

PART 2: OPERATIONS & SERVICES

Q1: How do I get building keys or access to locked spaces?

Answer: Key and access management ensures security: **KEY REQUESTS:** Submit via Facilities Portal → Key/Access Request with manager approval. Specify: room number(s), reason for access, frequency of use, duration needed. **APPROVAL PROCESS:** Manager approves, Security verifies business need, Facilities issues keys. Process takes 3-5 business days. **KEY TYPES:** Physical keys (offices, storage, special areas), master keys (supervisory level, extensive approval), mechanical room keys (maintenance staff only), cabinet keys (file rooms, supply closets). **KEY ISSUANCE:** Pick up at Security Desk with photo ID, sign key agreement acknowledging responsibility, pay \$25 refundable deposit per key. **BADGE ACCESS:** Most spaces use badge readers instead of physical keys. Request access level changes through HR Portal → Access Management. Manager approval required. Common access requests: conference rooms, labs, server rooms, storage areas, after-hours floors. Changes activated within 24 hours. **LOST KEYS:** Report immediately to Security ext. 5200 for deactivation. Replacement cost: \$25 key + \$100 lock change if security compromised. **RETURN KEYS:** Upon termination, role change, or no longer needed - return to Security. Deposit refunded. Unreturned keys billed to employee. **KEY TRACKING:** All keys logged in key management system. Periodic audits ensure accountability. **DUPLICATION:** Unauthorized key duplication prohibited (marked 'Do Not Duplicate'). **EMERGENCY ACCESS:** Security holds emergency keys for all spaces. After-hours access coordinated through Security Dispatch. **CONTRACTORS:** Temporary keys issued with deposit, sign-out/sign-in daily, returned at project completion.

Category: Security

Tags: keys, access, locks, security, badge, authorization

Priority: High

Related Policy: POL-SEC-006

Escalation Path: Security Manager

Q2: What are the procedures for reporting workplace injuries or incidents?

Answer: Immediate response and documentation protects everyone: **SERIOUS INJURIES** (Life-threatening, unconscious, severe bleeding, broken bones, head trauma): CALL 911 first, then Security ext. 5200. Provide location, nature of injury, number of people. DO NOT move injured person unless immediate danger. Stay with person, provide first aid if trained (first aid kits on all floors). Security dispatches responders, notifies EHS. **MINOR INJURIES** (Cuts, bruises, sprains, minor burns): First aid kits located throughout building (see floor maps). Treat injury or visit Company Medical Clinic (Floor 1, Room 130) Monday-Friday 8 AM-5 PM, walk-ins welcome. Nurse provides treatment, documents visit. **REPORTING REQUIREMENTS:** ALL injuries must be reported regardless of severity within 24 hours. Report via: 1) EHS Portal → Incident Report Form (preferred), 2) Call EHS ext. 5150, 3) Email safety@company.com, 4) Inform supervisor

immediately. **INFORMATION NEEDED:** Injured person details, date/time/location, description of incident, witnesses, immediate actions taken, treatment provided. Photos of scene helpful if safe. **INVESTIGATION:** EHS investigates all incidents within 48 hours. Interviews injured party, witnesses, supervisor. Inspects scene. Identifies root cause and corrective actions. Report provided to management. **WORKERS COMPENSATION:** Injuries requiring medical treatment beyond first aid - EHS files workers comp claim. Employee receives claim number, treatment authorization, work status from doctor. Modified duty arranged if needed. **FOLLOW-UP:** EHS monitors injury recovery, ensures corrective actions implemented, trends analyzed monthly to prevent recurrence. **NEAR-MISS REPORTING:** Incidents that could have caused injury - report to learn and prevent. No fault assigned. Encouraged reporting creates safer workplace. **CONFIDENTIALITY:** Medical information kept confidential per HIPAA. **RETALIATION:** Prohibited. Company protects reporters.

Category: Safety

Tags: injury, accident, incident, workers comp, first aid, EHS

Priority: Critical

Related Policy: POL-SAF-004

Escalation Path: EHS Director

Q3: How do I arrange for contractor or vendor access to the building?

Answer: Coordinated vendor access maintains security: **CONTRACTOR TYPES:** Maintenance vendors (HVAC, plumbing, electrical, janitorial), delivery vendors, professional services (consultants, auditors, trainers), construction contractors, IT vendors. **SPONSORSHIP:** All contractors require employee sponsor responsible for: authorizing visit, providing building access, ensuring contractor follows policies, being available during visit. **PRE-REGISTRATION:** Submit contractor access request via Security Portal 48 hours advance (72 hours for construction projects). Information required: company name, contact person, number of contractors, purpose of visit, duration, equipment being brought in, areas accessed, parking needs. **BACKGROUND CHECK:** Long-term contractors (over 30 days or frequent access) require background check. Submit 2 weeks advance. Security arranges check (\$50 fee charged to department). **CHECK-IN PROCESS:** Contractors check in at Security Desk with valid photo ID, receive contractor badge (worn visibly), sign in/out log, review safety briefing handout. Sponsor employee notified of arrival. **ESCORT REQUIREMENTS:** Based on access level and work type: Public areas (lobby, cafeteria) - no escort. General office areas - sponsor or designee escorts. Secure areas (data center, labs, server rooms) - sponsor escorts always. **AFTER-HOURS:** Pre-approval required via Security Portal. Security staff meets contractor at entrance, verifies identity and authorization, monitors during visit or arranges escort. **EQUIPMENT/TOOLS:** Contractor vehicles park at loading dock. Large equipment coordinated with Facilities for delivery entrance. Tool/equipment inventory documented at check-in. **SAFETY REQUIREMENTS:** Contractors must provide insurance certificates (liability, workers comp), follow company safety policies, use required PPE, comply with hot work permits for welding/cutting, lockout-tagout for electrical work. **COMPLETION:** Contractor returns badge at departure, security inspects work area (if applicable), sponsor signs off on completion. **VIOLATIONS:** Unescorted contractors

approached by Security, escorted out. Repeat violations may ban vendor. Questions: Security Operations ext. 5210.

Category: Security

Tags: contractors, vendors, access, visitors, security, escort

Priority: High

Related Policy: POL-SEC-008

Escalation Path: Security Operations Manager

Q4: What is the process for requesting new furniture or office equipment?

Answer: Equipment procurement follows structured process: **STANDARD FURNITURE:** Desk, chair, file cabinet, bookshelf, guest chairs - request through Facilities Portal → Furniture Request. Select from approved catalog (ergonomic, sustainable, consistent with office standards). Manager approval required. Delivered and installed within 2-3 weeks. Cost charged to department budget. **ERGONOMIC FURNITURE:** Standing desks, ergonomic chairs, specialized equipment - requires ergonomic assessment (see separate Q&A). Wellness Program may subsidize costs. **REQUEST PROCESS:** Submit request with business justification, identify budget account, attach manager approval email if not auto-approved. Requests over \$1,000 require Director approval. Space Planning reviews for space appropriateness and standards compliance. **SPECIALIZED EQUIPMENT:** Conference tables, reception desks, modular furniture systems, high-end executive furniture - quote process through Space Planning. May require 4-8 weeks for custom orders. **USED/SURPLUS:** Check surplus furniture inventory before purchasing new. Facilities maintains warehouse of gently used furniture (downsizing, remodels). Available free to departments - browse online catalog, reserve items. Pickup arranged. **DELIVERY & INSTALLATION:** Furniture delivered to designated space, assembled/installed by professionals, old furniture removed/recycled if replaced (no charge). **DISPOSAL:** Broken/unwanted furniture removed via Facilities work order. Donated to charity if usable or recycled. **IT EQUIPMENT:** Computers, monitors, printers, phones - separate process through IT Helpdesk. Submit IT Portal ticket. Standard configurations available, custom specs require approval. **OFFICE SUPPLIES:** See office supplies Q&A. Small items different process. **WARRANTY:** Furniture under manufacturer warranty. Report defects via Facilities within warranty period for free replacement/repair. **MOVES:** Furniture moved with office relocations (see moving Q&A).

Category: Furniture

Tags: furniture, equipment, desk, chair, procurement, office

Priority: Medium

Related Policy: POL-OPS-006

Escalation Path: Space Planning

Q5: How do I request maintenance for landscaping or outdoor areas?

Answer: Beautiful grounds enhance workplace: **MAINTENANCE SCOPE:** Landscaping contractor maintains all outdoor areas: lawn mowing (weekly during growing season), edging, trimming, mulching, weeding, pruning shrubs/trees, seasonal flowers, leaf removal, snow removal, irrigation system maintenance. **STANDARD SCHEDULE:** Landscaping crew on-site typically Tuesday-Thursday 7 AM-4 PM (weather dependent). Visible in company uniforms. Snow removal 24/7 during winter storms - parking lots, walkways, entrances prioritized for safety. **ISSUES TO REPORT:** Dead/diseased plants, irrigation problems (broken heads, dry spots, overwatering), drainage issues, overgrown areas obstructing views/walkways, trip hazards (uneven pavement, roots), litter accumulation, damaged outdoor furniture, lighting outages, pest issues (wasps, groundhogs). **REPORTING:** Submit via Facilities Portal → Grounds Maintenance Request with location description and photos. Call ext. 5100 for urgent safety issues (downed trees, flooding). Response time: safety hazards (same day), irrigation issues (3 days), aesthetic issues (1 week). **ENHANCEMENTS:** Suggestions for plantings, improvements, outdoor amenities submitted through Facilities Suggestion Box. Evaluated annually for budget inclusion. Employee Garden Committee provides input on landscaping plans. **SEASONAL PLANTINGS:** Spring and fall flower displays at entrances and plaza. Rotating designs add color. **SUSTAINABILITY:** Native plants reduce water needs, integrated pest management minimizes chemicals, grass clippings mulched (not bagged), rain gardens manage stormwater. **OUTDOOR FURNITURE:** Patio furniture, umbrellas, benches maintained by Facilities. Report damaged items for repair/replacement. **WINTER:** Sidewalks/entrances salted during ice events. Use caution, report slippery areas immediately. **EVENTS:** Outdoor events coordinated with Facilities to protect grounds (no stakes in lawn, place mats under furniture).

Category: Maintenance

Tags: landscaping, grounds, outdoor, lawn, irrigation, snow removal

Priority: Low

Related Policy: POL-FAC-013

Escalation Path: Grounds Supervisor

Q6: What are the protocols for handling confidential document shredding?

