

CUSTOMARY PRACTICES | PROTOCOLS

The Welcome Desk number is **01524 593765** and the LUSU fax number is **01524 594029**

1. WELCOMING VISITORS

- 1.1 The Welcome Desk team are there to welcome visitors to the organisation and in the main will call you to let you know there is someone to see you.
- 1.2 Please meet visitors at the Welcome Desk, rather than your desk area, to avoid distracting people from their work. Other areas for you to meet people include:
 - A-floor informal meeting room [whiteboard room]
 - A-floor breakout space [green sofas]
 - Welcome area seating
 - B-floor confidential meeting room [B80b]
 - Learning zone
 - External meeting rooms
- 1.3 We all need to take responsibility for taking messages from visitors and emailing them to the correct person.

2. ABSENCE FROM THE BUILDING

- 2.1 LUSU constantly strives to present a professional image to its customers and it is important for you to inform the Welcome Desk staff of all absences from the building and expected duration.

3. ACCESS TO THE BUILDING AND SECURITY

- 3.1 Access to the building before 9:00am and after 5:00pm is by use of your library card. You will need to obtain a card if you do not have one.
- 3.2 In this new environment there isn't the luxury of being able to lock offices for security and there is open access until 6:30pm every night.
- 3.3 When you are away from your desk, even for a short time, please get into the habit of 'logging off' from your computer and keep I-pads and valuables in your drawers.

4. LONE WORKING

If you are the only person working on your floor please inform University Security.

5. CONFIDENTIALITY

- 5.1 If you deal with sensitive data you can request a privacy filter for your monitor from the Departmental Administrator.
- 5.2 If you are looking at personal information of someone on the membership system please ensure you close the window when you have found what you need.

5.3 The small meeting room on B-floor can be used for confidential conversations or phone calls.

6. NOISE

6.1 It is hoped that everyone will be aware of noise levels and being disturbed / causing disturbance by loud voices. If your voice tends to carry please be aware of the volume so as not to disturb people getting on with their work. Please use a space that will not impact on others if you have a meeting or there are more than two of you.

6.2 **Do Not Disturb** | If you are at your desk and do not wish to be disturbed please communicate this to others in your team / around you and establish signals for this. For most people this should be the exception rather than the norm especially for people on A-floor.

6.3 Try moving to a different workstation. There are hot desks available on B-floor [around the Departmental Administrator and the Media space] – you could even go to the library or learning zone.

6.4 You can also indicate a Do Not Disturb status on your phone.

6.5 **Music** | If you are listening to music keep the level down and ensure your team are happy with both the volume and type of music being played.

6.6 Please be aware that you can invest in a pair of headphones [up to a maximum of £30] and claim this back from the Finance Office by completing a payment claim form and attaching your receipt.

6.7 **Phones** | The constant noise of desk and mobile phones can be distracting. Please be considerate and

- Have your desk phone volume low and your mobile on silent
- Take your mobile with you when you go away
- Divert your desk phone to voice mail or a colleague

6.8 If it's appropriate answer your colleagues' phones, take a message and email the details.

6.9 To make an external call from your desk phone dial 8 followed immediately by the number you require. This applies to faxing as well. Voice mail password may be set to 123456 to access messages. To retrieve messages use the envelope icon on your phone.

7. POST

7.1 Mail is delivered to Bowland College Porters and collected by Welcome Desk staff.

7.2 Welcome Desk staff take outgoing mail at approximately 3:45pm. Please see the Welcome Desk Supervisor if you have outgoing mail.

8. FAX | LAMINATING | BINDING | SERVICES

- 8.1 The fax machine is in the Print Hub and the Welcome Desk team will send faxes for you if you cannot send one yourself.

9. PRINTING

- 9.1 There are two printers in the building, one in the Print Hub on A floor [prints in colour] and one on B floor [prints in black and white].
- 9.2 Most computers are connected to the copying machine in the Print Room. Please try and collect anything you print immediately, especially if it is of a confidential nature.
- 9.3 All copier problems should be reported to the Welcome Desk Supervisor.
- 9.4 Try to anticipate large copying runs and give advance notice to the Welcome Desk Supervisor. Often large copying runs can be set as a task for the Solutions team to carry out on your behalf, again see the Welcome Desk Supervisor.
- 9.5 The copier has a number of functions. Please speak to the Welcome Desk Supervisor – this will undoubtedly save precious time, paper and your budget.
- 9.6 However, the organisation is moving to being as paperless as possible. If you have an i-pad why not use Drop box, Notes or Pages to store documents on the move.

10. MEETINGS | ROOMS | MINUTES | DOCUMENTS

- 10.1 **Rooms** | The Boardroom [B104] and the small meeting room on B floor [B80b] are both bookable via the University on-line room bookings system. You will need to book these and all other external meeting rooms via the Departmental Administrator or Welcome Desk Supervisor.
- 10.2 Please note that the Boardroom is shared with the History Department.
- 10.3 The whiteboard room on A-floor and a further small meeting room on B floor are used on a first come – first served basis.
- 10.4 **Documents** | Agendas and supporting papers are now predominantly circulated electronically or shared via Drop box.
- 10.5 **Minutes** | The organisation uses student staff from the Solutions Team as minute takers for a number of sub-committees / groups.
- 10.6 Once minutes are typed up they are circulated to the Chair or Vice President of the committee, the Chief Executive and the Departmental Administrator.
- 10.7 If you are the Chair of a committee it is important for you to check minutes as soon as possible as they are submitted to other committees.
- 10.8 The Departmental Administrator is responsible for submitting minutes within an agenda and if corrections have not been made it is unfair to the minutes taker.

10.9 All corrections should be passed to the Departmental Administrator to avoid confusion.

11. COMPUTER WORKSTATION ASSESSMENT | EYE TESTS

11.1 Soon after you are settled in the Departmental Administrator will contact you to arrange an assessment of the suitability of your workstation area. This is an informal process.

11.2 You should take regular breaks from your computer screen as per the recommendations [document attached].

11.3 In general you will be a designated a 'User of Display Screen equipment' and as such LUSU will reimburse the cost of an eye test, up to £22.00 and up to a maximum of £52.00 should the optician, upon inspection, determine that you need corrective appliances to specifically carry out work with display screen equipment.

11.4 Please request the relevant form from the Departmental Administrator

12. WORK SPACES | STORAGE

12.1 **Work space** | Feel free to surround yourself with inspiration or something that is meaningful to you like photos or your family, but don't overdo it!

12.2 Please help keep the space around you tidy and don't leave rubbish, dirty plates etc about.

12.3 There are other people in the same space as you and you should keep floors and walkways clear. Obstruction is a safety issue!

12.4 **Storage** | There is much less storage space in the open space environment so it is vital you know what belongs to you and what needs to be kept where. Keep your area tidy, using desk drawers and tambour units as much as possible.

13. KITCHEN AREA | FOOD

13.1 The kitchen area is for use by all staff and officers and as this is a big space every opportunity should be used to eat away from your desk.

13.2 Eating at your desk may save time but the smell from your meal can be overpowering.

13.3 Make sure you dispose of waste thoughtfully – food left lying in an open bin overnight or weekend will become unpleasant.

13.4 **It is the responsibility of everyone using the kitchen facility to keep the surrounding area clean!**

13.5 The tea, coffee, milk etc is provided by LUSU and milk is signed out from the LUSU Shop

13.6 The LUSU building is an alcohol free building with the exception of awards and presentations.

14. FIRE ALARMS | TESTING | ANNUAL DRILL

14.1 Fire testing takes place each Tuesday at some point during the working day. No response is needed to these.

14.2 An annual drill takes place each year, in week one of autumn term, at a specified time. When the alarms sound the building must be vacated and everyone must proceed to the evacuation site [outside the Human Resources building]. Re-entry to the building is not allowed until permission has been given to do so.

14.3 In all other instances if the fire alarm sounds the building must be vacated as soon as possible as this could be a real emergency. Permission is needed to re-enter the building.

15. MAINTENANCE & FURNITURE

15.1 The Departmental Administrator should be informed of all mechanical, lighting and building faults in the LUSU building and at the same time reported by you on the University Facilities system at:

http://www.lancs.ac.uk/depts/estates/help_desk/index.htm.

15.2 Requests for new furniture should be directed to the Departmental Administrator.

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