Comprehensive Facilities Management Chatbot - Knowledge Base & Interaction Scenarios

Part 1: System Overview & Architecture

1. 📖 Introduction

Purpose

The Facilities Management Chatbot is designed to provide employees with instant, context-aware, and intelligent answers to all facilities-related queries. The system acts as a 24/7 virtual assistant, reducing dependency on human support staff while improving response times and employee satisfaction.

Key Objectives:

- Provide immediate responses to routine facilities queries
- Automate ticket creation and escalation processes
- Maintain comprehensive knowledge of all office policies, amenities, and procedures
- Enable self-service for common requests
- Track and monitor facilities usage and maintenance
- Integrate seamlessly with existing enterprise systems

Scope

The chatbot covers a comprehensive range of facilities management areas:

IT Assets & Support:

- Laptop and desktop replacement policies
- Monitor, keyboard, mouse, and peripheral requests
- Docking station availability and allocation
- Software installation requests
- Hardware troubleshooting and diagnostics
- Asset tracking and inventory management
- Equipment checkout and return procedures
- VPN access and configuration
- Network connectivity issues
- Printer and scanner support

Amenities & Services:

- Cafeteria services, menus, and timings
- Conference room and meeting space booking
- Gym and wellness center access
- Parking allocation and management
- EV charging station booking
- Recreation areas and gaming zones
- Library and reading rooms
- Nursing rooms and wellness pods
- Shuttle and transportation services
- Mail room and courier services

Policies & Procedures:

- Building access and security protocols
- Visitor management procedures
- Working hours and after-hours access
- Desk booking and hot-desking systems
- Leave and attendance integration
- Birthday and festival celebration policies
- Dress code and workplace conduct
- Emergency evacuation procedures
- Safety and compliance protocols

Troubleshooting & Support:

- Step-by-step troubleshooting guides
- Common problem resolution
- FAQ library with searchable content
- Visual guides and floor plans
- Contact directories for specialized support

Emergency Protocols:

- Fire safety and evacuation procedures
- Medical emergency response
- Security incident reporting
- IT disaster recovery
- Natural disaster protocols
- Power outage procedures

Vendor Management:

- Maintenance vendor contacts
- IT supplier information
- Food service contractors
- Security service providers

- Facilities management companies
- SLA tracking and monitoring

Audience

Primary Users:

- All company employees across all levels
- Remote workers needing facilities information
- New joiners requiring onboarding support
- Contract workers with limited access

Secondary Users:

- Facilities management team
- IT support staff
- HR personnel
- Security team
- Maintenance vendors
- Management and executives

Integration Capabilities

The chatbot integrates with multiple enterprise systems:

Ticketing Systems:

- ServiceNow for facilities requests
- Jira for IT support tickets
- Custom internal ticketing platforms
- Email integration for ticket notifications

Asset Management:

- IT asset tracking systems
- Inventory management databases
- Equipment lifecycle management
- Warranty and maintenance tracking

Policy Databases:

- HR policy management systems
- Compliance and safety documentation
- SOPs and procedure libraries
- Training and certification records

Real-time Systems:

- Meeting room booking platforms
- Desk reservation systems
- Parking management software
- Access control systems
- Cafeteria menu and ordering systems

Communication Platforms:

- Microsoft Teams integration
- Slack workspace integration
- Email notification systems
- SMS alerts for urgent matters

Directory Services:

- Active Directory for employee authentication
- Organizational hierarchy access
- Contact directory integration
- Manager approval workflows

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2. 🗂 Knowledge Base Categories - Detailed Structure

A. FAQ Library (Comprehensive Coverage)

General Facilities FAQs

Office Operations:

- **Office Timings:** "What are the official office hours?" → "Core office hours are 9:00 AM to 6:00 PM, Monday through Friday. Flexible working hours allow arrival between 8:00 AM and 10:00 AM with corresponding exit times. Saturday operations are limited to essential services only from 9:00 AM to 1:00 PM."
- **Cafeteria Hours:** "What time does the cafeteria open?" → "Cafeteria operates with the following schedule: Breakfast 8:00 AM - 10:00 AM, Lunch 12:00 PM - 2:30 PM, Evening Snacks 4:00 PM - 6:00 PM, Dinner 7:00 PM - 9:00 PM for employees working late."
- **Parking Rules:** "What are the parking regulations?" → "Employee parking is available on basement levels B1 and B2, requiring a valid parking pass obtained from the facilities desk. Visitor parking is limited to ground floor slots with a maximum duration of 4 hours. Reserved spots are designated for senior management and differently-abled employees. EV charging stations are available on B1 level and require advance booking through the facilities portal."

- **Shuttle Timings:** "When do office shuttles run?" → "Morning shuttles depart from designated pickup points at 7:30 AM, 8:00 AM, 8:30 AM, and 9:00 AM. Evening return shuttles leave the office at 5:30 PM, 6:00 PM, 6:30 PM, 7:00 PM, and 7:30 PM. Route information and pickup locations are available on the facilities portal."
- **Building Access After Hours:** "Can I access the office after 6 PM?" → "After-hours access (beyond 6:00 PM on weekdays and all day on weekends) requires manager approval submitted at least 24 hours in advance. Your access card will be activated for the approved time period. Security will verify your identity upon entry."
- **Reception Services:** "What services does reception provide?" → "Reception desk operates from 8:00 AM to 7:00 PM on weekdays. Services include visitor registration, courier acceptance, access card issuance, general inquiries, and emergency coordination. After hours, contact security desk at ext. 0000."

Workspace Queries:

- **Desk Booking:** "How do I book a desk in the hot-desking area?" → "Download the FacilitiesHub mobile app or access the web portal. Navigate to 'Desk Booking', select your preferred date, floor, and desk location. Bookings can be made up to 2 weeks in advance and must be confirmed by 6:00 PM the previous day."
- **Locker Availability:** "Can I get a personal locker?" → "Personal lockers are available on each floor near the restroom facilities. Request a locker assignment through the facilities portal. You'll receive a combination code via email. Lockers must be cleared at end of each quarter for inspection."
- **Temperature Control:** "The AC in my area is too cold, what can I do?" → "Each zone has temperature sensors with a standard setting of 22-24°C. If you experience discomfort, log a request through the facilities portal specifying your location. Individual adjustments are limited, but we can review zone settings. Alternative: Request relocation to a different seating zone."
- **Lighting Issues:** "Lights in my area are flickering." → "Please report the exact location (floor, wing, desk number) through the facilities portal. Emergency lighting issues are addressed within 2 hours. Non-emergency lighting repairs follow the standard 24-hour SLA. If the issue poses safety concerns, contact facilities immediately at ext. 2222."

IT Asset FAQs

Laptop Management:

- **Replacement Policy:** "When am I eligible for a laptop replacement?" → "Laptops are eligible for replacement after 3 years of continuous use or if they meet performance degradation criteria: (1) Unable to run current software versions, (2) Frequent hardware failures requiring multiple repairs, (3) Battery health below 50%, (4) Physical damage affecting functionality. Submit a replacement request with justification through the IT portal."
- **Laptop Upgrades:** "Can I upgrade my laptop RAM or storage?" → "Laptops under warranty cannot be upgraded by users to maintain warranty validity. After warranty expiration, RAM and storage upgrades are evaluated case-by-case based on business

need. Submit request through IT portal with detailed justification. Approved upgrades are performed by IT team only."

- **Operating System:** "Can I change my laptop's operating system?" → "Standard issue is Windows 11 Pro. Alternative OS requests (Linux, macOS) require manager approval and IT team evaluation based on job role requirements. Developers may be eligible for dual-boot configurations. All OS installations must be performed by IT team to ensure security compliance."
- **Personal Software Installation:** "Can I install personal software on my work laptop?" → "Personal software installation is restricted to maintain security standards. Submit software requests through IT portal with business justification. Approved software from the authorized catalog can be installed by IT team. Prohibited: Gaming software, torrent clients, unauthorized remote access tools, cryptocurrency miners."

Monitor and Peripherals:

- **Additional Monitor:** "Can I request a second monitor?" → "Company policy allows one additional monitor per employee for productivity enhancement. Standard issue is 24-inch Full HD display. Submit request through IT portal. Approval is typically granted within 3 business days. Special requests for larger or multiple additional monitors require manager approval with business justification."
- **Ergonomic Equipment:** "Can I get an ergonomic keyboard and mouse?" → "Ergonomic peripherals are available upon request for employees experiencing repetitive strain or with documented medical needs. Standard ergonomic options include wireless keyboard and mouse sets, vertical mice, and split keyboards. Medical certification required for specialized ergonomic equipment. Submit requests through HR-IT portal."
- **Docking Station:** "How do I request a docking station?" → "Docking stations are provided to employees who regularly work with multiple external devices or require frequent laptop mobility. Submit request through IT portal specifying your setup requirements. Docking stations support dual monitors, USB peripherals, and ethernet connectivity. Return required upon role change or exit."
- **Headset for Calls:** "I need a headset for video conferences." → "Headsets are available for employees with frequent call requirements. Options include wired USB headsets (standard), wireless Bluetooth headsets (manager approval), and noise-canceling headsets (senior roles or open office seating). Submit request through IT portal with estimated weekly call hours."

Connectivity and Access:

- **VPN Setup:** "How do I set up VPN for remote work?" → "VPN access is automatically provisioned upon joining. Download the company VPN client from the IT portal, install using admin credentials (contact IT helpdesk at ext. 1111), and use your network credentials to connect. Two-factor authentication required. VPN must be active when accessing internal resources remotely. Troubleshooting guide available in IT knowledge base."
- **Wi-Fi Issues:** "My laptop won't connect to office Wi-Fi." → "Troubleshooting steps: (1) Verify Wi-Fi adapter is enabled, (2) Forget and reconnect to 'CompanyName-Secure'

network, (3) Ensure network credentials match your login, (4) Restart laptop and router, (5) Check for Windows updates. If issues persist after these steps, contact IT helpdesk at ext. 1111. Guest Wi-Fi available as temporary alternative."

- **Shared Drive Access:** "I can't access a shared folder on the network." → "Shared drive access is permission-based. Verify you're connected to VPN if working remotely. Check if you're in the correct Active Directory group for that folder. Request access by contacting the folder owner or submitting access request through IT portal with manager approval. Access provisioning typically takes 4 business hours."
- **Software License Request:** "How do I request a software license?" → "Submit software license requests through IT portal with: (1) Software name and version, (2) Business justification, (3) License type (individual/team/enterprise), (4) Cost center for billing. Requests require manager approval. Processing time: Standard software 3-5 days, New software evaluation 10-15 days, Enterprise licenses 20-30 days. Renewal reminders sent 30 days before expiration."

Printing Services:

- **Printer Setup:** "How do I connect to office printers?" → "All printers are network-enabled and automatically appear in your print menu when connected to office network. Select printer from print dialog. ID card authentication required at printer for secure release. Color printing available on designated printers (manager approval required for bulk color jobs). Print quota: 500 B&W pages/month, 50 color pages/month."
- **Printer Issues:** "The printer is showing an error." → "Common error solutions: (1) Paper jam - check paper tray and rear access panel, (2) Low toner - replacement request auto-generated, (3) Network error - restart printer and check connection. For persistent errors, note error code and contact IT helpdesk at ext. 1111. Alternative printers available on same floor during repairs."
- **Scanning Documents:** "How do I scan documents?" → "All multifunction printers support scanning. Options: (1) Scan to email - enter your email address at printer panel, (2) Scan to network folder - authenticate with ID card, select destination folder, (3) Scan to USB - insert USB drive, select files to scan. Maximum file size: 25MB per scan. Supported formats: PDF, JPEG, TIFF."

HR-Linked Facilities FAQs

Employee Benefits:

- **Birthday Gift Policy:** "Do we receive birthday gifts?" → "Yes, all employees receive a gift voucher worth ₹1,000 on their birthday month, redeemable at partner retail stores. Vouchers are distributed via email by the 5th of your birthday month. If not received, contact HR facilities team. Additionally, birthday celebrations are organized monthly for all celebrants with cake and snacks in the cafeteria on the last Friday of each month."
- **Festival Celebrations:** "What festivals does the company celebrate?" → "The company observes all national holidays and organizes celebrations for major festivals including Diwali, Holi, Christmas, Eid, Pongal, Onam, and Durga Puja. Festival gift hampers (value ₹2,500) are distributed ahead of Diwali and one other major festival based on regional location. Special meals and cultural programs are organized on festival days."

