.

THE AGILE WORKSTATION

The number of desks per floor is determined by the fire safety capacity of each building and comprise of standard, height adjustable and touchdown benches.

Non-standard desks
• The *height adjustable desks* (found on every floor of the building) can be moved up or down using electronic controls. Feel free to use these if you would like the opportunity to vary between sitting or standing throughout the day, or if you have a specific DSE requirement.
• The *touchdown bench* is non-adjustable, and is provided with power only; these desks are generally for short-term use only.

Chairs
In the Agile environment there are a number of ergonomic chairs which have been obtained for individuals with specific DSE requirements.
• Please do not use chairs that have name tags, unless no other chairs are available.
• Do not adjust chairs with name tags on as they may be set specially for the individual.
• It's fine to swap for a general use chair from another desk if you need to make adjustments.
• If you experience any DSE-related issues, complete a DSE Assessment in the first instance.

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THE AGILE WORKSTATION (continued)

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Monitors
- The standard agile set-up provides dual monitors, these are connected into the port replicator (also known as the docking station).

Port replicators
- Connected to the port replicators are the monitors, keyboard, mouse, USB cable, power and ethernet cable.
- **Please do not unplug any cables from the docking station or alter it in any way.**

Power sockets
- Sockets are available on the desk should you need to plug in chargers etc.

Hygiene and cleanliness
- Clean desks and phone handsets before/after use, using antibacterial wipes provided.

If you have an issue with any IT equipment or something is broken please see your local IT representative or contact the [ISD Service Desk](#).

PRINTING

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print@UCL

- Printing is via print@UCL, and printers are located a several points on each floor.
- Some departments may have specialist printing requirements and have designated machines on their floor e.g. a plotter printer.

- Toners and consumables are automatically ordered by print@ucl printers when required, these are delivered addressed to the nominated print representative for that machine.
- Paper is ordered locally within the division.

- Report any problems to your print representative or call the ISD helpdesk on x25000

- You can find further information about [Print@UCL](#) on the ISD website.

Bear in mind UCL's commitment to Sustainability, only print if absolutely neces-
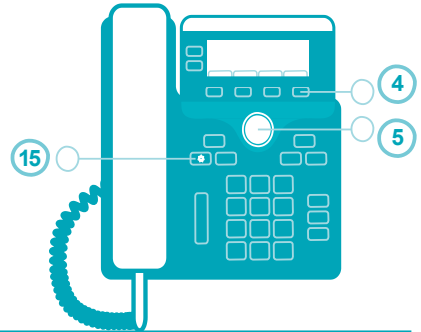
PHONES

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How to log in to your phone:

- Press the *Applications* button **15**

- Using the *Navigation Bar* to scroll down, use the button in the centre of the bar **5** to select *Extension Mobility*

- Enter your UserID (ucxxaaa) using the number keys

- Scroll down again and enter your PIN (e.g. 12345)

- Press the *Submit* softkey **4**

How to log out:

- As above, click **Yes** when offered to log out

Don't forget to log in and out of your phone each day.

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VOICEMAIL

Accessing voicemail

- From the phone, press the messages button ☎ and follow the voice prompts.

- You can also access your voicemails online when you are away from the office or from your mobile by dialling **020 7679 7000**.

- Ensure that your recorded greeting is up to date, that you change your greeting when out of the office and you regularly clear your messages.

- Instructions on transferring calls, conference calling, call forwarding, listening to voicemail online and other features are available on the [ISD website](#).

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PART B:
MAPLE HOUSE
BUILDING INFORMATION

LONDON'S GLOBAL UNIVERSITY

FIRE SAFETY

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In the event of an emergency, leave the building via the 2 fire escape routes (main stairs and back stairs) and proceed to the assembly point in front of the University College London Hospital.

If you discover a fire don't tackle it: activate the nearest break-glass point.

Fire Evacuation Marshals
• Each floor has designated Fire Evacuation Marshals (FEMs), who will help evacuate in the event of the fire alarm sounding. Familiarise yourself with your divisional FEM by checking the Responsible Persons Register on UCL's riskNET system.

Fire Safety Briefings
• Each staff member should have been shown fire exits for the whole building and informed of safety procedures as part of their *Fire Safety Briefing* on/around Day 1.
• You will be asked to complete, sign and submit a Local Induction & Familiarisation Form (TN086). If you haven't completed this please contact your Departmental Safety Officer (DSO).

FIRST AID

In the event of a medical emergency, dial '222' on any internal phone and alert the closest First Aider.

First Aiders
- Each UCL building requires a recommended number of First Aiders, contact details can be found on notices by each of the core lift lobbies.
- Alternatively these staff can be found on the Responsible Persons Register on riskNET. In addition, all reception security staff should be trained in first aid.

First Aid kits
- There should be kits in kitchens and communal areas, these are primarily for First Aiders to use when treating an incident. If you use an item from the kit please inform a first aider on that floor so that stock levels can be maintained.

Reporting
- All accidents and incidents (including near misses) must be reported online.

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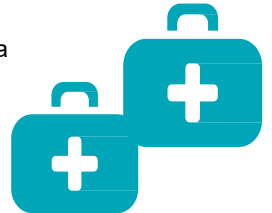
ACCESS

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Main entrance
• The main entrance on Tottenham Court Road is open, and staffed, during office hours which are 8am-6pm Monday to Friday.

Floor access
• Both during office hours and out of office, the main door can only be accessed using an ID card.
• Outside of office hours and weekends you might need special access enabled for your card by UCL Security.
• Staff and contractors who require access, and fall outside of teams based in the building, can request this via their departmental administrator.

VISITORS

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Visitors
• If you are expecting visitors, advise the departmental administrator. Please provide their name, expected arrival time, and instructions on what to do when the visitor arrives.

