

A black and white photograph showing a close-up of hands typing on a computer keyboard. The keys are clearly visible, and the hands are positioned as if in the middle of a task. The image is partially obscured by a green triangular overlay on the right side.

Transforming our Professional Services

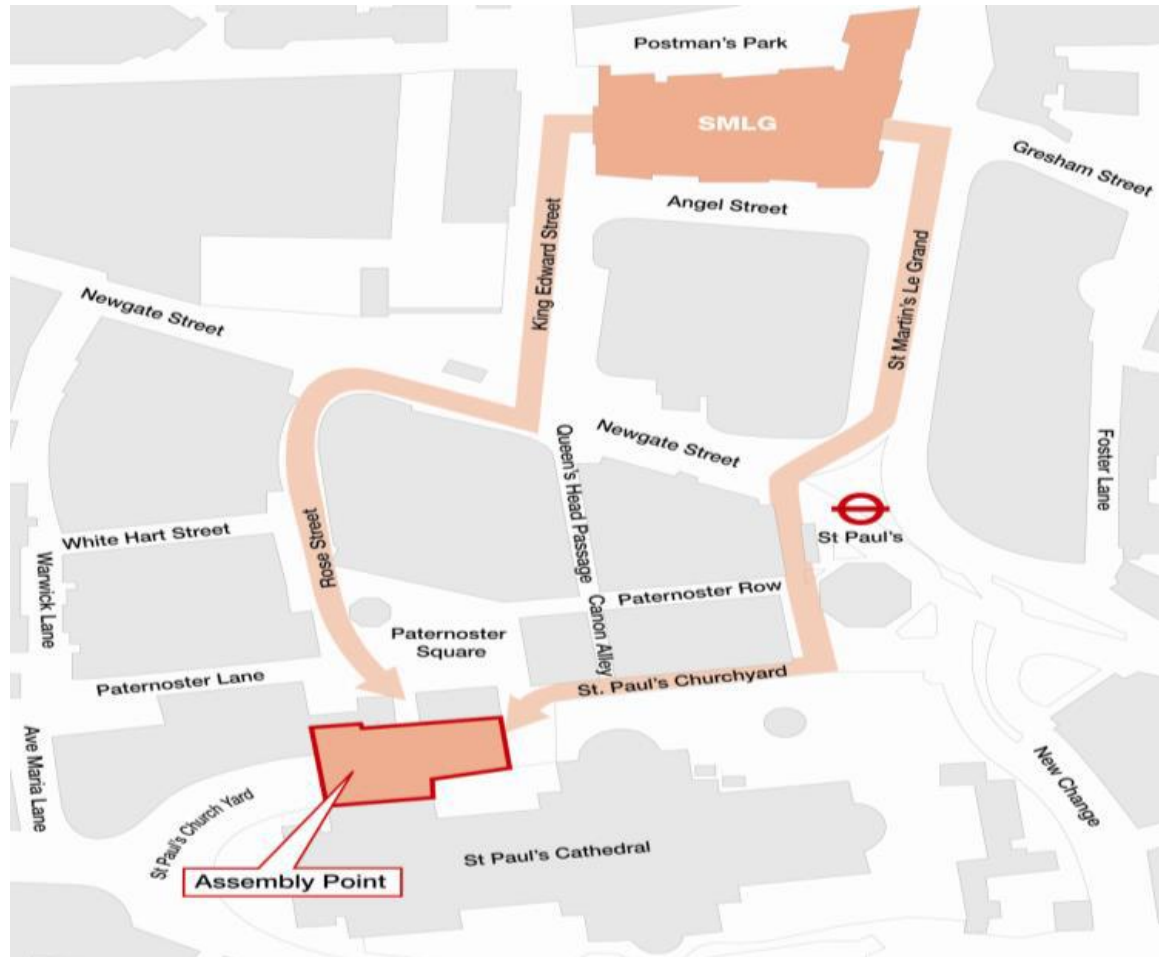
PS Hub: Introduction to 1SMLG
*(Slides used on organised visits to SMLG in July,
August and September 2018)*

Visit Plan

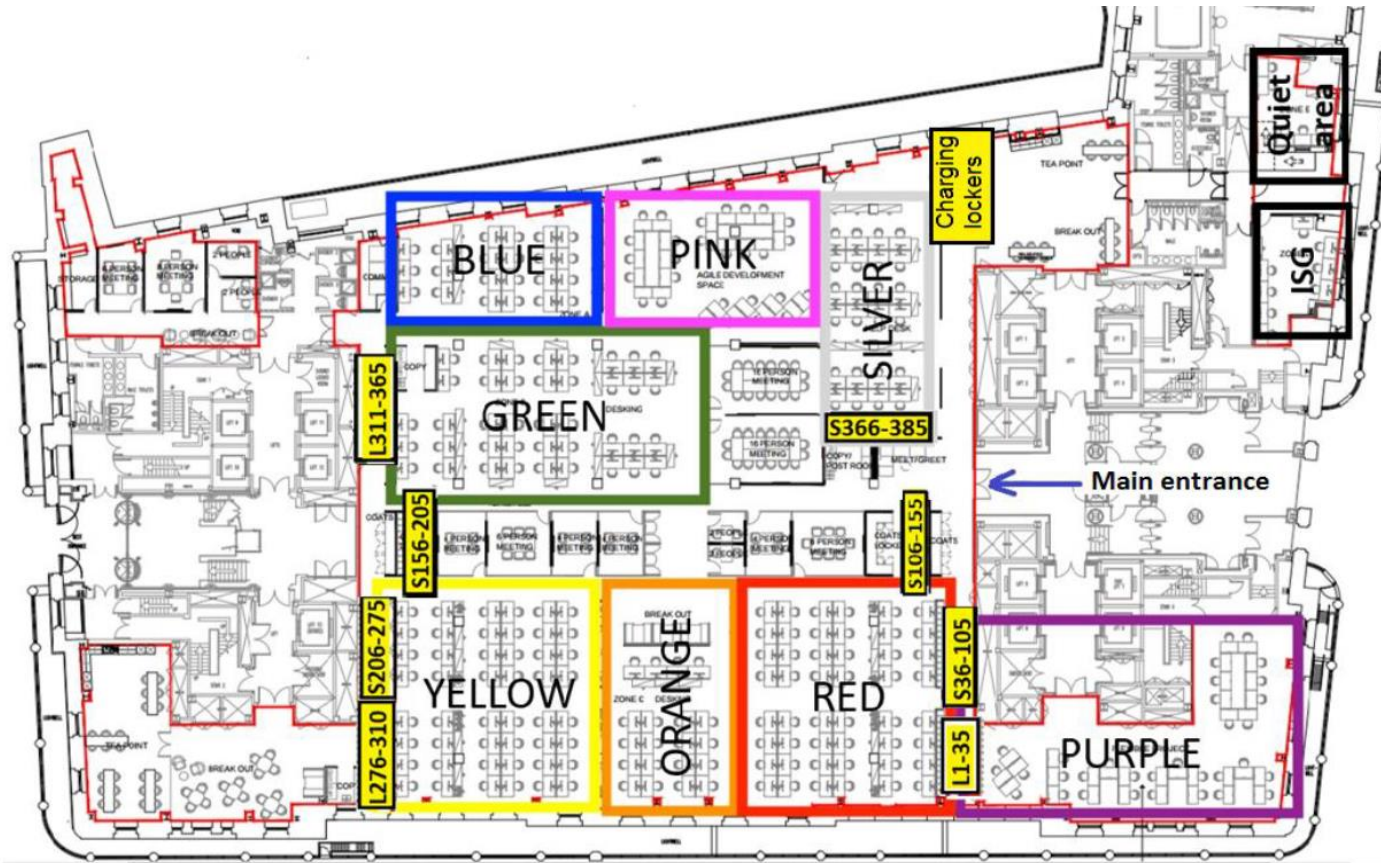
- 1 hour allocated
 1. Introduction slides and questions 15 – 20 mins
 2. Tour of the office space 15 – 20 mins
 3. Opportunity for further questions 15 – 20 mins
- After the tour people can either
 - Leave the building – please use the main exit, reception will open the barrier for you
 - or
 - Stay and work using the agile space please ask to be directed to the purple neighbourhood.