- **Work Anniversary Recognition:** "Is there any recognition for work anniversaries?" → "Work anniversaries are celebrated with milestone-based recognition: 1 year - Certificate and gift voucher (₹500), 3 years - Certificate and gift voucher (₹1,500), 5 years - Plaque, gift voucher (₹3,000), and additional paid leave day, 10+ years - Trophy, gift voucher (₹5,000), and recognition at company town hall."

Seating and Space:

- **Seating Allocation:** "How is seating assigned?" → "Seating is allocated by team and department to facilitate collaboration. New joiners receive seat assignments during onboarding. Seating change requests (for team changes, ergonomic needs, or personal preferences) can be submitted through facilities portal with manager approval. Hot-desking available for employees with hybrid work schedules. Seating maps available on facilities portal."
- **Private Office Eligibility:** "Who gets private cabins?" → "Private cabins are allocated based on role and organizational level: Vice Presidents and above, Department Heads with team size >50, Employees requiring high confidentiality (Legal, Finance leadership, HR leadership), Employees with medical documentation for privacy needs. Cabin requests outside these criteria require VP-level approval."
- **Nursing Room Access:** "Is there a nursing room for new mothers?" → "Yes, dedicated nursing rooms are available on floors 2, 4, and 6, equipped with comfortable seating, refrigerator for milk storage, sink, and privacy lock. Access via ID card. Room booking not required - available on first-come basis. Rooms are cleaned twice daily. Available 24/7 for nursing mothers returning from maternity leave."

Leave and Attendance Integration:

- **Swipe Policy:** "What happens if I forget to swipe in/out?" → "Swipe regularization can be submitted through the HRMS portal within 24 hours of the missed swipe. Manager approval required. Multiple missed swipes (>3 per month) may require explanation. Biometric attendance data syncs with leave management system. Contact HR helpdesk for attendance discrepancies at ext. 3333."
- **Half Day Marking:** "How do I apply for half day leave?" → "Half day leave requires minimum 4 hours office presence. Morning half day: Exit by 1:00 PM, Afternoon half day: Arrive by 1:00 PM. Apply through HRMS portal with manager approval. Attendance system automatically marks half day if total hours are between 4-7 hours. Less than 4 hours counts as full day leave."

B. Amenities Catalog (Detailed Information)

Workplace Amenities

Conference Rooms and Meeting Spaces:

Small Meeting Rooms (6-person capacity):

- **Locations:** Available on floors 1, 2, 3, 4, 5, 6
- **Booking Process:** Use facilities portal or mobile app, minimum 2 hours advance booking required
- **Equipment:** 50-inch LED display, HDMI connectivity, wireless presentation, whiteboard, conference phone
- **Booking Duration:** Maximum 4 hours per booking, extensions subject to availability
- **Cancellation Policy:** Cancel at least 1 hour before scheduled time to avoid penalty points (3 late cancellations in a month result in booking suspension for 2 weeks)
- **Naming Convention:** Rooms named after Indian cities (Mumbai, Delhi, Bangalore, Hyderabad, Chennai, Kolkata)

Medium Meeting Rooms (12-person capacity):

- **Locations:** Floors 2, 3, 5, 6
- **Equipment:** 65-inch LED display, video conferencing system (Zoom Rooms), dual whiteboards, conference phone with echo cancellation, laptop docking station
- **Capacity:** 8-12 people comfortable, maximum 15 with additional chairs
- **Special Features:** Soundproof walls, natural lighting, adjustable lighting controls
- **Catering:** Can be arranged through ext. 3456 with minimum 4 hours notice
- **Naming Convention:** Named after Indian rivers (Ganga, Yamuna, Brahmaputra, Godavari, Krishna, Kaveri)

Large Meeting Rooms (20-person capacity):

- **Locations:** Floors 3 and 5
- **Equipment:** 75-inch LED display, professional video conferencing setup with dual cameras, advanced audio system, wireless presentation for up to 4 devices simultaneously, electric whiteboards
- **Capacity:** 16-20 people in boardroom style, up to 30 in theater style
- **Special Features:** Divisible space (can split into two smaller rooms), premium furniture, coffee service station
- **Booking Priority:** Senior management meetings, client presentations, board meetings
- **Naming Convention:** Named after Indian mountain ranges (Himalayas, Aravalli, Vindhyas, Satpura)

Auditorium (100-person capacity):

- **Location:** Ground floor
- **Equipment:** Professional AV system, stage with podium, large projection screen, wireless microphones (4 handheld, 2 lapel), recording capability, webcast equipment
- **Capacity:** 100 seated (auditorium style), 80 seated (classroom style with tables)
- **Booking:** Requires manager approval, minimum 1 week advance booking, dedicated facilities support staff assigned
- **Usage:** Town halls, training sessions, large team meetings, external events
- **Catering:** Full service cafeteria catering available, external catering allowed with approval

- **Special Features:** Green room, stage lighting, backdrop options, accessibility ramp

Phone Booths (1-person capacity):

- **Locations:** Multiple units on each floor near work areas
- **Purpose:** Private phone calls, video calls requiring privacy
- **Equipment:** Seat, small table, power outlet, USB charging port, adequate ventilation
- **Usage:** First-come, first-served, maximum 30 minutes per use
- **Etiquette:** No food/drinks, keep voice at moderate level

Collaboration Pods (4-person capacity):

- **Locations:** Open areas on floors 2, 4, 6
- **Features:** Semi-enclosed space with partial walls, comfortable seating, small whiteboard, power outlets
- **Usage:** Informal team discussions, brainstorming, no booking required
- **Duration:** Intended for 30-60 minute sessions, not for extended meetings

Booking System Features:

- **Real-time availability:** Check room status and upcoming bookings
- **Recurring bookings:** Set up daily/weekly recurring meetings up to 3 months in advance
- **Room amenities filter:** Search by required equipment (video conferencing, large display, etc.)
- **Check-in requirement:** Meeting organizer must check in within 10 minutes of booking start time or room is released
- **No-show policy:** 3 no-shows without cancellation result in booking privileges suspension
- **Auto-release:** Rooms not checked into within 10 minutes are automatically released for others to book
- **Mobile app features:** QR code check-in at room entrance, instant booking of available rooms, one-touch extension requests

Meeting Room Support:

- **Technical Issues:** On-call AV support available at ext. 4444
- **Housekeeping:** Rooms cleaned after each booking exceeding 2 hours
- **Setup assistance:** Furniture rearrangement requests require 24 hours notice
- **After-hours booking:** Available with manager approval, security notified automatically

Gym and Wellness Center:

Operating Hours:

- **Weekdays:** Monday through Friday, 6:00 AM to 10:00 PM
- **Weekends:** Saturday and Sunday, 8:00 AM to 8:00 PM
- **Holidays:** 8:00 AM to 6:00 PM on company holidays

- **Maintenance:** Closed first Sunday of every month from 8:00 AM to 12:00 PM for deep cleaning and equipment maintenance

Membership and Access:

- **Employee Membership:** Complimentary for all full-time employees, activated upon joining
- **Family Membership:** Available for employee's spouse and children (16+ years) at ₹500/month per person
- **Guest Policy:** Employees can bring one guest per month with 24-hour prior registration through wellness portal
- **Access:** Entry via employee ID card, sign-in sheet maintained for safety compliance
- **Locker Assignment:** Personal lockers available on quarterly basis, bring your own lock

Facilities and Equipment:

Cardio Zone:

- 10 treadmills with personal entertainment screens
- 8 elliptical trainers
- 6 stationary bikes (upright and recumbent)
- 4 rowing machines
- 2 stair climbers
- Heart rate monitors integrated with equipment
- Towel service available
- Water dispensers and energy drink vending machine

Strength Training Area:

- Free weights: Dumbbells 2.5 kg to 40 kg
- Barbells and weight plates
- 6 multi-functional cable machines
- Leg press, chest press, shoulder press stations
- Smith machine for guided lifting
- Pull-up bars and dip stations
- Full-length mirrors
- Rubber flooring for safety

Yoga and Meditation Studio:

- Spacious 800 sq ft studio with wooden flooring
- Yoga mats and props (blocks, straps, bolsters) provided
- Ambient lighting with dimmer controls
- Sound system for guided meditation
- Essential oil diffuser
- Capacity: 20 people

- Available for independent practice when classes not in session

Steam Room and Sauna:

- Separate steam rooms for men and women
- Sauna rooms with temperature control
- Showers with hot/cold water
- Premium toiletries provided
- Operating hours: 7:00 AM to 9:00 PM on weekdays
- Towel service included

Changing Rooms and Amenities:

- Spacious changing areas with privacy cubicles
- Hot water showers (24 stations per changing room)
- Hair dryers and grooming stations
- Toiletries: Shampoo, body wash, moisturizer
- Laundry service: Leave workout clothes for next-day cleaning (₹50 per service)

Group Fitness Classes:

Weekly Schedule:

- **Monday:**
  - 7:00 AM - Yoga (Beginner) - 60 minutes
  - 6:00 PM - HIIT Training - 45 minutes
  - 7:00 PM - Yoga (Intermediate) - 60 minutes
- **Tuesday:**
  - 7:00 AM - Strength Training Bootcamp - 60 minutes
  - 6:00 PM - Zumba - 60 minutes
  - 7:00 PM - Pilates - 45 minutes
- **Wednesday:**
  - 7:00 AM - Yoga (Advanced) - 60 minutes
  - 6:00 PM - Spin Class - 45 minutes
  - 7:00 PM - Core Strengthening - 30 minutes
- **Thursday:**
  - 7:00 AM - Functional Training - 60 minutes
  - 6:00 PM - Zumba - 60 minutes
  - 7:00 PM - Meditation and Mindfulness - 45 minutes
- **Friday:**
  - 7:00 AM - Yoga (All Levels) - 60 minutes
  - 5:00 PM - Meditation and Sound Healing - 60 minutes
  - 6:00 PM - Dance Fitness - 60 minutes
- **Saturday:**
  - 9:00 AM - Yoga (All Levels) - 60 minutes
  - 10:30 AM - Family Fitness (Kids welcome) - 45 minutes

      o   4:00 PM - Mindful Movement - 45 minutes

Class Registration:

- Book through wellness portal or mobile app
- Registration opens 7 days in advance
- Maximum capacity per class: 20 participants
- Waitlist available if class is full
- Cancellation: At least 2 hours before class to avoid no-show penalty
- 3 no-shows result in 2-week class registration suspension

Personal Training Services:

- **Availability:** By appointment, Monday to Saturday
- **Pricing:** Subsidized rates for employees - ₹500 per session (market rate ₹1,500)
- **Session Duration:** 60 minutes
- **Package Options:**
  - o 5 sessions: ₹2,250 (10% discount)
  - o 10 sessions: ₹4,000 (20% discount)
  - o 20 sessions: ₹7,000 (30% discount)
- **Specializations:** Weight loss, muscle building, sports-specific training, injury rehabilitation, senior fitness
- **Booking:** Through wellness portal with trainer selection based on specialization

Wellness Programs:

- **Monthly Health Assessments:** Body composition analysis, BMI, blood pressure, fitness level assessment (Free, by appointment)
- **Nutrition Counseling:** Quarterly sessions with certified nutritionist (Free for employees)
- **Wellness Challenges:** Monthly fitness challenges with prizes (Step challenges, weight loss competitions, yoga milestones)
- **Health Talks:** Bi-monthly seminars on nutrition, mental health, stress management
- **Corporate Sports:** Quarterly inter-department tournaments (Cricket, Football, Badminton, Table Tennis)

Safety and Guidelines:

- **Age Restriction:** Minimum 16 years for gym access
- **Medical Clearance:** Required for individuals with pre-existing heart conditions, joint problems, or pregnancy
- **Dress Code:** Appropriate athletic wear and closed-toe shoes mandatory, no jeans or casual wear
- **Etiquette:** Wipe equipment after use, return weights to racks, respect time limits on cardio equipment during peak hours
- **Emergency:** First aid kit and AED available, trained staff on premises during all operating hours

