

Master Building Manual

PHX104

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Fuse Boards

There are four fuse boards located on the first floor. They are located in the:

- 1) Directors kitchen (Board A)
- 2) The server room (Board B)
- 3) Concealed in the coffee point (opposite accounts) on the right-hand side wall (Board C) and
- 4) IT services department on the wall near to the partition wall to the right of the office (Board D).

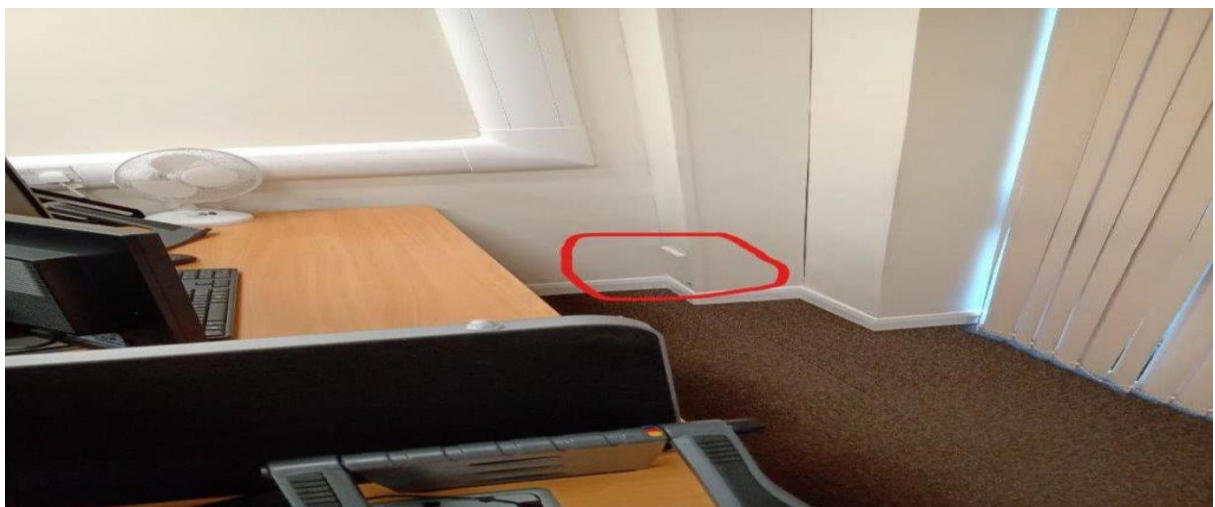
There are 8 fuse boards located on the ground floor. They are located in the:

- 1) Marketing storage cupboard in X-scape (Board M)
- 2) Cleaners room just off X-scape (Board I)
- 3) Comms room (far wall) (Board H)
- 4) ACE storage room (Board F)
- 5) Disabled toilet (left hand wall on entering behind concealed panel) (Board G)
- 6) Fleming hotdesking office (Board E)
- 7) Sales Hub (in the new control room near education sales, see Sales Hub Heating on page 9 for access details). (Board NE/P)
- 8) Sales Hub on the left hand side wall (adjacent to Vendor Alliance, this is where the pond pumps are controlled from) (Board K)

There is also a distribution board located in the Boiler House (Board J).

Stop Tap

The main stop tap for the building is located in the Fleming hot-desking office in the far-right corner (as shown on picture), past the full-length window blinds. It is near floor level behind a small discreet panel which is held in place magnetically and can be pulled off to access the main stop tap.



Generator

Maintained by Enrogen – contact no. 01759 307070)

Emergency contacts: 07921 169797 / 07763 234113 / 07703 515274.

The key for the generator is stored within the wall mounted key cabinet in the building maintenance managers office. It is located on the lower right hook (alongside the boiler house key).

The generator is tested fortnightly by switching from auto mode to manual mode and left running for a minimum period of 5 minutes. It is then moved back to auto, the access panel locked, and the key returned to the cabinet.

In order to conduct the test (outlined briefly above), first open the panel (to the right-hand side of the generator), then press the hand icon (highlighted in blue in the picture below) which switches the generator over to manual. Then press the green button, this should start the generator. After it has been running for 5 minutes press the red button to stop and then press auto to return the generator to automatic mode.

Lock and return the key to the correct hook.

The generator has a minor service in the Spring and a major service in the Autumn, Enrogen carry out these services (for contact, details please refer to [SPOL/Building Services /Administration/ Building Maintenance/Phoenix/Building Maintenance Contracts & Contacts June 2022](#)).

