

PART 1: AMENITIES & GENERAL FACILITIES

Q1: What are the operating hours of the gym?

Answer: The fitness center is open 24/7 for employees with valid access cards. Personal trainers are available Monday-Friday 6:00 AM to 8:00 PM, and Saturday 8:00 AM to 2:00 PM. The group fitness studio closes at 10:00 PM daily for maintenance. Access requires badge tap at entrance. Equipment includes cardio machines, free weights, strength training equipment, and functional training area. Classes schedule posted on Facilities Portal. Towel service available 6 AM-10 PM. Locker rental available monthly for \$15.

Category: Amenities

Tags: gym, hours, fitness, access, wellness

Priority: Medium

Related Policy: POL-WEL-001

Escalation Path: Facilities Manager

Q2: How do I book a conference room?

Answer: Conference rooms can be booked through three methods: 1) Facilities Portal - login, select 'Room Booking', choose date/time/capacity, 2) Outlook Calendar - add room as resource, 3) Mobile App - tap 'Book Space'. Rooms available in 30-minute increments from 7 AM to 9 PM weekdays. Bookings require 2-hour advance notice, maximum 4 hours without manager approval. Large rooms (20+) require 48-hour notice. Include AV requirements, catering needs, and setup preferences. Cancel unused bookings to avoid penalties. No-show policy: 3 violations result in 30-day booking restriction.

Category: Meeting Spaces

Tags: booking, conference room, reservation, meeting, outlook

Priority: High

Related Policy: POL-MTG-003

Escalation Path: Space Planning Team

Q3: Is there parking available for visitors?

Answer: Yes, visitor parking available in Lot C (75 spaces) near main entrance at Gate 2. Visitors must register at Reception Desk with valid ID to receive temporary hang tag valid for up to 8 hours. For extended visits beyond 8 hours, contact Security ext. 5200 at least 24 hours advance notice. Monthly visitor permits available for recurring guests (\$50/month) - requires sponsor employee authorization. Accessible parking spots available (no advance notice

required). Electric vehicle charging stations: 6 spots in Lot C, first-come basis, 4-hour maximum during business hours. Overflow parking: Lot D (10-minute walk, shuttle service available).

Category: Parking

Tags: visitor, parking, guest, access, EV charging

Priority: High

Related Policy: POL-SEC-012

Escalation Path: Security Supervisor

Q4: Where can I find the lactation room?

Answer: Lactation rooms located on floors 2, 5, and 8 in wellness wings (Rooms 201-W, 501-W, 801-W). Each room features: comfortable recliner chair, side table, refrigerator with labeled storage, hospital-grade electric pump, sink with soap/paper towels, privacy lock with 'occupied' indicator, dimmer lighting, phone for emergencies, and Bluetooth speaker. Access requires one-time registration through HR Portal for key card activation. Rooms can be reserved via Facilities Portal for up to 2 hours per session. Walk-in access available if unreserved. Cleaning service twice daily. Storage space available for personal pump equipment. 24/7 access. For issues, contact Wellness Coordinator ext. 5340.

Category: Wellness

Tags: lactation, mother's room, nursing, wellness, HR

Priority: Medium

Related Policy: POL-WEL-003

Escalation Path: Wellness Coordinator

Q5: How do I report a maintenance issue?

Answer: Report maintenance through multiple channels: 1) PREFERRED: Facilities Portal - Submit work order with photos/videos, location details, urgency level, preferred contact method. Ticket number emailed instantly. 2) Phone: ext. 5100 (24/7 helpdesk) - for urgent issues. 3) Email: facilities@company.com - include building, floor, room number. 4) Mobile App: 'Report Issue' feature with photo upload. 5) In-person: Facilities Office, Floor 1, Room 120. EMERGENCY ISSUES (water leaks, electrical hazards, gas smells, HVAC failures, elevator entrapment): CALL ext. 5100 immediately. Response times: Emergency (1 hour), Urgent (4 hours), Standard (24-48 hours), Scheduled (5-7 days). Track status via portal. Recurring issues? Request permanent solution in ticket notes.

Category: Maintenance

Tags: maintenance, work order, repair, issue, helpdesk

Priority: Critical

Related Policy: POL-FAC-001

Escalation Path: Facilities Director

Q6: What food options are available in the building?

Answer: Comprehensive dining options: MAIN CAFETERIA (Floors 1, Room 150): Hours 7 AM-7 PM, serves breakfast (7-10 AM), lunch (11 AM-2 PM), dinner (5-7 PM). Weekly rotating menus with vegetarian, vegan, gluten-free, halal, and kosher options. Salad bar, hot entrees, grill station, daily specials. COFFEE BARS (Floors 3, 7): Hours 6:30 AM-5 PM. Espresso drinks, teas, pastries, grab-and-go sandwiches. VENDING MACHINES: All floors, 24/7. Snacks, beverages, fresh fruit, healthy options. MICRO-MARKETS (Floors 4, 9): 24/7 self-checkout. Fresh salads, sandwiches, yogurt, fruit. Payment via badge or credit card. FOOD TRUCKS: External plaza, Monday-Friday 11:30 AM-1:30 PM, rotating vendors. Monthly menus posted on Facilities Portal and digital signage. Dietary accommodations: notify cafeteria 24 hours advance at ext. 5450. Meal plans available. Catering services for meetings through portal.

Category: Food Services

Tags: cafeteria, food, dining, coffee, vending

Priority: Medium

Related Policy: POL-FAC-008

Escalation Path: Food Services Manager

Q7: Can I bring my dog to work?

Answer: Pet-friendly policy permits well-behaved dogs Monday-Friday with advance registration. Requirements: 1) Register through HR Portal with vaccination records (rabies, DHPP, bordetella), photo, emergency contact. 2) Dogs must be leashed at all times (max 6-foot leash), 3) Current on flea/tick prevention, 4) House-trained and non-aggressive, 5) Stay in designated pet zones (see floor maps), 6) Not left unattended, 7) Owner responsible for cleanup (disposal bags provided). Prohibited areas: cafeteria, food prep areas, labs, data centers, customer-facing areas. Pet ID tag issued (wear on collar). Violations: verbal warning, written warning, suspension of pet privilege. Service animals always welcome without registration under ADA. Emotional support animals require HR approval with documentation. Pet relief areas: outdoor zones marked with blue signage, waste stations provided.

Category: Policies

Tags: pets, dogs, animals, policy, HR

Priority: Medium

Related Policy: POL-HR-018

Escalation Path: HR Manager

Q8: How do I get a replacement access card?

Answer: Lost, stolen, or damaged cards replaced at Security Desk (Ground Floor, Main Lobby) Monday-Friday 8 AM-6 PM, Saturday 9 AM-1 PM. Bring valid government-issued photo ID. Process: 1) Complete replacement form, 2) Photo taken (if not on file), 3) New card programmed with your access levels, 4) Sign acknowledgment form. First replacement: FREE. Subsequent replacements: \$25 (payroll deduction). LOST CARDS: Report immediately via mobile app or call ext. 5200 to deactivate for security - prevents unauthorized access. Temporary cards available after hours from Security (24-hour help desk, North entrance). Valid 72 hours. Contractors/vendors: contact sponsor employee. Access levels reviewed during replacement. Card upgrades (after-hours, additional floors) require manager approval submitted through HR Portal 48 hours advance.

Category: Security

Tags: access card, badge, ID, replacement, security

Priority: High

Related Policy: POL-SEC-004

Escalation Path: Security Manager

Q9: What is the temperature control policy?

Answer: Building temperature centrally managed at 72°F (22°C) year-round per energy efficiency standards and ASHRAE guidelines. Individual thermostats NOT adjustable in open areas. HVAC operates 6 AM-8 PM weekdays, limited hours weekends. Experiencing discomfort? Submit temperature concern through Facilities Portal with: location, time of day, specific issue (too hot/cold), current temperature if known. Facilities dispatches technician to assess airflow, vent blockage, local conditions within 24 hours. Solutions may include: adjusting dampers, relocating workspace, providing task lighting (reduces heat load). PERSONAL COMFORT DEVICES PERMITTED: desk fans under 500W, small space heaters under 500W (UL-listed, automatic shut-off, not unattended), heated blankets. PROHIBITED: window AC units, halogen heaters, extension cords for heating/cooling. Conference rooms: thermostats adjustable 68-76°F. Server rooms: maintained at 65°F. Labs: custom climate control per research requirements.

Category: HVAC

Tags: temperature, heating, cooling, comfort, HVAC

Priority: Medium

Related Policy: POL-FAC-006

Escalation Path: Facilities Supervisor

Q10: Are there shower facilities available?

Answer: Shower facilities at three locations: FITNESS CENTER (Floor B1): 8 individual shower stalls (4 men's, 4 women's), available 24/7, includes lockers (combination or bring lock), towel service, shampoo/body wash dispensers, hair dryers, changing areas. WELLNESS WING (Floor 3): 4 private shower suites (gender-neutral), 6 AM-8 PM, premium toiletries, full-length mirrors, seating. WELLNESS WING (Floor 6): 4 private shower suites, same amenities as Floor 3. All locations accessible with building credentials (badge tap). Facilities cleaned 3x daily. Lockers: day-use (cleared nightly) or rental (\$10/month). Lost & Found at Security Desk. Report maintenance issues via portal. Towel service: deposit dirty towels in bins, take clean from shelves (honor system). Showers popular 7-9 AM and 5-7 PM - plan accordingly. Bike commuters: bicycle storage (Floor B1) adjacent to showers with changing area.

Category: Amenities

Tags: shower, gym, fitness, wellness, bike

Priority: Low

Related Policy: POL-WEL-002

Escalation Path: Facilities Coordinator

Q11: How do I request office supplies?

Answer: Office supplies available through multi-tier system: SELF-SERVICE SUPPLY CLOSETS: Each floor (marked on maps), stocked with common items (pens, notepads, folders, clips, tape, staplers, batteries). Access with badge 7 AM-7 PM weekdays. Take what you need responsibly. ONLINE PORTAL: Login to Office Supply Portal for 2,000+ items. Select items, add to cart, enter cost center, submit. Delivery to mail stop within 48 hours (2-3 days for specialty items). Manager approval required for orders over \$100. BULK ORDERS: Contact Procurement Team ext. 5780 for recurring needs, departmental supplies, or orders over \$500. URGENT NEEDS: Call Facilities ext. 5100 (limited emergency stock). Specialty equipment (monitors, chairs, whiteboards): submit request through IT or Facilities Portal with manager approval. Office furniture: Space Planning Team. Printer supplies (toner, paper): auto-replenished based on usage monitoring. Ergonomic equipment: submit through HR Wellness Program.

Category: Supplies

Tags: office supplies, stationery, equipment, ordering

Priority: Low

Related Policy: POL-OPS-005

Escalation Path: Procurement Manager

Q12: What should I do in case of a fire alarm?

Answer: FIRE ALARM PROCEDURE: 1) STOP work immediately upon hearing continuous alarm. 2) LEAVE personal belongings (take only phone, wallet, keys, medications). 3) WALK

quickly but do NOT run to nearest EXIT - use stairwells, NEVER elevators. 4) ASSIST persons with disabilities (if safe) - inform Floor Warden of anyone needing help. 5) PROCEED to designated assembly point (see evacuation maps posted by exits): North Building→North Parking Lot, South Building→South Plaza. 6) CHECK IN with Floor Warden (orange vest) for headcount. 7) STAY at assembly point until all-clear from Fire Safety Officer or Emergency Coordinator. DO NOT RE-ENTER until authorized. ACTUAL FIRE: Pull fire alarm, call 911, evacuate immediately. SUSPECTED FALSE ALARM: Still evacuate, never assume. Floor Wardens: check restrooms, conference rooms, ensure complete evacuation. Drills conducted quarterly. Persons needing evacuation assistance: register with HR for personalized plan. Emergency contacts posted on every floor.

Category: Emergency

Tags: fire, alarm, evacuation, emergency, safety, 911

Priority: Critical

Related Policy: POL-SAF-001

Escalation Path: Safety Director

Q13: Where can I recycle electronics?

Answer: E-waste recycling at designated collection station (Floor B2, near loading dock, Room B2-105). Hours: Monday-Friday 8 AM-5 PM, access via badge at basement level. ACCEPTED ITEMS: computers, laptops, tablets, monitors, keyboards, mice, printers, scanners, cables, chargers, mobile phones, batteries (all types), small electronics, circuit boards, networking equipment. PREPARATION: Remove personal data (IT can assist), detach power cords. Large equipment (servers, copiers, furniture): submit disposal request through Facilities Portal - pickup arranged within 5 business days. DATA DESTRUCTION: Sensitive devices requiring certified destruction - select 'secure disposal' option (IT receives certificate of destruction). PROHIBITED: household appliances, CRT TVs larger than 27 inches, items with refrigerants. Environmental partner: certified R2/e-Stewards processor. Company earns LEED credits for responsible e-waste diversion. Questions: Sustainability Team ext. 5890. Collection drives held quarterly for personal e-waste (announced via email).

Category: Sustainability

Tags: recycling, e-waste, electronics, disposal, environment

Priority: Low

Related Policy: POL-ENV-003

Escalation Path: Sustainability Manager

Q14: How do I report a safety hazard?

Answer: Safety hazards reported through priority-based system: EMERGENCY HAZARDS (exposed electrical wires, chemical spills, gas leaks, broken glass on walkways, structural

damage, imminent danger): CALL ext. 5200 Security immediately or 911 if life-threatening. NON-EMERGENCY: 1) ONLINE: Safety Portal (preferred) - photo upload, location pin, detailed description, suggested corrective action. 2) MOBILE APP: 'Report Hazard' feature with GPS tagging and photo attachment. 3) EMAIL: safety@company.com. 4) PHONE: Safety Hotline ext. 5150 (24/7 voicemail, returned within 4 hours). 5) IN-PERSON: EHS Office Floor 2, Room 245, Monday-Friday 8 AM-5 PM. All reports confidential/anonymous if preferred - no retaliation per company policy. RESPONSE TIMES: Critical hazards (1 hour), High priority (4 hours), Standard (24 hours), Low priority (72 hours). Status updates via portal. Near-miss incidents: report to learn and prevent accidents. Hazard resolution tracked in OSHA logs. Monthly safety committee reviews trends.

Category: Safety

Tags: hazard, safety, EHS, emergency, OSHA

Priority: Critical

Related Policy: POL-SAF-003

Escalation Path: EHS Manager

Q15: What are the building's visitor policies?

Answer: Comprehensive visitor policy ensures security: REGULAR VISITORS (single day): 1) Check in at Reception Desk (Ground Floor, Main Entrance) with valid government-issued photo ID (driver's license, passport). 2) Receptionist calls host employee for approval. 3) Visitor badge issued (MUST wear visibly above waist). 4) Host meets visitor in lobby and escorts throughout visit. 5) Visitor returns badge at departure. Maximum duration: 8 hours. AFTER-HOURS VISITORS (after 6 PM, weekends, holidays): Pre-approval required. Submit request via Security Portal 24 hours advance with visitor details and purpose. RECURRING VISITORS (3+ visits per month): Long-term visitor pass available. Requirements: Host submits application through Security Portal, visitor completes background check (5-7 business days), photo badge issued valid 90 days (renewable). Cost: \$25 processing fee. UNESCORTED VISITORS: Will be approached by Security, asked to return to reception or exit. VENDOR/CONTRACTOR access: separate procedures (see Vendor Management). Children under 18: parent/guardian accompanies. Tours: pre-arranged through Corporate Communications.

Category: Security

Tags: visitors, guest, policy, access, badge

Priority: High

Related Policy: POL-SEC-007

Escalation Path: Security Operations

Q16: Can I use the rooftop terrace?

Answer: Rooftop terrace (Floor 12, accessed via Elevator Bank C) open to all employees seasonally. **OPERATING SEASON:** April 1 - October 31, weather permitting. **HOURS:** Monday-Friday 8 AM-8 PM, Saturday-Sunday 10 AM-6 PM (Summer: extended to 9 PM Friday-Saturday). **CAPACITY:** 50 people maximum for safety. **AMENITIES:** Outdoor seating (tables, lounge chairs, umbrellas), planters with greenery, panoramic city views, pergola with shade, WiFi access, outdoor power outlets. **PRIVATE EVENTS:** Book through Facilities Portal minimum 2 weeks advance for team events, celebrations, meetings. Event capacity: 30 people. Catering available (pre-approved vendors only). Setup/cleanup included. **CLOSURES:** Inclement weather (high winds, thunderstorms, extreme temperatures), maintenance (scheduled quarterly), private events. Real-time status: check digital signage in lobbies or mobile app. **RULES:** No smoking/vaping, no glass containers, no grilling, supervise children, clean up after use. Reserved for employees and their guests (max 2 guests per employee). Violations may result in access suspension.

Category: Amenities

Tags: rooftop, terrace, outdoor, amenity, events

Priority: Low

Related Policy: POL-FAC-012

Escalation Path: Events Coordinator

Q17: How do I access the building after hours?

Answer: After-hours access (weekdays after 8 PM, weekends, holidays) requires authorized credentials: **EMPLOYEES:** Access card must have after-hours privileges enabled. Request through manager via HR Portal with business justification. Approval typically granted to employees with regular after-hours needs. Once approved, badge activates after-hours doors and elevators. Entry/exit logged for security. Main entrance (North Door) operational 24/7. **SIGN-IN PROCEDURE:** Stop at Security Desk (staffed 24/7) in lobby, present badge, sign visitor log with time in/out. Security conducts regular patrols (every 2 hours). **ELEVATOR ACCESS:** Limited to authorized floors only (prevents wandering). Override requires Security approval. **CONTRACTORS/VENDORS:** Sponsor employee must pre-approve through Security Portal 48 hours advance, submit visitor details and purpose, arrange escort if required. Temporary access badge issued. **SAFETY:** Security escorts available upon request (call ext. 5200). Emergency call boxes on every floor. After-hours facilities (restrooms, break rooms, select conference rooms) remain accessible. HVAC/lighting limited - request adjustments through portal.