- **Insurance:** Covered under company health insurance for gym-related injuries occurring on premises

Contact Information:

- **Wellness Team:** ext. 4567
- **Personal Trainer Booking:** wellness@company.com
- **Emergency:** ext. 9999

Recreation Areas and Gaming Zones:

Gaming Zone - Floor 7:

- **Operating Hours:** 24/7 access for employees with valid ID cards
- **Facilities:**
  - PlayStation 5 consoles (4 units) with 55-inch displays
  - Xbox Series X consoles (4 units) with 55-inch displays
  - Nintendo Switch (2 units) with portable and docked mode
  - Gaming PCs (6 stations) with high-performance specs for PC gaming
  - VR Gaming setup (2 Oculus Quest 2 units)
  - Comfortable gaming chairs and surround sound systems
  - Game library with 100+ titles across all platforms
- **Booking System:**
  - Walk-in basis during off-peak hours (before 12 PM and after 7 PM)
  - Booking required during peak hours (12 PM - 2 PM, 5 PM - 7 PM) through facilities portal
  - Maximum 1-hour slots during peak hours, unlimited during off-peak with no waiting queue
  - Tournament mode: Extended booking for organized competitions with manager approval
- **Traditional Games Section:**
  - Pool table (full-size, professional grade)
  - Foosball table (2 units)
  - Air hockey table
  - Table tennis (2 tables) - equipment provided, booking through mobile app
  - Carrom boards (4 units)
  - Chess and board game library (50+ games)
- **Usage Policy:**
  - Food and drinks allowed only in designated areas (not near gaming equipment)
  - Headphones recommended during work hours to minimize noise
  - Equipment damage must be reported immediately to facilities
  - Tournaments: Monthly gaming tournaments with prizes, registration through wellness portal

Relaxation and Quiet Zones:

Library and Reading Room - Floor 4:

- **Operating Hours:** 8:00 AM to 8:00 PM on weekdays, 10:00 AM to 6:00 PM on weekends
- **Collection:**
  - Business and management books (500+ titles)
  - Technical and professional development books (800+ titles)
  - Fiction and literature (400+ titles)
  - Magazines and periodicals (30+ subscriptions)
  - Newspapers: National and regional dailies
- **Services:**
  - Book borrowing: Maximum 3 books for 2 weeks, renewable once
  - Digital library access: E-books and audiobooks through company subscription
  - Reading cubicles (8 private spaces) for focused reading
  - Comfortable seating: Bean bags, reading chairs, study tables
  - Silent zone policy strictly enforced
- **Booking:** Reading cubicles can be booked for 2-hour slots through facilities portal

Nap Pods - Floors 3, 5, 7:

- **Quantity:** 4 pods per floor
- **Operating Hours:** 24/7 access
- **Features:**
  - Ergonomic recliners with privacy shields
  - Adjustable ambient lighting
  - White noise/nature sounds options
  - Timer settings (15, 20, 30 minutes)
  - USB charging ports
  - Climate control within pod
- **Usage Policy:**
  - Maximum 30 minutes per session
  - Book through mobile app (walk-in if available)
  - Sanitized after each use
  - Blankets and pillows provided (fresh linens daily)
- **Guidelines:**
  - Remove shoes before entering
  - Set alarm to avoid oversleeping
  - Respect time limits during busy periods
  - Sign-in required for safety tracking

Terrace Garden - Floor 8:

- **Operating Hours:** 7:00 AM to 8:00 PM
- **Features:**
  - Green space with plants and seating areas
  - Walking path (200-meter loop)

- o Seating: Benches (12), hammocks (4), swing seats (6)
- o Covered gazebo area for group discussions
- o Bird watching corner with feeders
- o Mini amphitheater for small gatherings (capacity 30)
- **Usage:**
  - o Open access, no booking required
  - o Popular for walking meetings, lunch breaks, meditation
  - o Sunset yoga sessions on Fridays at 5:30 PM
  - o Photography allowed (no commercial shoots without permission)
- **Guidelines:**
  - o Keep noise levels moderate
  - o No plucking plants or flowers
  - o Dispose trash in designated bins
  - o Evening access until 8 PM only (security policy)

Cafeteria Services (Detailed Operations):

Main Cafeteria - Ground Floor:

Operating Schedule:

- **Breakfast Service:** 8:00 AM - 10:00 AM
  - o Continental Options: Cereals, bread, butter, jam, eggs (boiled, scrambled, omelette), bacon, sausages, pancakes, waffles, fresh fruits, yogurt
  - o Indian Options: Idli, dosa, vada, upma, poha, paratha, chole bhature, sambar, chutneys
  - o Beverages: Tea, coffee (regular/decaf), fresh juices (orange, apple, mixed fruit), milk (regular/skimmed)
  - o Special Counters: Made-to-order egg station, fresh juice bar, South Indian live counter
- **Lunch Service:** 12:00 PM - 2:30 PM
  - o **Buffet Section:**
    - ▪ Salad Bar: 15+ varieties of fresh salads, dressings, and toppings
    - ▪ Indian Main Course: 4 vegetarian curries, 2 non-vegetarian curries, dal, rice (steamed/jeera), rotis (wheat/multigrain), parathas
    - ▪ Chinese Counter: Fried rice, noodles, manchurian, chilli dishes
    - ▪ Continental: Pasta (2 varieties), baked dishes, casseroles
    - ▪ Breads: Naan, kulcha, garlic bread
    - ▪ Accompaniments: Raita, pickles, papad, salad
    - ▪ Desserts: 2 Indian sweets, 1 western dessert, seasonal fruits, ice cream
  - o **À La Carte Section:**
    - ▪ Sandwiches and wraps (10+ varieties)
    - ▪ Burgers (veg and non-veg options)
    - ▪ Pizzas (personal and sharing sizes)
    - ▪ Grilled items (chicken, fish, paneer)
    - ▪ Soups (2 varieties daily)

- ▪ Order at counter, served at table (15-20 minute preparation time)
- **Evening Snacks:** 4:00 PM - 6:00 PM
  - o Samosas, pakoras, spring rolls, cutlets
  - o Sandwiches and toast varieties
  - o Cookies, muffins, pastries
  - o Fresh fruits and fruit salad
  - o Tea, coffee, herbal teas, cold beverages
  - o Energy bars and healthy snacking options
- **Dinner Service:** 7:00 PM - 9:00 PM (For employees working late)
  - o Simplified menu with 2 curries, rice, rotis, dal
  - o Sandwiches and light meal options
  - o Salad bar remains open
  - o Beverages available

Special Dietary Options:

- **Vegan Corner:** Dedicated section with plant-based proteins, dairy-free options, vegan desserts
- **Gluten-Free:** Marked items across all counters, gluten-free bread available on request
- **Diabetic-Friendly:** Low-sugar, low-carb options clearly labeled, sugar-free desserts
- **Jain Food:** No onion-garlic options available, separate cooking area to avoid cross-contamination
- **Keto and Low-Carb:** High-protein, low-carb meal options at salad bar and grill counter
- **Allergy Information:** Complete ingredient list and allergen information displayed for all dishes

Nutrition Information:

- Calorie count displayed for all buffet items
- Nutrition counselor available every Wednesday (2 PM - 4 PM) for diet consultations
- Monthly healthy eating workshops and cooking demonstrations
- Nutritional analysis available on request through wellness@company.com

Catering for Meetings and Events:

- **Ordering:** Minimum 4 hours notice for standard items, 24 hours for custom menus
- **Contact:** ext. 3456 or cafeteria@company.com
- **Options Available:**
  - o Tea/Coffee with cookies (₹50 per person)
  - o Snacks platter (₹150 per person)
  - o Working lunch boxes (₹200 per person)
  - o Full buffet setup (₹400 per person)
  - o Custom menus for special occasions
- **Delivery:** To meeting rooms at scheduled time
- **Setup:** Includes disposable plates, napkins, serving utensils
- **Billing:** Charged to department cost center

Satellite Cafes (Floors 3 and 6):

- **Operating Hours:** 9:00 AM - 6:00 PM
- **Services:**
  - Quick grab-and-go options
  - Coffee, tea, cold beverages
  - Pre-packaged snacks, sandwiches, salads
  - Instant noodles and soups
  - Microwave facilities for heating food
  - Vending machines with 24/7 access

Payment Methods:

- Cash payments accepted at all counters
- Credit/Debit cards (contactless payment enabled)
- Meal vouchers (provided as benefits)
- Mobile wallet payments (Paytm, PhonePe, Google Pay)
- Employee account charging (deducted from salary, option for senior management)
- Complimentary meal policy: Lunch provided free for all employees (part of benefits), breakfast and dinner at subsidized rates

Cafeteria Policies:

- **Hygiene Standards:** FSSAI licensed, regular health inspections, staff health checkups
- **Waste Management:** Segregated waste bins, composting of food waste, zero-plastic initiative
- **Sustainability:** Reusable plates and cutlery, discounts for bringing own containers
- **Feedback System:** Feedback kiosks at exit, monthly menu planning surveys, suggestion box
- **Guest Policy:** Visitors can use cafeteria with employee escort, visitor meal charges apply

Special Services:

- **Birthday Cakes:** Order custom cakes through cafeteria (48 hours notice)
- **Festival Special Menus:** Themed menus during major festivals
- **Food Festivals:** Monthly themed food festivals (Italian week, South Indian festival, etc.)
- **Chef's Special:** New dishes introduced every week based on seasonal ingredients

Contact Information:

- **Cafeteria Manager:** ext. 5678
- **Catering Orders:** ext. 3456
- **Dietary Concerns:** wellness@company.com
- **Feedback:** cafeteria.feedback@company.com

Digital Amenities

VPN Access and Remote Connectivity:

VPN Service Overview:

- **Purpose:** Secure access to internal company resources from remote locations
- **Provider:** Cisco AnyConnect VPN Client (company standard)
- **Availability:** 24/7 with 99.9% uptime SLA
- **Support:** IT Security Team at ext. 1234, available 24/7 for VPN issues

Setup Process:

1. **Download:** Access IT portal (portal.company.com), navigate to 'Software Downloads' > 'VPN Client'
2. **Installation:** Run installer with administrator privileges (contact IT helpdesk at ext. 1111 if you lack admin rights)
3. **Configuration:** VPN client auto-configures company settings on first launch
4. **Credentials:** Use your network login (domain\username) and password
5. **Two-Factor Authentication:** Enter OTP sent to registered mobile number
6. **Connection:** Click Connect, wait for secure tunnel establishment (typically 10-15 seconds)

VPN Policies:

- **Mandatory Usage:** VPN must be active when accessing: Email from personal devices, shared drives, internal applications, company intranet, HR/payroll systems
- **Split Tunneling:** Enabled - allows simultaneous access to internet and company resources
- **Connection Limits:** Maximum 3 concurrent connections per user account
- **Session Timeout:** Automatic disconnect after 8 hours of inactivity, reconnection required
- **Geographic Restrictions:** VPN access restricted from certain countries for security compliance
- **Bandwidth:** Prioritized for critical applications, speed depends on home internet connection

Troubleshooting Common VPN Issues:

- **Cannot Connect:**
    - Verify internet connectivity
    - Check if VPN client is updated (latest version on IT portal)
    - Ensure firewall allows VPN traffic (ports 443, 500, 4500)
    - Restart VPN client and try again
    - Contact IT helpdesk if issue persists
- **Connection Drops Frequently:**
    - Check home internet stability
    - Disable power-saving mode on network adapter
    - Switch to wired connection if on Wi-Fi

- o   Update VPN client to latest version
- **Slow Performance:**
  - o   VPN adds 10-20% latency - normal behavior
  - o   Close unnecessary applications using bandwidth
  - o   Clear VPN cache (in client settings)
  - o   Report persistent slow performance to IT for server load balancing
- **Authentication Failures:**
  - o   Verify password hasn't expired (change via company portal)
  - o   Check if OTP is received on registered mobile
  - o   Update mobile number through HRMS if changed
  - o   Account locked after 5 failed attempts - contact IT helpdesk for unlock

Security Guidelines:

- Never share VPN credentials
- Don't allow others to use your VPN connection
- Disconnect VPN when not actively accessing company resources
- Report suspicious VPN activity immediately
- Use company-issued devices for VPN access when possible

