

## **Document Title: Office & Site Operations Guide**

### **Facilities & Logistics**

1. Q: How do I reserve a conference room in my building?
  - o A: Use the Outlook/Calendar function. Search for "Room" followed by the building code (e.g., Room-SEA14-03A) to view availability.
2. Q: Where can I find common office supplies (pens, paper, toner, etc.)?
  - o A: Supplies are kept in the designated Supply Closets on each floor. Check the map near the elevators for the exact location.
3. Q: What is the process for submitting a request for building maintenance (e.g., broken AC, plumbing, lighting)?
  - o A: Use the Facilities Management Portal or submit a request directly to the Site Operations team under the "Maintenance" category.
4. Q: I found a piece of lost property. Where should I take it?
  - o A: All lost items must be immediately turned into the Security Desk at the main lobby entrance for logging.
5. Q: How do I request a desk move or a change to my current workstation setup?
  - o A: Submit a ticket through the Facilities/Move Request system. All moves must be scheduled and approved by management.

### **Safety & Access**

6. Q: What is the procedure for registering external visitors or guests?
  - o A: Pre-register your guests through the Visitor Management System at least 24 hours in advance to receive their temporary badge.
7. Q: Who should I contact if I observe a safety hazard in the workplace?
  - o A: Immediately report the hazard to your Manager, a Safety Team member, or call the emergency non-fire line: [Insert Internal Site Safety Number].
8. Q: Where can I find the official local fire escape/evacuation plan for my floor?
  - o A: Evacuation maps are posted near all elevators, stairwells, and primary exits on every floor.
9. Q: My access badge is lost or not working. How do I get a replacement?
  - o A: Report the loss immediately to Site Security. They will deactivate the old badge and issue a temporary or permanent replacement.

10. Q: How do I request catering or refreshment service for a team meeting?

- A: Submit a request through the Catering Service Portal, available via the Operations Sharepoint, adhering to the budget guidelines.

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