Answer: Secure document destruction protects sensitive information: **SHREDDING LOCATIONS:** Secure shred bins located on every floor (typically near copy rooms). Locked containers accessed via slot only. **ACCEPTED MATERIALS:** Confidential paper documents: financial records, employee files, medical information, client data, proprietary information, contracts. **NO:** Binders (remove contents), paper clips/staples (OK in small amounts), plastic sleeves, CDs/DVDs (separate e-waste), newspapers/magazines (regular recycling). **SHRED SERVICE:** Certified shredding vendor empties bins weekly (Fridays). Documents shredded on-site in mobile truck (witnessed by Security). Certificate of Destruction issued quarterly. Cross-cut shredding exceeds NAID AAA standards. **PERSONAL SHREDDING:** Limited personal document shredding allowed (tax forms, bank statements, medical records). Place in bins during business hours. **LARGE VOLUME:** Departments with large shredding needs (HR, Legal, Finance) can request dedicated console or more frequent pickup. Contact Records Management ext. 5720. **PURGE EVENTS:** Annual shred days held each May and November. Employees

bring boxed documents, vendor shreds on-site, refreshments provided, records destruction awareness. **RETENTION:** Before shredding, verify documents past retention requirements per Records Retention Schedule (on Compliance Portal). Hold litigation-related documents even if past retention (Legal issues holds). **ALTERNATIVES:** Digital scanning for records needing longer retention - Contact Records Management for scanning services. **DESKTOP SHREDDERS:** Small personal shredders allowed (under 10-sheet capacity) for immediate sensitive items. Empty bins into floor shred containers weekly. **HIGH-SECURITY:** Highly sensitive documents (legal, executive, M&A) - specialized destruction arranged through Legal Department. **CHAIN OF CUSTODY:** Bins secured, emptied only by approved vendor, tracking records maintained. **QUESTIONS:** Records Manager ext. 5720. **COMPLIANCE:** HIPAA, FACTA, GLBA, SOX requirements met.

Category: Security

Tags: shredding, documents, confidential, destruction, security, compliance

Priority: Medium

Related Policy: POL-SEC-014

Escalation Path: Records Manager

Q7: How do I report issues with the parking lot or parking structures?

Answer: Safe, functional parking for all users: **PARKING ISSUES:** Potholes, cracks, faded striping, lighting outages, gate malfunctions, security concerns, debris/spills, ice/snow accumulation, drainage problems, damaged barriers, graffiti, abandoned vehicles. **REPORTING:** Submit via Facilities Portal → Parking Lot Maintenance with location (lot letter, level, stall number if applicable) and photos. Call ext. 5200 Security for immediate safety hazards or security issues. **RESPONSE TIME:** Safety hazards (same day), gate malfunctions (4 hours), lighting (24 hours), striping/surface repairs (scheduled quarterly or as needed). **PARKING GATE ISSUES:** Gate won't open, barrier arm damaged, card reader malfunction - call Security ext. 5200 for immediate assistance. Security can remotely open gates or dispatch to location. Temporary solution provided while repair scheduled. **LOST/STOLEN PARKING PERMITS:** Report to Security immediately. Permits deactivated, replacement issued (\$25 fee). Prevents unauthorized use. **ABANDONED VEHICLES:** Vehicles appearing abandoned (flat tires, expired tags, heavy dust, not moved in weeks) reported to Security. Investigation conducted, owner identified via registration, notice placed on vehicle. Towed after 30-day notice if not removed. **PARKING ENFORCEMENT:** Violations (expired permits, handicap spaces without placard, fire lanes, reserved spaces) enforced by Security. Citations issued, repeated violations may result in towing. **ELECTRIC VEHICLE CHARGING:** Report malfunctioning charging stations via Facilities Portal. Stations serviced within 24 hours. Usage etiquette: 4-hour maximum during business hours, move vehicle when charged. **SNOW/ICE REMOVAL:** Parking lots plowed and salted during winter storms. Priority: main lots, accessible spaces, entrance/exit lanes. May take 6-12 hours for complete clearing after large storms. Park carefully, allow extra commute time during storms. **LIGHTING:** Well-lit parking enhances security. Report burned-out lights immediately for safety. **SECURITY PATROLS:** Security patrols parking areas regularly. Request escort to vehicle after dark via ext. 5200.

Category: Parking

Tags: parking, lot, structure, garage, maintenance, security

Priority: Medium

Related Policy: POL-OPS-009

Escalation Path: Parking Operations

Q8: 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

Q9: How do I request a reserved parking space?

Answer: Reserved parking assigned based on specific needs: **ELIGIBILITY CATEGORIES:** 1) **DISABILITY PLACARDS:** Accessible parking available immediately with state-issued disability placard/plates. No company approval needed. Park in marked accessible spaces (60+ available across all lots). 2) **MEDICAL TEMPORARY:** Short-term medical conditions requiring parking proximity - doctor's note required. Submit through HR Portal. Approved for specified period (typically 30-90 days). 3) **CARPOOLS:** Reserved spaces for registered carpools (3+ people) - incentive for sustainable commuting. Register via HR Portal with participant names, vehicle info. 4) **ELECTRIC VEHICLES:** EV charging spots reserved while charging (4-hour max during business hours). First-come basis, no reservation. 6 charging stations currently. 5) **EXECUTIVE/SENIOR MANAGEMENT:** Reserved spaces per organizational level (VP and above). Assigned by Facilities. 6) **EXPECTANT MOTHERS:** Parking proximity during pregnancy and 3 months postpartum. Doctor's note required. Submit to HR. 7) **SPECIAL PROJECTS:** Temporary needs for loading/unloading equipment, client visits, etc. **REQUEST PROCESS:** Submit via HR or Facilities Portal with justification, supporting documentation (medical note, placard number, carpool roster), duration needed. Approval typically within 3 business days. **PERMIT ISSUANCE:** Hang tag or permit number issued, assigned specific space number and lot. Permits for temporary reserved spaces must be displayed. **ENFORCEMENT:** Reserved spaces monitored. Unauthorized vehicles cited and may be towed. **DURATION:** Permanent (disability, executive), temporary (medical, pregnancy, project-based). Renewal required for medical conditions beyond initial period. **WAITING LIST:** High-demand periods may require waiting list. Prioritized by need urgency. **GENERAL PARKING:** Unreserved spaces first-come basis. Arrive early during peak times. **ALTERNATIVES:** Shuttle from remote lots, bike storage, carpool matching to share parking.

Category: Parking

Tags: parking, reserved, disability, accessible, medical, carpool

Priority: Medium

Related Policy: POL-OPS-011

Escalation Path: Parking Coordinator

Q10: What is the protocol for lost and found electronic devices?

Answer: Special procedures protect data security: **LOST DEVICE:** Realize you've lost phone, laptop, tablet, smartwatch, USB drive, or other electronic device? **ACT IMMEDIATELY:** 1) Report to Security ext. 5200 and IT Helpdesk ext. 6100, 2) If device contains company data, IT can remotely lock/wipe per security policy, 3) Submit lost item report via Security Portal with description (make, model, color, case type, identifying features), last known location, approximate time lost. **FOUND DEVICE:** Find unattended electronic device? Turn in **IMMEDIATELY** to Security Desk (open 24/7). **DO NOT** attempt to unlock, access data, or locate owner yourself (privacy concerns). Security logs device with detailed description, location found, finder information, time/date. **SECURITY PROCEDURES:** Devices powered off and secured in locked evidence room. Serial numbers recorded when visible. If device

locked/password protected, remains untouched. If unlocked, Security may view lock screen for owner identification only (emergency contact info) - no deeper access. IT NOT notified of personal devices for privacy. CLAIMING DEVICE: Owner must: provide detailed description (make, model, color, features), provide serial number or IMEI if available, show ID matching registered owner (if company device), unlock device to prove ownership (passcode, fingerprint). Detailed questioning ensures rightful owner. COMPANY DEVICES: IT-issued equipment returned through IT Helpdesk, not Security. IT verifies asset tag, updates inventory. HOLDING PERIOD: Electronics held 90 days before disposal. High-value items generate more vigorous owner search efforts (email announcements, employee portal notices). UNCLAIMED DEVICES: Personal devices - data securely wiped, donated to charity or recycled. Company devices - returned to IT inventory. DATA SECURITY: All procedures respect privacy laws and data security. Devices never accessed beyond owner identification. PREVENTION: Use device tracking features (Find My iPhone, Android Device Manager), label devices with contact info (not full name/address), use lock screens with emergency contact info, register company devices through IT.

Category: Security

Tags: lost and found, electronics, devices, phone, laptop, data security

Priority: High

Related Policy: POL-SEC-016

Escalation Path: Security Manager

Q11: How do I arrange for audio/visual equipment for a presentation?

Answer: Comprehensive AV support for successful events: STANDARD CONFERENCE ROOMS: Equipped with built-in AV (see conference room tech Q&A). No reservation needed beyond room booking. Need help operating? Click help button on control panel or call AV Support ext. 6200. ADDITIONAL EQUIPMENT: Need more than room provides? (Extra screens, microphones, recording equipment, podium, projector, sound system, stage lighting, video cameras, teleprompter, confidence monitors, audience response systems) - reserve through IT Portal → AV Equipment Request. BOOKING TIMELINE: 48 hours advance for standard equipment, 1 week for complex setups, 2 weeks for external events with AV technician support. Rush requests considered if equipment available (may incur fees). EQUIPMENT CATALOG: Browse available equipment on IT Portal with photos, specs, setup instructions. Select items, add to cart, submit request with: event date/time, location, setup time needed, pickup time, purpose of event. DELIVERY & SETUP: IT delivers equipment to location, sets up, tests functionality, provides quick operation tutorial. Self-service equipment includes setup guides. TECHNICAL SUPPORT: Standard events - self-service with helpdesk support via phone. High-stakes events (board meetings, client presentations, large conferences, all-hands, webinars) - request AV technician on-site for setup, operation, troubleshooting. Technician fee applies for external events. Submit request with event agenda, AV requirements, rehearsal needs. RECORDING SERVICES: Professional recording of presentations, meetings, training sessions available. Options: audio only, video (single camera or multi-camera), livestreaming, editing services. Submit request 2 weeks advance. Final video delivered in specified format (MP4, DVD,

streaming link). **RENTAL NEEDS:** Equipment inventory occasionally insufficient for simultaneous large events. Facilities arranges external rentals (costs charged to department). **TRAINING:** Monthly AV equipment training sessions - learn to operate equipment confidently. Self-paced tutorials on Learning Portal. **TROUBLESHOOTING:** Day-of issues? Call AV Support ext. 6200 for immediate phone troubleshooting or on-site dispatch (typically 15-minute response during business hours).

