



University of Essex

Service Level Agreement – Portering

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Introduction

Portering Duties in Southend and Loughton will be carried out by the Security Team. This SLA will only apply to Southend and Loughton Campuses, as Colchester Campus has a stand-alone Portering Team on site.

This service level agreement, between Security and Campus Safety and the stakeholders of the University of Essex, supplements the service that the Security and Campus Safety Team in Southend will provide for the Southend & Loughton Campuses.

This SLA will supersede any previous document/agreement or SLA prior to September 2021

Categories of Portering

- Furniture: Tables, Chairs, Desks, Empty Filling Cabinets/Cupboards
- Crates and Boxes: Need to be packed and unpacked by client or stakeholder, however if assistance is required this needs to be discussed and agreed by the Security Team. If Crates are required these will need to be ordered by the client or stakeholder by contacting southsec@essex.ac.uk Crates will be collected 7 days after the said items have been moved.
- Electrical Equipment: Printers, Fridges, Microwaves, Dishwasher, Air Purifier and Shredders etc. Computers and all IT equipment move requests to be made separately, by the client, through ITS helpdesk.
- Teaching Space reset: Tables and Chairs and Studio Equipment as per room layout. Non-standard or different layouts should be pre-booked through the request process emailing southsec@essex.ac.uk
- Any change in layout made by the user must be reset by the user back to the default room setting before leaving that space.
- Event Set Up: Zip Screens, fixed partitions, Gazebo and Tables and Chairs
- Exam Set Up: Desks and Chairs
- Couriered Items: Large parcels and deliveries in loading bay. Maximum storage time in the loading bay is 48 hours. If parcel arrives without any name or department information on them, they may be opened to ascertain the required location of delivery. This may happen for identification, Security concerns or Health and Safety reasons.

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- Complete Building, Floor or Department moves: This may require external contractor support, so will need to be discussed with Security and Campus Safety and the Project Manager in a reasonable timeframe before the portering tasks are considered.
- Snow and Ice clearing will form part of the portering duties but will not need to be booked through the below process. (See separate Snow and Ice Policy). If re-gritting of a certain area is required, please contact the Security team directly.

Booking Process

- Timescales: Portering notice period are decided by the on-duty Security Team and are as follows:
 - 48 Hours: Small portering tasks (several items)
 - 2 Weeks: Exam Set up/down and Event set up/down.
 - 8 Weeks: Large department/floor building moves.
- Large scale Department moves/projects - Security will need to be involved in the Start, Middle and Finish of these projects. This is so we can arrange the contractors for access control work if required and the logistics of staff rotational issues.
- Persons requiring portering duties will send an e-mail to southsec@essex.ac.uk
- this will need to be submitted at least 48 hours prior to the portering task being required to be carried out. Once Security and Campus Safety have received the request, they will create a PLANET job and a confirmation email will be sent to the person who ordered the portering task informing them of the completion date, this is so the Security Team on shift at the time can access the request and can assess the task and organise the resources required for said task and the logistics involved.
- The request should include but isn't limited to details of which rooms, what set-up is required, what items are required to be moved, details of location from and to, when rooms will be free to enter and the current location of said items to be transported.
- Other Teams: If any items being moved require assistance from the FM Team/Maintenance (i.e., for removing items from walls, dismantling, items to be unplumbed) and ITS, then this needs to be arranged and agreed with the above teams prior to booking the portering task and completed/prepared ahead of the portering task.
- Where the required portering task may require a large amount of work or is one of significance, University of Essex stakeholders will give as much advance notice as

possible, subject to final information being received from clients/stakeholders. Last minute changes will be passed on as quickly as possible.

- If items are delivered via Courier, Security and Campus Safety will notify the name on the parcel and will await instructions via the above ordering system. If no name is present alternative arrangements will be made to identify the customer, which may include opening the package or emailing campus staff list.
- If items have been ordered for delivery to campus, please email and inform the Security Team of an estimated date of arrival.
- If there are any questions, regarding the request, these must be raised as soon as possible to ensure they are answered, and issues rectified ahead of time.

Operational Standards

- Portering tasks will be carried out by the Security & Campus Safety Team around operational demands and will normally be carried out as part of the Night Shift but may be carried out by the Day Shift Security Team if operational duties allow. (This is to ensure that the building will be empty and the health and Safety risk is reduced, due to the reduced number of persons in the building and the large items that may be required to be moved)
- The Security Team must and will use the PPE and portering equipment that has been provided for such tasks and must follow all advice that is given in their manual handling training. Equipment such as steerable wagon, wheeled platform and chair lifters etc.
- As operational incidents take priority, if a serious incident arises during a portering task, the incident needs to be prioritised and the portering task may not be completed. The portering task will then be re-arranged at the earliest opportunity.
- If items that require portering are attached or still attached to the walls or elsewhere or need dismantling this needs to be completed prior to the portering task being requested or completed.
- Where possible, all items that need portering must be boxed, crated, packed or free-standing furniture.

Dealing with Feedback

- Should any issues arise with the standard of portering services provided, these should be addressed to the Lead Security Officer (southendlso@essex.ac.uk) at the earliest opportunity in order that the problems may be rectified.
- If the University of Essex staff member/s are not satisfied with the response or feel that the matter needs to be taken further, the complaint should be put in writing to the Security Co-Ordinator. The complaint will be acknowledged, and a full response should be received in 10 working days.
- If you follow this process and the matter has not been resolved to the required level it should be directed to the – Deputy Head of Security and Campus Safety.

Policy Classification: Policy

Security Classification: Restricted to University staff and students

Security Rationale: The policy contains information that refers to sensitive or confidential University processes and systems

Nominated Contact: Deputy Head of Security and Campus Safety

Policy Manager Role: Head of Security and Campus Safety

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