Wi-Fi Services:

Office Wi-Fi Networks:

Employee Network: "CompanyName-Secure"

- **Authentication:** WPA2-Enterprise with 802.1X
- **Credentials:** Network domain username and password
- **Coverage:** All office floors, cafeteria, gym, terrace, parking areas
- **Speed:** Up to 1 Gbps on Wi-Fi 6 enabled devices, 300 Mbps on older devices
- **Connection:** Automatic connection after first-time setup
- **Device Limit:** Maximum 3 devices per employee (laptop, phone, tablet)
- **Security:** Encrypted traffic, device compliance checking, automatic security updates

Guest Wi-Fi: "CompanyName-Guest"

- **Purpose:** For visitors, contractors, and personal devices not meeting security standards
- **Access:** Obtain credentials from reception desk (valid ID required)
- **Validity:** 24-hour access, renewable upon request
- **Speed:** Throttled to 50 Mbps to prioritize employee bandwidth
- **Restrictions:** No access to internal network, content filtering enabled
- **Guest Registration:** Visitor name, company, purpose of visit logged for compliance

IoT Network: "CompanyName-IoT"

- **Purpose:** For smart devices, printers, conference room equipment

- **Access:** Automatic for approved devices, manual registration required for new devices
- **Managed By:** IT Operations team

Wi-Fi Troubleshooting:

Cannot Connect to Wi-Fi:

- **Step 1:** Verify Wi-Fi adapter is enabled on your device
- **Step 2:** Check if you're selecting the correct network ("CompanyName-Secure" for employees)
- **Step 3:** Forget the network and reconnect with credentials
- **Step 4:** Verify credentials match your network login (not email)
- **Step 5:** Restart device and attempt connection again
- **Step 6:** If issue persists, contact IT helpdesk at ext. 1111 with device details

Slow Wi-Fi Speed:

- **Check 1:** Run speed test (speedtest.company.com) - minimum expected: 100 Mbps download
- **Check 2:** Move closer to access points (avoid corners, closed rooms)
- **Check 3:** Disconnect unused devices from your account
- **Check 4:** Switch to 5GHz band if device supports (less congestion)
- **Report:** Persistent slow speeds to IT for potential access point placement issues

Frequent Disconnections:

- Ensure device OS and Wi-Fi drivers are updated
- Disable battery-saving mode for Wi-Fi adapter
- Check for physical obstructions or interference (microwaves, Bluetooth devices)
- Report pattern to IT (specific time of day, specific location)

Wi-Fi Access Points:

- **Coverage:** One access point per 1,500 sq ft for optimal performance
- **Locations:** Ceiling-mounted throughout office, outdoor access points in terrace and parking
- **Dead Zones:** Report areas with weak signal to IT for access point addition
- **Capacity:** Each access point supports 50+ concurrent connections

Wi-Fi Policies:

- **Acceptable Use:** Business purposes and reasonable personal use during breaks
- **Prohibited Activities:** Torrenting, illegal downloads, accessing inappropriate content, bandwidth-intensive streaming during work hours
- **Monitoring:** Network traffic monitored for security and compliance (no personal data inspection)

- **BYOD Policy:** Personal devices allowed on employee network if compliant with security requirements

Printing Services (Comprehensive):

Printer Network Overview:

- **Coverage:** Multifunction printers on every floor, minimum 2 units per floor
- **Brands:** HP LaserJet Enterprise and Canon imageRUNNER series
- **Capabilities:** Printing, scanning, copying, faxing
- **Management:** Centralized print management system with usage tracking

Printer Types and Locations:

Black & White Printers:

- **Locations:** Near every department cluster, pantry areas
- **Speed:** 40 pages per minute
- **Monthly Quota:** 500 pages per employee (resets on 1st of each month)
- **Paper Sizes:** A4 (standard), A3 (available at designated printers)
- **Duplex:** Automatic double-sided printing enabled by default

Color Printers:

- **Locations:** Floors 2, 4, 6 (near central areas)
- **Speed:** 25 pages per minute
- **Monthly Quota:** 50 color pages per employee
- **Approval Required:** Bulk color jobs (>20 pages) require manager email approval
- **Usage:** Presentations, client materials, marketing collateral

Large Format Printers (Plotters):

- **Location:** Floor 1, Design Department area
- **Sizes:** A1, A0 posters and technical drawings
- **Booking:** Reserve through facilities portal, minimum 24 hours notice
- **Cost:** ₹50 per A1, ₹100 per A0 (charged to department)
- **Usage:** Architecture plans, event posters, technical blueprints

Secure Print Release System:

- **How It Works:** Jobs held in queue until user authentication at printer
- **Authentication:** Tap employee ID card on printer card reader
- **Benefits:** Prevents unauthorized document pickup, reduces waste from forgotten print jobs
- **Job Retention:** Print jobs held for 24 hours, then automatically deleted

Printing Process:

1. **From Computer:**
   - Select printer from print dialog (printers auto-populate when connected to network)
   - Choose print options (color/BW, single/double-sided, number of copies)
   - Click Print - job sent to queue
   - Go to any printer on the network
   - Tap ID card - your jobs appear on screen
   - Select job to print and confirm
2. **From Mobile Device:**
   - Email document to print@company.com
   - Subject line: "Print - [Your Employee ID]"
   - Retrieve at any printer using ID card within 24 hours

Scanning Services:

Scan to Email:

- Place document on scanner glass or feeder tray
- Tap "Scan to Email" on touchscreen
- Enter your email address or select from corporate directory
- Choose scan settings (color/BW, resolution, file format)
- Press Start - document sent to email within minutes

Scan to Network Folder:

- Authentication required (tap ID card)
- Place document in scanner
- Select "Scan to Folder"
- Choose destination folder from your accessible folders
- Select scan settings
- Press Start - file saved to selected location

Scan to USB:

- Insert USB drive into printer USB port
- Place document in scanner
- Select "Scan to USB"
- Choose settings and press Start
- Wait for completion message before removing USB

Scanning Specifications:

- **Resolution:** Up to 600 DPI for detailed scans
- **Color:** Full color, grayscale, or black & white

- **Formats:** PDF (default), JPEG, TIFF, PNG, searchable PDF (OCR enabled)
- **File Size Limit:** 25MB per scan (larger documents split automatically)
- **Multi-page:** Automatic document feeder supports up to 100 pages

Print Quota Management:

- **Monthly Allocation:** 500 B&W pages, 50 color pages per employee
- **Quota Tracking:** Check remaining quota via IT portal or printer touchscreen
- **Quota Exceeded:** Request additional quota through IT portal with justification (manager approval required)
- **Department Budgets:** Departments allocated additional quota for business needs
- **Rollover Policy:** Unused quota does NOT rollover to next month

Troubleshooting Printer Issues:

Paper Jam:

- Open printer access doors (follow diagram on printer)
- Gently remove jammed paper, pull in direction of paper path
- Check all compartments (input tray, output tray, duplex unit)
- Close all doors - printer auto-resets
- If error persists, contact IT helpdesk

Print Job Stuck in Queue:

- Cancel job from your computer (Printers & Scanners settings)
- Clear print queue (right-click printer > See what's printing > Cancel all documents)
- Restart print spooler service (IT helpdesk can assist)
- Resend print job

Poor Print Quality:

- Check toner levels (printer display shows status)
- Run cleaning cycle from printer maintenance menu
- Ensure correct paper type loaded (80 GSM recommended)
- For persistent issues, log maintenance request through IT portal

Printer Offline:

- Check printer power and network cable connections
- Restart printer (power off, wait 30 seconds, power on)
- Remove and re-add printer from your device
- Contact IT helpdesk if issue affects multiple users

Common Error Codes:

- **E01:** Paper tray empty - refill paper
- **E02:** Toner low - replacement auto-ordered when critical
- **E03:** Paper jam - follow clearance procedure
- **E04:** Door open - ensure all compartments closed
- **E99:** Service required - IT support dispatched automatically

Printer Support:

- **Toner Replacement:** Automatic when levels reach 10%, typically next-day replacement
- **Paper Refill:** Housekeeping refills daily, additional refills on request
- **Maintenance:** Quarterly preventive maintenance, deep cleaning, parts replacement
- **Repairs:** Onsite technician response within 4 hours for critical issues
- **User Training:** Monthly printer feature workshops, booking through IT portal

Printing Best Practices:

- Use print preview to avoid waste
- Default to black & white and duplex printing
- Combine multiple pages per sheet for drafts (2 or 4 pages per page option)
- Use "eco mode" for internal documents to save toner
- Delete jobs from queue if not needed
- Report printer issues immediately to prevent others from wasting print attempts

Special Printing Services:

- **Binding Services:** Available at floor 1 print center, 24-hour turnaround
- **Lamination:** Business cards, ID badges, documents - request through facilities
- **Business Cards:** Order through HR portal, 5-day delivery
- **Letterhead Printing:** Official letterhead available at designated printers, usage logged

Contact Information:

- **IT Helpdesk (General Printing Issues):** ext. 1111
- **Print Center (Special Services):** ext. 2233
- **Printer Maintenance:** Automatic ticket creation for hardware issues

Employee Perks and Benefits

Shuttle and Transportation Services:

Office Shuttle Service:

- **Coverage Areas:**
    - Zone 1: Central Indore (Vijay Nagar, Sapna Sangeeta, Treasure Island)
    - Zone 2: South Indore (Rau, Sanwer Road, Bypass Road)
    - Zone 3: East Indore (Palasia, MG Road, Rajwada)

- Zone 4: West Indore (Khandwa Road, Scheme 78, Scheme 94)
- Zone 5: Airport Road and surrounding areas

Morning Pickup Schedule:

- **First Shuttle:** 7:30 AM (for employees with early meetings/shifts)
- **Regular Shuttles:** 8:00 AM, 8:15 AM, 8:30 AM, 8:45 AM, 9:00 AM, 9:15 AM, 9:30 AM
- **Late Morning:** 10:00 AM (for flexible schedule employees)

Evening Drop Schedule:

- **Early Evening:** 5:00 PM, 5:30 PM
- **Regular Shuttles:** 6:00 PM, 6:15 PM, 6:30 PM, 6:45 PM, 7:00 PM, 7:15 PM, 7:30 PM
- **Late Evening:** 8:00 PM, 9:00 PM, 10:00 PM (for employees working late)
- **Emergency/On-demand:** After 10:00 PM, request through security desk (subject to availability)

Shuttle Features:

- **Fleet:** 15 air-conditioned buses (capacity 40 per bus)
- **Amenities:** Comfortable seating, reading lights, USB charging ports, Wi-Fi connectivity
- **Safety:** GPS tracked, female security guard on night shuttles, emergency alarm button
- **Accessibility:** One bus equipped with wheelchair lift for differently-abled employees
- **Real-time Tracking:** Mobile app shows live shuttle location and ETA

Seat Booking System:

- **Automatic Booking:** System auto-books your usual route based on historical usage
- **Manual Booking:** Through mobile app or web portal up to 7 days in advance
- **Cancellation:** Cancel at least 2 hours before pickup to avoid no-show penalty
- **Capacity Alerts:** Notifications sent if shuttle is full, alternative routes suggested
- **Guest Pass:** One guest ride per month for family members, advance registration required

Shuttle Routes and Stops:

- **Fixed Stops:** Pre-defined pickup/drop points in each zone (15-20 stops per route)
- **Route Duration:** 30-60 minutes depending on zone and traffic
- **Stop Timing:** Detailed schedules available on facilities portal with stop-wise timings
- **Route Changes:** Quarterly review based on employee demand, new stops added if >5 employees from same area

Policies:

- **Eligibility:** All full-time employees, complimentary service
- **ID Card Mandatory:** Tap ID card when boarding for attendance tracking

- **Conduct:** Professional behavior required, no loud conversations or music
- **Food Policy:** Light snacks allowed, no strong-smelling food, dispose trash properly
- **Priority Seating:** Reserved seats for pregnant women, senior citizens, differently-abled
- **Companion Policy:** Children below 12 can accompany employee (inform shuttle coordinator)

Alternative Transportation Support:

- **Cab Reimbursement:** For employees working past 10:00 PM (up to ₹500 per trip, manager approval)
- **Bike Parking:** Secure bike parking with 100 spots, covered shed, repair tools available
- **Carpool Coordination:** Internal carpool matching platform on employee portal
- **Public Transport Subsidy:** ₹1,000 per month for employees using metro/public buses (submit monthly pass)

Shuttle Feedback and Support:

- **Contact:** Transport desk at ext. 6677 or transport@company.com
- **Complaints:** Route delays, driver conduct, cleanliness issues
- **Suggestions:** New routes, timing changes, additional stops
- **Emergency Contact:** Shuttle coordinator mobile: +91-XXXXXXXXXX (24/7)

Wellness Rooms:

Locations and Access:

- **Nursing/Mothers' Rooms:** Floors 2, 4, 6 (near restrooms)
- **Quiet Rooms:** Floors 3, 5, 7 (for meditation, prayer, or rest during illness)
- **Access:** Via employee ID card 24/7

Nursing Room Facilities:

- **Private Space:** Lockable room with privacy curtains
- **Furniture:** Comfortable recliner chair, small table, footrest
- **Amenities:**
    - Refrigerator for breast milk storage (labeled compartments)
    - Sink with hot/cold water
    - Microwave for warming bottles
    - Electrical outlets for breast pumps
    - Sanitizing station with wipes and hand sanitizer
    - Blankets and privacy covers
    - Reading material and soothing music option
- **Maintenance:** Cleaned twice daily, restocked with supplies
- **Usage:** No booking required, first-come first-served, average usage 20-30 minutes

Quiet Rooms:

- **Purpose:** Brief rest during illness, meditation, prayer, stress relief
- **Capacity:** 1-2 people per room
- **Furniture:** Recliners, floor mats for yoga/prayer, small shelf for personal items
- **Amenities:**
    - Adjustable lighting (bright to dim)
    - White noise machine
    - Essential oil diffuser (optional)
    - Emergency call button
    - Tissues, water dispenser
- **Booking:** 30-minute slots through mobile app (walk-in if available)
- **Policy:** Remove shoes, silent mode mandatory, no food/drinks

Medical Room - Ground Floor:

- **Staffing:** Nurse on duty Monday-Friday 9:00 AM - 6:00 PM
- **Facilities:**
    - Examination bed
    - First aid supplies (bandages, antiseptics, pain relievers)
    - Blood pressure monitor, thermometer, oximeter
    - Emergency medical kit
    - Resting beds (3 units) for employees feeling unwell
    - Wheelchair available for mobility assistance
- **Services:**
    - First aid for minor injuries
    - Basic health checks (BP, temperature, oxygen levels)
    - Medical emergency coordination (call ambulance, inform family)
    - Medication for headaches, acidity, minor ailments (with consumption log)
    - Doctor visit coordination (tied up with clinic 2 km away)
- **Emergency Protocol:** Outside nurse hours, contact security ext. 9999 for medical emergencies
- **Health Events:** Monthly health checkup camps (blood tests, eye checkup, etc.)

Pantry Services:

Pantry Locations:

- **Main Pantries:** One per floor near central areas
- **Satellite Pantries:** Department-specific for large teams

Pantry Amenities:

- **Beverages:**
    - Coffee machines (espresso, cappuccino, latte, Americano)
    - Tea (regular, green, herbal varieties)
    - Hot chocolate and flavored milk options
    - Fresh milk (regular, skimmed, almond, soy)

- o Chilled water dispensers with hot/cold/normal options
- o Juice vending machines (refreshed weekly)
- o Energy drinks and health drinks
- **Snacks (Complimentary):**
  - o Biscuits (6-8 varieties, including digestive and cream)
  - o Cookies (chocolate chip, oatmeal, butter)
  - o Instant noodles (cup noodles, 4-5 flavors)
  - o Namkeen and savory snacks
  - o Fresh fruits (delivered daily - apples, bananas, seasonal fruits)
  - o Cereal bars and energy bars
  - o Dry fruits and nuts (almonds, cashews, raisins)
- **Equipment:**
  - o Microwaves (2 per pantry)
  - o Refrigerators for personal food storage (labeled with name and date)
  - o Toasters
  - o Sandwich makers
  - o Electric kettles
  - o Dishwasher (main pantries only)
  - o Crockery and cutlery (disposable and reusable options)

Pantry Policies:

- **Cleanliness:** Clean up after yourself, load dishwasher or wash items used
- **Storage:** Personal food in refrigerators cleared every Friday evening
- **Sharing:** Respect colleagues' labeled items, don't consume others' food
- **Timing:** No restrictions, 24/7 access with ID card
- **Waste:** Segregate waste (biodegradable, recyclable, general)
- **Restocking:** Automatic based on consumption tracking, special requests to facilities

Special Pantry Services:

- **Birthday Supplies:** Cake plates, candles, decorations available on request
- **Celebration Kits:** For team events, festivals (request 48 hours advance)
- **Vending Machines:** Cold beverages, packaged snacks, ice cream (payment required)
- **Ice Maker:** For cold beverages (summers only)

Pantry Etiquette:

- Keep conversations at moderate volume
- Respect pantry as shared space
- Report equipment malfunctions to facilities immediately
- Don't hoard complimentary items for personal use outside office
- Heat strong-smelling food in designated microwaves only (to avoid odors)

C. Access Procedures (Detailed)

Building Access Control

ID Card Issuance:

New Employee Card Issuance:

- **Timeline:** Issued on joining day during onboarding
- **Process:**
    - Photo capture at security desk
    - Biometric enrollment (fingerprint and facial recognition)
    - Card printing (5 minutes)
    - Access permissions activated based on role and department
- **Card Features:**
    - Employee photo, name, employee ID, designation
    - Department and reporting manager name
    - QR code for quick verification
    - RFID chip for door access
    - Magnetic stripe for printer/gym/cafeteria access
- **Activation:** All access points activated within 2 hours of card issuance

Temporary Card (For Contractors/Interns):

- **Validity:** Based on contract duration, maximum 6 months at a time
- **Renewal:** 7 days before expiry through HR portal
- **Access Restrictions:** Limited to assigned floors and work areas
- **Color Code:** Different color to distinguish from permanent employees

Lost or Damaged Card:

- **Reporting:** Immediately report to security desk ext. 0000
- **Card Deactivation:** Lost card deactivated within 15 minutes to prevent misuse
- **Replacement:** ₹500 charge for lost card, free replacement for damaged card
- **Process:** Report to security, biometric verification, new card issued within 1 hour
- **Temporary Access:** Paper-based visitor pass issued while waiting for replacement

Card Return (On Exit):

- **Mandatory:** Return during exit formalities
- **Deactivation:** Card automatically deactivated on last working day
- **Penalty:** ₹1,000 deduction from final settlement if card not returned

Visitor Pass Management:

Standard Visitor Process:

1. **Pre-Registration (Recommended):**
    - Employee logs visitor request on facilities portal
    - Provides: Visitor name, company, purpose, meeting time, duration

- o Manager approval required for confidential area visits
- o Visitor receives email with QR code and instructions
2. **Walk-In Visitor:**
   - o Report to reception desk
   - o Present valid government-issued ID (Aadhaar, PAN, Driving License, Passport)
   - o Host employee notified via phone/email
   - o Visitor signs register (name, company, purpose, in-time, out-time)
   - o Photo captured for security records
   - o Visitor badge issued
3. **Badge Requirements:**
   - o Must be worn visibly at all times
   - o Restricts access to reception, cafeteria, and meeting rooms only
   - o Escorted by host employee for other areas
   - o Return badge at exit (penalty ₹200 if not returned)

Visitor Types:

- **Client Visitors:** Pre-approved by business development, premium lounge access
- **Vendor/Supplier Visits:** Specific area access, equipment inspection allowed with supervision
- **Candidate Interviews:** HR-coordinated, interview room access only
- **Family Visitors:** Allowed during office hours, limited to cafeteria and designated social areas
- **Official Audit/Inspection:** Full access as per audit requirements with management escort

Visitor Policies:

- **Maximum Duration:** 8 hours per day (extension requires manager re-approval)
- **Frequency Limit:** Same visitor maximum 5 times per month (exceptions for ongoing projects)
- **Confidentiality:** NDAs signed for sensitive area visits
- **Photography:** Strictly prohibited without written permission
- **Guest Wi-Fi:** Available at reception, 24-hour access credentials
- **Cafeteria Access:** Visitors charged ₹200 for lunch buffet

Biometric Registration:

Initial Enrollment (New Joiners):

- **During Onboarding:** First day at security desk
- **Biometrics Captured:**
  - o Fingerprint: Both index fingers (primary and backup)
  - o Facial scan: High-resolution for facial recognition systems
  - o Iris scan: For high-security area access (management only)
- **System Sync:** Biometric data synced across all access points within 1 hour
- **Backup:** Voice recognition backup for employees with fingerprint issues

Usage:

- **Building Entry:** Tap ID card + fingerprint verification at main entrance
- **Restricted Areas:** Card + fingerprint + facial recognition for server rooms, data centers
- **Time Attendance:** Biometric punching for attendance tracking
- **Cafeteria:** Optional biometric payment for cashless transactions

Re-enrollment:

- **When Required:** Fingerprint damage, system errors, security breach
- **Process:** Submit request through security portal, appointment scheduled
- **Timeline:** 24-hour turnaround for re-enrollment and reactivation

Privacy and Security:

- **Data Storage:** Encrypted biometric data stored in secure servers
- **Access:** Only security and IT administrators can access biometric database
- **Retention:** Data deleted within 30 days of employee exit
- **Compliance:** GDPR and local data protection regulations followed

Troubleshooting Biometric Issues:

- **Fingerprint Not Recognized:**
    - Clean finger and scanner surface
    - Try alternate finger
    - Use manual card swipe + PIN as backup (contact security for PIN)
- **Frequent Rejections:** Re-enrollment recommended
- **System Down:** Security manually verifies ID and maintains manual log

System Access and Permissions

Network Account Setup:

New Employee Account Creation:

- **Timeline:** Created 2 days before joining date
- **Credentials Provided:**
    - Username: firstname.lastname (or with number if duplicate)
    - Temporary password: Sent to personal email
    - Domain: COMPANY\username
- **Account Includes:**
    - Email account (outlook.company.com)
    - Shared drive access (department folders)
    - Intranet portal access
    - HRMS and payroll systems
    - Default software installations

Password Policy:

- **Requirements:**
  - Minimum 12 characters
  - Must include: uppercase, lowercase, numbers, special characters
  - Cannot contain: name, username, "password", common words
  - Cannot reuse last 10 passwords
- **Expiry:** Password expires every 90 days
- **Reset:** Self-service through password reset portal using mobile OTP
- **Lockout:** Account locked after 5 failed attempts (unlock via IT helpdesk)

VPN Account:

- **Automatic:** Created with network account
- **Setup Guide:** Emailed on joining day
- **2FA:** Mandatory two-factor authentication using Microsoft Authenticator app
- **Training:** Self-paced VPN training module in learning portal (30 minutes)

Shared Drive Permissions:

Default Access (All Employees):

- **Common Drive (C:\Common):**
  - Company policies and handbooks (read-only)
  - Forms and templates (read-only)
  - Software downloads (read-only)
  - Training materials (read-only)
- **Department Drive (D:[DepartmentName]):**
  - Department-specific documents
  - Project folders (based on team)
  - Access: Read/write for all department members
- **Personal Drive (P:):**
  - 10GB personal storage space
  - Automatically backed up nightly
  - Access: Full control by individual employee only

Restricted Access:

- **Finance Drive:** Finance team only
- **HR Drive:** HR team only (employee records, confidential documents)
- **Executive Drive:** Management and authorized personnel
- **Project Drives:** Project team members only (added/removed based on project assignment)

Requesting Additional Access:

1. **Submit Request:** Through IT portal
2. **Details Required:**
   o Folder path needing access
   o Business justification
   o Level of access needed (read-only/read-write/full control)
   o Duration (temporary or permanent)
3. **Approval:** Manager + folder owner approval
4. **Processing Time:** 4 business hours for standard requests
5. **Access Grant:** Email notification with access details

Access Removal:

- **Project Completion:** Access automatically revoked when removed from project
- **Role Change:** Department transfer triggers access review and adjustment
- **Exit:** All access revoked on last working day

Software License Management:

Pre-installed Software (Standard Issue):

- **Operating System:** Windows 11 Pro
- **Office Suite:** Microsoft Office 365 (Word, Excel, PowerPoint, Outlook, Teams)
- **Browser:** Microsoft Edge, Google Chrome
- **Security:** Antivirus (McAfee), VPN client, encryption software
- **Communication:** Microsoft Teams, Zoom client
- **PDF:** Adobe Acrobat Reader
- **Compression:** 7-Zip, WinRAR

Requesting Additional Software:

Standard Software (Pre-approved list):

- **Available:** 100+ software titles in company catalog
- **Categories:** Development IDEs, design tools, data analysis, project management
- **Process:**
   o Submit request through IT portal
   o Select software from catalog
   o Provide business justification
   o Manager approval (automatic for standard software)
   o Installation within 24 hours (remote push to laptop)
- **Cost:** No cost for standard software

New Software (Not in Catalog):

- **Process:**
   o Submit detailed request with software details

- o Business justification and usage frequency
- o Manager approval
- o IT evaluation (15-day process):
  - ▪ Security assessment
  - ▪ Licensing cost review
  - ▪ Compatibility testing
  - ▪ Policy compliance check
- o Procurement or approval/rejection notification
- **Timeline:** 20-30 business days for evaluation and procurement
- **Cost:** Charged to department budget if approved

License Tracking:

- **Allocation:** Licenses tracked per user, compliance monitored
- **Renewal:** Auto-renewal for active users, reminders 30 days before expiry
- **Return:** Uninstall software on project completion if temporary license
- **Audit:** Quarterly license audit for compliance

Open Source Software:

- **Policy:** Open-source allowed with IT approval for security review
- **Restrictions:** No GPL-licensed software for commercial products
- **Process:** Submit request with software name, version, license type

Mobile Device Management (MDM):

- **BYOD Policy:** Personal phones/tablets can access company email with MDM enrollment
- **MDM Features:**
  - o Remote wipe capability for lost devices
  - o Password policy enforcement
  - o App management (approved apps only)
  - o Data encryption mandatory
- **Enrollment:** Through IT portal, self-service enrollment guide provided

Restricted Zone Access

Data Center Access:

Location: Basement floor B3, secured area with biometric and card access

Access Eligibility:

- IT Operations team (24/7 access)
- Network administrators (24/7 access)
- Senior IT management (business hours)
- Vendors for maintenance (escorted access, advance approval required)

- Auditors (scheduled access with CTO approval)

Access Process:

1. **Standard Access (IT Team):**
   - Card + fingerprint + facial recognition at data center entrance
   - Entry logged automatically with timestamp
   - Maximum 2-hour presence recommended (cooling requirements)
   - Exit scan mandatory
2. **Temporary Access (Vendors/Auditors):**
   - Request submitted 48 hours in advance
   - Details: Name, company, purpose, equipment needed, duration
   - Security clearance check
   - Approval from IT Head or CTO
   - Escorted access by IT team member
   - All activities logged and photographed

Data Center Policies:

- **Equipment:** No personal devices (phones, cameras, USB drives) allowed
- **Clothing:** Anti-static wrist straps provided at entrance (mandatory use)
- **Safety:** Fire suppression system (FM-200 gas) - evacuation alarm training mandatory
- **Documentation:** Change management tickets required for any server modifications
- **Emergency:** Direct line to security and fire department, panic buttons installed

Server Room Access:

Locations: Smaller server rooms on floors 3 and 5 for department-specific servers

Access Levels:

- **Level 1:** IT support staff (daily monitoring, basic troubleshooting)
- **Level 2:** System administrators (configuration changes, maintenance)
- **Level 3:** IT management (strategic decisions, major changes)

Entry Requirements:

- **ID Card + PIN:** Entry at door
- **Sign-in Register:** Manual log maintained as backup
- **PPE:** Anti-static mats and equipment available inside

Server Room Policies:

- **Temperature:** Maintained at 18-22°C, no door propping
- **Humidity:** Controlled environment, moisture-sensitive equipment
- **Cleanliness:** No food/drinks, quarterly professional cleaning

- **Cabling:** Changes logged, cable management standards enforced
- **Visitor Access:** IT manager approval, never unescorted

Confidential Meeting Rooms:

Locations: Floor 6, executive wing (3 rooms)

Usage: Board meetings, confidential discussions, sensitive client meetings, disciplinary hearings, legal matters

Access Requirements:

- **Booking:** VP level and above, or with VP approval
- **Advance Notice:** Minimum 48 hours booking required
- **Access:** Card + biometric + scheduled meeting verification
- **Escort Required:** Guests must be escorted by authorized personnel

Security Features:

- **Soundproofing:** Advanced acoustic insulation, white noise generators
- **Secure Communications:** Encrypted phone lines, secure video conferencing
- **Document Security:** Shredders, secure document disposal bins
- **Electronic Countermeasures:** RF shielding, bug detection sweeps (monthly)
- **Recording Prevention:** No recording devices allowed, detectors at entrance

Confidentiality Policies:

- **NDAs:** Required for external attendees
- **Device Policy:** No personal phones/laptops unless approved
- **Document Control:** All materials collected post-meeting or shredded
- **Cleaning:** Specialized cleaning crew with confidentiality clearance only

D. Emergency Protocols (Comprehensive)

Fire Safety and Evacuation

Fire Emergency Response Plan:

Immediate Actions Upon Fire Alarm:

1. **Stop Work Immediately:** Save work if safe to do so (maximum 30 seconds)
2. **Do Not Use Elevators:** Elevators automatically disabled during fire alarms
3. **Locate Nearest Exit:** Follow green emergency exit signs, floor maps near elevators
4. **Evacuate Calmly:** Walk quickly, don't run, stay on right side of corridor
5. **Close Doors:** Close doors behind you to contain fire spread (don't lock)
6. **Assist Others:** Help colleagues, especially differently-abled or those needing assistance

7. **No Returns:** Do not return for belongings under any circumstances

Evacuation Routes:

Floor-wise Evacuation Stairwells:

- **Floors 1-3:** Use Stairwell A (North Wing) or Stairwell B (South Wing)
- **Floors 4-6:** Use Stairwell C (Central) or Stairwell B (South Wing)
- **Floor 7-8:** Use Stairwell C (Central) only (wider for upper floor capacity)
- **Basement Levels:** Use emergency ramps to ground level, dedicated emergency lighting

Assembly Points:

- **Primary Assembly Point:** North Parking Lot (marked with large "Assembly Point" sign)
- **Secondary Assembly Point:** South Lawn (if primary blocked or unsafe)
- **Capacity:** Each assembly point accommodates 500+ people comfortably
- **Features:**
    - Covered shelters for weather protection
    - First aid stations
    - Water and emergency supplies
    - Designated roll-call zones by department

Roll Call Procedure:

1. **Gather by Department:** Department-wise assembly zones marked clearly
2. **Floor Marshals:** Each floor has 2 designated fire marshals (identified by orange vests during drills)
3. **Attendance Check:** Marshals conduct headcount using emergency roster
4. **Report Missing:** Any missing person immediately reported to fire safety coordinator
5. **All-Clear Signal:** Wait for official all-clear announcement before re-entering building

Fire Safety Equipment:

Fire Extinguishers:

- **Locations:** Every 30 meters on each floor, near exits and high-risk areas (pantries, server rooms)
- **Types Available:**
    - Water (red): For wood, paper, fabric fires (Class A)
    - Foam (cream): For liquid fires (Class B)
    - CO_2 (black): For electrical fires (Class E)
    - Dry Powder (blue): Multi-purpose (Class A, B, C, E)
- **Maintenance:** Monthly inspections, annual servicing, pressure checks
- **Training:** Quarterly fire extinguisher training sessions, hands-on practice

Fire Alarms and Detectors:

- **Smoke Detectors:** Ceiling-mounted every 100 sq ft, heat-sensitive in kitchens
- **Manual Call Points:** Red break-glass fire alarm buttons every 50 meters
- **Coverage:** All floors, stairwells, conference rooms, basement parking
- **Testing:** Weekly automated tests, full drill tests quarterly
- **Alarm Types:** Audible sirens + flashing strobe lights (for hearing-impaired)

Sprinkler Systems:

- **Coverage:** Entire building except server rooms (gas suppression systems instead)
- **Activation:** Automatic at 68°C temperature threshold
- **Water Supply:** Dedicated fire water tanks (500,000 liters capacity)
- **Maintenance:** Annual pressure testing, quarterly valve checks

Fire Doors and Exits:

- **Fire Doors:** Self-closing, 2-hour fire-rated doors in stairwells
- **Emergency Exits:** Illuminated exit signs with battery backup (4-hour runtime)
- **Exit Routes:** Marked with photoluminescent floor strips (glow in dark)
- **Obstruction Policy:** Emergency exits must remain clear at all times, violations result in disciplinary action

Fire Drills:

Frequency: Quarterly fire drills, minimum 4 per year (announced and unannounced mix)

Drill Procedure:

1. **Alarm Activation:** Facilities team activates alarm system
2. **Evacuation:** All employees evacuate as per emergency plan
3. **Timing:** Evacuation time recorded (target: full evacuation within 8 minutes)
4. **Observation:** Safety team observes compliance, notes issues
5. **Debriefing:** Post-drill meeting, feedback shared, improvements identified

Training:

- **New Joiners:** Fire safety briefing during onboarding (30-minute session)
- **Annual Refresher:** Mandatory for all employees, completion tracked in LMS
- **Fire Marshal Training:** Specialized 2-day training for designated marshals
- **Specialized Training:** For server room staff (gas suppression systems), lab staff (chemical fire safety)

Real Fire Emergency Actions:

If You Discover Fire:

1. **Raise Alarm:** Press nearest manual call point, shout "Fire!"

2. **Call Emergency:** Dial ext. 9999 or 0000 (security/emergency line)
3. **Fight or Evacuate:** Use extinguisher if small and safe, otherwise evacuate immediately
4. **Close Doors:** Close doors to contain fire
5. **Evacuate:** Follow evacuation procedures

If Trapped by Fire:

1. **Seal Room:** Close door, seal gaps with cloth to prevent smoke entry
2. **Signal for Help:** Go to window, signal with cloth or flashlight
3. **Stay Low:** Smoke rises, breathe low to ground
4. **Call for Help:** Use phone to call ext. 9999, provide exact location
5. **Wait for Rescue:** Fire brigade will reach you, stay calm

Fire Safety Contacts:

- **Fire Emergency:** ext. 9999
- **Fire Safety Coordinator:** ext. 8888
- **Facilities (Non-emergency):** ext. 2222
- **Local Fire Station:** Direct line button on security desk phones

Medical Emergencies

Medical Emergency Response:

For Life-Threatening Emergencies (Cardiac Arrest, Unconsciousness, Severe Bleeding, Choking, Seizures):

1. **Call for Help Immediately:**
   o Dial ext. 9999 (emergency response team)
   o Clearly state: Location, nature of emergency, patient condition
   o Don't hang up until instructed
2. **Assess the Situation:**
   o Check if scene is safe to approach
   o Check victim's responsiveness (tap shoulder, call name)
   o Check breathing (look for chest movement, listen/feel for breath)
3. **Begin Emergency Care:**
   o **If Unconscious and Not Breathing:**
      ▪ Begin CPR if trained (30 chest compressions, 2 rescue breaths)
      ▪ Continue until help arrives or AED is brought
      ▪ Use AED (Automated External Defibrillator) when available
   o **If Breathing but Unconscious:**
      ▪ Place in recovery position (on side)
      ▪ Monitor breathing constantly
   o **If Severe Bleeding:**
      ▪ Apply direct pressure with clean cloth
      ▪ Elevate wounded area above heart if possible
      ▪ Don't remove embedded objects

- o **If Choking:**
  - Encourage coughing if conscious
  - Perform Heimlich maneuver if unable to cough/breathe
  - Call for help while assisting
4. **Stay with Patient:**
   - o Do not move patient unless immediate danger
   - o Reassure patient, keep them calm
   - o Note time emergency began
5. **Await Medical Team:**
   - o Clear path for stretcher/emergency team
   - o Provide information to responders (what happened, when, patient's condition)

First Aid Kit Locations:

- **Every Floor:** Near elevator lobbies, clearly marked with green cross
- **Cafeteria:** Behind service counter
- **Gym:** Near entrance
- **Parking:** Security desk
- **Outdoor Areas:** Terrace, assembly points

First Aid Kit Contents:

- Adhesive bandages (various sizes)
- Sterile gauze pads and rolls
- Medical tape
- Antiseptic wipes and solution
- Scissors and tweezers
- Disposable gloves
- CPR face shield
- Instant cold packs
- Elastic bandages
- Burn gel and dressings
- Triangular bandage for slings
- Emergency blanket
- First aid manual
- List of emergency contacts

AED (Automated External Defibrillator) Locations:

- **Ground Floor:** Security desk
- **Floor 3:** Near central elevator
- **Floor 6:** Executive floor, near conference rooms
- **Gym:** Near entrance
- **Cafeteria:** Near kitchen entrance

AED Training:

- Quarterly AED training sessions, open to all employees
- Mandatory for fire marshals and floor representatives
- Certification provided, refresher every 2 years

Medical Room Services:

Staffed Hours: Monday-Friday 9:00 AM - 6:00 PM **Nurse on Duty:** Certified registered nurse, capable of handling minor emergencies

Services Provided:

- **First Aid:** Cuts, burns, sprains, bruises
- **Basic Health Checks:** BP, temperature, blood sugar, oxygen level
- **Medication:** Over-the-counter medications for headache, acidity, cold/flu
- **Rest Facility:** Beds available for employees feeling unwell
- **Health Advice:** Basic health consultations, wellness guidance
- **Injury Documentation:** Work-related injuries documented for insurance/legal purposes
- **Coordination:** Arranges doctor visits, ambulance calls if needed

Common Medical Scenarios:

Minor Injuries (Cuts, Burns, Bruises):

1. Visit medical room during staffed hours
2. After hours: Use first aid kit, seek external medical help if severe
3. Report to HR if work-related injury

Sudden Illness (Fever, Nausea, Dizziness):

1. Inform manager, visit medical room
2. Rest in medical room if needed
3. Nurse assessment - decides if fit to continue or should go home
4. Cab arranged for transportation home if unwell

Chronic Condition Management (Diabetes, Asthma, Allergies):

1. Register condition with HR and medical room (confidential)
2. Keep personal medication in designated locker in medical room
3. Inform colleagues and manager about emergency procedures
4. Medical alert bracelet recommended

Pregnancy-Related:

1. Inform HR for special accommodations
2. Regular health monitoring sessions available
3. Access to nursing room post-delivery

4. Flexible work arrangements available

Mental Health Crisis:

1. Contact HR confidentially
2. Employee Assistance Program (EAP) available - counseling sessions
3. Mental health first aiders available on each floor (trained employees)
4. Crisis helpline: Available 24/7 through EAP provider

Ambulance Services:

Tied-up Ambulance Service:

- **Provider:** City Hospital Ambulance (2 km from office)
- **Response Time:** 5-10 minutes (committed SLA)
- **Type:** Advanced Life Support (ALS) ambulances with paramedics
- **Equipment:** Oxygen, defibrillator, emergency medications, stretcher
- **Direct Line:** Security desk has direct button to ambulance dispatch

Calling Ambulance:

1. Dial ext. 9999 - emergency team assesses and calls ambulance if needed
2. Security coordinates with ambulance service
3. Employee escort arranged if family not immediately available
4. Hospital preferences noted if patient conscious
5. Medical insurance information sent to hospital
6. Family informed immediately

Hospital Network:

- **Primary:** City Hospital (network hospital, cashless insurance)
- **Secondary:** Metro Medical Center (3 km, specialty care)
- **Trauma Care:** Government Hospital (5 km, best trauma center)

Medical Emergency Contacts:

- **Medical Room:** ext. 7777 (during staffed hours)
- **Emergency Response:** ext. 9999 (24/7)
- **Ambulance Direct:** +91-XXXXXXXXX (for external calls)
- **HR (Injury Reporting):** ext. 3333

Post-Emergency Procedures:

- **Incident Report:** Filled by emergency team within 24 hours
- **Family Contact:** Family informed for any hospital admission
- **Insurance:** HR coordinates medical insurance claims

- **Follow-up:** Nurse follows up on employee recovery
- **Return to Work:** Medical fitness certificate required for serious illnesses/injuries

IT Disaster Recovery

IT Emergency Types:

Server Downtime: Severity Levels:

- **Critical:** Core business applications down (email, ERP, CRM)
- **High:** Department-specific applications down
- **Medium:** Non-critical applications affected
- **Low:** Peripheral systems affected

Escalation Path for Server Downtime:

1. **User Reports Issue:** Via IT helpdesk ext. 1111 or portal ticket
2. **Level 1 Support:** IT helpdesk team (5-minute response time)
   - Verifies issue, checks server status
   - Attempts basic troubleshooting
   - Escalates if not resolved in 15 minutes
3. **Level 2 Support:** System Administrators (immediate engagement for Critical issues)
   - Advanced diagnostics
   - Engages vendor if hardware failure
   - Escalates to Level 3 if not resolved in 30 minutes
4. **Level 3 Support:** IT Manager/CTO (for Critical downtime >1 hour)
   - Strategic decisions (failover, vendor escalation)
   - Communication to affected departments
   - Recovery coordination

Disaster Recovery (DR) Procedures:

DR Site: Secondary data center in different city (Disaster Recovery site)

Failover Scenarios:

- **Planned Maintenance:** Scheduled failover during maintenance windows (weekends)
- **Unplanned Outage:** Automatic failover for critical systems (<5 minutes downtime)
- **Natural Disaster:** Manual failover initiation by IT team (30-minute RTO)

Recovery Time Objectives (RTO):

- **Email Systems:** 15 minutes
- **ERP/Core Business Apps:** 30 minutes
- **CRM and Sales Apps:** 1 hour
- **Internal Portals:** 2 hours

- **Non-critical Applications:** 4 hours

Recovery Point Objectives (RPO):

- **Critical Data:** Real-time replication (zero data loss)
- **Important Data:** 15-minute backup intervals
- **Standard Data:** Hourly backups
- **Archival Data:** Daily backups

Backup Systems:

- **Frequency:**
    - Critical databases: Continuous replication to DR site
    - File servers: Hourly incremental, daily full backups
    - User data: Daily backups
- **Retention:**
    - Daily backups: 30 days
    - Weekly backups: 12 weeks
    - Monthly backups: 12 months
    - Annual backups: 7 years (compliance requirement)
- **Storage:**
    - Primary: On-site tape library
    - Secondary: Cloud backup (encrypted)
    - Tertiary: Off-site tape storage (secure facility)

Data Recovery Requests:

- **Self-Service:** Previous day's backup via IT portal (automated restore)
- **Specific File/Folder:** IT helpdesk request, 4-hour turnaround
- **Bulk Recovery:** Ticket to system admin team, 24-hour turnaround
- **Historical Data (>30 days):** Requires manager approval, 48-hour turnaround

Network Emergencies:

Internet Connectivity Loss:

Redundancy:

- **Primary ISP:** Fiber connection (1 Gbps)
- **Secondary ISP:** Backup fiber from different provider (500 Mbps)
- **Tertiary Backup:** 4G/5G wireless gateway (100 Mbps)
- **Automatic Failover:** Within 30 seconds of primary failure

Response:

1. Primary ISP failure detected automatically

2. Failover to secondary ISP
3. IT team notified, begins troubleshooting primary link
4. Users experience no interruption (transparent failover)
5. Primary link restored when available

Internal Network Issues:

Wi-Fi Outage:

- Reported via helpdesk
- IT team investigates (access point failure, controller issues)
- Wired network available as backup
- Access point replacement within 2 hours if hardware failure

Switch/Network Equipment Failure:

- Redundant network switches (automatic failover)
- Critical equipment under 4-hour replacement SLA with vendor
- Network team maintains spare equipment for common failures

Cybersecurity Incidents:

Types of Incidents:

- Malware/Virus infection
- Phishing attacks
- Data breaches
- Ransomware
- Unauthorized access attempts
- DDoS attacks

Incident Response Procedure:

If You Suspect Security Incident:

1. **Do Not Panic:** Don't click on suspicious links/attachments
2. **Disconnect If Safe:** If malware suspected, disconnect from network (unplug ethernet or disable Wi-Fi)
3. **Report Immediately:**
   - Call IT Security: ext. 1234 (24/7)
   - Email: security@company.com
   - Don't wait - minutes matter in security incidents
4. **Do Not:**
   - Try to fix it yourself
   - Delete any files (evidence)
   - Pay any ransom demands

   o Discuss incident publicly

IT Security Response:

1. **Incident Triage:** Security team assesses severity (5-minute response)
2. **Containment:** Isolate affected systems to prevent spread
3. **Investigation:** Forensic analysis to determine scope and impact
4. **Eradication:** Remove threat, patch vulnerabilities
5. **Recovery:** Restore systems from clean backups
6. **Communication:** Affected users notified, steps to protect data shared

User Responsibilities:

- Keep antivirus updated (automatic)
- Don't click suspicious email links
- Verify sender before opening attachments
- Report phishing attempts immediately
- Use strong passwords, don't share credentials
- Lock computer when away (Windows + L)
- Report lost/stolen devices immediately

Ransomware Protocol:

- Do NOT pay ransom under any circumstances
- Immediately report to IT Security
- Affected systems isolated from network
- Recovery from backups (we don't negotiate with attackers)
- Enhanced security measures post-incident

Communication During IT Emergencies:

Notification Channels:

- Email alerts (for those with access)
- SMS alerts to registered mobiles
- Intranet banner (if accessible)
- Physical announcements via floor coordinators
- Digital signage displays

Status Updates:

- Initial notification within 15 minutes of detecting major incident
- Hourly updates for ongoing issues
- Final notification when resolved with root cause summary

IT Emergency Contacts:

- **IT Helpdesk (General):** ext. 1111
- **IT Security (Security Incidents):** ext. 1234
- **Network Team (Connectivity):** ext. 1155
- **System Admin (Server Issues):** ext. 1166
- **IT Manager (Escalations):** ext. 1100

Natural Disaster and Severe Weather

Earthquake Protocol:

During Earthquake:

1. **Drop, Cover, Hold:**
   - Drop to hands and knees
   - Take cover under sturdy desk/table
   - Hold on and protect head/neck
   - Stay away from windows, bookcases, heavy objects
2. **Do Not:**
   - Run outside during shaking
   - Use elevators
   - Stand in doorways (not safer than desk)
3. **If Outside:**
   - Move away from buildings, trees, power lines
   - Drop to ground, protect head
   - Stay there until shaking stops
4. **Stay Calm:** Earthquakes typically last less than 1 minute

After Earthquake:

1. **Check for Injuries:** Provide first aid if needed
2. **Check for Hazards:** Gas leaks, electrical damage, structural damage
3. **Evacuate If Ordered:** Follow floor marshal instructions
4. **Assembly Point:** Gather at north parking lot (open area)
5. **Do Not Re-enter:** Until building inspected and declared safe
6. **Aftershocks:** Be prepared, can occur minutes to days later

Building Safety Features:

- Seismic design standards (withstands Richter 7.0)
- Emergency power backup
- Emergency supplies (water, food, first aid) in designated areas
- Seismic shut-off valves for gas lines

Flood Protocol:

Monsoon Preparedness:

- Drainage systems cleaned before monsoon season
- Sandbags available at basement entry points
- Sump pumps operational (tested monthly during monsoon)
- Weather monitoring (alerts sent to employees)

During Heavy Rain/Flood Warning:

1. **Early Dismissal:** Management decides based on weather forecast
2. **Stay Put If Unsafe:** If flooding already severe, safer to stay in building
3. **Upper Floors:** Move to upper floors if basement/ground floor flooding
4. **Communication:** Regular updates via SMS/email to all employees
5. **Arrangements:** Food, water, basic supplies available for employees unable to leave

Post-Flood:

- Building inspection before re-occupancy
- Electrical systems checked and dried
- Sanitization of affected areas
- Assessment of damages, repairs initiated

Storm/Cyclone Protocol:

Pre-Storm Preparation:

- Storm shutters deployed on windows
- Outdoor furniture/equipment secured
- Emergency supplies checked
- Generator fuel tanks filled

During Storm:

- Stay indoors, away from windows
- Avoid using landline phones (use mobile)
- Unplug electrical equipment
- Stay informed via official channels

Lightning Safety:

- Avoid using wired devices during thunderstorm
- Stay away from windows
- If outdoors, seek shelter immediately
- Never shelter under trees

Extreme Weather - Heat Wave:

- AC maintained at optimal temperatures

- Additional water stations activated
- Work-from-home options for extreme days
- Health monitoring of outdoor staff

Extreme Weather - Cold Wave: (Rare in Indore but protocol exists)

- Heating systems activated in work areas
- Hot beverages available throughout day
- Flexible timings to avoid early morning cold

Emergency Supplies:

Locations: Designated emergency supply rooms on floors 2, 4, 6

Contents:

- Drinking water (bottled, 500 liters per floor)
- Non-perishable food (energy bars, biscuits, canned food)
- First aid kits (advanced)
- Flashlights and batteries
- Battery-operated radio
- Emergency blankets
- Portable phone chargers
- Whistle for signaling
- Multi-tool kit
- Duct tape and rope
- Plastic sheeting
- Manual can openers
- Sanitation supplies
- Copies of emergency plans

Natural Disaster Contacts:

- **Emergency Coordinator:** ext. 9999
- **Facilities (Building Status):** ext. 2222
- **Security:** ext. 0000
- **Local Disaster Management:** 1070 (government helpline)
- **Company Emergency Line:** +91-XXXXXXXXX (24/7)

E. Vendor Contacts and Management

Maintenance Vendors

HVAC (Air Conditioning and Ventilation):

Primary Vendor: CoolTech Services Pvt. Ltd.