Category: Technology

Tags: AV, equipment, presentation, technology, recording, events

Priority: Medium

Related Policy: POL-IT-006

Escalation Path: AV Manager

Q12: What are the building's indoor air quality standards and monitoring?

Answer: Healthy air quality prioritized: **IAQ STANDARDS:** Building maintains indoor air quality per ASHRAE 62.1 standards and LEED requirements. Fresh air continuously introduced through HVAC system, air changes per hour exceed minimums, filtration removes particulates, temperature/humidity controlled within comfort range (72°F, 40-60% relative humidity). **MONITORING:** Building automation system continuously monitors: CO2 levels (indicator of ventilation adequacy - maintained below 1000 ppm), temperature, humidity, air pressure differentials. Alerts notify Facilities of anomalies for immediate correction. **HVAC FILTRATION:** MERV-13 filters (hospital-grade) capture 90% of particles including dust, pollen, mold spores, bacteria. Filters changed every 3 months or sooner if pressure readings indicate restriction. **FRESH AIR:** 20% fresh outdoor air mixed with recirculated air (exceeds 15% code minimum). Increases ventilation, dilutes contaminants. **CHEMICAL CONTROLS:** Low-VOC materials used in construction/renovations (paints, adhesives, flooring, furniture). Cleaning products Green Seal certified (low chemical emissions). **MOLD PREVENTION:** Prompt repair of water leaks, humidity control, regular inspection of susceptible areas (bathrooms, kitchens, basements), remediation if discovered. **IAQ CONCERNS:** Experience symptoms (headaches, respiratory irritation, odors, stuffiness)? Report via Facilities Portal → **IAQ Concern with:** location, symptoms, time of day, duration, number of affected people. Facilities investigates within 24 hours: inspects area, reviews HVAC operation, measures temperature/humidity/CO2, identifies potential sources (cleaning products, renovation, outdoor sources). **TESTING:** Complaint-driven testing conducted if investigation inconclusive. Certified industrial hygienist collects air samples for analysis (VOCs, mold, particulates). Results shared, corrective actions implemented. **WELLNESS FEATURES:** Operable windows in some areas (employee control), indoor plants (biophilia), abundant natural light (circadian health), outdoor air terraces. **SICK BUILDING SYNDROME:** Rare due to proactive IAQ management. Historical IAQ issues resolved through HVAC upgrades, material substitutions, increased ventilation. **QUESTIONS:** Facilities Manager ext. 5105 or Environmental Health ext. 5890.

Category: Environmental

Tags: air quality, IAQ, HVAC, health, environment, ventilation

Priority: Medium

Related Policy: POL-ENV-004

Escalation Path: Facilities Manager

Q13: How do I request signage or wayfinding materials?

Answer: Professional signage throughout facility: SIGNAGE TYPES: Directional/wayfinding (arrows, room numbers, floor directories), informational (policies, instructions, hours), safety (exits, fire extinguishers, first aid), regulatory (ADA, OSHA required), temporary event signage, departmental identification, room name plates, parking signage, digital displays. REQUESTING SIGNAGE: Submit via Facilities Portal → Signage Request. Include: type of sign, message/content, location, dimensions, quantity, permanent or temporary, desired installation date. Attach artwork/logo files if applicable. APPROVAL PROCESS: Facilities reviews for: compliance with signage standards (fonts, colors, materials consistent with building aesthetic), content appropriateness, location suitability, code compliance (ADA tactile requirements, exit path markings), safety. Manager approval required. Signage Committee reviews requests affecting public/common areas. DESIGN: Simple text signs - Facilities designs using standard templates. Complex graphics/branding - Corporate Communications or Marketing creates artwork, submits to Facilities for production. Brand guidelines apply to all signage. PRODUCTION: Internal print shop produces most signage (vinyl, acrylic, metal, magnetic). External vendors for specialty signs (dimensional letters, electronic displays, pylons). Lead time: standard signs (1 week), custom signs (2-4 weeks). INSTALLATION: Facilities installs using appropriate methods: adhesive, screws/anchors (patch/paint upon removal), hanging systems, stands. ADA-compliant installation (height, tactile, Braille). TEMPORARY SIGNAGE: Events, construction, temporary closures - Facilities provides templates (A-frames, stands, table tents) or produces custom. Remove promptly after use. DIGITAL SIGNAGE: Electronic displays in lobbies, break rooms, conference areas show: announcements, room schedules, emergency alerts, company news, event promotions. Content managed through Corporate Communications - submit content requests via Marketing Portal. WAYFINDING: Comprehensive wayfinding system guides visitors. Directory kiosks in main lobbies (touch screen, search by name/department/room). Floor plans posted on every floor. UPDATES: Renovations, relocations trigger signage updates. Space Planning coordinates with Facilities to update directories, room numbers, department signs. REMOVAL: Outdated/damaged signs removed via Facilities work order. Leaves clean surface.

Category: Services

Tags: signage, wayfinding, signs, directory, branding, design

Priority: Low

Related Policy: POL-OPS-012

Escalation Path: Facilities Coordinator

Q14: What is the process for requesting building access for after-hours events?

Answer: Special events accommodated with proper coordination: **EVENT TYPES:** Team gatherings, training sessions, client presentations, board meetings, celebrations, community events hosted by company, fundraisers, volunteer activities, networking events. **BOOKING PROCESS:** Submit Event Request via Facilities Portal minimum 2 weeks advance (4 weeks for large events 100+ people or requiring significant setup/changes). Include: date, start/end times (including setup/cleanup), expected attendance, room(s) needed, event purpose, catering requirements, AV needs, furniture setup, parking needs, security/access requirements. **AFTER-HOURS ACCESS:** Events outside business hours (weekdays after 8 PM, weekends, holidays) require: Extended building access (doors unlocked, badge readers active for attendees), extended HVAC operation (zones activated), staffing (security, custodial, AV tech as needed), attendee list (for security if required). **APPROVAL:** Manager approves event request. After-hours events require director/VP approval depending on cost and scope. Facilities reviews space availability, coordinates logistics. **COSTS:** After-hours building charges apply (HVAC \$75/hour/zone, extended security \$50/hour, custodial \$40/hour) charged to department budget. Standard hours events typically no facility fees. **ATTENDEE ACCESS:** Internal events - employees use badges. External attendees - provide guest list to Security 48 hours advance, guests check in at lobby, receive visitor badges. Large events - Security stationed at entrance, streamlined check-in process. **LOGISTICS COORDINATION:** Facilities assigns Event Coordinator who: Confirms room setup (tables, chairs, staging), coordinates catering delivery/setup, arranges AV equipment, briefs Security on event, ensures custodial services, communicates with event sponsor. Day-of contact for issues. **SETUP/CLEANUP:** Setup typically evening before or morning of event. Standard setups (no charge): theater, classroom, conference, banquet, reception. Cleanup after event - space returned to standard configuration. **EVENT DAY:** Coordinator or sponsor arrives early to verify setup, greet vendors, test AV. Event runs. Sponsor ensures attendees vacate by end time, custodial cleans. **CANCELLATION:** 72-hour notice required to avoid charges. Weather-related cancellations - reschedule without penalty. **RECURRING EVENTS:** Regularly scheduled events (weekly meetings, monthly training) set up as recurring reservations. Simplifies booking, guarantees space.

Category: Events

Tags: events, after hours, meetings, access, coordination, booking

Priority: High

Related Policy: POL-FAC-018

Escalation Path: Events Coordinator

Q15: How do I report or request repairs for office furniture?

Answer: Furniture maintenance extends useful life: **BROKEN FURNITURE:** Report immediately via Facilities Portal → Furniture Repair Request. Include: location, furniture type (desk, chair, file cabinet), specific problem (broken leg, drawer won't close, tear in upholstery, mechanism failure), photos if possible, whether usable or safety hazard. **SAFETY HAZARDS:** Furniture posing injury risk (exposed sharp edges, instability, broken wheels causing falls) - call Facilities ext. 5100 for immediate response. Facilities may temporarily remove furniture, provide replacement while repairs underway. **REPAIR ASSESSMENT:** Technician inspects furniture

within 3 business days, determines: repairable on-site, requires shop repair (furniture removed temporarily, loaner provided), or beyond economical repair (replacement needed). Repair completed or furniture replaced typically within 1-2 weeks. **COMMON REPAIRS:** Chair mechanisms (gas cylinders, tilt controls, armrests), drawer repairs (slides, locks, handles), desktop repairs (laminates chips, edge damage), file cabinet repairs (locks, slides, dents), upholstery repairs (tears, worn fabric), furniture refinishing (scratches, worn finishes). **CHAIR REPAIRS:** Most common request. Technician carries common parts (gas cylinders, wheels, armrests). Many repairs completed on-site in minutes. Complex repairs - chair replaced while yours repaired. **REPLACEMENT VS REPAIR:** Factors: repair cost vs replacement cost, furniture age/condition, availability of parts, downtime required. If repair cost exceeds 50% of replacement, typically replaced. **WARRANTY CLAIMS:** Furniture under manufacturer warranty (typically 5-10 years) - repairs/replacement at no charge. Facilities handles warranty claims with manufacturers. **USER DAMAGE:** Accidental damage (coffee spills, scratches) - repaired at no charge. Abuse/misuse (chairs used as ladders, furniture moved improperly) - department may be charged. **PREVENTIVE CARE:** Periodic tightening of bolts/screws, cleaning/conditioning of leather, lubrication of mechanisms extends life. Facilities offers annual furniture maintenance inspections for high-use areas (conference rooms, training rooms) - request via portal. **DISPOSAL:** Furniture beyond repair removed via Facilities, responsibly recycled or disposed. Landfill last resort.

Category: Maintenance

Tags: furniture, repair, broken, chairs, desk, maintenance

Priority: Medium

Related Policy: POL-FAC-009

Escalation Path: Furniture Services

Q16: What protocols exist for chemical spill response?