External visitors
• All external visitors will be required to sign in at reception at ground floor on arrival and departure.

Internal visitors
• UCL staff are permitted to access the building without signing in. If you are expecting an internal visitor ensure you have give them clear directions as to where to find you.

General assistance
• Staff should not let people into the office out of hours if they do not have a UCL ID.

POST & COURIERS

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UCL deliveries & collections
• Post is delivered to/collected from each division twice a day:
• morning 9.30am to 10am
• afternoon 2.30pm to 3pm
• 4pm (collection only)

Post distribution
• Incoming post is distributed with the division via local arrangements, speak to your administration team if you have any queries.

Couriers
• Courier deliveries throughout the day will be directed to the relevant location/floor within the building where departmental administration teams will receive and, where necessary, sign for items.
• If you are expecting large deliveries, please let your colleagues and reception know in advance.

BUILDING FACILITIES

MEETING ROOMS

There are meeting rooms of varying sizes: you should book a room that is appropriate to the size of your meeting, and cancel rooms if they are not required.

Bookings
• Meeting rooms on all floors can be booked via Outlook by any PS staff member whose division is based in the building.

Meeting room etiquette
• If a booked room is not occupied within 15mins of the booking start time it is deemed to be available, and meetings shouldn't over-run so as not to hold up the next occupants.
• Be mindful of staff working at surrounding desks when waiting outside a meeting room.
• When vacating a room:
  • ensure that it is tidy and cleared of all mess (papers, catering items etc.)
  • ensure that chairs are placed in position ready for the next users (refrain from taking chairs from other rooms as this inconveniences others)
  • unless the room has automatic lighting, turn off the lights.

OTHER MEETING SPACES

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There are various non-bookable booths areas on the floor, equipped with AV facilities.

- The booths are for non-confidential meetings up to an hour, available on a first come first served basis.
- As the demand on meeting rooms is high, it is recommended that meetings of up to four people, including 1:1's where possible, should take place in booths.
- Conference/video calls are not permitted in booths, for private telephone calls there are two non-bookable telephone booths on the 3rd floor that are available for use.

Be mindful of noise when using these areas, and ensure you tidy up and switch off screens (in booths) and put cables away after use.

EQUIPMENT IN MEETING SPACES

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AV & Telephones
• Meeting rooms and booths are equipped with AV facilities.
• The ability to teleconference is also available in meeting rooms.

Connecting
• *Booths*: laptops can be connected directly via an HDMI or Display Port cable, use the remote control to turn on the screen.
• *Meeting rooms*: laptops can be connected either via cables or via AirMedia*
• Do not unplug any cables or remove any equipment from any meeting spaces.

If you experience any issues with any of the AV or telephony equipment, contact the [ISD Service Desk].

*Full instructions on the use of AirMedia can be found inside the meeting rooms.

BUILDING ENVIRONMENT

LIGHTING

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Office
- The main office overhead lighting is controlled by a central programme which takes into account the time of day and indications of the presence of people.
- It is not possible to manually adjust these lights, if you need lighting to be altered this can be arranged via Estates.

Meeting rooms
- There are 2 types of lighting in the meeting rooms:
  - 1) Lighting on a local control, which can be switched on and off. The lights also switch off automatically if not in use for a period of time.
  - 2) Lighting on a sensor, which is activated when people enter the room.
- If the room has manual controls, please switch off when you vacate.

If you have any lighting issues, raise a [Service Request](#) via the Estates website.

HEATING/COOLING & VENTILATION

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Heating & cooling
- Heating and air conditioning are centrally programmed on a building management system.
- If there is a persistent issue with air temperature in your local area, raise an Estates [Service Request](#).

Ventilation
- Office windows do not open anywhere in the building, the ventilation system circulates fresh air throughout the building.
- Fans and heaters are not permitted in the building unless an ergonomic request has been approved.

Wellbeing tip: Staff are encouraged to take a walk at lunchtime to take a break from the office and go out in the fresh air!

TOILETS

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There are two types of toilets in the building, please raise an Estates [Service Request](#) if you experience issues with any of the toilets.

Main male / female toilets
• Located next to the main staircase on each floor.

Accessible toilets (also unisex)
• Located adjacent to Ground floor reception area.

Cleaning
• The toilets are cleaned each morning, and supplies stocked up by the Janitor daily.

BUILDING AMENITIES

KITCHEN

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Kitchen
• There is a main kitchen at the end of the open plan office.
• It is equipped with microwaves, fridges, a dishwasher and hot/cold filtered water.

Cleaning & Servicing
• This area is cleaned but there is no service to load and unload the dishwashers, please ensure local arrangements are made within the department.
• Staff in local areas should also ensure that out of date food is removed from the fridge.
• Similarly, local arrangements should be made to clean the fridge regularly by logging an Estates Service Request.

If there are issues with any equipment, inform Estates via a Service Request.

KITCHEN (continued)

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Food
- Hot food should be prepared and eaten in the kitchen, please refrain from eating strong-smelling food at desks.
- Please don't eat lunch in booths, and take care with drinks around the equipment.

Supplies
- Personal food and drink items can be placed in the fridges, drawers and cupboards if clearly labelled.
- Local arrangements should be in place to order and supply sundries such as tea/coffee and milk.

Noise
- Although the kitchen is a communal and social space, try to keep conversational noise to a minimum so as not to disturb staff working on nearby desks.

GARDEN

Location & accessibility
• The garden is located on the 1st floor and is available to all staff.
• It is accessible through the door next to the lift lobby.

Usage
• The garden can be used to eat your lunch or just take some time out of your day to relax.
• Please note it is **not** an alternative meeting space.

If you are interested in taking part in UCL Sustainability activities, visit the [Green UCL](#) website.

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