A GUIDE TO AGILE WORKING

CONTENTS

1. Welcome message from Fiona Ryland

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

WELCOME!

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Agile Working helps us to work as '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 buildings 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

PROFESSIONAL SERVICES AGILE WORKING GUIDE

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 page **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.

PROFESSIONAL SERVICES AGILE WORKING GUIDE

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 desks/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 desks/benches* are non-adjustable, and are 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.

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.

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:
ST MARTIN'S LE GRAND
BUILDING INFORMATION

FIRE SAFETY

In the event of an emergency, leave the building via the main doors leading to St Martin's le Grand or the back entrance leading to King Edward Street.

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.

Safety Induction
- Each staff member should have been shown fire exits for the whole building and informed of safety procedures and other useful safety advice and guidance as part of their *Safety Induction* within the first week of starting.
- Following your induction 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).

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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 posted around the office and near the first aid boxes.
- Alternatively these staff can be found on the Responsible Persons Register on riskNET. In addition, all reception security staff are trained in first aid.

First Aid kits
- There are 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 of the Office Manager so that stock levels can be maintained.
- There is a defibrillator at SMLG located at the west end of the office adjacent to the lockers.

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

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ACCESS

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Staff should show their ID cards to Security as they enter the building.

Entrances
- The building is provided with on-site security staff 24 hours a day all year round.
- The main reception hours are 8am-7pm Monday to Friday.
- Doors are access controlled at all times.
- ISD staff will need an additional access card to get into the building.

Floor access
- The UCL floor is accessible from Monday to Sunday from 6am-11pm.
- Outside reception hours, UCL staff can enter the building from the West Entrance at 1 King Edward Street.

Security
- Building security can be contacted on +44 (0)203 675 4371/4372 or via email security.control@1Stmartins-le-grand.co.uk

VISITORS

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External visitors
- All external visitors must report to the main reception within reception hours (8am-7pm, Monday to Friday).

- Reception will require notification via email to reception@1smlg.co.uk or 020 3675 4373.

- The visitor will need to be collected from reception and escorted to the main floor in order to gain access.

- Details of visitors (i.e. contractors) requiring access outside business hours will need to be supplied to security (individual names, company, vehicle details) - please give at least 24 hours notice.

Temporary access
- If your visitor will be visiting for a long period, a temporary access card can be provided so they can access the toilets. Please see your local administration team.

POST & COURIERS

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UCL deliveries & collections
• Post is delivered/collected Monday-Friday between 3.30pm and 4.30pm in the designated postal bay behind the meet and greet area.

Post distribution
• Standard letters and internal mail are sorted alphabetically into the pigeon holes located in the print station near the main entrance.

Couriers
• If you have a courier delivery or parcel to collect you will be notified via email the same day. These should be collected from the loading bay with appropriate ID.
• Large deliveries should be pre-booked with security by emailing security.control@1stmartins-le-grand.co.uk (vehicle details will be required for parking in the loading bay).

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 on the main office floor, equipped with AV facilities.

- These 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.

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, booths and project areas 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 after you have contacted the Office Manager.

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.
- There are no local controls of air temperature anywhere in the building.
- 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

There are two locations on the first floor for access to toilets.

Location #1 - Male / female toilets
• Located opposite Newgate meeting room.

Location #2 - Male/female toilets and wheelchair access
• Located behind east kitchen, through the double doors.

Cleaning
• The toilets are cleaned each morning and throughout the day by the onsite cleaning team.
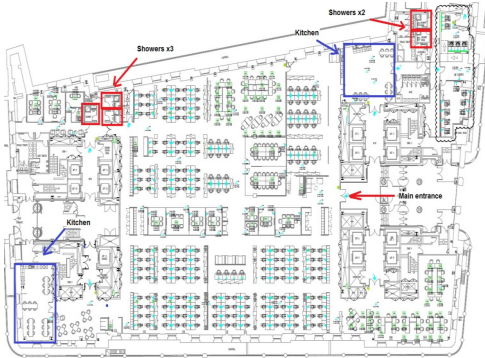
Please email maintenance@1smlg.co.uk to report any faults.

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SHOWERS

Shower rooms

- There are 5 individual shower rooms at 1SMLG.

- If there are any issues with these showers raise a maintenance request by emailing facilities@1smlg.co.uk, leave a note to let others know it has been reported.

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BUILDING AMENITIES

KITCHENS

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Kitchens
- There are two communal kitchens based on the main floor plate at SMLG.
- Personal food and drink items can be placed in the fridges, drawers and cupboards if clearly labelled.
- Local arrangements are in place to order and supply communal sundries such as tea/coffee and milk.

Cleaning & Servicing
- Cleaners conduct a clean every day from 6am-7am, and one cleaner is based in the office from 9am-5pm.

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

If there are issues with any equipment, inform Estates via a [Service Request](#).

BICYCLES

Storage
- Cyclist bays are subject to quotas and all cyclists need to be site inducted before starting to use the building basement cyclists bay.
- The bicycle cannot be parked in the cyclist bay area before the induction therefore cyclists will need to bring their own chain and padlock to park their bicycle outside SMLG or start cycling from Tuesday.

Induction
- All cyclists require an induction, which includes the registration of your bike. You will not need to have your bike with you.
- To organise an induction contact Chris Moos or Mike Woolley.

Foldable bikes
- These can placed under desks.

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