Category: Security

Tags: after hours, access, weekend, security, badge

Priority: Medium

Related Policy: POL-SEC-009

Escalation Path: Security Dispatch

Q18: What printing services are available?

Answer: Comprehensive printing solutions: **STANDARD PRINTING:** Multi-function devices (MFDs) on every floor (minimum 2 per floor). Capabilities: black/white, color, single/double-sided, multiple copies, collation, stapling, hole-punching. Badge release (tap badge at device to release secure print jobs). **MOBILE PRINTING:** Email documents to print@company.com, use mobile app, or AirPrint. Jobs held 24 hours before auto-deletion. **PRINT CENTER** (Floor 2, Room 280): Full-service for specialty jobs. Services: large format (posters, banners up to 48 inches), binding (comb, spiral, perfect), lamination, color-matching for brand materials, specialty paper stocks, folding, mounting. Hours: Monday-Friday 8 AM-5 PM. Submit requests via Facilities Portal with files (PDF preferred) and specifications, 48-hour turnaround (rush available for +50% fee). **SCANNING:** All MFDs support scan-to-email, scan-to-network folder, scan-to-USB. **QUOTAS:** Standard 500 pages/month black/white, 100 pages color. Increases via IT approval. Track usage on portal dashboard. **BILLING:** Departmental chargebacks for large jobs. **SUPPORT:** User guides at each MFD, video tutorials on IT Portal, helpdesk ext. 6100.

Category: Services

Tags: printing, copying, scanning, print center, MFD

Priority: Low

Related Policy: POL-IT-008

Escalation Path: Print Services

Q19: Where is the mail room located?

Answer: Mail room centrally located Floor 1, Room 105 (near main lobby, follow signage). **HOURS:** Monday-Friday 9 AM-5 PM. **SERVICES PROVIDED:** Incoming mail distribution (sorted to departmental mailboxes, available by 11 AM daily), outgoing mail pickup (cutoff 3 PM for same-day processing), package receiving (signature required items, oversized parcels), shipping services (FedEx, UPS, USPS - account numbers required or personal payment), metering, certified mail, return receipt, international shipping. **PERSONAL PACKAGES:** Company accepts delivery of personal packages to employee attention. Collect from mail room with valid ID within 5 business days (donated to charity after 30 days unclaimed). Email notification sent upon arrival. **LARGE/HEAVY PACKAGES:** Mail room staff delivers to office/desk upon request. **INTERDEPARTMENTAL MAIL:** Use manila envelopes provided, address to employee/department, place in outgoing bin by 3 PM. **SUPPLIES:** Envelopes, boxes, labels, tape available. **URGENT SHIPMENTS:** Submit shipping request through Facilities Portal with package ready for pickup. **TRACKING:** Provided for all outbound shipments. Questions: Mail Services ext. 5120.

Category: Services

Tags: mail, packages, shipping, mailroom, delivery

Priority: Low

Related Policy: POL-OPS-007

Escalation Path: Mail Services Manager

Q20: What is the smoking policy?

Answer: Smoke-free campus promotes health and safety. **PROHIBITED:** Smoking, vaping, e-cigarettes, and tobacco use prohibited inside ALL buildings, within 25 feet of building entrances, operable windows, air intake vents, outdoor dining areas, and pedestrian walkways. **DESIGNATED SMOKING AREAS:** Two locations only: 1) North Parking Lot - northeast corner near fence, 2) South Plaza - southwest area beyond benches. Marked with signage and cigarette disposal receptacles (use only these). **HOURS:** Smoking areas accessible 24/7. **POLICY VIOLATIONS:** Verbal warning (1st offense), written warning (2nd offense), disciplinary action per HR policy (3rd offense - may include suspension). **SMOKING BREAK POLICY:** Not compensated, must clock out if hourly, use breaks judiciously. **SUPPORT:** Company offers smoking cessation programs through Wellness Program: free counseling, nicotine replacement therapy, support groups, digital app. Enroll via HR Portal. **CONTRACTOR/VISITOR COMPLIANCE:** Host employees responsible for informing guests of policy. Signs posted at all entrances. **RATIONALE:** Clean air, reduced fire risk, HVAC protection, employee health.

Category: Policy

Tags: smoking, vaping, tobacco, policy, wellness

Priority: Medium

Related Policy: POL-HR-015

Escalation Path: HR Compliance

Q21: How do I reserve outdoor spaces for events?

Answer: Reserve outdoor venues through Facilities Portal: **AVAILABLE SPACES:** 1) Rooftop Terrace (Floor 12) - capacity 30 for events, 2) South Plaza - capacity 100, includes gazebo and lawn area, 3) Courtyard Garden (Center Building) - capacity 50, 4) Picnic Area (East Lawn) - capacity 75, tables and grills. **BOOKING PROCESS:** Login to portal, select 'Event Spaces,' choose location, date, time (minimum 3 hours, maximum 8 hours), guest count, purpose (team building, celebration, meeting, client event). Submit minimum 2 weeks advance (4 weeks for 50+ people or requiring vendors). **AMENITIES REQUESTED:** Tables, chairs, tents/canopy, AV equipment, power access, WiFi extenders, waste/recycling bins, directional signage. **CATERING:** Pre-approved vendors only (list on portal) or use internal cafeteria catering. Alcohol requires executive approval and licensed bartender. **SETUP/CLEANUP:** Included in reservation. Event staff coordinates. **BACKUP PLAN:** Inclement weather - indoor space automatically held as backup (specified at booking). **CANCELLATION:** 48-hour notice required to avoid fee. **COST:** Internal events (free), client-facing events (chargebacks apply). **INSURANCE:** May be required for high-risk activities.

Category: Events

Tags: events, outdoor, reservation, plaza, courtyard

Priority: Medium
Related Policy: POL-FAC-015
Escalation Path: Events Team

Q22: What are the hours for building access?

Answer: Building access varies by entrance and user type: MAIN ENTRANCE (North Door): 24/7 access for employees with valid badges. Staffed by Security 24/7. SECONDARY ENTRANCES (East, West, South Doors): Monday-Friday 7 AM-7 PM, locked outside these hours (emergency exit only after hours). LOADING DOCK (B2 Level): Monday-Friday 6 AM-4 PM for deliveries, badge access 24/7 for employees. PARKING GARAGES: 24/7 access with valid badge/permit. VISITORS: Building access during business hours only (Monday-Friday 7 AM-7 PM) unless pre-approved for after-hours. WEEKEND/HOLIDAY ACCESS: Employees with after-hours privileges can access 24/7. Limited facilities operational (main lobby, select restrooms, conference rooms by reservation). LOCKED OUT? Call Security ext. 5200 for assistance. AUTOMATIC LOCKING: Doors auto-lock at specified times, require badge tap to exit after hours (safety feature, doors always allow emergency exit without badge). ACCESS CHANGES: Holidays, severe weather - notifications sent via email and posted on portal.

Category: Access

Tags: access, hours, building, entrance, security

Priority: High

Related Policy: POL-SEC-002

Escalation Path: Security Operations

Q23: How do I report a broken elevator?

Answer: Elevator issues reported immediately: ENTRAPMENT EMERGENCY: Push emergency call button inside elevator car - connects directly to Security Dispatch and elevator monitoring company. Stay calm, help is dispatched immediately (typically arrives within 10-15 minutes). Security will communicate via intercom. DO NOT attempt to force doors or exit on your own. MALFUNCTIONING ELEVATOR (not entrapped): Call ext. 5100 Facilities Helpdesk or submit work order via portal. Provide: elevator bank (A, B, C), floor, specific issue (stuck between floors, doors not closing, unusual noise, error message, jerky movement). Elevator immediately taken out of service pending inspection. SIGNAGE: Out-of-service signs posted at all floors. STATUS UPDATES: Check digital signage or mobile app for elevator availability. ALTERNATIVES: Use adjacent elevator banks or stairwells. PREVENTIVE MAINTENANCE: Elevators inspected monthly, state certification annual. Scheduled maintenance occurs during low-traffic hours (posted in advance). ACCESSIBILITY: Priority elevator (Elevator A1) maintained for ADA accessibility - reported issues receive immediate response. All elevators equipped with ADA-compliant features.

Category: Maintenance

Tags: elevator, breakdown, repair, emergency, accessibility

Priority: Critical

Related Policy: POL-FAC-002

Escalation Path: Facilities Director

Q24: Can I reserve space for a multi-day event?

Answer: Multi-day event reservations accommodated with advance planning: **PROCESS:** Submit request via Facilities Portal Event Planning Form minimum 4 weeks advance (8 weeks for events over 100 people or requiring significant setup). Include: dates/times, space requirements, expected attendance, purpose, setup needs, AV requirements, catering, special accommodations. **AVAILABLE SPACES:** Auditorium (capacity 300), large conference rooms, training rooms, outdoor areas, cafeteria for evening events. **APPROVAL:** Events over 2 consecutive days require director-level approval. Week-long events require VP approval. **COORDINATION:** Events Team assigned to your event, conducts site visit, coordinates with Security (extended hours), IT (AV support), Catering, Housekeeping. **SETUP:** Specify room configuration (theater, classroom, banquet, U-shape, hollow square). Setup occurs evening before or early morning of event. **COSTS:** Standard rooms (free for internal events), premium spaces (cost allocation), catering (department charges), AV equipment (included), overtime staffing for after-hours (charged). **EXCLUSIVE USE:** Large events may reserve space exclusively - blocks public access. **PROMOTION:** Digital signage, email announcements, wayfinding - arranged through Corporate Communications.

Category: Events

Tags: events, multi-day, conference, reservation, planning

Priority: High

Related Policy: POL-FAC-016

Escalation Path: Events Director

Q25: What should I do if I find a lost item?

Answer: Lost & Found procedures ensure items reunited with owners: **FOUND AN ITEM?** Turn in immediately: Primary Lost & Found: Security Desk (Ground Floor, Main Lobby), open 24/7. Secondary: Fitness Center (Floor B1) for gym items, Cafeteria (Floor 1) for dining area items. Provide description, location found, date/time. Item logged with description, location, finder's name (optional), date. **LOST AN ITEM?** Check as soon as possible: 1) Retrace steps, check last known location. 2) Contact Security ext. 5200 with description, last location, date. 3) Check online Lost & Found database on Security Portal - search by item type, location, date range. **ITEM HOLDING PERIODS:** Valuables (wallets, phones, jewelry, laptops) - held 90 days. Clothing, books, personal items - held 30 days. Perishables - discarded within 24 hours. **UNCLAIMED ITEMS:** Donated to local charity or disposed responsibly. **DATA SECURITY:**

Electronic devices powered off and secured. CLAIM PROCESS: Valid ID required, describe item including unique identifiers (color, brand, contents), sign release form. PREVENTION: Label valuables with name/contact.

Category: Security

Tags: lost and found, missing items, security, property

Priority: Low

Related Policy: POL-SEC-015

Escalation Path: Security Front Desk

Q26: How do I request ergonomic equipment?

Answer: Ergonomic equipment supports employee health and productivity: REQUEST PROCESS: Submit through HR Portal → Wellness Program → Ergonomic Assessment Request. Manager approval required for items over \$200. ASSESSMENT: Ergonomic Specialist schedules workstation evaluation (virtual or in-person within 5 business days). Evaluates: chair height/support, monitor position, keyboard/mouse placement, desk height, lighting, workflow. Provides personalized recommendations report. AVAILABLE EQUIPMENT: Ergonomic chairs (multiple models), adjustable standing desks, monitor arms, keyboard trays, footrests, wrist supports, anti-fatigue mats, task lighting, document holders, vertical mice, ergonomic keyboards, laptop stands, headsets. APPROVAL & ORDERING: Equipment ordered through Procurement based on assessment recommendations. Standard items (under \$200) auto-approved. Premium items require manager/director approval. Delivery and setup within 2 weeks. INSTALLATION: Facilities installs desks/arms, IT connects equipment, Ergonomist follows up to verify proper setup. MAINTENANCE: Broken/worn equipment replaced through Facilities work order. WORKSTATION REVIEWS: Annual reassessments available. NEW EMPLOYEES: Ergonomic setup included in onboarding. RESOURCES: Self-service tips, videos on Wellness Portal.

Category: Wellness

Tags: ergonomics, equipment, assessment, desk, chair

Priority: Medium

Related Policy: POL-WEL-005

Escalation Path: Ergonomic Specialist

Q27: What is the building's HVAC preventive maintenance schedule?

Answer: HVAC preventive maintenance ensures comfort and efficiency: INSPECTION SCHEDULE: Monthly: Filter changes, thermostat calibration, visual inspections. Quarterly: Belts/bearings check, refrigerant levels, electrical connections, condensate drains. Semi-annual: Coil cleaning, ductwork inspection, damper operation. Annual: Comprehensive system evaluation, efficiency testing, replacement parts assessment. MAINTENANCE WINDOWS:

Typically conducted during off-peak hours (weekends, early mornings, evenings) to minimize disruption. Notification sent 1 week advance via email and posted in affected areas. **EXPECTED IMPACTS:** Brief temperature fluctuations, temporary system shutdowns (planned for mild weather days), access restrictions to mechanical rooms. **DOWNTIME MITIGATION:** Zone-based maintenance allows most areas to remain operational. Portable units available for critical spaces (data centers, labs). **EMERGENCY REPAIRS:** 24/7 on-call technician. Response within 1 hour for system failures. **PERFORMANCE MONITORING:** Building automation system tracks real-time performance, enables predictive maintenance. **ENERGY EFFICIENCY:** Maintenance supports sustainability goals, reduces utility costs. Preventive maintenance reduces emergency repairs by 60%. **CONCERNS?** Submit via Facilities Portal anytime.

Category: Maintenance

Tags: HVAC, maintenance, preventive, schedule, comfort

Priority: Medium

Related Policy: POL-FAC-006

Escalation Path: HVAC Supervisor

Q28: How do I arrange for moving services within the building?

Answer: Internal relocation services coordinated by Space Planning Team: **MOVING PROCESS:** Submit request via Facilities Portal → Space Planning → Move Request minimum 2 weeks advance (4 weeks for departmental moves over 10 people). Include: current location, new location, number of people, move date preference, inventory (file cabinets, whiteboards, personal items). **APPROVAL:** Manager approves request, Space Planning verifies space availability and assignment. **PLANNING:** Space Planner contacts you to schedule, provides floor plan of new space, coordinates with IT (network/phone), Facilities (furniture, locks), Security (access updates). **PRE-MOVE:** Pack personal items in provided boxes (labeled with name/new location). Leave furniture in place unless instructed otherwise. IT disconnects equipment if needed. **MOVING DAY:** Typically scheduled for Friday afternoon or weekends. Professional movers transport furniture and boxes. You may choose to move personal items or have movers handle. **NEW SPACE:** Furniture configured per plan, boxes delivered to offices. IT reconnects phones/computers next business day. **COSTS:** Internal moves typically no charge (departmental budget covers large moves). **PACKING SUPPLIES:** Boxes, labels, tape available from Mail Room. **POST-MOVE:** Update directory information (automated), test equipment, contact Facilities for adjustments.

Category: Services

Tags: moving, relocation, space planning, furniture, office move

Priority: Medium

Related Policy: POL-FAC-010

Escalation Path: Space Planning Manager

Q29: What are the building's water fountain and water quality standards?

Answer: Clean drinking water access ensured campus-wide: **WATER FOUNTAINS:** Located on every floor (minimum 2 per floor), near restrooms and break areas. Mix of traditional fountains and bottle filling stations. **BOTTLE FILLING STATIONS:** 35 stations throughout building with digital counters showing plastic bottles saved. Touchless sensors for hygiene. **WATER QUALITY:** Municipal water supply tested quarterly by certified lab for lead, bacteria, pH, chlorine, contaminants. Results posted on Facilities Portal and bulletin boards. All tests consistently meet EPA drinking water standards. **FILTRATION:** All fountains equipped with multi-stage filters (sediment, carbon, taste/odor removal). Filters changed every 6 months or per manufacturer specs. **MAINTENANCE:** Fountains cleaned daily, sanitized weekly. Reported issues (low pressure, temperature, taste) addressed within 24 hours via Facilities work order. **TESTING:** Annual lead testing per regulations. Water coolers in break rooms: 5-gallon bottles from certified vendor, delivered weekly, coolers sanitized monthly. **ACCESSIBILITY:** ADA-compliant fountains on every floor. **HYDRATION INITIATIVE:** Reusable water bottles (company-branded) available from HR, supports sustainability. Questions: Facilities ext. 5100 or Environmental Health ext. 5890.

Category: Water Quality

Tags: water, fountain, drinking water, quality, filtration, health

Priority: Medium

Related Policy: POL-ENV-005

Escalation Path: Facilities Supervisor

Q30: How do I request Americans with Disabilities Act (ADA) accommodations?

Answer: ADA accommodations ensure equal access: **REQUEST PROCESS:** Contact HR Accommodations Team via confidential HR Portal form, email ada@company.com, or call ext. 5600. Information kept strictly confidential per ADA requirements. **INTERACTIVE PROCESS:** HR Specialist contacts you within 2 business days to discuss needs. May request medical documentation supporting accommodation request. Collaborative discussion determines reasonable accommodations. **COMMON ACCOMMODATIONS:** Accessible workstation (sit-stand desk, ergonomic equipment), reserved parking near entrance, modified work schedule, assistive technology (screen readers, speech recognition, magnification), service animal access, sign language interpreter for meetings, quiet/private workspace, modified break schedule. **FACILITIES ACCOMMODATIONS:** Wheelchair accessibility (ramps, automatic doors, wide aisles), accessible restrooms every floor, elevator priority access, adjustable-height workstations, visual/audible alarms, tactile signage, assistive listening devices in conference rooms. **IMPLEMENTATION:** Approved accommodations implemented promptly (typically within 2 weeks; may vary based on equipment/construction needs). Periodic reviews ensure accommodations remain effective. **COSTS:** No cost to employee. Company covers all accommodation expenses. **CONFIDENTIALITY:** Only need-to-know basis. Manager informed only of accommodation, not medical condition. **CONCERNS:** Contact HR or use anonymous helpline ext. 5555.

