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.

All cards have to be programmed in order for them to operate. All new staff are assigned profiles and permissions for access control cards via a form issued by the line manager to the Assistant Campus Manager for correct profile permission and approval. The relevant department should make the request for a card as soon as the new member of staff is confirmed as cards can be programmed in advance of the card production. Student cards are approved by the Student Services Hub.

A photograph is required for the access card and this will be taken by IT Services.

- **Staff** cards are produced via the Assistant Campus Manager on request from a Head of Department.
- **Student** cards are produced by Student Services Hub on the 2nd floor of The Forum.
- **BIC Tenant** cards are produced by the Business Incubation Centre on the 4th Floor of The Gateway Building.

Regular visitors to the Southend Campus who hold Colchester issued access cards can request their cards to be programmed for Southend Campus access. Please contact the Assistant Campus Manager, Suzanne Harrison, on sharris@essex.ac.uk or by telephoning x8211 for further information.

At The Gateway Building, there is a seven second delay on all disabled access door opening and closing to allow safe access/exit and this could enable an unauthorised 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.

Complaints, comments and compliments on facilities services

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 on site, please log this with Planet FM or the Help Desk (ems-helpdesk@essex.ac.uk) and the relevant action will be taken. All complaints are overseen by the Estates Management Team in consultation, when relevant, with the Campus Manager.

Cycle Policy

Please note that bicycles are not permitted within all university buildings. Cycle racks are provided outside The Gateway Building, The Forum and at Clifftown Theatre and Studios.
**End of employment**

When an employee ends their employment, the appropriate line manager or Head of Department should take back the access control card and inform the Estates Helpdesk with the name of the employee and their last working day so that the card can be deleted on the system.

**IT Services**

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

IT Services can be contacted on it.southend@essex.ac.uk or 01702 328341 or at the Info Point, the customer services counter located on the 2nd floor in The Forum.

**Internal communication**

An Information Bulletin Blog for internal building communication for University staff is issued by the Assistant Campus Manager on a Monday. If there is any event or activity that you feel would be of interest to staff, please contact Ground Floor Reception on reccc@essex.ac.uk with the details.

A reminder is sent for the bulletin every Thursday morning. The deadline for inclusion is 4pm Friday afternoon. If you wish to display any posters within The Gateway Building, please liaise with the Assistant Campus Manager in the first instance.

**Lost or stolen access control cards**

It is extremely important that if your card is lost or stolen you report this to Security as soon as you are aware. Security can be contacted on 01702 328208 (or extension x8208 if dialed internally).

Students should go to Student Services Hub 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 the card is found it can be re-enabled to work. Please advise the ems-helpdesk@essex.ac.uk if found.**

**Lone Working**

Please ensure you inform security if you are working out of hours within a university building.

Please see below a link for some information and guidance around lone working:-

Suzy Lamplugh Trust: [https://www.suzylamplugh.org/pages/faqs/category/personal-safety](https://www.suzylamplugh.org/pages/faqs/category/personal-safety)

There is some information in the office risk assessment: [http://www.essex.ac.uk/health-safety](http://www.essex.ac.uk/health-safety)

Also HSE guidance: [http://hse.gov.uk/pubns/indg73.pdf](http://hse.gov.uk/pubns/indg73.pdf)
Estates Helpdesk

Reporting Repairs/Additional Works

In order to raise a works request or report a fault, please use the following link, you will be asked to put in your full University of Essex e-mail and usual computer password to access the facility.

Only staff that have access to Planet FM will be able to raise works request. Please identify that person(s) within your department.

http://planetfm.essex.ac.uk/PlanetPortal/

For Emergencies in hours (0800-1700 Mon-Thurs and 0800-1645 Fri) please telephone the below number in the first instance and then log the works request via Planet FM web portal.
T: 01206 872959

Out of Hours Emergency service - please telephone the number as follows;
M: 07920 821678

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

Priorities for Job Requests (when using a Helpdesk e-mail address)

When a call is logged it is allocated a priority, which is related to the action to be taken by the University Estates Management Section e.g. the time period for the task to be completed.

A priority can be allocated by the helpdesk or you can request a priority in your e-mail/call.

The helpdesk response times have now been revised and there are FIVE types of priorities for calls to be given a period of time to remedy, please note these so that you have a clear understanding of the response time.