- **Contact Person:** Rajesh Kumar (Service Manager)
- **Phone:** +91-9876543210
- **Email:** support@cooltech.com
- **Office Hours:** Monday-Saturday 9:00 AM - 6:00 PM
- **Emergency:** +91-9876543211 (24/7 helpline)

Services Provided:

- Routine AC maintenance (monthly servicing)
- Filter cleaning and replacement
- Gas refilling and leak detection
- Thermostat calibration
- Emergency repairs for AC breakdowns
- Annual deep cleaning and duct inspection
- AMC (Annual Maintenance Contract) active

Service Level Agreement (SLA):

- **Emergency Calls:** 2-hour response time, 4-hour resolution time
- **Routine Maintenance:** Scheduled monthly, last Wednesday of month
- **Spare Parts:** Common parts stocked on-site for quick replacement
- **Uptime Guarantee:** 99% uptime for critical areas (server room, data center, medical room)

Escalation:

- Level 1: Call technician directly (immediate issues)
- Level 2: Service Manager - for unresolved issues beyond 4 hours
- Level 3: Facilities Manager + Vendor Account Manager - for repeated failures or SLA breach

Recent Service History:

- Last Maintenance: [Date] - All units serviced, 2 filters replaced
- Pending Issues: None
- Next Scheduled: [Date]

Electrical Services:

Primary Vendor: PowerLine Electricals

- **Contact Person:** Amit Verma (Chief Electrician)
- **Phone:** +91-9988776655
- **Email:** service@powerline.in
- **Emergency:** +91-9988776656 (24/7)

Services:

- Electrical system maintenance
- Lighting repairs and replacements
- UPS and inverter maintenance
- Generator servicing
- Electrical safety inspections
- Power distribution management
- New installation and modifications
- Energy audit and optimization

SLA:

- **Critical Issues (power outage, safety hazard):** 1-hour response, 3-hour resolution
- **High Priority (partial outage, equipment failure):** 4-hour response, 8-hour resolution
- **Normal Issues (single fixture, minor repairs):** 24-hour response
- **Planned Work:** Scheduled during non-business hours

Equipment Maintained:

- Main distribution panels (5 units)
- UPS systems (3 units, 500 KVA total)
- Diesel generators (2 units, 250 KVA each)
- Emergency lighting systems
- 2,000+ light fixtures across campus

Housekeeping Services:

Primary Vendor: Sparkle Facility Management

- **Contract Manager:** Priya Sharma
- **Phone:** +91-9123456789
- **Email:** priya.sharma@sparklefm.com
- **Supervisor On-site:** Available Monday-Saturday 8:00 AM - 6:00 PM

Services:

- Daily cleaning (all floors, restrooms, common areas)
- Pantry cleaning and supplies restocking
- Glass and window cleaning (weekly)
- Deep cleaning (monthly)
- Carpet and upholstery cleaning (quarterly)
- Waste management and disposal
- Pest control coordination
- Consumables management (toilet paper, hand wash, tissues)

Staff:

- 25 housekeeping personnel across 2 shifts
- Shift 1: 6:00 AM - 2:00 PM (deep cleaning, office hours support)
- Shift 2: 2:00 PM - 10:00 PM (evening cleaning, late worker support)
- Weekend skeleton staff: 5 personnel

Cleaning Schedule:

- **Restrooms:** Cleaned every 2 hours during work hours
- **Pantries:** Cleaned after breakfast, lunch, evening snacks
- **Workstations:** Vacuumed and dusted daily evening
- **Conference Rooms:** Cleaned immediately after bookings over 2 hours
- **Elevators:** Cleaned twice daily
- **Entrance/Reception:** Continuous monitoring, cleaned as needed

Quality Standards:

- ISO 9001 certified service provider
- Monthly quality audits by facilities team
- Feedback system for cleanliness issues
- Response to ad-hoc cleaning requests within 30 minutes

Pest Control:

Vendor: SafeGuard Pest Management

- **Contact:** Vikram Singh
- **Phone:** +91-9876501234
- **Email:** vikram@safeguardpest.com

Services:

- Monthly pest control treatment
- Rodent control
- Termite prevention
- Mosquito fogging (monsoon season)
- Bird netting maintenance
- Pest inspection and audit

Schedule:

- Routine Treatment: First Saturday of every month (after office hours)
- Special Treatments: As needed based on issues reported
- Annual Audit: Comprehensive pest audit and documentation

Safety:

- Use of eco-friendly, low-toxicity pesticides
- Treatment schedule notified 48 hours in advance
- Areas blocked off during treatment
- Safe for human occupation after 2 hours

Plumbing Services:

Vendor: AquaFix Plumbing Solutions

- **Contact:** Ramesh Patel (Master Plumber)
- **Phone:** +91-9123498765
- **Emergency:** +91-9123498766 (24/7)
- **Email:** service@aquafix.in

Services:

- Plumbing repairs (leaks, clogs, fixtures)
- Water supply system maintenance
- Drainage system maintenance
- Restroom fixture repairs
- Water tank cleaning (bi-annual)
- Sewage system maintenance
- New installations and modifications

SLA:

- **Emergency (major leak, sewage backup):** 1-hour response, 4-hour resolution
- **Urgent (restroom out of service):** 2-hour response, 8-hour resolution
- **Normal Issues:** 24-hour response, 48-hour resolution

Maintenance Schedule:

- Water tank cleaning: January and July
- Drainage line flushing: Quarterly
- All fixture inspection: Bi-annual

Landscaping and Gardening:

Vendor: GreenScape Landscaping

- **Contact:** Sunita Reddy (Horticulturist)
- **Phone:** +91-9988123456
- **Email:** sunita@greenscape.in

Services:

- Lawn maintenance (mowing, edging)
- Plant care and watering
- Seasonal flower planting
- Tree pruning and care
- Terrace garden maintenance
- Outdoor furniture maintenance
- Irrigation system upkeep

Staff: 4 gardeners on-site daily **Schedule:**

- Morning maintenance: 6:00 AM - 10:00 AM
- Evening maintenance: 4:00 PM - 6:00 PM

IT Vendors

Laptop and Desktop Supplier:

Vendor: Dell India

- **Account Manager:** Suresh Kumar
- **Phone:** +91-9876123450
- **Email:** suresh.kumar@dell.com
- **Support:** 1800-425-4026 (toll-free)

Products Supplied:

- Laptops: Dell Latitude and XPS series
- Desktops: Dell OptiPlex series
- Workstations: Dell Precision series (for design/engineering teams)

Warranty and Support:

- Standard warranty: 3 years onsite support
- Next business day hardware replacement
- Extended warranty options available
- Bulk order discounts (15-20% for 50+ units)

Procurement Process:

- Requests consolidated by IT monthly
- Bulk orders placed quarterly
- Delivery: 2-3 weeks for standard configs, 4-6 weeks for custom
- Asset tagging and deployment by IT team

Printer and Copier Maintenance:

Vendor: HP India - Authorized Service Partner

- **Service Partner:** TechPrint Solutions
- **Engineer:** Manoj Gupta
- **Phone:** +91-9123456780
- **Email:** support@techprint.in

Coverage:

- 25 multifunction printers across all floors
- 5 large format plotters
- AMC active for all devices

Services:

- Preventive maintenance (monthly)
- Toner cartridge replacement
- Drum and fuser unit replacement
- Paper jam troubleshooting
- Network connectivity issues
- Firmware updates

SLA:

- Response time: 4 hours
- Resolution: 8 hours (90% of issues), 24 hours for part replacement needed
- Loaner device provided if repair exceeds 24 hours

Network Equipment Vendor:

Vendor: Cisco Systems

- **Channel Partner:** NetSol Technologies
- **Account Manager:** Kavita Desai
- **Phone:** +91-9876543222
- **Email:** kavita@netsol.co.in
- **TAC Support:** Cisco TAC (Technical Assistance Center) - 24/7

Equipment:

- Cisco routers (core and edge)
- Cisco switches (distribution and access layer)
- Cisco wireless access points (150+ units)
- Cisco firewalls

- Cisco call manager (VoIP system)

Support:

- Cisco SmartNet coverage on all critical equipment
- 4-hour hardware replacement for core equipment
- 24-hour replacement for edge devices
- Annual health checks and optimization
- Firmware updates and security patches

Software Licensing Vendor:

Vendor: Microsoft India

- **Licensing Partner:** SoftwarePlus Distributors
- **Contact:** Anita Joshi
- **Phone:** +91-9988776644
- **Email:** anita@softwareplus.in

Licenses Managed:

- Microsoft 365 (E3 licenses - 800 users)
- Windows 11 Pro (enterprise agreement)
- Azure cloud services
- Dynamics 365 (CRM and ERP modules)
- Visual Studio Professional (development team)

License Management:

- Annual true-up process
- License usage tracking and optimization
- Compliance audits
- Volume licensing advantages
- Software assurance benefits

Other Software Vendors:

- **Adobe:** Creative Cloud (design team) - Contact: +91-9123456799
- **Autodesk:** AutoCAD, Revit (engineering) - Contact: +91-9876543299
- **SAP:** ERP system - Contact: SAP India Support 1800-103-6827

Food and Amenity Vendors

Cafeteria Contractor:

Vendor: Royal Catering Services

- **Contract Manager:** Chef Rakesh Sharma
- **Phone:** +91-9123456788
- **Email:** rakesh@royalcatering.in
- **Operations Manager On-site:** Daily 7:00 AM - 9:00 PM

Contract Details:

- Full cafeteria operations management
- Staff: 30 personnel (chefs, cooks, service staff)
- Menu planning and execution
- Food procurement and quality assurance
- Equipment maintenance (kitchen equipment)
- Hygiene and safety compliance

Quality Control:

- FSSAI licensed with 5-star rating
- Daily food quality checks by facilities team
- Monthly hygiene audits
- Staff health checkups (quarterly)
- Pest control in kitchen areas (monthly)

Menu:

- Rotating monthly menu (variety maintained)
- Special dietary accommodations
- Festival special menus
- Feedback-based menu adjustments
- Nutritionist consultation for menu planning

Escalation:

- Food quality issues: Report to operations manager immediately
- Serious concerns: Facilities manager + contract manager
- Health concerns: Medical room + facilities head + vendor senior management

Shuttle Service Provider:

Vendor: SafeRide Transport Solutions

- **Fleet Manager:** Ravi Mehta
- **Phone:** +91-9876501236
- **Email:** ravi@saferide.in
- **Control Room:** +91-9876501237 (24/7 GPS tracking and coordination)

Fleet Details:

- 15 buses (40-seater air-conditioned)
- