



University of Essex

Buildings User Guide

Southend Campus



General Information

The University Buildings are closed on bank holidays.

Access Control

Access control is in operation in all University buildings and all members of University staff, students and tenants are issued with a photo ID card when they start work/studying at the Southend Campus.

Departments/Sections, who are expecting a new starter, must request a card via www.essex.ac.uk/staff/starting-at-essex/campus-card. This form allows a member of staff (or their line manager) to make the request and upload a photo. DITS will receive the request, process, and take the card to The Gateway Building Reception on the ground floor. The reception team will then inform the member of staff that their card is ready for collection. Replacement staff cards can also be requested via the link.

Any issues with staff cards (new or old) relating to door access control should be directed to Security. For contact details visit www.essex.ac.uk/staff/emergencies-security-and-safety/emergency-contacts-at-southend-campus

At The Gateway Building, there is a seven second delay on the disabled access door opening and closing to allow safe access/exit and this could enable an authorised person to enter the building. All staff are kindly requested to ensure that the door closes behind them without anyone gaining unauthorised access to the building.

For additional security information, please visit www.essex.ac.uk/staff/emergencies-security-and-safety/security-services

End of Employment

When an employee ends their employment, the appropriate line manager or Head of Department should take back the access control card. Security will ensure that the card is deleted on the system.

Lost or Stolen Access Control Cards

It is extremely important that if your card is lost or stolen you report this to Security www.essex.ac.uk/staff/emergencies-security-and-safety/emergency-contacts-at-southend-campus as soon as you are aware.

Students should contact the Student Services Hub www.essex.ac.uk/student/advice-and-support if a replacement card is required, which will usually be printed and available within 24 hours Monday – Friday. There is a replacement cost of £5 for student cards.

If you require a temporary card whilst the replacement card is being produced, or you have forgotten to bring in your card and need access to certain areas of the building, Ground Floor Reception at The Gateway Building will be able to provide a temporary card or advise where you should get one. If your original card is found, it can be re-enabled to work. Please advise southsec@essex.ac.uk if the card is found.

Facilities Management – Complaints, Comments and Compliments

If you have any concerns, comments or would like to commend someone for excellent performance regarding the facility services delivered by the University's Estates Management Team on site, please log this with Planet FM planetfm.essex.ac.uk/PlanetPortal/ or the Helpdesk fmsandl@essex.ac.uk. All complaints are overseen by the Estates Management Team in consultation, when relevant, with the Campus Manager.

Cycle Policy

www.essex.ac.uk/staff/travel-and-transport/cycling-on-campus-rules

As per the cycling on campus rules section 8, bicycles, scooters, e-scooters, etc. must not be taken inside the University buildings. Cycle racks are provided outside The Gateway Building, The Forum and at Clifftown Theatre and Studios.

Digital Innovation and Technology Services (DITS)

www.essex.ac.uk/staff/it-services

DITS is responsible for central information systems, data networks and audio-visual services in the University.

The IT helpdesk can be contacted in a number of ways – please see <https://www.essex.ac.uk/student/it-services/support>

Internal Communication

The Southend bulletin blog appears on [our staff blog platform](#)

Some content will also appear in [Essex Weekly](#), which is usually sent to all staff via email from Comms towards the end of the week.

If there is any event or activity that you feel would be of interest to staff, please contact The Gateway Building Reception on the ground floor on recsc@essex.ac.uk with the details.

A reminder is sent for the Southend bulletin blog every Monday morning (during term time). The deadline for inclusion is 12.00noon on Wednesday afternoon. The bulletin blog reminder is sent to members of the staff-southend-info subscription list

www.essex.ac.uk/staff/it-services/mailshot

If you wish to display any posters within The Gateway Building, other than on departmental notice boards, please liaise with the Assistant Campus Manager, Suzanne Harrison, in the first instance.

Lone Working

Please ensure you inform Security if you are working out of hours within an University building. Please see below a link for some information and guidance around lone working:-

Please visit www.essex.ac.uk/staff/activities-health-and-safety/lone-working for more information.

Estates Helpdesk

Reporting Repairs/Additional Works

For information about reporting faults, cleaning alteration works, health and safety hazards etc. please visit www.essex.ac.uk/staff/building-and-maintenance-services/southend-facilities-helpdesk

In order to raise a works request or report a fault, please use the following link. You will be asked to enter your full University of Essex email address and usual computer password to access the facility.

planetfm.essex.ac.uk/PlanetPortal/

www.essex.ac.uk/staff/building-and-maintenance-services/estate-management-helpdesk

The helpdesk is operational for staff to log job requests using the following helpdesk address:- fmsandl@essex.ac.uk

Priorities for Job Requests (when using a Helpdesk email address)

When a call is logged it is allocated a priority, which is related to the action to be taken by the University of Estates Management Section e.g. the time period for the task to be completed. For details on response times to faults, visit www.essex.ac.uk/staff/building-and-maintenance-services/building-faults-repairs-and-maintenance-requests

Accidents and Incidents – Reporting Procedures

Please note that all accidents and incidents need to be reported to HSAS (Health and Safety Advisory Services). Within the link is the correct paperwork that needs to be completed. If the incident relates to a premises defect, the Estates Helpdesk should be informed at the time.

www.essex.ac.uk/staff/health-and-safety-incidents-or-concerns

Security Policy

The University Security policy for Southend can be found at:-

www.essex.ac.uk/information/emergencies-security-and-safety/security-services

Portering - Persons requiring portering duties should send an e-mail to:-

southsec@essex.ac.uk

The Service Level Agreement for portering can be found at:-

www.essex.ac.uk/student/report/security-services

If you have any questions regarding the policy, please contact the Security Coordinator on ext 8210 for the main point of contact for Southend.

Richard Oliver, Head of Security & Campus Safety, ro24196@essex.ac.uk is the overall point of contact for the service.

Staff List

A full staff directory is available on the University of Essex website:-

www1.essex.ac.uk/Search/Phonebookresults.aspx

Teaching Rooms

The booking of teaching rooms during the standard working day is managed by the Timetabling and Room Booking Team (TRBT). Room requests for lecture rooms should be sent to rooms@essex.ac.uk.

All room bookings for non-teaching can be made via the www1.essex.ac.uk/forms/staff/staff-room-booking.aspx

All used flipchart paper left in the lecture rooms will be recycled. Please ensure that you take the pages you need or record the information. If lecture rooms are without flipchart paper or pens, please contact the Estates Helpdesk. planetfm.essex.ac.uk/PlanetPortal/

Whiteboards are to be cleaned by each user after use.

Event Essex

All external meeting room bookings and conference/event bookings are directed to Event Essex, along with any requests for refreshments. Please email eventsouthend@essex.ac.uk or telephone ext 8336.

Any catering enquiries, please email essexfoodsouthend@essex.ac.uk

<https://www.essex.ac.uk/business/facilities/conference-and-event-packages>

Copy Centre/Print and Design

We do not have a copy centre within the University buildings in Southend. For more information about the design, print and copy services available at the University, visit:-

www.essex.ac.uk/staff/design-print-and-copy-services

The Gateway Building

Opening Times and Access

Please see - www.essex.ac.uk/staff/building-and-maintenance-services/the-gateway-building-southend

During Full Access, the Ground Floor Reception is staffed by University Receptionist(s) and entrance doors are open to all building users, visitors and members of the general public. Certain areas are locked via access control and are accessible via valid access control cards.

During Partial Access, the building is only accessible for staff, tenants and their employees/students who have been issued with valid access control cards using the disabled door located on the right-hand side of the revolving door. To exit the building, there is a push button located on the handrail to the left of the disabled door.

If there is a meeting during partial access, then the host must escort the visitor into and out of the building and ensure they are aware of the Emergency Evacuation routes etc.

During Full Building Lockdown there is no access to the building except in emergencies.

Evacuation Procedures and Meeting Points

For more information about the University's fire safety arrangements and evacuation policy, visit www.essex.ac.uk/staff/fire-safety/fire-safety

It is the responsibility of all building users to be aware of the evacuation procedures in their relevant building and to familiarise themselves with the nearest escape route.

The Gateway Building has three sets of staircases containing escape routes of the building, Core 1 stairs which overlook Elmer Approach and leads you into Ground Floor Reception, Core 2 stairs which overlook the College and leads you out to the rear of The Gateway Building and Core 3 stairs which overlook the High Street and the exit brings you out at the bottom of Core 3 leading further along Elmer Approach by the Students' Union Lounge.

There are fire evacuation notices located in strategic areas on each floor. You should be aware of these to ensure you know what to do in an emergency. Please familiarise yourself with the route to the assembly point. Fire evacuation stewards are listed in the kitchen areas.

Please keep to the left of the exit doors to allow people exiting from Core 2 safe passage.

The designated Fire Assembly Point for The Gateway Building is Elmer Square, in front of The Forum building by the cycle shelter.

Refuges for Staff/Visitors who may require assistance

Specific provisions are in place for individuals require assistance and are known as Refuge Points, which are located in the 3 stairway Cores on each floor. Any disabled users should have a PEEP (Personal Emergency Evacuation Plan) prepared for them with information on what to do and any external visitors should be accompanied by a member of staff at all times www.essex.ac.uk/staff/fire-safety/peep

Fire Alarm Test Time

The fire alarm is usually tested every Friday at 7.15am.

Ground Floor Reception

Ground Floor Reception at The Gateway Building is manned by University staff on Monday-Friday between 8.45am and 5.30pm, with a Security presence outside these hours (Partial access). The Assistant Campus Manager, Suzanne Harrison, manages the staff and the running of the Ground Floor Reception desk and is the first point of contact for feedback regarding the services provided. Please contact the Assistant Campus Manager on sharris@essex.ac.uk or by telephone on ext 8211.

Ground Floor Reception at The Gateway Building receives visitors and manages a variety of interfacing roles to ensure that administration services are delivered efficiently. Services include: operation of the main University

switchboard, lost property, general public enquiries, internal communication bulletin, staff and temporary access control card issue, mail management, courier co-ordination, delivery liaison with the University staff and Security.

Temporary Access Cards

Request for temporary access cards for academic and professional services staff to The Gateway Building should be made to Ground Floor Reception at The Gateway Building via email to recsc@essex.ac.uk or in person at the Ground Floor Reception desk.

Visitor Arrangements

All visitors must enter and leave The Gateway Building by the main entrance on Elmer Approach. All visitors will need to sign in at Ground Floor Reception on arrival.

Please ensure that you notify Ground Floor Reception of any visitors prior to their arrival by emailing recsc@essex.ac.uk.

First Aid Arrangements

General First Aid is provided at The Gateway Building by highly trained members of the Security team. They can be contacted on ext 8208.

www.essex.ac.uk/staff/emergencies-security-and-safety/emergency-contacts-at-southend-campus

In the event of sudden illness or collapse, please call the Emergency Services direct (999 or 112 with 9 for an outside line) and then inform Security and Ground Floor Reception to expect their arrival. This action can be lifesaving and is encouraged by the University when an appropriate situation arises. It is essential that you contact Security and Ground Floor Reception to advise them that you have contacted the emergency services so that they can open the loading bay and ensure the goods lift is open ready for the emergency services to transport a stretcher and equipment. Advance notice saves time and ensures the quickest response possible. Security will send a First Aider to the location to assist while the emergency services arrive.

Post Arrangements – Incoming and Outgoing

Any post or deliveries, which are received by the Ground Floor Reception within the Gateway Building, will be delivered to each floor/department by Security each day. Security will collect outgoing post from each department's outgoing post tray around 4pm each day. They will deliver this to Ground Floor Reception ready for franking. Any post received by Ground Floor Reception after this may not be sent out until the following day. Please ensure that a postage slip including your cost code is attached to all outgoing external post. All post is sent out as 2nd class.

All staff are asked not to have personal items sent to the University of Essex addresses.

The courier service between the three campuses runs once a week on Tuesdays (term time and during vacations). Simply place items, correctly marked, in the internal post.

For a complete post services guide please visit:-

www.essex.ac.uk/staff/post-and-property-services/post-services

Lost Property

Items of lost property should be handed into Ground Floor Reception at The Gateway Building.

A Lost Property sale is held at the start of each academic year and all proceeds are paid into the Student Hardship Fund.

Any student registration cards which have been handed in are passed to the Academic Section.

Any unattended items should be brought to the attention of Security.

Facilities Management

Facilities Management is delivered by the University of Essex, under the University's Estates Management Section.

| Title and Name | Location | Telephone Number | Mobile Number | Email |
|--|---------------------------|-------------------------|----------------------|---|
| Senior Facilities Manager Southend & Loughton: Anthony Jackson | TF.2.34 | | 07785531346 | anthony.jackson@essex.ac.uk |
| Security Coordinator | TF.2.28 | 01702 328210 | | |
| Security Operational Hot Desk | TF2.28 | 01702 328212 | | |
| Security Services | GB.0.06 (FM Control Room) | 01702 328208 | | southsec@essex.ac.uk |
| Website Portal | | | | Log jobs within Planet Portal Login planetfm.essex.ac.uk/PlanetPortal/Account/Login Or: Email: fmsandl@essex.ac.uk |

The Forum

Opening times and access

Please see - www.essex.ac.uk/staff/building-and-maintenance-services/the-forum-southend

The Learning Hub only will be accessible to staff and students with a valid University access card 24 hours a day, 365 days a year, via the North Entrance. This door is operational outside of full building access hours only. Watch the following video to find out how to access this area:

vimeo.com/114764275

Evacuation Procedures and Meeting Points

It is the responsibility of all building users to be aware of the evacuation procedures in their relevant building and to familiarise themselves with the nearest escape route.

There are fire evacuation notices located in strategic areas on each floor. You should be aware of these to ensure you know what to do in an emergency. Please familiarise yourself with the route to the assembly point.

The designated Fire Assembly Point for The Forum is the main square outside of the building mid-way between the two sets of entrance doors. Fire evacuation stewards for the building are listed in the kitchen area.

Refuges for Staff/Visitors who may require assistance

There are no designated refuge areas. With an evacuation, any disabled users should have a PEEP (Personal Emergency Evacuation Plan) prepared for them with information on what to do and any external visitors should always be accompanied by a member of staff. www.essex.ac.uk/staff/fire-safety/peep

Fire Alarm Test Time

The fire alarm is tested every Friday at 8am.

Access cards

Staff can access the 2nd floor of The Forum using their access cards.

The Forum temporary access cards are issued by the Security team who are managed by South Essex Property Services (SEPS). They can be found in The Forum Building in the ground floor FM room on ext 8508.

Staff members in The Forum should ask expected visitors to report to the Ground Floor Reception desk at The Forum on arrival and will be sent up to be met in the lift lobby area on the 2nd floor. Please email librarymanagers@southend.gov.uk with details of expected visitors. The Forum reception staff will then email to advise that your visitor has arrived.

It is also important that any visitors who are disabled, or who may require assistance, be identified to Security in The Forum who are managed by SEPS on ext 8508 and that staff meet them downstairs on arrival.

Incoming calls to The Ground Floor Reception staff at the Forum for University staff members will be redirected to The Gateway Building main switchboard number.

First Aid Arrangements

General First Aid is provided at The Forum by highly trained members of the SEPS team. They can be contacted by dialing ext 8505

In the event of sudden illness or collapse please call the Emergency Services direct (999 or 112 with 9 for an outside line) and then inform SEPS to expect their arrival. This action can be lifesaving and is encouraged by the University when an appropriate situation arises. It is essential that you contact SEPS and advise them that you have contacted the emergency services so that they can be ready to transport a stretcher and equipment. Advance notice saves time and ensures the quickest response possible. SEPS will send a First Aider to the location to assist while the emergency services arrive.

Post Arrangements – Incoming and Outgoing

The Forum occupants will use the postal address for The Gateway Building. All staff members are requested not to use The Forum as a postal address.

Post for The Forum will be taken over and delivered to the building occupants by SEPS.

Any post that is required to be taken back to the University buildings or sent out via external post is collected and brought back by SEPS Security to the Ground Floor Reception in The Gateway Building to process. Incoming and outgoing post trays are located on the 2nd floor of The Forum.

All staff are kindly requested not to have personal items sent to the University of Essex addresses.

Lost Property

SEPS will manage lost property within the building and they can be contacted on ext 8505.

University Policies and Procedures

Details can be found on the University website at:-

www.essex.ac.uk/information/freedom-of-information/policies-and-procedures#f

Please see the following link re privacy policies for staff:-

www.essex.ac.uk/staff/your-information-your-rights/privacy-notice-staff#library_facilities_southend

Food and Drink Guidelines – Student Accessible Areas

Students can have hot food and drinks in the communal areas in The Learning Hub. Students also have access to a kitchenette area (sink, fridge, microwave and kettle), located in The Learning Hub.

Any spillages should be reported to the Estates Helpdesk on

planetfm.essex.ac.uk/PlanetPortal/Account/Login?ReturnUrl=%2FPlanetPortal%2F

Recycling bins can be found at the Paper Points by the Open Study Space, the Info Point, outside the 2nd floor lecture rooms and in the 2nd floor staff kitchenette.

Any comments or feedback should be forwarded to the Assistant Campus Manager, Suzanne Harrison.

Learning Hub – Bookable Spaces

The Skills Space, Share Space and the Innovation Space within the Learning Hub are bookable via the Timetabling and Room Booking Team (TRBT). Bookings can be made via rooms@essex.ac.uk.

Visit www.essex.ac.uk/staff/event/booking-a-room for more information.

The Forum Library

Management and Operational Arrangements

The University of Essex, Southend City Council and South Essex College have worked in partnership on the development of The Forum, Southend-On-Sea, a joint development which houses the integrated municipal and academic library bringing together and unifying the library resources of the three partners within Southend-On-Sea. The integrated library service within The Forum, Southend-On-Sea is operated by Southend-On-Sea City Council on behalf of the partners.

Website

The Forum Library website can be found here <https://www.theforumsouthend.co.uk/>

If you have any queries regarding the library at The Forum, please contact the University Southend Campus Librarian, Natalie Percival on natalie.percival@essex.ac.uk or ext 8485 www.essex.ac.uk/staff/professional-services/library-services-team

Facilities Management

A partnership between Southend-On-Sea City Council and South Essex College is in place to undertake the management of The Forum Facilities.

| Title and Name | Location | Telephone Number | Mobile Number | Email |
|--|----------------------------|--------------------------------|------------------------------------|--|
| Reporting faults and making requests | | | | Planet Portal Login planetfm.essex.ac.uk/PlanetPortal/Account/Login |
| Maintenance Services Brett Oatham | Basement Office, The Forum | 01702 339 466 | 07484 929 083 07773 559 730 | Planet Portal Login planetfm.essex.ac.uk/PlanetPortal/Account/Login |
| SEPS Security Services Russell Collett | Basement Office, The Forum | For first aid 01702 328 508 | 07808 585 983 | forumsec@essex.ac.uk russellcollett@seh.southend.gov.uk |

Clifftown Studios

Opening times and access

| Days | Full building access | |
|--------------------|-----------------------------|--|
| Monday to Saturday | 7am to 10pm | Open to staff and students |
| Sunday | 9am to 6pm | Access out of these hours should be via prior agreement with the E15 administration office |

Clifftown Studios is closed outside these hours and on bank holidays. Access outside these hours should be via prior agreements with the East 15 administration office.

Clifftown Theatre Manager, ext 8325.