Category: Accessibility

Tags: ADA, accommodations, accessibility, disabilities, HR

Priority: High

Related Policy: POL-HR-012

Escalation Path: ADA Coordinator

Q31: What are the building's emergency evacuation procedures for people with disabilities?

Answer: Comprehensive evacuation plans ensure everyone's safety: **PERSONAL EMERGENCY EVACUATION PLAN (PEEP):** Employees with mobility, visual, hearing, or other disabilities register with HR/Safety to create customized evacuation plan. Plans consider: disability type, typical work location, assistance needs, communication preferences, designated assistants (buddies). **AREAS OF RESCUE ASSISTANCE:** Located in all stairwells (minimum one per floor). Marked with signage, wheelchair-accessible, two-way communication to emergency responders, fire-rated walls. **EVACUATION PROCEDURES:** Upon alarm, persons unable to use stairs proceed to nearest Area of Rescue Assistance. Use intercom to notify Security/Fire Department of location. Remain in Area until first responders arrive (typically 5-10 minutes). **BUDDY SYSTEM:** Voluntary assistants identified during PEEP planning. Buddies check on individual during evacuations, assist to Area of Rescue or evacuate if safe. **EVACUATION CHAIRS:** Stored in stairwells on floors with persons needing assistance. Trained Floor Wardens operate. **VISUAL/AUDIBLE ALARMS:** Strobe lights and horns on all floors ensure notification regardless of disability. **DRILLS:** Conducted quarterly, PEEP holders practice procedures. **VISITORS:** Notify host employee of assistance needs. Temporary plans created. **SERVICE ANIMALS:** Remain with owner during evacuation. First responders briefed on PEEP locations during emergencies.

Category: Safety

Tags: evacuation, emergency, disabilities, ADA, safety, PEEP

Priority: Critical

Related Policy: POL-SAF-002

Escalation Path: Emergency Coordinator

Q32: How do I submit feedback or suggestions about building facilities?

Answer: Your input improves our workplace: **FEEDBACK CHANNELS:** 1) **FACILITIES SUGGESTION BOX (Online):** Portal → Feedback → Submit Suggestion. Anonymous or attributed. Topics: amenities, services, maintenance, cleanliness, safety, sustainability, space utilization. 2) **QUARTERLY SURVEYS:** Facilities sends satisfaction surveys via email. Covers: cleanliness, responsiveness, amenities, comfort. 10 minutes to complete. Results shared via portal. 3) **TOWN HALLS:** Quarterly meetings with Facilities leadership. Submit questions in advance or ask live. 4) **EMAIL:** facilities-feedback@company.com monitored daily. 5) **MOBILE**

APP: 'Send Feedback' feature with photo attachments. 6) TENANT IMPROVEMENT REQUESTS: Formal requests for space improvements (paint, carpet, lighting, layouts) submitted via portal with manager approval. REVIEW PROCESS: All feedback reviewed by Facilities Management Team. High-impact suggestions escalated to Director. Response within 10 business days acknowledgement, 30 days for resolution/explanation. IMPLEMENTATION: Approved suggestions added to project queue. Submitters notified of implementation timeline. Recognition: monthly award for best implemented suggestion (gift card). TRACKING: Suggestion status tracked on portal dashboard. EXAMPLES OF PAST IMPLEMENTATIONS: Bike storage expansion, lactation room additions, standing desk program, mobile app launch, enhanced recycling.

Category: Feedback

Tags: feedback, suggestions, improvements, tenant, facilities

Priority: Low

Related Policy: POL-FAC-020

Escalation Path: Facilities Manager

Q33: What package delivery and receiving procedures should I follow?

Answer: Efficient package management for all deliveries: BUSINESS PACKAGES: Delivered to Mail Room (Floor 1, Room 105). Mail Services signs for deliveries, sorts by recipient, sends email notification with tracking. Pickup Monday-Friday 9 AM-5 PM with valid ID. Large/heavy items delivered to desk upon request via portal. PERSONAL PACKAGES: Company accepts personal deliveries addressed to employee name + company address. Same Mail Room pickup process. LIMITS: Reasonable personal package limits (3-4 packages per week). Excessive personal use may require management discussion. DELIVERY CARRIERS: USPS, FedEx, UPS, DHL deliver to Mail Room. Amazon deliveries 10 AM and 3 PM daily. Food delivery services (DoorDash, Uber Eats): meet in lobby, not delivered to desks. SIGNATURE REQUIRED: Mail Services signs on your behalf. High-value items (over \$500) require personal signature - Mail Room calls recipient. PACKAGE STORAGE: Held securely for 30 days, then donated/disposed. Refrigerated storage for perishables (48-hour max). LARGE/HEAVY DELIVERIES: Furniture, equipment - coordinate with Facilities for loading dock delivery and placement. Notify facilities@company.com 24 hours advance with delivery details. OUTGOING PACKAGES: Drop at Mail Room by 3 PM cutoff. Provide prepaid label or company account number. TRACKING: All packages logged in system - track via portal. UNDELIVERABLE: Refused/returned packages held 5 days for sender pickup.

Category: Services

Tags: packages, delivery, mail, receiving, shipping

Priority: Medium

Related Policy: POL-OPS-008

Escalation Path: Mail Services

Q34: How do I report a pest problem?

Answer: Integrated Pest Management ensures pest-free environment: **REPORTING:** See pests (rodents, insects, birds)? Report immediately via: 1) Facilities Portal - upload photos, specify location/type/frequency, 2) Call ext. 5100, 3) Email facilities@company.com. DO NOT attempt to handle pests yourself or use personal pesticides. **RESPONSE TIME:** Priority based on pest type - Rodents/venomous insects (same day), Cockroaches/ants (24 hours), General insects (48 hours). **INSPECTION:** Licensed Pest Control Technician inspects reported area and adjacent spaces. Identifies pest type, entry points, contributing factors (food debris, moisture, clutter). **TREATMENT:** Non-toxic methods prioritized (traps, exclusion, sanitation). Chemical treatments used only when necessary with advance notice (vacate area during application). Follow-up inspections ensure elimination. **PREVENTION:** Primary defense against pests: Store food in sealed containers, clean spills immediately, empty trash daily, report moisture issues (leaks), keep workspaces tidy, don't leave food out overnight. Break room inspections weekly. **CONTRACTED SERVICES:** Certified pest control company inspects building monthly (preventive). Interior and perimeter treatments. **DOCUMENTATION:** All pest activity and treatments logged. Trends analyzed to prevent recurrence. Rare to see pests due to proactive program. Questions: Facilities Supervisor ext. 5110.

Category: Maintenance

Tags: pest control, insects, rodents, extermination, facilities

Priority: Medium

Related Policy: POL-FAC-007

Escalation Path: Facilities Supervisor

Q35: What is the protocol for severe weather or natural disasters?

Answer: Emergency preparedness protects all occupants: **WEATHER MONITORING:** Facilities and Security monitor weather forecasts continuously. National Weather Service alerts trigger protocols. **SEVERE WEATHER TYPES:** Tornadoes, severe thunderstorms, flooding, winter storms, extreme heat/cold, earthquakes (region-dependent). **NOTIFICATION:** Emergency alerts via: email, text message (opt-in via HR Portal), PA system announcements, digital signage, mobile app push notifications. **SHELTER-IN-PLACE (Tornado/Severe Storm):** Move to interior rooms/hallways away from windows (designated shelter areas marked on maps). Ground floor preferred. Avoid elevators, glass, exterior walls. Remain until all-clear announced. Floor Wardens guide occupants. **EVACUATION (Flooding/Gas Leak/Earthquake Damage):** Follow evacuation procedures to outdoor assembly points if safe. If unsafe to exit, shelter in place on upper floors, call 911 and Security. **FACILITY CLOSURE:** Executive leadership decides building closure based on safety conditions. Announced 2+ hours advance when possible via email/text/website. Check company website or call Weather Hotline ext. 5999 for status. Remote work activated per company policy. **EMERGENCY SUPPLIES:** First aid kits, flashlights, battery radios on every floor. Emergency water and supplies in loading dock storage. **COMMUNICATION:** Charge devices, program ICE contacts. Emergency hotline: ext. 5911

(24/7) for status updates. **ACCOUNTABILITY:** Managers account for team members after incidents.

Category: Emergency

Tags: weather, disaster, tornado, flood, emergency, shelter

Priority: Critical

Related Policy: POL-SAF-005

Escalation Path: Emergency Manager

Q36: How do I access company shuttle services?