If at any point there is a need to fill with more oil, then it can be accessed from the grey plastic oil store located adjacent to the low wall behind X-scape. There is a key for the store located on the same key ring with the generator panel keys.



Take a 20-litre fuel box and nozzle from the store. Fix on the nozzle and empty into the fuel tank located behind the front panel of the generator (operated by the generator key). There is sufficient spare fuel to supply the generator for a full 12 hours of operation.

More fuel can be obtained direct from FuelBox (set up as a Phoenix supplier- contact details on SharePoint).

In the event of an oil spillage the spillage kit is located in the yellow wheeled bin to the rear of the generator

Boiler House

This is the location of the boilers. The key is located on the lower right coat hook in the building maintenance managers office.

The boiler house also stores the fish food for both ponds, as well as the traffic cones for use in fencing off areas for events or works.

In order to make any changes to the boiler settings, you must first pull down the front cover of the Viessman control panel. **Any changes must be made very carefully and only when absolutely necessary.**

By clicking on the menu button you can access and scroll through the different menu settings. They are Boiler sequence (which boiler is given priority to kick in etc), Heating, DHW (domestic hot water), Information, Settings (such as time, date etc). There is a button at the top which allows you to back all the way out of the menus to the main front menu screen.

The boiler is serviced annually by John Wrights Electrical (01904 424114)

Defibrillator

The access code for the defibrillator is C159X. Enter the code and open the door by pulling the handle down. The defibrillator is checked weekly to ensure that the cabinet is in good condition, and that both defibrillator and its battery are in good working order. These are both tested by removing the defibrillator from its case. Removing the battery from the side and placing back in will automatically conduct a battery test (battery shown circled in picture below). To remove the battery just press the release button just above it.

In order to test the defibrillator just press the on button and ensure that it goes through the verbal instructions as to what to do in the event of it being needed. To re-lock the cabinet please shut the door firmly.



Boiling Taps

There are two different types of boiling/chilled water taps.

Upstairs opposite accounts/operations is a tap that is supplied and serviced by **Aqua Libra** – **contact no. 0800 0806696** (formerly The Boiling Tap Company). In the event of any faults or maintenance they need to be called in to attend. On occasions there will be a need to change the gas bottle for the carbonated water. Administration is able to order in a new bottle, and the old bottle will be taken away upon delivery of the new.

All other taps have been supplied by John Wrights Electrical, and they should be the first port of call in this instance. **Contact no: 01904 424114**

Drainage

In the event of any drainage issues, either toilet related or otherwise the first point of call is building maintenance. Things are usually remedied by using the rods which are hanging up in the Fleming hot-desking office, on the right-hand side of the far racking. In the event of it being unresolvable then contact Metro Rod York (0800 668800). This will resolve 99% of issues but just occasionally may not and further investigation may need to take place to ascertain if there have been any recent changes by builders etc to alter drainage or flow of water. In this instance RK builders should be contacted. (main line 01757 289 082 or mobile 07710 536 940)

Fire Alarm

Maintained by ADT contract no: 1000133541 – contact no: 0344 8001999

This is maintained by ADT and the contract number is **1000133929**. The main panel is located within the ACE room adjacent to the main exit doors. On a weekly basis the fire alarm system is tested. ADT should be called on **0344 8001999**. They will ask for the contract number (above 1000133929). Ask for the system to be taken off-line for 30 minutes in order to carry out the fire alarm test.

An email should be sent out to all staff prior to the test stating that a test is about to take place and that staff should not leave the building.

The alarm should then be set off at a designated fire point. The next designated fire point to be triggered can be seen in SPOL:/Building Services/Phoenix/Building Checks/Fire call point data.xlsx.

The fire panel is accessed in one of two ways, either by swiping of a card on the RFID icon on the panel (marked no. 11 on the diagram over the page) or by logging in with a code.

There are two RFID cards, one held by the Infrastructure team and one held by the Building Maintenance Manager.

To log in instead with a code (the advised method as cards could be lost or misplaced), first tap on the home icon (no. 7 on the diagram) before pressing the login button (at the bottom of the events summary information, number 6 on the fire panel diagram).

You will then be prompted for a user ID and password. The **user ID is 05** and the **password is 34343**. Press the panel firmly, it is not like a phone screen (it is intended to be accessible to firemen wearing gloves etc).

As it sounds, the panels internal buzzer should be silenced (no. 10 on the diagram) followed by pressing icon no. 3 to silence the sounders around the building, after which icon no. 5 on the diagram can be pressed allowing for a reset of the fire system.

Whilst re-setting check that external doors have been released and can therefore be opened without a fob.

If after a reset the alarm continues to sound it is because the designated fire point has not been reset correctly.

The fire doors in the corridors (which should have released), should then be pinned back to the magnetic catches. The weekly fire alarm log should be completed in SPOL/Suppliers/Building Services/Phoenix/Building checks. This is also where other weekly checks should be noted such as checks on the CCTV system, defibrillator as well as the fortnightly generator checks and the monthly emergency light testing. Water testing is now carried out and recorded monthly offline in the water hygiene logbook.

There are 18 fire points which are tested in rotation, at the same time as this test, the green door release points should also be tested and recorded.

Once a month a call should be made back to ADT to ensure that the alarm was visible to them and is therefore working as it should.

Every six months there should also be a full fire alarm where the building is evacuated.



- | | |
|--------------------|--|
| ① Screen Title | The blue background changes to red for a fire or yellow for fault warning conditions. |
| ② LEDs | Various LEDs indicate conditions including 'fire', 'disabled' or 'faulty' – see "LED Details" below. |
| ③ Silence Sounders | Silences the sounders (Keyswitch protected – see "Key plus Software Login" on page 8.) |
| ④ Alarm Cycle | Cycles through any fire alarms, showing details. |
| ⑤ Reset | Use this after a fire situation has been resolved. Keyswitch protected – see "Key plus Software Login" on page 8. |
| ⑥ Events Summary | Alerts you to any abnormal conditions you need to be aware of. Touch here to further investigate and take possible action. |
| ⑦ Home | Returns you to the starting screen for navigating the menus (or the "View Fires" screen). |
| ⑧ Back | Cancels the last screen touch and returns you to the previous screen. |
| ⑨ Information | Displays background information on the system. |
| ⑩ Silence Buzzer | Silences the panel's internal buzzer. |
| ⑪ RFID sensor | If you have an RFID card, present it here to log in – see "RFID" on page 8. |
| ⑫ USB port cover | Open this to access the USB port and the key receptacle. |

Gas Suppression (main Server Room)

Maintained by ADT contract no: 1000139142 – contact no: 0344 8001999

Panel for gas suppression is located outside the main server room – the personnel who have the keys to access this panel are Andy Baker (hung up in office) and Shaun Tosler. An extra key will be hung up inside the server room.

Intruder Alarm

Maintained by ADT contract no: 1000133929 – contact no: 0344 8001999

This is also maintained by ADT (**contract number 1000133929**). The main control panel is in Reception. If unlocking the building and entering, you will need to make contact with the plastic security fob on the small panel in order to prevent the full alarm going off. Key Security Group currently opens the building Monday – Friday. The alarm also needs re-setting at the end of the day, and this is also done by Key Security. It is important when locking up and securing the building that all internal doors are fully closed, or the alarm will not set correctly.

If there is ever a problem with the alarm panel, it is sometimes possible for ADT to perform a reset remotely. Sometimes this needs the help of someone on site to access the panel and follow various commands. In order to do this the passcode for the panel is available from Building Maintenance & HR.

The Zone Alarm

Maintained by ADT contract no: 1000940864 – contact no: 0344 8001999

This is a stand-alone area in the rear car park also maintained by ADT (**contract number 1000940864**). When entering the Zone the alarm activation should be turned off. At the end of the day it needs to be reactivated.



Instructions on activation/re-activation

To unlock and disable the alarm:

- 1) Approach Zone up the ramp.
- 2) Using key marked PTK51, unlock the door and enter.
- 3) Turn immediately to the left to the alarm panel.
- 4) Press the disable alarm button twice (this is the third button down on the right-hand side, directly to the right of the number '9' button).
- 5) The panel will then state "Present tag or enter code". Pass fob over flashing blue icon at bottom left of the panel (just above blue 'ESC').
- 6) The Zone is now unlocked, and the alarm disabled.
- 7) Using key '11434', now unlock doors facing the pond. Unlock the main door with the handle and also the sliding door panel to the right.

To lock and alarm the Zone:

- 1) Enter the Zone from the pond side, and lock both doors facing the pond using key marked '11434'.
- 2) Ensure that all the internal doors within the Zone are closed.
- 3) Proceed to the alarm panel by the rear door.
- 4) Press the top right button on the panel twice (immediately to the right of the number '3'), to set the alarm.
- 5) The panel will then state "Present tag or enter code". At this point pass the fob over the flashing blue icon at the bottom left of the panel.
- 6) The panel will then state, "ARMING AWAY please exit now". Exit at once by the door adjacent to the ramp, locking with key PTK51.

CCTV

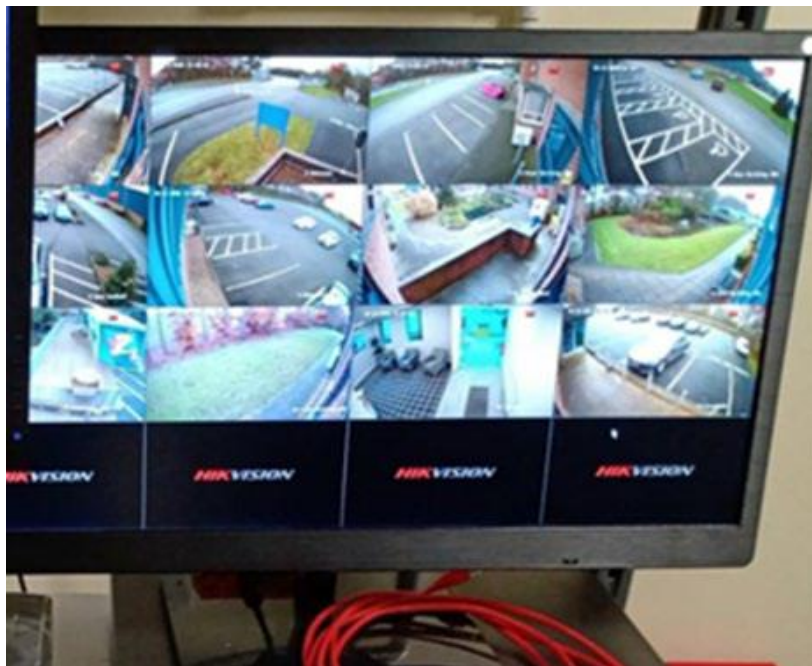
Maintained by SWAT – contact no: 01757 700773

The control and screens for the CCTV are located in the downstairs comms room. The Phoenix system code to access the system and peruse it is User1234. On the welcome screen click on password and a virtual keyboard will appear.

Live view is shown as default. At the bottom of the screen there is a taskbar, on the right-hand side of the taskbar is the option on how to split the screen up in order to view e.g. 1 large shot that scrolls camera by camera or 4x4 which shows all cameras as live. There are differing options on offer too

In order to view and playback (note the system has 9 days' worth of recording on each camera), you need to use the icons at the top of the screen. You can access these icons by right clicking. The 2nd icon from the left is for accessing playback. You then need to tick the box and select which camera view you wish to select. Once that is done you have various controls in order to scroll back to the correct date and time. If you are waiting for an incident to occur, then you can playback at different speeds (as you would on a standard video recorder). If something is required for the police, then it is possible to play and record the incident and download to a memory stick or other such device. The first time we may need to do this SWAT security will be happy to come back on site and walk us through the process.

To return to normal live play mode, first click the first icon on the top left for live play and then just right click on the mouse again



Keys

Keys for the building are retained by Minster Cleaning, Key Security group, and by a limited number of Phoenix personnel (Clare Metcalfe, Trevor Hutchinson, Andy Baker, Jane Singleton, and Shaun Tosler).

Sales Hub Heating

The Sales Hub heating is controlled from the Sales Hub server room. This is through the door to the right and on the right as you enter the Sales Hub from the direction of the ACE room. The door code to enter the room is available from Service Desk.

Within the Sales Hub the heating is broken down into several zones.

Zone A is where the Voluntary team and Vendor Alliance are seated.

Zone B is where the Education team are seated.

Zone C is where the Public Sector team are located.

Zone D is where the Sales Apprentices & Microsoft Licensing sales team sit.

Several meeting rooms are also set up on the temperature control panel.

In order to access the panel, press the locked padlock icon and then input 'user' into both username and password sections. The screen will now be unlocked.

You can now use your fingertip to scroll up or down through the various zones and meeting rooms to identify the one whose settings you would like to change.

To change the temperature to 20°C in this example in Zone B (although same instructions apply to all areas):

- 1) Click on the temperature displayed for Zone B
- 2) Click on the thermometer icon (with temperature written across)
- 3) Press the + / - button until required temperature is reached.
- 4) Tap the thermometer for this to become the new setting for the duration of that day.
- 5) Lock in this change by tapping on the padlock icon.
- 6) Complete the locking off process by tapping on the locked padlock icon.

The above steps can also be followed to change the intensity of the air blast, but instead of tapping on the temperature you should instead tap on the fan icon. Then press the icon for the new setting of blast intensity and then lock off as above.

Whilst the screen is unlocked temperature changes/blower settings can all be altered for all the different zones/meeting rooms.

The temperature can also be altered permanently and on a global basis, i.e. for all zones and meeting rooms. The instructions for how to do this are on a laminated set of instructions to the right of the control panel in the Sales Hub server room



Rest of Building Heating

See Boiler House.

In addition there are also Oventrop radiator valve controls in order to finesse the level of heating required in each office (excluding the Sales Hub). These may need bleeding from time to time especially during autumn to spring.

Car Chargers

EVBox - Contact No: 01908 970086

There are four electric car charging stations (each with two charging points, so hence a total of 8 charging points). One is located on each corner at the front of the building. A further two are located outside the entrance to the Sales Hub.

If the two stations at the front of the building ever need to be isolated then the electrical switches to do this are located in the downstairs comms room, on the left hand wall. They are labelled up as Car Charger 1 – 4.

To isolate the car chargers outside of the Sales Hub, then this can be done in the Sales Hub server room, on the same side wall as the heating controls.

These are managed by EV Box <https://help.evbox.com>

Ian Winn MIET

Senior Solutions

Engineer EVBox UK &

Ireland

(e) ian.winn@evbox.com

(w) +44 (0) 1908 970086

Contact Andy Baker on 07815 442774 for assistance if leads cannot be disconnected.

Septic Tank

Wansford Environmental - contact No: 01482 872666 / 07802 652286

In the normal course of events and with current staffing levels (approx. 350), this now needs to be emptied every 6 months, whilst hybrid working practices continue. This is done by Wansford Environmental.

Air Conditioning

Maintained by Airkool – contact no: 01482 371888

The contract for the maintenance of the air conditioning throughout the entire building is with Airkool (01482 371888).

Gardening

There is a contract for the gardening on site with Countrywide Grounds Maintenance.

Contact is Aimee Morton (a.morton@countrywidegrounds.com)

Waste

Forge Recycling -contact No: 0345 5050905

On site waste is split into two categories: recyclable and general waste. There are two Forge recycling bins in the rear car park. The one nearest to the Zone is for non-recyclable waste.

The one further away is for recyclable waste (note, this does not include glass).

Both skips are emptied on a fortnightly schedule, normally on a Thursday.

Within the building there is now a greater opportunity to recycle. In several areas (X-scape, IT, and both sales kitchens there are now opportunities to segregate out soft plastics and other dry mixed recycling from general waste). In every kitchen there is also the opportunity to put used tea bags into a caddy which then gets composted outside at the rear of the large pond along with gardening waste.

There are also dedicated bins for single use coffee cups to allow us to recycle them.

Skips

If a skip is required, we use RNH skips on 01430 634505.

Utilities

In case of any problems arising with supply or other problems with the utilities, please see details below for electric, gas and water suppliers along with our account numbers and contact numbers.

Electricity – Brook Green

Account number 200084301

Telephone 0207 870 4940

Gas – Crown Gas & Power

Contract Document Q00172187-

6-10 Agreement No:

CG1736698

Telephone 01617627744

The smell gas no: 0800 111 999

Water – Business Stream

Account number: 9091296201

Telephone: 0333 414 9040

JWE 24/7 call out

Electrical: 07907 038999

Mechanical: 07907 038995

Locking Up the Building

Keyholding Company – Key Security – contact no: 01924 273050

Emergency contact : 07775 284340

In the event of having to lock up the building, first ensure that all windows are closed and locked, downstairs blinds closed and all internal doors shut as far as is practical. All external doors are locked. There are **10** doors to check. Roller shutter door (side of building) remains secured at all times.

Please be extra vigilant with the fire door between X-scape and the far stairwell as this has a contact plate and therefore must be shut fully.

All lights should be off and then the alarm can be set on the ADT panel in Reception just above the fire extinguishers

In order to set the alarm hold the fob up to the panel between the green light and the ADT logo. It will initially beep once and then when it sets you will hear a continuous beeping tone. At this point exit the building and lock the door behind you.


If unable to set the alarm please contact Andy Baker on 07815 442774 who will give further instructions.

Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
Andy Baker	1.0	18/11/2020	Brought under Document Control practices
Andy Baker	2.0	23/07/2021	Updates to content
Andy Baker	3.0	28/10/2022	Updates to content
Andy Baker	4.0	23/05/2023	Updates to Fire Panel Info

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Clare Metcalfe	1.0	18/11/2020	Operations Director
Clare Metcalfe	2.0	23/07/2021	Operations Director
Clare Metcalfe	3.0	28/10/2020	Operations Director
Sam Mudd	4.0	23/05/2023	Managing Director

Signed:  Samantha Mudd, Managing Director

Dated: 23rd May 2023