East 15 Box Office and Production Publicity, ext 8335.

www.essex.ac.uk/staff/theatre-and-arts-on-campus/clifftown-theatre

The staff/student entrance to Clifftown Studios is via the side door on Nelson Mews and access to the building is by access control card.

Access for visitors/guests is via the main doors on Nelson Street, there is a doorbell for visitor use.

The University kindly requests that all buildings users prepare to exit the building 10 minutes before lockdown to assist Security with their lockdown procedures.

Evacuation Procedures and Meeting Points

It is the responsibility of all building users to be aware of the evacuation procedures in their relevant building and to familiarise themselves with the nearest escape route.

Clifftown Studios has two floors to the building and two staircases within the building, one at the front and the other at the rear of the building. There is no passenger lift within the building, but there is a platform lift for wheelchair users and assistance should be sought from E15 staff within the building for use.

There are five evacuation notices located in strategic areas on each floor. You should be aware of these to ensure you know what to do in an emergency. Please familiarise yourself with the route to the assembly point.

The designated Fire Assembly Point for Clifftown Studios is on Nelson Street.

Refuges for Staff/Visitors who may require assistance

There are no designated refuge areas. In a performance evacuation of the theatre, staff/visitors need to stay within the theatre until helped to leave by an usher. With an evacuation during the day, any disabled users should have a PEEP (Personal Emergency Evacuation Plan) prepared for them with information on what to do and any external visitors should always be accompanied by a member of staff.

Fire Alarm Test Time

The fire alarm is usually tested every Friday at 11am.

Access cards

Requests for temporary access cards for Clifftown Studios should be made to the Clifftown Theatre Manager via ext 8325, who will issue a card.

Visitor Arrangements

Clifftown Studio visitors should be arranged via The Clifftown Theatre Manager via ext 8325.

First Aid Arrangements

General First Aid is provided by E15 staff for Clifftown Studios during normal hours and by Security out of normal hours. They can be contacted by dialing ext 8208 (Security) or ext 8325 (E15).

In the event of sudden illness or collapse, please call the Emergency Services direct (999 or 112 with 9 for an outside line) and then inform E15 Staff to expect their arrival. This action can be lifesaving and is encouraged by the University when an appropriate situation arises. A First Aider will be sent to the location to assist while the emergency services arrive.

essex.ac.uk/staff/emergencies-security-and-safety/emergency-contacts-at-southend-campus

Post Arrangements – Incoming and Outgoing

Post for Clifftown Studios which has been delivered to The Gateway Building, is taken over and delivered to the building occupants by either Security or the internal courier service (Tuesday's). Any post that is required to be taken back to The Gateway Building or sent out via external post is collected and brought back by Security for Ground Floor Reception at The Gateway Building to process.

All staff are asked not to have personal items sent to the University of Essex addresses.

Large deliveries or parcels which are delivered to The Gateway Building and cannot be transported as part of the standard delivery due to weight or size will be delivered directly to Clifftown Studios via the internal courier service.

Outgoing items for delivery to other campuses should be brought to the attention of the Ground Floor Reception at The Gateway Building who will arrange for the internal courier to make a collection directly from Clifftown Studios.

Lost Property

Items of lost property should be handed in to the Clifftown Theatre Manager at Clifftown Studios.

A Lost Property sale is held at the start of each academic year in The Gateway Building and all proceeds are paid into the Student Hardship Fund.

Any student registration cards which have been handed in are passed to the Academic Section.

Any unattended items should be brought to the attention of Security.

Facilities Management

Facilities Management is delivered by the University of Essex, under the University's Estates Management Section.

| Title and Name | Location | Telephone Number | Mobile Number | Email |
|--|---------------------------|-------------------------|----------------------|---|
| Senior Facilities Manager Southend & Loughton: Anthony Jackson | TF.2.34 | | 07785531346 | anthony.jackson@essex.ac.uk |
| Security Coordinator | TF.2.28 | 01702 328210 | | |
| Security Operational Hot Desk | TF2.28 | 01702 328212 | | |
| Security Services | GB.0.06 (FM Control Room) | 01702 328208 | | southsec@essex.ac.uk |
| Website Portal | | | | Log jobs within Planet Portal Login planetfm.essex.ac.uk/PlanetPortal/Account/Login Or: Email: fmsandl@essex.ac.uk |

Security services for Clifftown Studios

Security run roving patrols in Clifftown throughout the week.

For security contact details please visit
www.essex.ac.uk/staff/emergencies-security-and-safety/emergency-contacts-at-southend-campus

University Square Student Accommodation

Opening Times and Access

University Square is open 24 hours a day, 365 days a year.

Reception is staffed Monday – Thursday, 9.30am to 1pm, Friday, 9.30am to 1.30pm and is staffed by Security outside of these hours. You can contact reception on 01702 328400 or by emailing scaccomm@essex.ac.uk

The entrance for access to University Square is on Queens Road.

Evacuation Procedures and Meeting Points

It is the responsibility of all building users to be aware of the evacuation procedures in their relevant building and to familiarise themselves with the nearest escape route.

There are fire evacuation notices located in strategic areas on each floor. You should be aware of these to ensure you know what to do in an emergency. Please familiarise yourself with the route to the assembly point.

The designated Fire Assembly Point for University Square is in front of The Forum building by the cycle shelter.

Refuges for Staff/Visitors who may require assistance

Specific provisions are in place for individuals requiring assistance and are known as Refuge Points, which are located in the lift lobby in each house as well as in bedrooms for disabled students. Please note that all visitors with a disability or visitors who may require assistance must be identified to Security to ensure that they are aware of their presence. The call points for emergency, refuge and toilet alarms are in University Square Reception, therefore they are always manned so that in the event of an activation of any of these alarms they can act swiftly.

Fire Alarm Test Time

The fire alarm is usually tested every Friday at 12 noon.

Visitor Arrangements

University Square visitors should be arranged via the University Square Reception by telephone to ext 8400.

First Aid Arrangements

General First Aid is provided at University Square by highly trained members of the Security team. They can be contacted by dialing ext 8408.

In the event of sudden illness or collapse, please call the Emergency Services direct (999 or 112 with 9 for an outside line) and then inform Security to expect their arrival. This action can be lifesaving and is encouraged by the University when an appropriate situation arises. It is essential that you contact Security and advise them that you have contacted the emergency services so that they can be ready for the emergency services to transport a stretcher and equipment. Advance notice saves time and ensures the quickest response possible. Security will send a First Aider to the location to assist while the emergency services arrive.

Postal Arrangements – Incoming and Outgoing

Post for University Square which has been delivered to The Gateway Building, is taken over and delivered to the building occupants by either Security or the internal courier service (Tuesday). Any post that is required to be taken back to The Gateway Building or sent out via external post is collected and brought back by Security for Ground Floor Reception at The Gateway Building to process.

All staff are asked not to have personal items sent to the University of Essex addresses.

Lost Property

Items of lost property should be handed to reception at University Square. The items will then be stored safely in the supervisor's office. Any unclaimed items are included in a Lost Property Sale at the start of the new academic year.

Any unattended items should be brought to the attention of Security.

Facilities Management

Facilities Management is delivered by the University of Essex, under the University's Estates Management Section.

| Title and Name | Location | Telephone Number | Mobile Number | Email |
|--|---------------------------|-------------------------|----------------------|---|
| Senior Facilities Manager Southend & Loughton: Anthony Jackson | TF.2.34 | | 07785531346 | anthony.jackson@essex.ac.uk |
| Security Coordinator | TF.2.28 | 01702 328210 | | |
| Security Operational Hot Desk | TF2.28 | 01702 328212 | | |
| Security Services | GB.0.06 (FM Control Room) | 01702 328208 | | southsec@essex.ac.uk |
| Website Portal | | | | Log jobs within Planet Portal Login planetfm.essex.ac.uk/PlanetPortal/Account/Login Or: Email: fmsandl@essex.ac.uk |