Answer: Chemical safety procedures protect people and environment: **SPILL PREVENTION:** Primary defense - proper storage, handling, transport. Use secondary containment, avoid overfilling, inspect containers for leaks, transport in approved carriers/carts. **SPILL CLASSIFICATION:** **MINOR SPILL** (Less than 1 liter, low hazard, non-toxic, contained): May be cleaned by trained personnel using department spill kit. Don proper PPE (gloves, safety glasses), contain spill with absorbent, clean thoroughly, dispose in hazardous waste. Notify EHS ext. 5150 for documentation. **MAJOR SPILL** (Over 1 liter, high hazard, toxic/corrosive, spreading, unknown substance): **EVACUATE** area immediately, close doors, prevent others from entering. Call Security ext. 5200 and EHS ext. 5150 immediately. If after hours, Security dispatches hazmat team. Provide: location, chemical name if known, approximate quantity, any injuries, contaminated persons. **RESPONSE TEAM:** EHS Hazmat Coordinator and trained responders don protective equipment, assess situation, contain and clean spill using specialized equipment (absorbents, neutralizers, vacuums), ventilate area, test air quality before re-occupancy. Timeline: minor spills (1-2 hours), major spills (4-8 hours depending on severity). **CONTAMINATED PERSONS:** Persons splashed with chemicals: remove contaminated clothing, flush affected skin/eyes with emergency eyewash/shower for 15 minutes, seek medical

attention (call 911 for serious exposure), provide SDS to medical personnel.

DOCUMENTATION: All spills documented in incident report: cause, chemical involved, quantity, response actions, cleanup method, disposal, corrective actions. Root cause analysis for significant spills prevents recurrence. **SPILL KITS:** Located in labs, maintenance shop, housekeeping closets. Contents: absorbent pads/pillows, neutralizers, disposal bags, PPE (gloves, goggles, apron), instructions. Inspected quarterly, restocked after use. **TRAINING:** Personnel handling chemicals complete annual spill response training. **Covers:** prevention, classification, response procedures, PPE use, cleanup methods. **DISPOSAL:** Chemical waste from spills collected in approved containers, labeled, stored in hazardous waste accumulation area, picked up by licensed disposal company. **PREVENTION INITIATIVES:** Chemical inventory minimization (purchase only needed quantities), substitution (less hazardous alternatives), engineering controls (secondary containment, drip pans), proper labeling, regular inspections. **DRILLS:** Annual spill response drills test readiness, identify improvement areas. **QUESTIONS:** EHS Manager ext. 5150.

Category: Safety

Tags: chemical spill, hazmat, emergency, EHS, safety, response

Priority: Critical

Related Policy: POL-SAF-007

Escalation Path: EHS Hazmat Coordinator

Q17: 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

Q18: What are the procedures for booking meeting rooms for recurring meetings?

Answer: Efficient recurring meeting management: **RECURRING BOOKINGS:** Weekly, bi-weekly, monthly meetings booked as series rather than individual reservations. Saves time, guarantees space consistency. **BOOKING METHODS:** 1) **OUTLOOK CALENDAR:** Schedule meeting as recurring appointment, add room as resource/location. Select recurrence pattern (daily, weekly, monthly, custom), set end date or number of occurrences. Room auto-accepted if available for all instances. 2) **FACILITIES PORTAL:** Select 'Recurring Reservation,' choose room, dates/times, recurrence pattern, submit. 3) **MOBILE APP:** 'Create Series' option available. **AVAILABILITY CONFLICTS:** If room unavailable for some occurrences, system notifies which dates have conflicts. Options: choose different room, adjust times, split series with multiple rooms, cancel conflicting dates. **PRIORITY:** First-come first-served. However, standing meetings (same room, same time, long-term) established first given courtesy for renewal. **CHANGES TO SERIES:** Modify single occurrence (this meeting only) - change date/time/room for one instance without affecting others. Modify entire series (all meetings) - update time, room, attendees for all future occurrences. Outlook and portal synchronized. **CANCELLATIONS:** Cancel single occurrence or entire series. No-show policy still applies - cancel unused bookings to free space. Three no-shows for recurring series may result in series cancellation. **ROOM CAPACITY:** Right-size rooms for attendee count. Booking oversized room for small recurring meeting wastes resources. Facilities may suggest appropriate room. **POPULAR TIMES:** High demand 9-11 AM and 2-4 PM. Book early for premium times. Consider alternative times for better availability. **AV/CATERING FOR SERIES:** Specify standing AV needs in recurring booking (projector, video conferencing, whiteboard). Catering ordered per occurrence, not series-wide (different menus). **ROOM BOOKING LIMITS:** Maximum 12 months advance booking. Recurring series limited to 52 occurrences to prevent indefinite space hogging. Renewal available. **MEETING ROOM ETIQUETTE:** Release unused rooms (even recurring) -

cancel if meeting not happening. End on time - next meeting may be waiting. Leave room as found - erase whiteboards, return furniture arrangement. **ALTERNATIVE:** Hot desking collaborative areas, outdoor terraces, cafeteria seating available for informal recurring meetings without formal booking. **ANALYTICS:** Facilities tracks room utilization. Underutilized recurring bookings may be contacted for optimization.

Category: Meeting Spaces

Tags: recurring meetings, booking, conference rooms, series, scheduling

Priority: Medium

Related Policy: POL-MTG-004

Escalation Path: Space Planning

Q19: How do I request facility improvements or renovations?

Answer: Capital improvements enhance workplace: **IMPROVEMENT TYPES:** Space renovations (layout changes, new walls, flooring, paint), infrastructure upgrades (electrical, plumbing, HVAC), amenity additions (lactation rooms, focus rooms, collaboration spaces), technology upgrades (AV systems, network), accessibility enhancements, sustainability improvements (lighting, solar panels, EV chargers), outdoor improvements (landscaping, patios, bike storage). **REQUEST PROCESS:** Submit via Facilities Portal → Capital Improvement Request or Tenant Improvement Request. Required information: detailed description of improvement, business justification (productivity, growth, employee satisfaction, code compliance), location, rough scope/specifications, estimated budget if known, desired completion timeline, number of employees impacted. Attach supporting documents (sketches, quotes, photos of current state). **APPROVAL LEVELS:** Improvements under \$10K - Manager approval, Facilities evaluates, Small projects funded from annual operating budget. \$10K-\$50K - Director approval, Facilities scope/quotes, may be scheduled in quarterly planning. Over \$50K - VP approval, requires capital budget allocation, typically planned in annual budgeting cycle. Enterprise-wide improvements - Executive approval, strategic planning consideration. **EVALUATION:** Facilities conducts feasibility study: site visit, assess structural/systems implications, code requirements, obtain contractor quotes, develop timeline, identify temporary disruptions. Space Planning reviews for alignment with workplace standards and strategic space plans. **PRIORITIZATION:** Requests compete for limited capital budget. Priorities: code/safety compliance (highest), accessibility, mission-critical infrastructure, employee health/safety, employee experience, sustainability, aesthetics. **BUDGETING:** Capital improvements budgeted annually. Requests submitted by November for next fiscal year planning. Approved projects added to capital improvement plan. Emergency projects (infrastructure failures) funded outside normal cycle. **PROJECT EXECUTION:** Approved projects assigned to Facilities Project Manager who: selects contractors (bids for major projects), develops detailed timeline, coordinates with occupants, manages construction, ensures quality and completion. Regular status updates to requestor. **DISRUPTIONS:** Minimize impact to operations - work scheduled during off-hours/weekends when possible, phased approach for large projects, temporary relocations arranged, advance notice to affected employees (minimum 2 weeks), noise/dust mitigation. **COMPLETION:** Punch list walk-through, corrections completed, occupants return,

project close-out documentation, warranty period begins. POST-OCCUPANCY: Follow-up 30-60 days after completion - satisfaction survey, address any issues. SUGGESTIONS: Ideas without formal request? Use Facilities Suggestion Box. Best suggestions may be elevated to formal improvement projects.

Category: Renovations

Tags: renovations, improvements, capital projects, construction, upgrades

Priority: High

Related Policy: POL-FAC-019

Escalation Path: Facilities Director

Q20: What are the emergency power and backup systems?

Answer: Reliable power ensures business continuity: **EMERGENCY GENERATOR:** 2MW natural gas generator provides backup power during utility outages. Located on building exterior (west side). Automated start - transfers load within 10 seconds of utility failure. Powers: emergency lighting (exit signs, egress paths, stairwells), life safety systems (fire alarms, sprinklers, emergency communication), elevators (one per bank for evacuation), critical infrastructure (servers, data center, telecom, security systems), designated emergency power outlets (red outlets in key locations). NOT powered: general office outlets, HVAC (partial), most lighting. Generator tested monthly (typically 2nd Wednesday, 10-11 AM, brief power fluctuation possible). Annual load bank testing (full capacity). **UNINTERRUPTIBLE POWER SUPPLY (UPS):** Data center and server rooms on UPS systems - provide instant, seamless power during outages or generator start-up. UPS battery runtime: 30 minutes allowing graceful shutdown if generator fails to start. Critical telecom equipment also UPS-backed. **FUEL:** Generator has 500-gallon on-site fuel tank (24 hours runtime at full load, 48 hours at typical emergency load). Fuel delivery contract for extended outages. **UTILITY OUTAGE PROCEDURES:** Facilities notified automatically of utility failure. Generator auto-starts, Facilities monitors status, estimates restoration time. Employees notified via email/PA announcements. Non-essential equipment shut down to conserve generator capacity. Elevators limited use (stairs preferred). Lighting reduced to emergency levels. HVAC minimal. Work continues in areas with emergency power and adequate lighting. Extended outages (over 4 hours) - management decides: continue reduced operations, send non-essential personnel home, activate remote work. **RESTORATION:** When utility power restored, generator transfers load back, runs 5-minute cool-down, shuts off. Normal operations resume gradually - HVAC restart, lights restored, equipment restarted systematically to avoid overload. **CRITICAL EQUIPMENT:** Servers, telecom, security stay on UPS/generator throughout. **DATA PROTECTION:** IT equipment on UPS prevents data loss. Regular backups protect against extended outages. **COMMUNICATION:** During outages - PA system, email (if connectivity maintained), text alerts (for employees opted in), posted updates at Security Desk. **PERSONAL PREPAREDNESS:** Keep flashlight/charged phone at desk, save work frequently, know location of emergency stairs.

Category: Infrastructure

Tags: emergency, power, generator, backup, UPS, outage

Priority: High
Related Policy: POL-FAC-021
Escalation Path: Building Engineer

Q21: How do I report malfunctioning door locks or access control issues?

Answer: Access control security maintained daily: ISSUES TO REPORT: Badge reader not working (not reading badge, reader offline, error message), door lock malfunction (won't lock/unlock, stays open, sticks), door closer issues (door won't close, slams, stays open), panic hardware failure (exit bars), magnetic locks not releasing, keypad entry malfunction, door damage preventing proper closure. EMERGENCY ACCESS ISSUES: Locked out of your office? Elevator won't go to your authorized floor? Need immediate building entry? Call Security ext. 5200 24/7 for assistance. Security can remotely unlock most doors, override readers, or dispatch personnel with master keys. Verify identity required. REPORTING NON-EMERGENCY: Submit work order via Facilities Portal → Access Control/Lock Repair. Include: location (building, floor, room number), problem description, whether door is secured or unsecured (safety concern), badge number if reader not recognizing your specific badge. Call ext. 5100 for priority issues affecting security or safety. RESPONSE TIME: Security issues (door won't lock, unauthorized access possible) - immediate response, temporary measures until repair. Malfunctioning badge readers (High-traffic areas, main entrances) - same day repair. Low-traffic, convenience readers - 24-48 hours. Mechanical lock/door issues - same day if safety/security concern, otherwise 48 hours. TEMPORARY SOLUTIONS: Security can: manually lock/unlock doors, station personnel at problem doors (high-security areas), provide temporary badge with different access if yours malfunctioning, install temporary locks. BADGE ISSUES vs READER ISSUES: If your badge not working - test at multiple readers. If fails at all readers, likely badge problem (see badge replacement Q&A). If fails at one reader, reader problem - report to Facilities. REPAIRS: Technician troubleshoots: reader (network, power, settings), lock mechanism (alignment, power, wear), door condition (hinges, closer, strike plate), electrical wiring, access control software. Repairs typically completed on-site. Equipment replacement if beyond repair. UPGRADES: Aging access control systems replaced proactively during renovations or per capital improvement plans. Mobile credential (phone access) piloting. PREVENTIVE MAINTENANCE: Annual inspection of all access control devices, cleaning, lubrication, testing. Reduces failures. AFTER REPAIR: Test functionality, verify badge works, confirm door secures properly. Follow up if issues persist.

Category: Security
Tags: locks, access control, badge reader, doors, security, malfunction
Priority: High
Related Policy: POL-SEC-010
Escalation Path: Security Systems Tech

Q22: What support is available for employees with vision or hearing impairments?

Answer: Comprehensive accommodations ensure accessibility: VISION

ACCOMMODATIONS: Screen reading software (JAWS, NVDA) - installed on workstation by IT, training provided. Screen magnification software (ZoomText), high-contrast display settings, large monitors (27 inches+), adjustable monitor arms, task lighting (eliminate glare, provide adequate illumination), Braille displays, optical character recognition (OCR) for scanned documents, audio description for videos, document accessibility (PDFs remediated for screen readers), guide/service animal accommodations, priority lighting (brighter ambient lighting in workspace), accessible wayfinding (tactile maps, Braille signage), assistive personnel (readers, assistants for specific tasks). HEARING ACCOMMODATIONS: Captioning services (live meetings, recorded videos), sign language interpreters (meetings, trainings, events) - book 1 week advance through HR, video relay services (phone calls), amplified telephones, hearing loop systems in conference rooms (telecoil compatible), visual alert devices (flashing lights for alarms, doorbells, notifications), noise reduction headphones, quiet workspace (reduced auditory distractions), meeting materials in advance (for preparation without audio), communication access real-time translation (CART), vibrating pagers/alerts, email communication preference over phone. TECHNOLOGY: IT maintains inventory of assistive devices available for checkout: screen readers, magnifiers, amplified headsets, Braille note-takers, portable hearing loops, recording devices. Employees can request personal devices purchased - submit through HR accommodations with supporting documentation. CONFERENCE ROOM ENHANCEMENTS: Major conference rooms and auditorium equipped with hearing loops, large displays for presentations, good acoustics, microphone systems. Request specific room features through Facilities when booking. TRAINING: Employees receive training on assistive technology. IT provides one-on-one sessions, ongoing support. External specialists available for advanced devices. DOCUMENTATION: Support from medical professional helpful but not always required. HR engages interactive process to determine effective accommodations. REQUEST PROCESS: Contact HR Accommodations Team ext. 5600 or ada@company.com. Confidential evaluation, accommodation plan developed, implemented promptly (typically 2 weeks, may vary for equipment procurement). EMERGENCY: Vision/hearing impaired employees register with Safety for Personal Emergency Evacuation Plans (see evacuation Q&A). Customized procedures, buddy system, visual and audible alarm redundancy. SERVICE ANIMALS: See service animal Q&A. Guide dogs and hearing dogs welcomed. CONSULTATION: Accessibility consultants available to assess workspace, recommend optimal accommodations.

Category: Accessibility

Tags: vision, hearing, deaf, blind, impairments, accommodations, ADA

Priority: High

Related Policy: POL-HR-016

Escalation Path: ADA Coordinator

Q23: How do I arrange for secure document storage or archival?

Answer: Professional records management: RECORDS STORAGE NEEDS: Legal documents, employee files, financial records, contracts, archived projects, compliance documentation requiring retention beyond active use but not yet eligible for destruction. ON-SITE STORAGE:

Limited secure storage on-site in Records Room (Floor B1, Room B1-200). Locked room, badge access restricted to Records Management and authorized personnel. Organized filing system, bar-coded boxes, climate controlled. Capacity: approximately 500 boxes. REQUEST ON-SITE STORAGE: Submit via Records Management Portal with: department, box contents description (general - not individual documents for privacy), retention period required, retrieval frequency expected. Records Manager approves based on space availability and business need. Boxes provided (letter/legal size, archival quality), label templates. Deliver to Records Room during business hours Monday-Friday 8 AM-4 PM. OFF-SITE STORAGE: High-capacity secure storage at professional records management facility (Iron Mountain). Climate controlled, fire suppression, 24/7 security, disaster recovery. Unlimited capacity. REQUEST OFF-SITE STORAGE: Same portal, Records Management arranges pickup (weekly scheduled pickups, daily if urgent). Boxes transported to facility, scanned into inventory database, retrievable via portal request. COST: On-site storage (free, limited space). Off-site storage (\$1.50/box/month charged to department), retrieval (\$15/box/retrieval), permanent withdrawal (no charge). Scanning services available (\$0.12/page). RETRIEVAL: Need box back? Submit retrieval request via portal, delivered next business day (express same-day available for urgent \$50 fee). Temporary retrieval (return after use) or permanent withdrawal (box destroyed after removal). RETENTION SCHEDULES: Follow company Records Retention Schedule (on Compliance Portal). Specifies how long each record type must be kept, when eligible for destruction. Legal, tax, regulatory requirements. DESTRUCTION: Eligible records destroyed securely - boxes sent to certified shredding vendor, Certificate of Destruction issued. Mass destruction events (purge days) scheduled annually. DIGITAL STORAGE: Consider scanning for digital storage (reduced physical space, easier access, backup). Records Management can recommend scanning vendors or provide guidance for departmental scanning. SECURITY: Physical and electronic security protects records. Access logs maintained. Confidential records flagged for extra protection. DISASTER RECOVERY: On-site and off-site storage facilities have fire suppression, water detection, redundant systems. Off-site provides geographic diversity (secondary location). CONSULTATION: Unsure what to keep or how long? Records Manager provides guidance on retention requirements, storage solutions, cost optimization.

Category: Records

Tags: records, storage, archival, documents, retention, off-site

Priority: Medium

Related Policy: POL-OPS-013

Escalation Path: Records Manager

Q24: What are the building's fire suppression systems and maintenance?

Answer: Advanced fire protection systems: FIRE DETECTION: Comprehensive smoke detection system throughout building - ceiling-mounted smoke detectors every 30 feet in office areas, more frequent in high-risk areas (kitchens, mechanical rooms, labs). Heat detectors in parking garages. Manual pull stations at all exits. All devices connected to addressable fire alarm panel (pinpoints exact location of alarm). Monitored 24/7 - alarms transmitted to fire department and building Security simultaneously. FIRE SPRINKLERS: Wet pipe sprinkler system

throughout building (except data center - see below). Sprinkler heads cover all occupied spaces, every 130 sq ft in office areas, more in storage areas. Activated by heat (typically 155-165°F), not smoke. Each head operates independently - only heads in fire area activate, not entire building. Water flow from sprinklers triggers alarm. Sprinkler pipe network pressurized, monitored for leaks. DATA CENTER SUPPRESSION: Clean agent gaseous suppression system (FM-200) in data center and server rooms. Detects fire via dual-detection (two sensors must alarm), discharges gas that suppresses fire without water damage to electronics. Pre-discharge alarm (30 seconds) allows evacuation before discharge. KITCHEN SUPPRESSION: Ansul wet chemical system over commercial kitchen cooking equipment. Automatic activation by high heat or manual pull. Discharges chemical that suppresses grease fires, also shuts off gas to equipment. FIRE EXTINGUISHERS: Portable fire extinguishers throughout building (see floor maps for locations). Types: ABC dry chemical (general purpose), CO2 (electrical), K-class (kitchen). Inspected monthly (tags dated), serviced annually. Use for small fires only if trained, evacuation always priority. MAINTENANCE: Quarterly testing of fire alarm system (announced in advance, test mode - no evacuation required). Annual inspection and certification of sprinkler system (backflow, pipes, heads). Five-year trip test of sprinkler heads. Fire extinguisher inspections monthly. Clean agent system inspected semi-annually. Professional fire protection contractor performs all maintenance. State Fire Marshal inspects annually. ALARM TESTING: Monthly alarm tests (announced via email day before) - selected zones tested, evacuation not required, brief alarm sound. Annual full building drill - full evacuation required for practice. IMPAIRMENTS: When fire suppression system offline for maintenance or repair, Fire Watch established - personnel patrol affected area continuously, notify occupants of temporary impairment, ready to respond to fire, until system restored. RELIABILITY: Redundant systems provide multiple layers: detection, suppression, manual extinguishers, fire-rated barriers, emergency egress. Regular testing ensures functionality. Insurance-approved systems.

Category: Safety

Tags: fire, suppression, sprinklers, alarms, extinguishers, safety

Priority: Critical

Related Policy: POL-SAF-009

Escalation Path: Fire Safety Officer

Q25: How do I request changes to my department's space allocation?

Answer: Space planning supports organizational needs: REASONS FOR SPACE CHANGES: Department growth (need more workstations), department contraction (excess space), reorganization (different layout/configuration), collaboration needs (more meeting space), privacy needs (offices vs. open plan), specialized space (labs, studio, training room), co-location of teams, ADA accommodation, equipment installation. REQUEST PROCESS: Submit Space Change Request via Facilities Portal or contact Space Planning Team ext. 5750. Include: current space (building, floor, rooms), requested changes (more/less space, different configuration), justification (headcount changes, business needs), urgency, budget availability, preferred timeline. Meeting scheduled with Space Planner to discuss needs, alternatives, constraints. SPACE STANDARDS: Company maintains space allocation standards - workstation sizes by

role, office eligibility, meeting room ratios, shared space guidelines. Requests evaluated against standards for consistency. Exceptions require executive approval. **PLANNING PROCESS:** Space Planner: assesses current utilization (is space fully used, wasted space), reviews growth projections, identifies options (reconfigure current space, expand to adjacent space, relocate department), develops floor plans with multiple options, estimates costs (furniture, construction, technology, moving), proposes solution. Iterative process - input from stakeholders. **APPROVAL:** Minor changes (under \$10K, no construction) - Department Director approves. Major changes (\$10K+, construction, interdepartmental impacts) - VP approval, may require executive committee for strategic space decisions. **TIMELINE:** Planning phase (2-4 weeks), approval (1-2 weeks), design and permitting if construction (4-8 weeks), construction/installation (varies - simple reconfigurations 2 weeks, major renovations 3-6 months), move and occupancy (1-2 weeks). Rush projects possible for urgent business needs. **PROJECT COORDINATION:** Approved projects assigned Project Manager who: manages contractors/vendors, coordinates with IT (data/voice), coordinates with building occupants (minimize disruption), oversees move, ensures punch-list completion. Regular status updates. **OCCUPANCY:** Department moves in, punch list items corrected, 30-60 day follow-up for any adjustments. **POST-OCCUPANCY EVALUATION:** Utilization monitored, satisfaction assessed, lessons learned for future projects. **ALTERNATIVES:** Before requesting space expansion, consider: space optimization (reduce unneeded storage, better layouts), shared space (hoteling, co-working), remote work options (reduce workstation needs), technology (video collaboration reduces meeting room needs). Space Planner helps identify creative solutions. **LONG-TERM PLANNING:** Space Planning maintains 3-5 year facility master plan anticipating growth, consolidations, lease decisions. Departments encouraged to share long-term space projections.

Category: Space Planning

Tags: space, allocation, reorganization, layout, growth, planning

Priority: High

Related Policy: POL-FAC-014

Escalation Path: Space Planning Director

Q26: What are the protocols for handling suspicious packages or mail?

Answer: Mail security protects occupants: **SUSPICIOUS INDICATORS:** Unexpected package from unknown sender, excessive postage, misspelled words, restrictive markings ('Personal,' 'Confidential,' 'Open by addressee only'), no return address, excessive weight, lopsided or uneven, protruding wires or aluminum foil, oily stains or discoloration, excessive tape/string, strange odor, unusual sounds (ticking, sloshing), addressed to no longer here employee, wrong title or misspelled name, postmark doesn't match return address. Any combination of indicators increases suspicion. **IF YOU RECEIVE SUSPICIOUS MAIL/PACKAGE: DO NOT OPEN,** shake, bump, or sniff. **DO NOT** immerse in water or use radio/cell phone nearby. **ISOLATE:** Leave package where it is if not yet opened. If already opened, gently put down without disturbing contents. **EVACUATE:** Leave immediate area (minimum 50 feet), keep others away, close doors behind you (don't lock). **NOTIFY:** Call Security ext. 5200 immediately, provide location and description. From safe location, call 911 if believe credible threat. **WASH:** If you

touched suspicious item, wash hands with soap and water, don't touch face. LIST: Security will need list of everyone who was in area/handled package. INVESTIGATION: Security assesses package from safe distance, consults with law enforcement if necessary, bomb squad called for confirmed threats, X-ray or explosive detection dogs may be used. CLEARANCE: Harmless package - returned to mail flow or recipient. Actual threat - law enforcement takes custody, investigation proceeds, affected area remains closed until cleared. TRAINING: Annual mail security awareness training for all employees. Mail room staff trained extensively on mail screening. PREVENTION: Mail room screens all incoming mail - X-ray machine, visual inspection, staff trained to identify threats. Suspicious items removed before reaching recipients. Personal mail delivered separately without screening (volume doesn't permit). THREAT TYPES: Explosive devices, biological agents (anthrax, ricin), chemical agents, radioactive materials. Extremely rare but preparation critical. ALL-CLEAR: After investigation, affected area cleaned if necessary, normal operations resume, communication sent to employees, counseling available if needed (EAP). REPORTING: Even false alarms reported and documented. Better safe than sorry - don't hesitate to report. NO RETALIATION: Reporting in good faith encouraged, never penalized even if false alarm.

Category: Security

Tags: suspicious, mail, packages, bomb threat, security, emergency

Priority: Critical

Related Policy: POL-SEC-011

Escalation Path: Security Manager

Q27: How do I request interpreter services for meetings or events?

Answer: Language and communication accessibility: INTERPRETER TYPES: Sign language interpreters (ASL, SEE for deaf/hard of hearing), spoken language interpreters (for non-English speakers or multilingual meetings), communication access real-time translation (CART - real-time captioning). REQUEST PROCESS: Submit via HR Portal → Interpreter Services Request minimum 1 week advance (2 weeks preferred for specialized languages or technical content). Rush requests (under 3 days) accommodated if possible but not guaranteed. Required information: date, time, duration, meeting type, language needed, number of attendees needing interpretation, subject matter (technical, medical, legal, general business), location (on-site or virtual). SIGN LANGUAGE INTERPRETERS: Professional certified interpreters (RID/NAD certified) contracted for meetings, training, events requiring ASL. One interpreter for meetings under 2 hours, two interpreters for longer (they alternate every 20-30 minutes to prevent fatigue). Cost: approximately \$75-150/hour depending on interpreter tier and notice. SPOKEN LANGUAGE INTERPRETERS: For multilingual meetings, client visits, training sessions. Common languages (Spanish, Mandarin, French, German) - readily available. Rare languages require more lead time. Consecutive interpretation (speaker pauses, interpreter translates) or simultaneous (real-time, requires equipment). CART SERVICES: Live captioner types everything said in real-time, displayed on screen or individual device. Useful for deaf/hard of hearing, ESL speakers, noisy environments, accessibility. Cost: approximately \$175/hour, 3-hour minimum. REMOTE INTERPRETATION: Video remote interpreting (VRI) available for quick

needs or locations without on-site interpreters. Interpreter appears via video call. On-demand for urgent situations. Quality not as high as in-person but better than nothing. COSTS: Individual accommodations (ADA, employee need) - company funded, no charge to department. Business needs (client meetings, multilingual events) - charged to requesting department.

COORDINATION: HR Accommodations arranges interpreters, briefs them on meeting topic, provides materials in advance if available (improves interpretation quality), confirms logistics.

BEST PRACTICES: Provide meeting agenda and materials to interpreter ahead (allows preparation of terminology), speak clearly at moderate pace, face interpreter and person needing interpretation, use professional interpreters (not untrained bilinguals or family members), allow extra meeting time (interpretation adds time). VIDEO INTERPRETATION: Virtual meetings - captioning available through Zoom (auto-captions or professional), interpreters can join virtually and use interpretation channels. TRANSLATION vs INTERPRETATION: Interpretation is spoken/signed (real-time), translation is written documents (separate service, see below). Document translation requested through Marketing/Communications dept.

Category: Accessibility

Tags: interpreter, language, ASL, deaf, translation, accessibility

Priority: Medium

Related Policy: POL-HR-017

Escalation Path: Accommodations Specialist

Q28: What is the process for document translation services?

Answer: Multilingual content accessibility: TRANSLATION NEEDS: Website content, marketing materials, employee handbooks, policies, training materials, client communications, legal documents, presentations, product documentation. INTERNAL TRANSLATION: Marketing/Communications maintains small in-house translation team for common languages and high-frequency needs. Submit requests via Marketing Portal → Translation Request. Best for: website content, marketing materials, internal communications, standard documents. Turnaround: 1-2 weeks depending on volume and language. Languages: Spanish, Mandarin, French, German. EXTERNAL TRANSLATION: Certified translation service contracted for: legal documents requiring certification, rare languages, high-volume projects, technical/specialized content, urgent deadlines. Facilities or requesting department coordinates with vendor. Costs charged to requesting department. REQUEST PROCESS: Submit with: source document (editable format preferred - Word, not PDF), source language, target language(s), deadline, budget, certification needed?, specialized terminology (glossaries provided if available), intended use (helps translator gauge tone/formality). CERTIFIED TRANSLATIONS: Legal documents (contracts, patents, immigration documents) often require certified translation with translator attestation and seal. Specify when requesting. Additional cost and time. TURNAROUND: Standard - 1 week per 2,500 words. Expedited - 2-3 days (premium fee +50%). Rush - 24 hours (premium fee +100%, limited availability). QUALITY: Professional translators (native speakers, subject matter expertise), proofreading by second translator, terminology consistency, cultural appropriateness. CLIENT REVIEW: Translated document returned for review - subject matter experts review for accuracy, especially technical

terminology. Revisions accommodated. **FORMATTING:** Documents formatted to match source layout (desktop publishing services available for complex layouts - brochures, presentations). **COSTS:** Typically \$0.12-0.25 per word depending on language pair and complexity. Minimum fees apply. **LANGUAGES:** 100+ languages available through translation vendors. Common languages faster and less expensive. **WEBSITE TRANSLATION:** Special process for website localization - not just word-for-word translation but cultural adaptation, SEO considerations, testing. Marketing coordinates. **MACHINE TRANSLATION:** Free tools like Google Translate available for gist translation (understanding general meaning). NOT acceptable for official communications, legal documents, external materials - quality insufficient, errors common. **CONFIDENTIALITY:** Translation vendors sign NDAs, secure file transfer for sensitive documents. **TERMINOLOGY:** Company maintains glossary of preferred translations for brand terms, product names, key terminology - provided to translators for consistency.