Answer: Complimentary shuttle services for employee convenience: **ROUTES:** Route A (Train Station ↔ Office): 6:30 AM - 7:30 PM, every 20 minutes weekdays. Route B (Parking Lot D ↔ Office): 7:00 AM - 6:00 PM, every 15 minutes. Route C (Nearby Apartment Complex ↔ Office): 7:30 AM, 8:30 AM arrivals; 5:00 PM, 6:00 PM departures. **SCHEDULE:** Real-time tracking via mobile app 'Shuttle Tracker.' Routes adjust for weather delays. Holiday/weekend schedules posted on portal. **PICKUP LOCATIONS:** Clearly marked with company signage and benches. Train station: North exit. Apartment complex: Main office circle. Parking Lot D: Shuttle stop 3. Office: Main entrance circular drive. **ELIGIBILITY:** All employees with valid badge. Visitors with escort. No reservation required. First-come, first-served seating (capacity 24 per shuttle). **ADA ACCESSIBILITY:** All shuttles wheelchair accessible with lifts. Request assistance from driver. **AMENITIES:** Climate controlled, WiFi, USB charging ports, bicycle racks (4 bikes per shuttle). **SAFETY:** Professional drivers, regular vehicle maintenance, safety protocols. **ETIQUETTE:** Board orderly, offer seats to elderly/disabled, keep noise low, no eating/drinking, exit through rear door. **DISRUPTIONS:** Delays/cancellations announced via app. Alternative transportation reimbursed (submit expense). **EXPANSION:** New routes evaluated annually based on employee residential data. Suggest routes via facilities-feedback@company.com.

Category: Transportation

Tags: shuttle, transportation, commute, routes, parking

Priority: Medium

Related Policy: POL-OPS-010

Escalation Path: Transportation Coordinator

Q37: What are the guidelines for using the company library or resource center?

Answer: Library resources support learning and development: **LOCATION:** Learning Resource Center (Floor 3, Room 350), open Monday-Friday 8 AM-6 PM, Saturday 10 AM-2 PM (during academic terms). **COLLECTION:** Professional development books (3,000+ titles), industry journals, technical manuals, business publications, audiobooks, e-learning resources. Database access to research materials, LinkedIn Learning, online courses. **BORROWING:** Check out up to

5 items for 3 weeks with badge scan at circulation desk. Renewals: twice if no holds. Late returns: email reminders (no fines). Lost items: replacement cost billed. REFERENCE DESK: Librarian available for research assistance, literature searches, citation help, digital resource training. Schedule consultations via library@company.com or ext. 5700. STUDY SPACES: Individual study carrels (10), group study rooms (3) - reserve via portal up to 1 week advance, collaborative tables, quiet reading area (silent zone). COMPUTERS: 12 workstations with specialized software (Adobe Creative Suite, statistical packages, CAD). Reserve 2-hour blocks. DIGITAL RESOURCES: Remote access to e-books, journals, databases via employee portal login. Mobile app for catalog searching and account management. PROGRAMMING: Monthly lunch-and-learn sessions, book clubs, author visits, skills workshops - calendar on portal. DONATIONS: Book donations accepted (professional/business topics), reviewed for collection inclusion. PRINTING: Printer available (standard quotas apply).

Category: Learning

Tags: library, resources, books, learning, development, study

Priority: Low

Related Policy: POL-HR-020

Escalation Path: Resource Librarian

Q38: How do I request changes to my workspace or office?

Answer: Workspace modifications coordinated through proper channels: MINOR MODIFICATIONS (No construction): Paint color changes, additional shelving, bulletin boards, whiteboards, desk/chair swaps, monitor arms, lighting upgrades. Submit via Facilities Portal → Workspace Modification Request. Include photos, specific needs. Manager approval required. Standard items from furniture catalog. Installation within 2 weeks. MAJOR MODIFICATIONS (Construction): Wall removal/addition, door installation, electrical/data outlet additions, built-in cabinetry, specialized lighting, flooring changes. Submit via Portal → Tenant Improvement Request. Detailed scope, justification, sketches/floor plan. Requires Director approval, budget allocation. Space Planning reviews feasibility, Building/Code compliance. Quotes from contractors, timeline 4-8 weeks for simple projects. FURNITURE REPLACEMENT: Broken furniture replaced via work order (no charge). Upgrades (ergonomic, executive furniture) require manager approval and budget. PRIVACY NEEDS: Request office space, cubicle walls, sound masking through Space Planning with business justification. LAYOUT CHANGES: Team-wide layout reconfigurations coordinated by Space Planning. Participatory planning process. TEMPORARY NEEDS: Event setups, project rooms - short-term modifications coordinated through Facilities. APPROVAL FACTORS: Budget availability, space standards, ADA compliance, building codes, aesthetic consistency. STATUS TRACKING: Portal provides updates through approval/installation. Questions: Space Planning ext. 5750.

Category: Workspace

Tags: workspace, modifications, furniture, office, space planning

Priority: Medium

Related Policy: POL-FAC-011
Escalation Path: Space Planning

Q39: What is the process for after-hours HVAC requests?

Answer: After-hours climate control accommodations: **STANDARD SCHEDULE:** HVAC operates Monday-Friday 6 AM-8 PM. Reduced operation nights/weekends for energy efficiency. Building temps may drift outside standard range. **AFTER-HOURS NEEDS:** Working late, weekend work, special events requiring climate control? Request through Facilities Portal → HVAC After-Hours Request. **ADVANCE NOTICE:** Submit 24-48 hours before needed. Include: date, time range, floors/zones affected, number of occupants, reason (project deadline, event, client meeting). **APPROVAL:** Manager approval required. Facilities confirms request, activates HVAC systems for specified times/zones. **ZONE-BASED:** Building divided into 12 HVAC zones. Only requested zones activated (energy efficiency). Identify your zone from floor maps on portal. **EMERGENCY HVAC:** Uncomfortable conditions affecting productivity/safety? Call Facilities ext. 5100. Assessment within 1 hour. Temporary solutions (fans, heaters) if full HVAC activation not feasible immediately. **COST:** After-hours HVAC billed to department. Rates: \$75/hour per zone. Cost-saving: Minimize zones and hours requested. **TEMPERATURE ADJUSTMENT:** After-hours thermostats may have override capability (4-hour limited adjustment). Instructions posted near thermostats. **ALTERNATIVES:** Consider flexible work hours during regular HVAC operations when possible. Questions: Building Operations ext. 5125.

Category: HVAC

Tags: HVAC, after hours, temperature, climate, weekend

Priority: Medium

Related Policy: POL-FAC-006

Escalation Path: Building Operations

Q40: How do I report inappropriate behavior or policy violations in common areas?

Answer: Maintaining professional, safe environment: **REPORTING CHANNELS:** Witnessed policy violations, safety concerns, inappropriate conduct in facilities? Report via: 1) **ANONYMOUS HOTLINE:** ext. 5555 or online form (Ethics Portal) - 24/7, confidential, third-party service. 2) **SECURITY:** ext. 5200 for immediate safety threats. 3) **HR:** ext. 5600 for harassment, discrimination, hostile behavior. 4) **FACILITIES:** ext. 5100 for facility policy violations (smoking, unauthorized access). 5) **MANAGER:** Direct supervisor or chain of command. **TYPES OF CONCERNS:** Harassment, discrimination, workplace violence threats, theft, vandalism, unauthorized access, substance abuse, policy violations (smoking, pet violations, visitor policy), unsafe conditions. **ANONYMITY:** Reports can be anonymous. Company prohibits retaliation per policy. **INVESTIGATION:** Reports reviewed by appropriate department (HR, Security, EHS). Investigations conducted confidentially. Corrective action taken as warranted (counseling, policy review, discipline up to termination). **TIMELINE:**

Acknowledgment within 24-48 hours. Investigation completed typically within 2 weeks. Findings shared appropriately (reporter informed of resolution without confidential details). URGENT THREATS: Life-threatening situations - call 911 first, then Security. PROTECTION: Whistleblower protections apply. Retaliation against good-faith reporters prohibited. RESOURCES: EAP counseling available for those affected by incidents.

Category: Policy

Tags: violations, behavior, reporting, ethics, safety, HR

Priority: High

Related Policy: POL-HR-025

Escalation Path: Ethics Compliance

Q41: What are the company's sustainability initiatives I can participate in?

Answer: Join our environmental stewardship efforts: RECYCLING PROGRAM: Single-stream recycling bins on all floors. Accepted: paper, cardboard, plastic bottles, aluminum cans, glass. Compost bins in break rooms and cafeteria. E-waste collection (Floor B2). Proper sorting reduces contamination. ENERGY CONSERVATION: Turn off monitors/lights when away, use natural light when possible, report HVAC issues, unplug chargers/devices not in use, use stairs (save elevator energy). Smart building systems auto-adjust lighting/HVAC. WATER CONSERVATION: Report leaks immediately, use bottle filling stations vs. bottled water, shorter restroom faucet use. Building uses low-flow fixtures. COMMUTE OPTIONS: Carpool matching program via HR Portal, bike storage and showers for bike commuters, shuttle services, public transit subsidies, electric vehicle charging stations (6 spots). WASTE REDUCTION: Reusable dishware in cafeteria (not disposables), eliminate single-use plastics, digital documents vs. printing, double-sided printing default. GREEN TEAMS: Join department Green Team - monthly meetings, plan initiatives, earn recognition. Quarterly sustainability challenges with prizes. CERTIFICATIONS: Building LEED Gold certified. Continuous improvement toward Platinum. Annual sustainability report published. VOLUNTEER: Quarterly environmental events (tree planting, cleanups, community gardens) - sign up via portal. Paid volunteer time. EDUCATION: Lunch-and-learns on sustainability topics. Resources on portal. Questions: Sustainability Manager ext. 5890.