Response times to attend to emergencies during normal working hours:-

PRIORITY 1 - IMMEDIATE RESPONSE (within 1 hour)
Appropriate people within the Facilities Group will respond to situations that are potentially life threatening such as:
- Fire Alarms
- Bomb Warnings
- Gas Escapes
- Floods or serious ingress of water
- Loss of utilities, gas water or electricity
- People trapped in lifts (note: all lifts have means of communication with the Information Centre)
- Total loss of power to an area or system
- Smell of gas
**Priority 2 - Response within same working day**
The group will respond to defects that could be dangerous or cause serious disruption to service delivery. They will either resolve the problem, or make safe, during the same working day.
Examples:
- Priority alarms at the Information Desk, such as fire pump failures
- Lights out in en-suite toilets or on staircase
- Water Leakage
- Broken glass
- Damaged hinges on opening windows
- Blocked drains but not sinks
- Loss of hot water
- Bedroom locks
- Faulty fire doors

**Priority 3 - Response within 5 days**
The group will respond to work instructions for planned maintenance during the week that they are due and defects that cause minor inconvenience
Examples:
- All planned maintenance work
- Repairs to floor coverings, providing the problem does not constitute a trip hazard
- Dripping taps

**Priority 4 - Response within 20 working days**
The group will respond to defects that cause no inconvenience and where alternative facilities exist
Examples:
- Repairs and redecoration of damaged internal surfaces
- Handrails and fencing repairs where the fault does not constitute a safety hazard

**Priority 5 - Response times to be agreed**
The group will carry out minor alterations at a time when the relevant staff are available and it is convenient to the customer.

**Print Essex**

There is no Print Essex within the University buildings in Southend. All requests should be directed to the Print Essex in Colchester on 01206 873141 or by emailing print@essex.ac.uk
Procedure for reporting accidents and incidents

Please note that all accidents and incidents need to be reported to HSAS (Health and Safety Advisory Service). 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.

http://www.essex.ac.uk/health-safety

Security policy

The updated University security policy for Southend can now be found at-
https://www1.essex.ac.uk/estates/about/policies.aspx

If you have any questions regarding the policy, please contact Marc Lee, Security Manager, on marclee@essex.ac.uk

Staff list

A full staff directory is available on the University of Essex website:-
https://www1.essex.ac.uk/Search/Phonebookresults.aspx

Teaching rooms

The booking of teaching and meeting rooms during the standard working day is done via the Central Timetabling Office, (CTO) and the process is unchanged for all teaching requirements. All adhoc lecture room bookings for non-teaching can be made via the https://www1.essex.ac.uk/forms/staff/staff-room-booking.aspx

Room requests for lecture rooms should be sent to cto@essex.ac.uk

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.

Whiteboards will also be cleaned every evening.

Event Essex

All 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 x8336.
## Opening times and access

<table>
<thead>
<tr>
<th>Days</th>
<th>Partial lockdown/ restricted access</th>
<th>Full building access</th>
<th>Partial lockdown/ restricted access</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Only accessible to staff, tenants and their employees and who have been issued with a access control card</td>
<td>Accessible to all building users, visitors and public. Some areas are restricted card access only. Entrance via main entrance doors.</td>
<td>Only accessible to staff, tenants and their employees and students who have been issued with a valid access control card. Access via disabled door located on the right hand side of revolving door.</td>
</tr>
<tr>
<td></td>
<td>Access via disable door located on the right hand side door.</td>
<td>Access via main entrance doors.</td>
<td></td>
</tr>
<tr>
<td>Monday to Friday</td>
<td>7.00 am to 8.45 am</td>
<td>8.45 am to 5.30 pm</td>
<td>5.30 pm to 10.00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>7.00 am to 9.00 am</td>
<td>9.00 am to 2.00 pm</td>
<td>2.00 pm to 10.00 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>9.00 am to 6.00 pm</td>
<td>NONE</td>
<td>NONE</td>
</tr>
</tbody>
</table>

During Full Building 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 Lock Down 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 glass handrail to the left of the disabled door.

If there is a meeting during partial lock down, 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

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 out of the building, Core 1 stairs which overlooks Elmer Approach and leads you into Ground Floor Reception, Core 2 stairs which overlooks the College and leads you out by the fire assembly point and Core 3 which overlooks 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 evacuations stewards are listed in the kitchen areas.

The designated Fire Assembly Point for The Gateway Building and Students’ Union Lounge is on Luker Road opposite the South Essex College.

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

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 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.

Fire alarm test time

The fire alarm is tested every Friday at 9.00am.

Ground Floor Reception

Ground Floor Reception at The Gateway Building is manned by University staff on Monday-Friday between 8:45am and 5:30pm and on Saturday's between 9am and 2pm, with a Security presence outside these hours (Partial Lock Down). The Assistant Campus Manager 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 x8211.

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, professional services and administrative 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.

Request for access cards for the dental area of the 1st floor should be made to the Oral Health Administrator, Lizzie Norris in person. Lizzie is located on the 2nd floor of The Gateway Building.
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 e-mailing recsc@essex.ac.uk ensuring that all relevant information is included.

It is also important that any visitors who have a disability, or who may require assistance, be identified on the visitors notification form. Ground Floor Reception will then liaise with Security to ensure that they are aware of their presence in the event of an emergency.

First aid arrangements

General First Aid is provided at The Gateway Building by highly trained members of the Security team. They can be contacted by dialing x8208.

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 life-saving 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.

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.

<table>
<thead>
<tr>
<th>Title and Name</th>
<th>Location</th>
<th>Telephone Number</th>
<th>Mobile Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interim Facilities Manager Zophia Gillam</td>
<td>Colchester 6.020</td>
<td>01206 876 190</td>
<td>07747766113</td>
<td><a href="mailto:zk17063@essex.ac.uk">zk17063@essex.ac.uk</a></td>
</tr>
<tr>
<td>Support Agnus Warchol</td>
<td>GB.2.11</td>
<td>01702 328214</td>
<td>07780 662 503</td>
<td><a href="mailto:aw16121@essex.ac.uk">aw16121@essex.ac.uk</a></td>
</tr>
<tr>
<td>Security and Domestic Services Manager Ian Bradley</td>
<td>GB.2.11</td>
<td></td>
<td>07780 339 128</td>
<td><a href="mailto:lb17012@essex.ac.uk">lb17012@essex.ac.uk</a></td>
</tr>
<tr>
<td>Maintenance Services</td>
<td></td>
<td>01206 872959</td>
<td></td>
<td><a href="mailto:ems-helpdesk@essex.ac.uk">ems-helpdesk@essex.ac.uk</a></td>
</tr>
<tr>
<td>Security Services</td>
<td>GB.0.06 (FM Control Room)</td>
<td>01702 328208</td>
<td>07920 822 061</td>
<td><a href="mailto:southsec@essex.ac.uk">southsec@essex.ac.uk</a></td>
</tr>
<tr>
<td>Website Portal</td>
<td></td>
<td></td>
<td></td>
<td>Log jobs within <a href="http://planetfm.essex.ac.uk/planet">http://planetfm.essex.ac.uk/planet</a> To access the above link, please copy and paste into Internet Explorer using the top bar (not Google), paste the link and press enter. Or</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:ems-helpdesk@essex.ac.uk">ems-helpdesk@essex.ac.uk</a></td>
</tr>
</tbody>
</table>
The Forum

Opening times and access

<table>
<thead>
<tr>
<th>Days</th>
<th>Partial lockdown/restricted access</th>
<th>Full building access</th>
<th>Partial lockdown/restricted access</th>
<th>Learning Hub</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Only accessible to staff.</td>
<td>Open to public, staff and students, via main and secondary entrance doors. Access to University areas within the building by card access only</td>
<td>Only accessible to staff. Access via pass door to left of main entrance.</td>
<td>Access to students via out-of-hours north door only.</td>
</tr>
<tr>
<td>Monday to Friday</td>
<td>7.00 am to 8.00 am</td>
<td>8.00 am to 7.00 pm</td>
<td></td>
<td>7.00 pm to 8.00 am Saturday</td>
</tr>
<tr>
<td>Saturday</td>
<td>7.00 am to 8.00 am</td>
<td>8.00 am to 5.00 pm</td>
<td>5.00 pm to 10.00 pm</td>
<td>5.00 pm to 11.00 am Sunday</td>
</tr>
<tr>
<td>Sunday</td>
<td>9.00 am to 11.00 am</td>
<td>11.00 am to 4.00 pm</td>
<td>4.00 pm to 6.00 pm</td>
<td>4.00 pm to 8.00 am Monday</td>
</tr>
</tbody>
</table>

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.
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 in 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 be accompanied by a member of staff at all times.

Fire alarm test time

The fire alarm is tested every Friday at 8.30am.

Access cards

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

The Forum temporary cards are issued by Security who are managed by South Essex Property Services (SEPS). They can be found in The Forum building in the Ground Floor FM room on x8508, and Ground Floor Reception in The Gateway Building on x8200.

Visitor arrangements

The Ground Floor welcome desk in The Forum can be reached on x8500 internally.

All first time visitors and large groups that require entry to The Forum should go to Ground Floor Reception at The Gateway Building. Please complete a visitor’s e-mail and send to the Ground Floor Reception desk on recsc@essex.ac.uk.

Staff members in The Forum should ask expected visitors to report to the Ground Floor Reception desk at The Forum on arrival and they will be sent up to be met in the lift lobby on the floor. Please e-mail librarymanagers@southend.gov.uk with details of expected visitors. The reception staff will then e-mail 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 South Essex property Services (SEPS), on x8508 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 x8508.

In the event of sudden illness or collapse please call the Emergency Services direct (999 or 112 with an outside line) and then inform SEPS to expect their arrival. This action can be life-saving 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 please.

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 University buildings or sent out via external post is collected and brought back by SEPS Security in order for Ground Floor Reception at 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 x8508.

Information sharing agreement (ISA)

Please note that Southend Borough Council, South Essex College and The University of Essex, have agreed an Information Sharing Agreement (ISA) in relation to The Forum Southend-on-Sea.

The ISA covers areas including personal data, library services, CCTV, access control, requests from third parties and complaints handling. The ISA can be found on the University’s website at https://www1.essex.ac.uk/records_management/policies/default.aspx#library_facilities with records management policies, and is also linked through from privacy policies for staff.

https://www1.essex.ac.uk/records_management/policies/staff.aspx#library_facilities_southend
https://www1.essex.ac.uk/records_management/policies/students.aspx#library_facilities
Food and drink guidelines – student accessible areas

Students are able to have hot food and drinks in the communal areas in The Learning Hub.

Any spillages should be reported to the Estates Helpdesk on fmhelp@essex.ac.uk straight away.

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

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

Learning Hub – bookable space

The Skills Space and the Innovation Space within the Learning Hub are bookable via the Central Timetabling Office (CTO). Bookings can be made via email cto@essex.ac.uk.

The Forum Library

Management and Operational Arrangements

The University of Essex, Southend Borough 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 Borough Council on behalf of the partners.

Website

The Library website can be found here http://libwww.essex.ac.uk/Users/southend.htm

If you have any queries regarding the Library at The Forum, please contact the University’s Southend Campus Senior Library Assistant, Kara Mackay on kara.mackay@essex.ac.uk or x8484.
A partnership between Southend Borough Council and South Essex College is in place to undertake the management of The Forum facilities.

<table>
<thead>
<tr>
<th>Title and Name</th>
<th>Location</th>
<th>Telephone Number</th>
<th>Mobile Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting faults and making requests</td>
<td>Basement Office</td>
<td>01702 339466</td>
<td>07484 929083</td>
<td><a href="mailto:fmhelp@essex.ac.uk">fmhelp@essex.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>The Forum</td>
<td></td>
<td>07773 559730</td>
<td></td>
</tr>
<tr>
<td>Maintenance Services</td>
<td>Basement Office</td>
<td>01702 328508</td>
<td>07808 585983</td>
<td><a href="mailto:forumsec@essex.ac.uk">forumsec@essex.ac.uk</a></td>
</tr>
<tr>
<td>Brett Oatham</td>
<td>The Forum</td>
<td>01702 328508 for first aid</td>
<td></td>
<td><a href="mailto:russellcollett@seh.southend.gov.uk">russellcollett@seh.southend.gov.uk</a></td>
</tr>
<tr>
<td>SEPS Security Services</td>
<td>Basement Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(South Essex Property Service)</td>
<td>The Forum</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Russell Collett</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Clifftown Studios

Opening times and access

<table>
<thead>
<tr>
<th>Days</th>
<th>Full building access</th>
<th>Access out of these hours should be via prior agreement with the E15 Administration Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Saturday</td>
<td>7.00 am to 10.00 pm</td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td>9.00 am to 6.00 pm</td>
<td></td>
</tr>
</tbody>
</table>

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.

Teresa Zoers-Taylor, Clifftown Theatre Manager, tzoeirstaylor@essex.ac.uk or x8325.

Chloe Main, East 15 Box Office and Production Publicity, chloe.main@essex.ac.uk or x8335.

The staff/student entrance to Clifftown Studios is via the side door on Nelson Mews and access to the building is by use of 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 building users prepare to exit the building 10 minutes before lockdown in order to assist Security with their lock down 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 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 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 be accompanied by a member of staff at all times.

Fire alarm test time

The fire alarm is tested every Friday at 11.00am.

Access cards

Requests for temporary access cards for Clifftown Studios should be made to the Clifftown Theatre Manager, Teresa Zoers-Taylor, tzoeirstaylor@essex.ac.uk or x8325 who will issue a card.

Visitor arrangements

Clifftown Studio visitors should be arranged via the Clifftown Theatre Manager, Teresa Zoers-Taylor tzoeirstaylor@essex.ac.uk or x8325.

First aid arrangements

General First Aid is provided by E15 staff for Clifftown Studios during normal hours and Security provide the service out of normal hours. They can be contacted by dialing x8208 (Security) or x8325 (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 life-saving 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.
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, (Monday, Wednesday and Friday). 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 in order 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 will 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 into 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.

<table>
<thead>
<tr>
<th>Title and Name</th>
<th>Location</th>
<th>Telephone Number</th>
<th>Mobile Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interim Facilities Manager Zophia</td>
<td>Colchester 6.020</td>
<td>01206 876 190</td>
<td>07747766113</td>
<td><a href="mailto:Zk17063@essex.ac.uk">Zk17063@essex.ac.uk</a></td>
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<tr>
<td>Support Agnus Warchol</td>
<td>GB.2.11</td>
<td>01702 328214</td>
<td>07780 662 503</td>
<td><a href="mailto:Aw16121@essex.ac.uk">Aw16121@essex.ac.uk</a></td>
</tr>
<tr>
<td>Security and Domestic Services</td>
<td>GB.2.11</td>
<td></td>
<td>07780 339 128</td>
<td><a href="mailto:lb17012@essex.ac.uk">lb17012@essex.ac.uk</a></td>
</tr>
<tr>
<td>Manager Ian Bradley</td>
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<tr>
<td>Maintenance Services</td>
<td></td>
<td>01206 872959</td>
<td></td>
<td><a href="mailto:ems-helpdesk@essex.ac.uk">ems-helpdesk@essex.ac.uk</a></td>
</tr>
<tr>
<td>Security Services</td>
<td>GB.0.06 (FM</td>
<td>01702 328381</td>
<td>07920 821 931</td>
<td><a href="mailto:southsec@essex.ac.uk">southsec@essex.ac.uk</a></td>
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<td>Control Room)</td>
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Security services for Clifftown Studios

Security is at the front desk at Clifftown Studios at the following times:

<table>
<thead>
<tr>
<th>Day</th>
<th>Start</th>
<th>Finish</th>
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</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>3.00 pm</td>
<td>10.00 am</td>
</tr>
<tr>
<td>Saturday</td>
<td>7.00 am</td>
<td>10.00 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>9.00 am</td>
<td>6.00 pm</td>
</tr>
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</table>

Security can be contacted between 7.00 am and 3.00 pm on x8208.

Between 3.00 pm and 10.00 pm please contact Clifftown Security on 07920 821 931
University Square student accommodation

Opening times and access

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

Reception is staffed Monday – Friday 9.00am – 5.00pm and is staffed by Security outside of these hours. You can contact reception on 01702 328400 or by e-mailing scaccom@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 on the podium between houses 7 and 3.

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 located 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 tested every Friday at 12.00noon.

Visitor arrangements

University Square visitors should be arranged via the University Square Reception by telephone to x8400.
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 x8408.

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 life-saving 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. (Monday, Wednesday and Friday)
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 in order 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 disposed of at the start of the new academic year.

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

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