Category: Services

Tags: translation, multilingual, languages, documents, interpretation

Priority: Medium

Related Policy: POL-MKT-003

Escalation Path: Marketing Services

Q29: How do I report graffiti, vandalism, or property damage?

Answer: Prompt response maintains facility condition: **TYPES OF DAMAGE:** Graffiti (spray paint, markers, etching), broken windows/glass, damaged doors, vandalized furniture, broken fixtures, defaced signage, broken plants/landscaping, damaged parking equipment, litter/dumping. **REPORTING:** Discovered vandalism or damage? Report immediately via: 1) Security ext. 5200 if just occurred or suspect still on-premises (safety priority), 2) Facilities Portal → Vandalism/Damage Report for discovered damage, 3) Call Facilities ext. 5100. Provide: location, type of damage, extent (photos very helpful), approximate time discovered, any suspects observed, affected operations. **SECURITY RESPONSE:** Security investigates immediately if recent vandalism - reviews video surveillance footage, interviews witnesses, documents scene with photos, files incident report, contacts police if criminal damage or suspect identified. **FACILITIES RESPONSE:** Assesses damage, arranges repairs/replacement, documents costs for insurance claim if applicable. **Response timeline:** Graffiti (removed within 24 hours - prompt removal discourages repeat), broken glass (immediate for safety), damaged doors/locks (same day for security), other damage (prioritized based on safety/functionality). **GRAFFITI REMOVAL:** Professional removal without damaging underlying surface - chemical removers, pressure washing, painting over. Most graffiti removed in hours. **PREVENTION:** Video surveillance throughout facility (deterrent and investigation tool), adequate lighting (dark areas invite vandalism), prompt removal (discourages repeat offenders), landscaping that eliminates hiding spots, community awareness (employees report suspicious activity), access control (limits who enters building). **COST RECOVERY:** Criminal vandalism - police report filed, restitution sought through court. Tenant/visitor damage - responsible party billed for repairs. Employee damage - disciplinary action may include cost recovery. Insurance claims for significant damage. **PATTERNS:** Multiple incidents in same area or type of damage - Security

increases patrols, installs additional cameras, alerts employees to be vigilant. Problem-solving approach identifies root causes. EXTERIOR DAMAGE: Building exterior, parking areas, landscaping - same reporting procedures. Property management and Facilities coordinate repairs. COMMUNITY RELATIONS: Company maintains positive community presence - reduces likelihood of targeted vandalism. Participate in neighborhood watch, community events. EMPLOYEE ACCOUNTABILITY: Employees expected to respect facility - damage caused by horseplay, negligence may result in disciplinary action and cost recovery.

Category: Security

Tags: vandalism, graffiti, damage, property, security, repairs

Priority: Medium

Related Policy: POL-SEC-013

Escalation Path: Security Supervisor

Q30: What are the procedures for weather-related building closures?

Answer: Weather safety protocols: MONITORING: Facilities and Security monitor weather forecasts continuously using National Weather Service, weather services, local emergency management. Severe weather potential triggers enhanced monitoring. DECISION AUTHORITY: Executive Leadership (CEO or designee) decides building closure based on: severity of weather threat, employee safety during commute, building operability (power, heat, access), local government recommendations (states of emergency, travel bans), timing of weather event. NOTIFICATION: Closure decisions made as early as possible (target 2+ hours before shift start). Notifications via: company-wide email, text message alerts (employees opted in via HR Portal), recorded message on Weather Hotline ext. 5999, company website homepage banner, social media, local news media (for major closures). Managers also notify team members directly. CLOSURE TYPES: Full closure - building closed, all employees stay home (or work remotely if possible). Delayed opening - building opens later (e.g., 11 AM instead of 8 AM) allowing time for road clearing. Early dismissal - employees sent home before usual end time as weather approaches. Liberal leave - employees make individual decision to stay home without penalty, not required to use PTO. Essential personnel only - critical personnel report, all others stay home. ESSENTIAL PERSONNEL: Certain roles critical during emergencies (Security, Facilities, IT, Safety) - required to report unless travel impossible or dangerous. Compensated with premium pay or comp time. Notified in advance of essential status. REMOTE WORK: When possible, employees work from home during closures - laptops, VPN access, video conferencing maintain productivity. Expectations communicated by managers. PAY POLICIES: Salaried employees - paid regardless of closure (no PTO deduction). Hourly employees - paid for scheduled hours during company-directed closure. Employees who choose not to come during "liberal leave" - use PTO or unpaid. Company policy detailed in Employee Handbook. BUILDING OPERATIONS: During closures, Facilities maintains: heat at minimum levels (prevent freezing pipes), emergency power, security monitoring, snow removal (parking, walkways, entrances ready for reopening). Security staff on duty or on-call. REOPENING: All-clear communicated same channels as closure notice. Facilities ensures building safe before reopening: power restored, heat adequate, walkways cleared, elevators operational, inspections

completed. **PERSONAL DECISIONS:** Even if building open, employees facing dangerous personal circumstances (uncleared neighborhood, home emergency) communicate with manager - work from home or use PTO. Safety always priority. **PREPARATION:** Employees should: monitor weather forecasts, have emergency supplies at home (food, water, medication, flashlights), charge devices, plan alternative transportation, communicate with family. **AFTER EFFECTS:** Following major weather events - damage assessments, repair priorities, potential continued closures or limited operations until fully restored.

Category: Emergency

Tags: weather, closure, snow, storm, emergency, safety

Priority: Critical

Related Policy: POL-HR-023

Escalation Path: HR Director

Q31: How do I request installation or removal of telephone lines?

Answer: Telecommunications infrastructure management: **NEW PHONE LINES:** Need desk phone or additional line? Submit via IT Portal → Telephone Service Request (phones are IT responsibility, though Facilities installs cabling). Include: location (building, floor, room, desk), reason (new employee, additional line, replacement), features needed (local, long-distance, voicemail, conference calling), budget account. Manager approval required. **PROCESS:** IT orders phone and programs features, Facilities Telecom Technician installs network cable (if not existing), connects phone, tests functionality, provides brief user training. Turnaround: 3-5 business days if cabling exists, 1-2 weeks if new cabling required. **PHONE TYPES:** Standard desk phones (VoIP), conference room phones (speakerphone with mics), video phones, cordless handsets (limited inventory), mobile softphones (app-based on computer/smartphone). IT recommends appropriate phone. **MOVES:** Phone relocations within building - submit IT ticket. Facilities moves phone, reconfigures cabling if needed. Phone number typically moves with you (VoIP flexibility). **REMOVALS:** No longer need phone? Submit IT ticket for deactivation and removal. Facilities disconnects, removes phone, patches jack. Phone returned to IT inventory for reuse. **COSTS:** First phone at workstation - standard business expense. Additional phones, premium features - charged to department. Moves/removals - typically no charge. **VOICEMAIL:** Configured during installation, personalized greeting recorded, accessed via phone or email integration (voicemail-to-email transcription available). **LONG-DISTANCE:** Domestic long-distance included. International calling requires approval and toll code (prevents unauthorized use). **CONFERENCING:** Conference rooms have dedicated conference phones (ceiling mics, enhanced speakers). Reservable via room booking. Personal desk phones support 3-way calling. **MOBILE INTEGRATION:** Company cell phones integrate with desk phone system - single number rings both, seamless transfers, unified voicemail. IT coordinates. **ANALOG LINES:** Rare situations require analog lines (fax machines, modems, alarm systems) - special request through IT and Facilities. Majority of phones are VoIP (Voice over IP). **TROUBLESHOOTING:** Phone issues (no dial tone, static, dropped calls, voicemail problems) - IT Helpdesk ext. 6100. Remote troubleshooting often resolves issues. On-site dispatch for hardware problems. **EMERGENCY:** All phones can dial 911 (even without authorization codes). 911 calls

automatically notify Security with location. **DIRECTORY:** Company directory updated automatically when phones installed/moved. Accessible via phone system, company intranet, mobile app.

Category: Technology

Tags: telephone, phone, VoIP, telecommunications, installation, IT

Priority: Medium

Related Policy: POL-IT-007

Escalation Path: Telecom Manager

Q32: What protocols exist for handling workplace violence threats?

Answer: Safety is highest priority: **WORKPLACE VIOLENCE DEFINITION:** Physical assault, threats of violence, intimidating behavior, verbal abuse, destruction of property, stalking, domestic violence extending to workplace, active shooter situations. **ZERO TOLERANCE:** Company prohibits all forms of workplace violence. Threats taken seriously, investigated thoroughly, swift action taken. **IMMEDIATE THREATS:** Active violence or imminent threat - **CALL 911** first, then Security ext. 5200. Provide: location, description of person, weapon(s), number of people involved, injuries, direction of travel. **EVACUATE** if safe, **HIDE** if evacuation unsafe (lock/barricade, silence phones, hide), **FIGHT** as last resort if confronted. Wait for police all-clear. **THREATS:** Verbal threats, intimidation, concerning behavior - report immediately to: Supervisor/Manager, HR ext. 5600, Security ext. 5200, anonymous Ethics Hotline ext. 5555. **DO NOT** confront threatening individual. **REPORTING INFORMATION:** Who made threat (employee, visitor, vendor), what was said/done (specific words/actions), when/where occurred, witnesses, history (past incidents), your response, whether police notified. Written documentation helpful. **RESPONSE TEAM:** Threat Assessment Team (HR, Security, Legal, Behavioral Health consultant) evaluates reports: interviews involved parties and witnesses, reviews personnel records and history, consults with behavioral health professionals, assesses threat level (low, medium, high), determines action plan. **ACTIONS:** Investigation findings determine response: Counseling/corrective action, suspension during investigation, termination, no-contact orders, facility ban, security escort, restraining order, law enforcement involvement, enhanced security measures. Focus on safety while respecting rights. **VICTIM SUPPORT:** Employee Assistance Program (EAP) counseling, security measures (escort, parking relocation, workspace relocation, flexible schedule), leave options, workplace restraining orders, connections to community resources (domestic violence shelters, legal aid). **DOMESTIC VIOLENCE:** Situations involving domestic partners spillover to workplace - company provides protective measures, confidential assistance, no retaliation for disclosure. Encourage reporting for safety planning. **PREVENTION:** Pre-employment background checks, culture of respect, conflict resolution resources, EAP access, training on warning signs, open reporting without retaliation. **TRAINING:** Annual workplace violence prevention training - recognize warning signs (escalating conflicts, erratic behavior, substance abuse, violent ideation), reporting procedures, emergency response (Run Hide Fight). **ACTIVE SHOOTER:** Separate comprehensive training annually - response protocols, evacuation routes, first aid, working with law enforcement. Drills conducted. **SECURITY:** Armed security officers on-site 24/7 (trained

law enforcement), video surveillance, access control, panic buttons in high-risk areas (reception, HR), relationships with local police. **CONFIDENTIALITY:** Reports handled confidentially to extent possible. Information shared on need-to-know basis only. **RETALIATION:** Prohibited. Employees reporting in good faith protected from retaliation per policy. **QUESTIONS:** HR Director ext. 5610 or Chief Security Officer ext. 5205.