Category: Sustainability

Tags: sustainability, recycling, environment, green, conservation, LEED

Priority: Low

Related Policy: POL-ENV-001

Escalation Path: Sustainability Manager

Q42: How do I arrange catering for a meeting or event?

Answer: Catering services for successful events: INTERNAL CATERING (Cafeteria): Order through Facilities Portal → Catering Request minimum 48 hours advance (72 hours for events over 25 people). MENU OPTIONS: Breakfast (continental, hot), lunch (buffet, boxed, plated), snacks (fruit, cheese/crackers, cookies), beverages (coffee, tea, sodas, water). Special menus for dietary restrictions

- select preferences in order form. PRICING: Breakfast \$8-12/person, Lunch \$12-18/person, Snacks \$3-6/person, Beverages \$2-4/person. Minimum order 5 people. Tax and 15% service charge added. BILLING: Charged to department account or credit card. EXTERNAL CATERING: Approved vendor list on portal (20+ options - various cuisines, price points). Book directly with vendor, they handle delivery. Building access coordinated through Facilities (provide vendor details 24 hours advance). Kitchen facilities available for setup. SETUP/CLEANUP: Internal catering includes standard setup (buffet/table), serving utensils, plates/utensils/napkins, cleanup. Specify room layout preferences. SPECIAL REQUESTS: Dietary restrictions (vegetarian, vegan, gluten-free, allergies, religious), themed menus, bar service (requires executive approval), specialty equipment (chafers, beverage dispensers). ALCOHOL: Requires executive VP approval, licensed bartender mandatory, liability waiver. Not available for external client events. CANCELLATION: 24-hour notice to avoid 50% fee. Changes accepted up to 24 hours before event. SUSTAINABILITY: Reusable dishware prioritized, compostable disposables when necessary.

Category: Catering

Tags: catering, food, events, meetings, lunch, dining

Priority: Medium

Related Policy: POL-FAC-017

Escalation Path: Catering Services

Q43: What technology is available in conference rooms?

Answer: Conference rooms equipped with modern AV technology: STANDARD EQUIPMENT (All Rooms): Wireless presentation system (connect laptop, present wirelessly, share from mobile devices), large display (screen size varies by room capacity), HDMI/USB-C cables (at table), speakerphone (ceiling mic array), whiteboard (dry erase), room scheduling panel (outside door), WiFi access, video conferencing camera. ROOM CATEGORIES: Small (4-6 people) - 42" display, basic speakerphone. Medium (8-12 people) - 65" display, advanced speakerphone, dual screens. Large (14-20 people) - 75" display, professional video conferencing system, dual screens, wireless mics. BOARDROOMS/AUDITORIUM: 85"+ displays, professional cameras (PTZ), confidence monitors, advanced audio (ceiling speakers, wireless mics), lectern, control panel. VIDEO CONFERENCING: All rooms Zoom-enabled (one-touch join), Microsoft Teams compatible, conference bridge dial-in numbers posted in rooms. Remote participants visible on screen. SCHEDULING DISPLAYS: Touch panels outside rooms show current/upcoming meetings, room availability, quick booking for next 30 minutes. Integrated with Outlook calendar. TROUBLESHOOTING: Help button on control panel connects to IT Helpdesk (video

support), quick setup guides laminated on tables, QR code for online tutorials. **SPECIAL EQUIPMENT:** Request additional equipment through IT Portal (projector, extra screens, recording equipment, teleprompter) 48 hours advance. **AV TECH SUPPORT:** For important meetings, request AV technician to setup/support. Submit via IT Portal 3 days advance (fee may apply for external events). **TRAINING:** Monthly AV technology training sessions - sign up via Learning Portal.

Category: Technology

Tags: conference rooms, AV, technology, video conferencing, meetings, Zoom

Priority: Medium

Related Policy: POL-IT-005

Escalation Path: AV Support Team

Q44: How do I report a water leak or plumbing issue?

Answer: Plumbing emergencies require immediate attention: **EMERGENCY LEAKS** (Active water flowing, flooding): CALL ext. 5100 Facilities Helpdesk immediately 24/7 OR ext. 5200 Security if after hours. Provide exact location (building, floor, room). Evacuate affected area if unsafe. **DO NOT** attempt repairs. Facilities dispatches plumber immediately (typically on-site within 30 minutes, faster for major leaks). Water main shutoff if necessary. **NON-EMERGENCY ISSUES:** Dripping faucets, slow drains, running toilets, low water pressure - submit work order via Facilities Portal with description and location. Response within 24 hours. **PREVENTION:** Report minor leaks promptly before they worsen. Avoid flushing inappropriate items (paper towels, feminine products - cause clogs). **RESPONSE PROCEDURES:** Plumber assesses damage, performs immediate repairs or temporary fixes, coordinates with Restoration Company if water damage to flooring/walls/ceilings. Affected areas may be closed temporarily for repairs and drying (industrial fans/dehumidifiers). **WATER DAMAGE:** Company removes/stores furniture, dries structure, repairs/replaces damaged materials. Restores space typically within 1-2 weeks depending on extent. Temporary workspace arranged if needed. **FOLLOW-UP:** Facilities investigates root cause (aging pipes, corrosion, freezing), implements permanent solution. **MONITORING:** Building automation system monitors major water systems, alerts Facilities to abnormal usage indicating leaks. **Insurance:** Major damage handled through company insurance. **Safety:** Watch for slippery floors, caution tape marks wet areas.

Category: Maintenance

Tags: plumbing, leak, water, emergency, flooding, repair

Priority: Critical

Related Policy: POL-FAC-003

Escalation Path: Facilities Emergency

Q45: Can I decorate my workspace or office?

Answer: Personalization within guidelines maintains professional environment: **PERMITTED DECORATIONS:** Family photos (framed), small plants (watered regularly, no pest issues), artwork (tasteful, non-offensive), calendars, diplomas/certifications, small personal items (figurines, mementos - limited quantity), desk organizers, lighting (task lamps). **RESTRICTIONS: NO:** Offensive/inappropriate images, political statements/campaign materials, religious proselytizing, candles/incense (fire hazard), space heaters over 500W, halogen lamps, extension cords (power strips OK), items blocking aisles/egress, excessive clutter (fire/safety hazard). **CUBE/OFFICE DECORATIONS:** Keep professional - remember workspace visible to colleagues/visitors. Items must not extend into aisles. Height restrictions for cubicle decorations (below panel top). **SEASONAL DECORATIONS:** Welcomed during holidays! Company provides common area decorations. Personal workspace decorations permitted. **NO:** Live Christmas trees, candles, open flames. Fire-retardant decorations preferred. Remove within 1 week after holiday. **WALL MOUNTING:** Damage-free hanging methods only (3M strips, picture hangers). **NO:** Nails, screws, permanent adhesives (damages paint). Facilities removes items causing damage. **PLANTS:** Welcomed! Live plants improve air quality and morale. **NO:** Plants requiring excessive watering (spillage), plants attracting pests. Company provides watering during vacations upon request (submit via portal). **SIZE LIMITS:** Decorations should not overcrowd workspace, hinder productivity, or create safety hazards. Use judgment. Manager may request reduction if excessive. **COMMON AREAS:** Public spaces maintained by Facilities. Artwork rotation program - view collection on portal, request pieces via Space Planning.

Category: Policy

Tags: decorations, personalization, office, workspace, plants

Priority: Low

Related Policy: POL-HR-022

Escalation Path: HR Generalist

Q46: What are the protocols for hazardous material storage and disposal?

Answer: Safe handling protects people and environment: **HAZARDOUS MATERIALS DEFINITION:** Chemicals, flammables, corrosives, toxics, biohazards, radioactive, reactive substances. Includes: cleaning products, lab chemicals, batteries, fluorescent bulbs, electronics, paints, solvents. **STORAGE REQUIREMENTS:** Designated storage areas only (typically labs, maintenance shop, specific cabinets). Secondary containment for liquids (trays/tubs catch spills). Proper ventilation (fume hoods for volatiles). Labeled containers (content, date, hazards). Locked storage (restricted access). Segregation (incompatible chemicals separated). Safety Data Sheets (SDS) accessible. **INVENTORY:** All hazardous materials tracked in Chemical Inventory System. Annual inspections by EHS. **TRAINING:** Employees handling hazmat must complete EHS training annually. **Covers:** safe handling, PPE, spill response, disposal. **PERSONAL PROTECTIVE EQUIPMENT:** Lab coats, gloves, safety glasses, respirators as needed. Provided by company. **DISPOSAL:** NEVER dispose in regular trash or drains. Contact EHS ext. 5150 for disposal of: chemicals, electronics, batteries (rechargeable and button cell), fluorescent bulbs, medical sharps, unknowns. Schedule pickup via EHS Portal. Hazardous waste stored temporarily in designated accumulation areas (Floor B2, locked cage). Licensed disposal company pickups

quarterly or as needed. SPILLS: Small spills (< 1 liter, low hazard): Clean with spill kit if trained. Large/unknown/high hazard: Evacuate area, call ext. 5200 Security, notify EHS. Hazmat team responds. COMPLIANCE: EPA, OSHA, DOT regulations. Annual audits ensure compliance. QUESTIONS: EHS Manager ext. 5150.

Category: Safety

Tags: hazardous materials, hazmat, chemicals, disposal, EHS, OSHA

Priority: Critical

Related Policy: POL-SAF-008

Escalation Path: EHS Manager

Q47: How do I request special accommodation for religious observances?

Answer: Company respects religious diversity and practices: REQUEST PROCESS: Contact HR via confidential HR Portal form, email accommodations@company.com, or call ext. 5600. No specific documentation required - requests evaluated on good faith. INTERACTIVE DISCUSSION: HR Specialist discusses your needs within 2 business days. Examples: Prayer/meditation time during workday, schedule adjustments for religious holidays/services, dietary accommodations (cafeteria), dress code modifications (religious attire), private space for religious practices. COMMON ACCOMMODATIONS: PRAYER/MEDITATION ROOMS: Multi-faith rooms available Floors 2, 6, 10 (Room 201-M, 601-M, 1001-M). Features: private, quiet, clean, lockable, ablution sinks, prayer rugs, compass indicating direction, unmarked (neutral space for all faiths). Access with badge 24/7. Reserve via portal for specific times if desired or drop-in. SCHEDULE FLEXIBILITY: Modified start/end times for daily prayers, leave for religious services, shift swaps for Sabbath observance, floating holidays for religious holy days (in addition to standard PTO). HOLIDAYS: Company recognizes major holidays. Request additional religious holidays through standard PTO or floating holiday policy. DIETARY: Cafeteria offers kosher, halal, vegetarian, vegan options. Special requests accommodated with advance notice. DRESS CODE: Religious head coverings, garments, jewelry, grooming practices accommodated per Title VII. REASONABLE ACCOMMODATION: Approved unless causes undue hardship to business operations (rare). Company works creatively to accommodate. CONFIDENTIALITY: Accommodations kept private. Colleagues informed on need-to-know basis only. DISCRIMINATION CONCERNS: Report via Ethics Hotline ext. 5555. Company prohibits religious discrimination.

Category: Accessibility

Tags: religious, accommodations, prayer, faith, diversity, HR

Priority: Medium

Related Policy: POL-HR-019

Escalation Path: HR Accommodations

Q48: What are the building's water fountain and water quality standards?

Answer: Clean drinking water access ensured campus-wide: **WATER FOUNTAINS:** Located on every floor (minimum 2 per floor), near restrooms and break areas. Mix of traditional fountains and bottle filling stations. **BOTTLE FILLING STATIONS:** 35 stations throughout building with digital counters showing plastic bottles saved. Touchless sensors for hygiene. **WATER QUALITY:** Municipal water supply tested quarterly by certified lab for lead, bacteria, pH, chlorine, contaminants. Results posted on Facilities Portal and bulletin boards. All tests consistently meet EPA drinking water standards. **FILTRATION:** All fountains equipped with multi-stage filters (sediment, carbon, taste/odor removal). Filters changed every 6 months or per manufacturer specs. **MAINTENANCE:** Fountains cleaned daily, sanitized weekly. Reported issues (low pressure, temperature, taste) addressed within 24 hours via Facilities work order. **TESTING:** Annual lead testing per regulations. Water coolers in break rooms: 5-gallon bottles from certified vendor, delivered weekly, coolers sanitized monthly. **ACCESSIBILITY:** ADA-compliant fountains on every floor. **HYDRATION INITIATIVE:** Reusable water bottles (company-branded) available from HR, supports sustainability. Questions: Facilities ext. 5100 or Environmental Health ext. 5890.

Category: Water Quality

Tags: water, fountain, drinking water, quality, filtration, health

Priority: Medium

Related Policy: POL-ENV-005

Escalation Path: Facilities Supervisor

Q49: How do I request installation of accessibility features?

Answer: Accessibility improvements support all employees: **REQUEST TYPES:** Accessible parking spaces, automatic door openers, wheelchair ramps, accessible restroom upgrades, visual/audible alarms, tactile/Braille signage, accessible drinking fountains, lowered light switches/thermostats, assistive technology, accessible workstations, service animal relief areas. **REQUEST PROCESS:** Submit via HR Portal → ADA Accommodation Request or Facilities Portal → Accessibility Improvement Request. Include: specific need, location, urgency, supporting documentation if medical accommodation. **EVALUATION:** Facilities ADA Coordinator evaluates request with input from requester, manager, HR, Facilities. Assesses: feasibility, code compliance requirements, cost, timeline, temporary solutions during installation. **APPROVAL:** ADA accommodations (individual employee needs) - HR approves, typically fast-tracked. General accessibility improvements (benefit multiple users) - require budget approval, may be scheduled in fiscal year capital planning. **COMMON INSTALLATIONS:** Automatic door openers (\$3,000-5,000, 2-3 week install), wheelchair ramps (varies by scope, requires engineering), accessible bathroom stalls (significant renovation, 4-8 weeks), parking space modifications (striping, signage, 1-2 days), lever door handles replacing knobs (1 day per door), adjustable-height desks/workstations (see ergonomics Q&A). **TEMPORARY SOLUTIONS:** While permanent improvements installed, temporary accommodations provided: temporary ramps, reserved parking closer to accessible entrance, door held open via magnetic hold-open device, personal assistance, temporary workspace relocation. **PRIORITY:** Individual accommodation requests prioritized over general improvements. Safety-related accessibility

(emergency egress) highest priority. **CODES & STANDARDS:** All installations comply with ADA Standards for Accessible Design, state/local building codes, ICC/ANSI A117.1. Facilities works with certified accessibility specialists for complex projects. **PROACTIVE IMPROVEMENTS:** Annual accessibility audit identifies improvement opportunities even without specific requests. Budget allocated yearly for progressive barrier removal. **NEW CONSTRUCTION:** All new buildings and renovations designed fully accessible from outset - exceeds minimum code requirements. **FEEDBACK:** Users of accessibility features encouraged to provide feedback on functionality. Adjustments made as needed. **FUNDING:** Company-funded. No cost to requesting employee. May pursue tax credits/incentives for accessibility improvements. **CONSULTATION:** Unsure what accommodation needed? Request consultation with Ergonomic Specialist or ADA Coordinator to identify optimal solutions.

Category: Accessibility

Tags: accessibility, ADA, accommodations, disabled, features, modifications

Priority: High

Related Policy: POL-HR-014

Escalation Path: ADA Coordinator

Q50: What support is available for employees with service animals?

Answer: Service animals welcomed and accommodated: **ADA DEFINITION:** Service animals are dogs (or miniature horses in some cases) individually trained to do work or perform tasks for person with disability. Tasks related to person's disability: guiding blind, alerting deaf, pulling wheelchair, alerting to seizures, retrieving items, providing stability. **DOCUMENTATION:** No registration, certification, or documentation required. Brief questions allowed: Is this a service animal required due to disability? What task is animal trained to perform? Medical documentation not required. **AUTOMATIC ACCESS:** Service animals permitted in all areas of building where public/employees allowed, including: offices, cafeteria, meeting rooms, restrooms, elevators, common areas. Only exclusions: sterile environments (surgery), areas where animal's presence fundamentally alters services (rare). **CARE RESPONSIBILITIES:** Handler responsible for: animal control at all times (leash/harness unless interferes with work/tasks), feeding/waste elimination (outdoor relief areas designated), veterinary care, cleanliness, behavior management. **RELIEF AREAS:** Outdoor pet relief areas (marked with signage) appropriate for service animals. Waste bags and disposal provided. Indoor relief area (Floor B1, separate from human restrooms) available during inclement weather. Cleaned regularly. **BEHAVIOR EXPECTATIONS:** Service animals must be well-behaved, housebroken, under handler's control. Barking, jumping, aggression not tolerated. Handler must remove animal if disruptive and can't regain control. **ALLERGIES/FEARS:** Employees with allergies to service animals accommodated by: modified seating arrangements, air filtration, cleaning protocols. Both individuals' rights respected. **QUESTIONS:** Handler not required to share disability details or medical information. Focus on ensuring animal has access to perform job. **EMOTIONAL SUPPORT ANIMALS:** Different from service animals. ESAs provide comfort but not trained for specific tasks. Require separate accommodation request through HR with supporting documentation. Not automatic building access. **VIOLATIONS:** Interference with service animal

(petting without permission, feeding, distracting) prohibited. May be disciplinary issue.
CONCERNS: Report service animal issues (aggressive behavior, sanitation) to HR ext. 5600 confidentially.

Category: Accessibility

Tags: service animals, ADA, disabilities, accommodations, accessibility

Priority: High

Related Policy: POL-HR-013

Escalation Path: ADA Coordinator