1. Understand the 1SMLG environment
2. Be in a better position to plan for working in 1SMLG
3. Be able to raise any questions or concerns in advance of moving

- Planning has begun for the set up of the Professional Services Hub (PS Hub) between November 2018 and March 2019
- The changes to 1SMLG floor plan required for the PS Hub have not been completed, so we will not be able to ‘show where the Hub will be’ today
- TOPS team, via the PS Hub Project, will work with Tranche 1 teams to manage the operational requirements in advance of moves so that individuals and teams can continue to deliver services
- Estates will manage the requirements and practical elements of moving as with all UCL office moves
- We will capture and take away any questions that can’t be answered

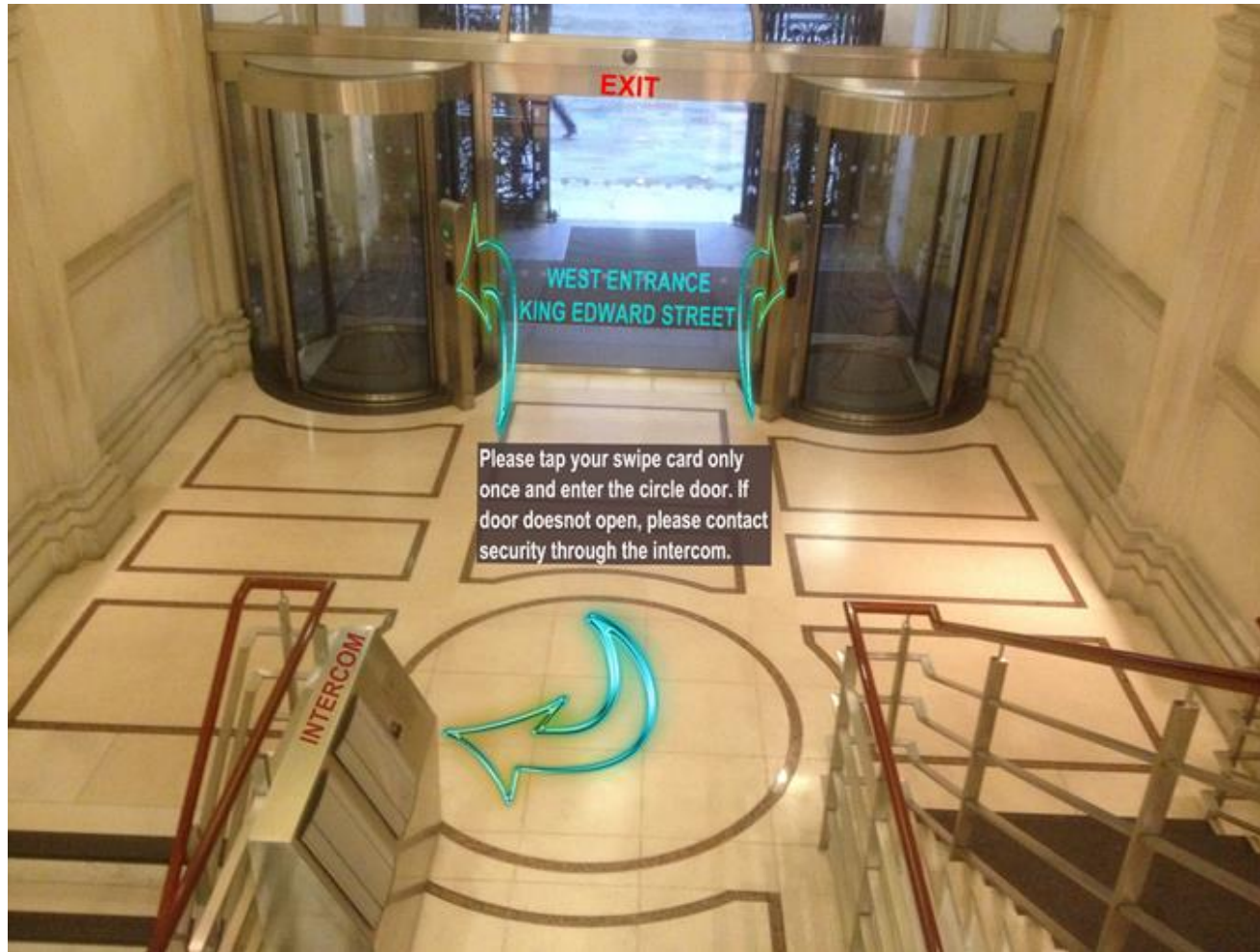


- There are no fire drills planned
- Assembly point is by St Pauls Cathedral
- The alarm is tested at 4pm on Fridays



- 1SMLG is an agile environment
- Currently home to ISD
- ISD Service Desk already here (silver neighbourhood)
- 8 neighbourhoods designated by colours
- Teams/individuals have a nominated home neighbourhood but can work anywhere

- Site Address: 1 St Martin's Le Grand, London, EC1A 4NP
- There are 2 entrances:
 - East: Main Reception
 - West: King Edward Street
- The building is provided with on-site security staff 24 hours a day, 365 days per year.
- UCL Staff require their cards to be coded by 1SMLG Security to work on front doors
- The building is staffed at all times however the main reception hours are 08.00 – 19.00 Monday to Friday.
- The UCL floor is accessible from Monday to Sunday from 06:00 am to 11:00 pm
 - UCL Staff wanting to access the building outside reception hours can enter from West Entrance at 1 King Edward Street.



- Staff can access via the west entrance access by swiping 1SMLG pass at the turnstiles.
- In the event of multiple access card swipes, access system is programmed to block your pass once.
- Contact security to regain access via the intercom

- All visitors must report to the main reception within reception hours (08:00 – 19.00 Monday to Fridays).
- Reception in 1SMLG requires a visitor's template to be emailed to reception@1smlg.co.uk (by providing at least 24 hour notice) so that passes can be arranged).
- If the visitor has a UCL pass, they can get in to the building but not the UCL office
- If the visitor does not have a UCL card, they will need to be picked up from reception. Therefore provide the visitor and reception with your details.
 - The receptionist will call the contact phone number and inform the host of the arrival of the visitor.
 - The visitor will need to wait in the reception area for the host to be escorted in as an actual visitor card cannot be given.

- The Loading Bay is open from 07.00 to 19.00 Monday to Friday. All deliveries outside these hours will be refused.
- All couriers or deliveries should be made to the site via the Loading Bay to the side of the main entrance.
- A door entry call point is situated next to the car park/garage door.
- Security will sign for all deliveries and complete a Goods Received Note (GRN)

- Small deliveries don't require being pre-booked with Security. Deliveries must include a contact name, email and contact number (full number. Not just extension)
- Security will email/call the person shown as recipient.
- Small items will be stored in allocated pigeonhole for UCL at the Security Control Centre.
- Post and Deliveries will be temporarily placed in the UCL pigeonhole in the Loading Bay for 72 hours. Security will contact relevant tenants for items not picked up. In the event of a high number of deliveries staff are advised to collect the deliveries on a frequent basis.
 - It is the responsibility of the tenants to frequently check the Loading Bay and collect their deliveries (access via the Loading Bay blue door).
 - Security is not responsible for the loss and damage of deliveries not picked up and left overnight in the Loading Bay.

- All large deliveries should be pre-booked with Security by completing the Loading Bay form for parking/deliveries and email to Security.control@1Stmartins-le-grand.co.uk
- Staff should provide their contact details so they can be delivered inside ISD.
- There is a goods lift for wheeled in deliveries.
- Reception staff have strict instructions not to sign for any deliveries.
- It is vital to ensure that your contact details (name and telephone number) are clearly marked on the parcel.

- Post is dropped off and collected Monday to Friday between 3:30pm – 4:30pm in the designated postal bay located behind the meet and greet area.
- For internal mail and small Royal Mail items the address to use is:
 - <<Staff Name>>
 - UCL - <<Dept Name>
 - 1 Saint Martin's Le Grand
 - London EC1A 4NP
- The mail service can also be used for sending external mail or parcels, these can be left in the post out tray located behind the meet and greet area at 1SMLG.

- Sodexo can deliver to 1SMLG.
- Order the catering as usual through the UCL website: www.sodexo-ordering.com/UCL
- They will deliver the catering into the kitchen closest to the main entrance (East entrance)
- Follow the Large items or large deliveries protocol and complete the Loading Bay/Parking Request form and email to Security.control@1Stmartins-le-grand.co.uk
- The loading bay form will be made available on the Intranet.

Personal Lockers

- Staff will be assigned a locker for personal items.
- Currently there are regular lockers which have keys and wider lockers which have combination locks.

Charging Lockers

- There are 20 charging lockers available for charging laptops, assigned on a first-come, first served basis.
- Laptops can be left charging overnight in the charging lockers.
- We do not provide charging cables and you will need to use your own.
- Lockers are available for use 24/7.

- 1SMLG has 3 printers areas:
 - near back kitchen
 - behind reception (includes a plotter)
 - behind Green neighbourhood
- All are accessed by UCL card

- Cleaners come to the building every day from 06.00 to 07:00 am. They clean everything including desks
- Cleaners are in the office from 9:00 to 17:00.
- Anything left on desks will go to the “Sin Bins” located in the kitchens
- Different types of bins are provided across the floorplan:
 - Red: Confidential Paperwork
 - Black: non-recyclable
 - Green: recyclable
 - Food: small in the kitchens



- 1SMLG has 5 individual showers
- Expected to clear up after yourself and leave the area clean and tidy
- The showers are building showers not dedicated to UCL

- Currently there are 13 meeting rooms in 1SMLG
 - 2 x 16 people (can be joined to create a single space)
 - 2 x 8 people
 - 2 x 6 people
 - 4 x 4 people
 - 3 x 2 people
- Bookable via Outlook
- Skype enabled (4 people and above)
- 4 non-bookable booths
- Break out spaces

- The room 04 (Great Rd) can be used for (in no particular order) prayer, meditation, first aid, breastfeeding, expressing, emotional distress, suddenly needing privacy/a break, feeling unwell.
- Use the sign on the door to indicate it is in use.
- There is an additional quiet room (located behind the west kitchen) that can be used for a peaceful area to work.
- Bear in mind that these are multi-use spaces, so please be respectful and considerate of others using the space.

- There are 2 kitchen/tea-point areas with associated seating space
- There are free to use hot drink machines
- Crockery, cutlery and glassware are provided for general use and should be returned and cleaned after use.
- Personal food and drink items may be placed in cupboards/drawers/fridges but should be clearly labelled with a name and phone extension.
- People are responsible for clearing up after themselves
- Kitchens/Tea-points or seats located near staff who are working should be quiet areas, ensure minimal disruption to those working near these areas.

- Cyclist bays are subject to quotas and all cyclists need to be site inducted before starting to use the building basement cyclists bay.
- Therefore bikes cannot be parked in the cyclist bay area before the induction
 - Alternatively cyclists can bring their own chain and padlock to park their bicycle outside the building
- Induction sessions will be arranged as part of moving to 1SMLG
- Foldable bikes can be placed under desks