Category: Safety

Tags: workplace violence, threats, active shooter, security, emergency

Priority: Critical

Related Policy: POL-SAF-010

Escalation Path: Threat Assessment Team

Q33: How do I request data/network drops for new workstations or equipment?

Answer: Network infrastructure supports connectivity: **NEW DATA DROPS:** Need wired network connection? Submit via IT Portal → Network Infrastructure Request. Include: location (building, floor, room, exact workstation/equipment location), purpose (employee workstation, printer, server, equipment), quantity (number of drops), timeline (new employee start date, equipment install date), budget account. Manager approval required. **WIRELESS vs WIRED:** Most workstations use WiFi (excellent coverage throughout building, no cabling needed). Wired connections recommended for: stationary desktops, servers, network printers, VoIP phones, devices requiring highest reliability/speed, areas with WiFi interference. **PROCESS:** IT Network Team reviews request, assesses existing infrastructure (available switch ports, cable paths), designs solution. Facilities Cabling Technician: runs network cable through ceiling/walls/conduit to location, installs wall jack/outlet, labels cables, tests connectivity. IT activates port on network switch, configures, tests end-to-end. Turnaround: 1 week if straightforward, 2-4 weeks if complex cabling required. **COSTS:** Standard office data drops (\$200-400 per drop) - budgeted by department. Complex installations (long cable runs, special routing) may cost more. **MOVES/CHANGES:** Relocating equipment? Submit IT ticket. If existing data drop at new location, just plug in. If new cabling required, treated as new installation request. **REMOVALS:** Decommissioned data drops - submit IT ticket. IT deactivates port, Facilities removes or caps cables, patches wall if desired. **CONFERENCE ROOMS:** All conference rooms have data drops for laptop connections, supplement WiFi. Additional drops requested same process. **WIRELESS ACCESS POINTS:** Areas with inadequate WiFi coverage? Report via IT ticket. IT conducts wireless site survey, installs additional access points if justified. Coverage excellent in most areas. **EQUIPMENT CONNECTIONS:** Printers, copiers, IP phones, security cameras, access control - coordinate with appropriate IT team (Print Services, Telecom, Physical Security). Different processes and specialists. **FIBER OPTIC:** High-bandwidth applications (video production, data center connections, specialized equipment) may require fiber - special engineering, coordination with IT Infrastructure Team. **CABLE STANDARDS:** Cat6 minimum for data (supports up to 10 Gbps), Cat6a or fiber for future-proofing or special needs. Cabling installed per TIA/EIA standards. **LABELING:** All cables, jacks, patch panels labeled for troubleshooting and management. **TESTING:** Cables tested with professional testers (certification) - ensures performance, documentation kept for future reference. **WIRELESS**

PRIORITY: IT encourages wireless where possible - flexibility, easier moves, lower cost, excellent performance for typical needs. Request wired only if specific requirement.

Category: Technology

Tags: network, data, cabling, infrastructure, WiFi, IT

Priority: Medium

Related Policy: POL-IT-009

Escalation Path: Network Infrastructure

Q34: What are the procedures for elevator modernization or outages?

Answer: Vertical transportation maintained and upgraded: **ELEVATOR MAINTENANCE:** Preventive maintenance monthly - technician inspects, tests, lubricates, adjusts all elevators per manufacturer specs. Maintenance typically scheduled 6-10 PM to minimize disruption. Specific elevator car taken out of service for 2-4 hours. Signage posted in advance. **BREAKDOWNS:** Elevator malfunctions reported immediately - Facilities ext. 5100 or Security ext. 5200. Elevator company dispatched urgently (typically 1-2 hour response, faster for entrapments). Passengers freed, elevator tested/repaired or taken out of service until next business day if evening/weekend and non-critical. **MODERNIZATION:** Aging elevator systems (20+ years) replaced/modernized per capital plan. Full modernization takes 3-6 months per elevator. Work typically on one elevator at a time to maintain building service. **MODERNIZATION NOTICE:** Affected floors/tenants notified 30 days advance. Information includes: which elevator(s), dates/timeline, impacts (noise, vibration, access restrictions), alternative elevators available, freight elevator access if needed. Weekly status updates during project. **WORK HOURS:** Typically 7 AM-5 PM weekdays, occasional weekend work for heavy lifts. Noise/vibration mitigation (sound blankets, vibration isolation). **DURING MODERNIZATION:** Remaining elevators experience higher traffic - allow extra time, use stairs for short trips (1-3 floors), stagger arrivals/departures, freight elevator available for moving large items, temporary inconvenience for long-term improvement. **BENEFITS:** New modernized elevators - faster service, improved reliability (fewer breakdowns), smoother ride, enhanced safety features, accessibility improvements, energy efficiency, modernized aesthetics, longer service life (20+ more years). **STATE INSPECTIONS:** Annual inspections by State Elevator Inspector - compliance with safety codes, load tests, safety device tests. Current inspection certificates posted in each cab. **ACCESSIBILITY:** All elevators ADA compliant - Braille/tactile buttons, audible floor announcements, handrails, emergency communication, door hold-open times. Priority elevator for mobility impaired. **CAPACITY:** Elevators rated for specific weight/person limits - posted in each cab. NEVER exceed capacity (safety hazard). If alarm sounds during loading, exit and wait for next cab. **EMERGENCY COMMUNICATIONS:** Intercom button connects to Security/elevator company monitoring center. Camera in each cab. **ENERGY EFFICIENCY:** Regenerative drives capture energy during descent (feeds back to building), LED lighting, sleep mode when idle. **FREIGHT ELEVATOR:** Separate freight elevator (North core) for moving furniture, equipment, deliveries. Reserve via Facilities Portal for large moves, protect walls with padding. **ETIQUETTE:** Allow exiting passengers first, move to rear/sides, face doors, hold for approaching passengers if time allows, avoid extended door holds (impacts service). Stairs preferred for 1-3 floors.

Category: Infrastructure

Tags: elevators, modernization, maintenance, accessibility, vertical transportation

Priority: Medium

Related Policy: POL-FAC-022

Escalation Path: Building Engineer

Q35: How do I arrange catering for special dietary requirements?

Answer: Inclusive dining for all needs: **DIETARY CATEGORIES:** Vegetarian, vegan, gluten-free, dairy-free, nut allergies, shellfish allergies, kosher, halal, low-sodium, diabetic-friendly, religious restrictions, texture-modified (dysphagia). **CATERING ORDERS:** When ordering catering (internal cafeteria or external vendors), specify dietary needs in order form. Include: type of restriction, number of people, severity (life-threatening allergy vs. preference). **ADVANCE NOTICE:** 48-72 hours preferred for special dietary meals (allows sourcing ingredients, preparation planning). Rush orders accommodated when possible but limited options. **ALLERGEN INFORMATION:** Cafeteria catering provides ingredient lists and allergen information with each item. Common allergens flagged (nuts, dairy, gluten, soy, shellfish, eggs). Cross-contamination warnings provided. **KOSHER/HALAL:** Pre-packaged kosher or halal meals sourced from certified providers - sealed packaging maintains dietary law compliance. Typically cold meals (sandwiches, salads) or individually packaged hot meals. **INGREDIENT SOURCING:** Caterer purchases specialty items (gluten-free bread, dairy-free cheese, vegan proteins) from suppliers - quality equals regular menu items, not inferior alternatives. **LABELS:** Special diet meals clearly labeled at events - prevents confusion, ensures correct person receives correct meal. Individual meals labeled with person's name if specified. **TASTING:** Uncertain if options meet dietary needs? Request samples during planning - Catering Manager can provide small portions for approval before event. **SELF-IDENTIFICATION:** Event organizers should ask attendees about dietary restrictions during registration - allows accurate planning, no one left without options. **EMERGENCY:** Guest arrives with undisclosed dietary restriction - Cafeteria typically has some backup options (simple salad, plain protein, fruit). Not ideal but ensures something available. **RELIGIOUS ACCOMMODATIONS:** Fasting observers - provide meal timing flexibility, private space if desired. Prayer before meals - accommodated. **CROSS-CONTAMINATION:** Life-threatening allergies require extra precautions - separate prep surfaces, clean utensils, glove changes, no shared serving utensils. Communicate severity to caterer. **VEGAN OPTIONS:** Plant-based proteins (tofu, tempeh, beans, lentils), non-dairy milks/cheeses, creative vegetable-forward dishes. Not just 'vegetarian minus dairy.' **GLUTEN-FREE:** Dedicated prep area prevents cross-contact, certified GF ingredients, separate serving utensils. Not 'picked out of' dishes with gluten. **KIDS' MEALS:** Family events - kid-friendly options (plain pasta, grilled cheese, chicken tenders) accommodate picky eaters. **COSTS:** Special dietary meals typically same cost as standard catering - no premium in most cases. Exotic specialty items may have upcharge. **CAFETERIA DAILY:** Daily cafeteria meals include vegetarian, vegan, gluten-free options - no special order needed. Allergy-friendly options available, ingredients posted. **EXTERNAL CATERERS:** Approved vendor list includes caterers experienced with dietary restrictions - less risk, better execution. Communicate needs clearly in contract.

Category: Food Services

Tags: catering, dietary, allergies, kosher, halal, vegan, gluten-free

Priority: Medium

Related Policy: POL-FAC-017

Escalation Path: Catering Manager
