



University of Essex

# Buildings User Guide

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## Southend Campus



# General Information

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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 <https://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. ITS 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. <https://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 authorized person to enter the building. All staff are kindly requested to ensure that the door closes behind them without anyone gaining unauthorized access to the building.

For additional security information, please visit <https://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. HR 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 <https://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 <https://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 the [ems-helpdesk@essex.ac.uk](mailto:ems-helpdesk@essex.ac.uk) if found.

## **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 <http://planetfm.essex.ac.uk/PlanetPortal/> or the Helpdesk [ems-helpdesk@essex.ac.uk](mailto:ems-helpdesk@essex.ac.uk). All complaints are overseen by the Estates Management Team in consultation, when relevant, with the Campus Manager.

## **Cycle Policy**

<https://www.essex.ac.uk/staff/travel-and-transport/cycling-on-campus-rules>

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

## **IT Solutions**

<https://www.essex.ac.uk/staff/it-services>

IT Solutions 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/staff/it-services/it-helpdesk>

## **Internal communication**

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

Some content will also be appearing 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 Ground Floor Reception on [recsc@essex.ac.uk](mailto:recsc@essex.ac.uk) with the details.

A reminder is sent for the Southend bulletin blog every Thursday morning. The deadline for inclusion is 12.00 noon Friday afternoon. The bulletin blog reminder is sent to members of the staff-southend-info subscription list

<https://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 in the first instance.

## **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:-

Please visit <https://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 and portering, alteration works, health and safety hazards etc. please visit <https://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 put in your full University of Essex email and usual computer password to access the facility.

<https://planetfm.essex.ac.uk/PlanetPortal/>

<https://www.essex.ac.uk/staff/building-and-maintenance-services/estate-management-helpdesk>

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

**The helpdesk** is operational for staff to log job requests using the following helpdesk address:-  
[ems-helpdesk@essex.ac.uk](mailto:ems-helpdesk@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 <https://www.essex.ac.uk/staff/building-and-maintenance-services/building-faults-repairs-and-maintenance-requests>

## **Procedure for reporting accidents and incidents**

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.

<https://www.essex.ac.uk/staff/health-and-safety-incidents-or-concerns>

## **Security policy**

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

<https://www.essex.ac.uk/information/emergencies-security-and-safety/security-services>

If you have any questions regarding the policy, please contact James Dykes, Security Coordinator [james.dykes@essex.ac.uk](mailto:james.dykes@essex.ac.uk) who is the main point of contact for Southend.

Tom Brown, Head of Security & Campus Safety, [thomas.brown@essex.ac.uk](mailto:thomas.brown@essex.ac.uk) being the overall point of contact for the service.

## **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 Timetabling and Room Booking Team (TRBT) 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](mailto: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. <https://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](mailto:eventsouthend@essex.ac.uk) or telephone x8336.

<https://www.eventessex.co.uk/our-venues/conferences-events/southend-conferences-events-venues/>

## **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:-

<https://www.essex.ac.uk/staff/design-print-and-copy-services>

## **The Gateway Building**

### **Opening Times and Access**

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

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 Lockdown, 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 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**

For more information about the University's fire safety arrangements and evacuation policy, visit <https://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 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 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.

### **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. <https://www.essex.ac.uk/staff/fire-safety/peep>

### **Fire alarm test time**

The fire alarm is usually tested every Friday at 9am.

### **Ground Floor Reception**

Ground Floor Reception at The Gateway Building is usually 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 lockdown). 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](mailto: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 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](mailto: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](mailto:recsc@essex.ac.uk) ensuring that all relevant information is included.

### **COVID-19 visitor arrangements**

Visitors to the campus must complete an online form every time they visit. This will enable us to contact any visitor if we have a confirmed case of COVID-19 on campus - <https://www1.essex.ac.uk/forms/covid/visitors.aspx> It is also important any visitors who have a disability, or who may require assistance, be identified on the visitors notification form. Please contact [recsc@essex.ac.uk](mailto:recsc@essex.ac.uk) for a copy of the 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.

<https://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 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 of 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 2<sup>nd</sup> class. **All staff are asked not to have personal items sent to the University of Essex addresses.**

**For a complete post services guide please visit <https://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.

<b>Title and Name</b>	<b>Location</b>	<b>Telephone Number</b>	<b>Mobile Number</b>	<b>Email</b>
<b>Senior Facilities Manager Southend &amp; Loughton:</b> Ben Lawson	TF.2.34		07887 825833	<a href="mailto:blawson@essex.ac.uk">blawson@essex.ac.uk</a>
<b>Technical Assistant Southend &amp; Loughton:</b> Agnes Warchol	TF.2.34	01702 328214	07780 662503	<a href="mailto:a.warchol@essex.ac.uk">a.warchol@essex.ac.uk</a>
<b>Security Coordinator:</b> James Dykes	TF.2.28	01702 328210/8212	07990 124995	<a href="mailto:james.dykes@essex.ac.uk">james.dykes@essex.ac.uk</a>
<b>Security Services</b>	GB.0.06 (FM Control Room)	01702 328208	n/a	<a href="mailto:southsec@essex.ac.uk">southsec@essex.ac.uk</a>
<b>Website Portal</b>				Log jobs within <a href="#">Planet Portal Login</a>  Or:  Email: <a href="mailto:ems-helpdesk@essex.ac.uk">ems-helpdesk@essex.ac.uk</a>



## **The Forum**

### **Opening times and access**

Please see - <https://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:

<https://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 familiarize 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 be accompanied by a member of staff at all times. <https://www.essex.ac.uk/staff/fire-safety/peep>

### **Fire alarm test time**

The fire alarm is tested every Friday at 8.00am.

### **Access cards**

Staff can access the 2<sup>nd</sup> floor of The Forum using their access cards.

The Forum temporary access card 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. Please complete a visitor's email and send it to the Ground Floor Reception desk on [recsc@essex.ac.uk](mailto: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 will be sent up to be met in the lift lobby area on the 2<sup>nd</sup> floor. Please email [librarymanagers@southend.gov.uk](mailto:librarymanagers@southend.gov.uk) with details of expected visitors. The 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 x8505 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 x8505

**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 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

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 in order for Ground Floor Reception in The Gateway Building to process. Incoming and outgoing post trays are located on the 2<sup>nd</sup> 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 x8505

## **Information sharing agreement (ISA)**

Please note that Southend Borough Council, South Essex College and The University of Essex have agreed and 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 Universities website at

<https://www.essex.ac.uk/information/freedom-of-information/policies-and-procedures#f> with records management policies and is also linked through from our privacy policies for staff [https://www.essex.ac.uk/staff/your-information-your-rights/privacy-notice-staff#library\\_facilities\\_southend](https://www.essex.ac.uk/staff/your-information-your-rights/privacy-notice-staff#library_facilities_southend) and [https://www.essex.ac.uk/student/my-essex/privacy-notice-students#library\\_facilities](https://www.essex.ac.uk/student/my-essex/privacy-notice-students#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

<https://planetfm.essex.ac.uk/PlanetPortal/Account/Login?ReturnUrl=%2FPlanetPortal%2F> Recycling bins can be found at the Paper Points by the Open Study Space and the Info Point outside the 2<sup>nd</sup> floor lecture rooms and in the 2<sup>nd</sup> floor tea point.

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

## **Learning Hub – bookable space**

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 [cto@essex.ac.uk](mailto:cto@essex.ac.uk). Visit <https://www.essex.ac.uk/staff/event/booking-a-room> for more information.

## 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 <https://southend.spydus.co.uk/cgi-bin/spydus.exe/MSGTRN/WPAC/HOME>

If you have any queries regarding the library at The Forum, please contact the Universities Southend campus Librarian, Natalie Percival on [natalie.percival@essex.ac.uk](mailto:natalie.percival@essex.ac.uk) or x8485  
<https://www.essex.ac.uk/staff/professional-services/library-services-team>

### Facilities Management

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

<b>Title and Name</b>	<b>Location</b>	<b>Telephone Number</b>	<b>Mobile Number</b>	<b>Email</b>
<b>Reporting faults and making requests</b>				<a href="#">Planet Portal Login</a>
<b>Maintenance Services</b> Brett Oatham	Basement Office, The Forum	01702 339 466	07484 929 083 07773 559 730	<a href="#">Planet Portal Login</a>
<b>SEPS Security Services</b> Russell Collett	Basement office, The Forum	01702 328 508 For first aid	07808 585 983	<a href="mailto:forumsec@essex.ac.uk">forumsec@essex.ac.uk</a> <a href="mailto:russellcollett@seh.southend.gov.uk">russellcollett@seh.southend.gov.uk</a>

## Clifftown Studios

### Opening times and access

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

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, x8325.

East 15 Box Office and Production Publicity, x8335.

<https://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 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 buildings user prepare to exit the building 10 minutes before lockdown in order 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 be accompanied by a member of staff at all times.

### 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 x8325 who will issue a card.

### Visitor arrangements

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

<https://www.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 and Thursday, currently only Tuesdays' during sustained protection). 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 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
<b>Senior Facilities Manager Southend &amp; Loughton:</b> Ben Lawson	TF.2.34		07887 825833	<a href="mailto:blawson@essex.ac.uk">blawson@essex.ac.uk</a>
<b>Technical Assistant Southend &amp; Loughton:</b> Agnes Warchol	TF.2.34	01702 328214	07780 662503	<a href="mailto:a.warchol@essex.ac.uk">a.warchol@essex.ac.uk</a>
<b>Security Coordinator:</b> James Dykes	TF.2.28	01702 328210/8212	07990 124995	<a href="mailto:james.dykes@essex.ac.uk">james.dykes@essex.ac.uk</a>
<b>Security Services</b>	GB.0.06 (FM Control Room)	01702 328208	n/a	<a href="mailto:southsec@essex.ac.uk">southsec@essex.ac.uk</a>
<b>Website Portal</b>				Log jobs within <a href="#">Planet Portal Login</a>  Or:  Email: <a href="mailto:ems-helpdesk@essex.ac.uk">ems-helpdesk@essex.ac.uk</a>

## Security services for Clifftown Studios

Security run roving patrols in Clifftown throughout the week.

For security contact details please visit <https://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 – Friday 9am to 5pm and is staffed by Security outside of these hours. You can contact reception on 01702 328400 or by emailing [scaccom@essex.ac.uk](mailto: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 usually tested every Friday at 12.00 noon.

### **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 (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 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

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

<b>Title and Name</b>	<b>Location</b>	<b>Telephone Number</b>	<b>Mobile Number</b>	<b>Email</b>
<b>Senior Facilities Manager Southend &amp; Loughton:</b> Ben Lawson	TF2.34		07887 825833	<a href="mailto:blawson@essex.ac.uk">blawson@essex.ac.uk</a>
<b>Technical Assistant Southend &amp; Loughton:</b> Agnes Warchol	TF2.34	01702 328214	07780 662503	<a href="mailto:a.warchol@essex.ac.uk">a.warchol@essex.ac.uk</a>
<b>Security Coordinator:</b> James Dykes	TF.2.28	01702 328210/8212	07990 124995	<a href="mailto:james.dykes@essex.ac.uk">james.dykes@essex.ac.uk</a>
<b>Security Services</b>	GB.0.06 (FM Control Room)	01702 328208	n/a	<a href="mailto:southsec@essex.ac.uk">southsec@essex.ac.uk</a>
<b>Website Portal</b>				Log jobs within <a href="#">Planet Portal Login</a>  Or: Email: <a href="mailto:ems-helpdesk@essex.ac.uk">ems-helpdesk@essex.ac.uk</a>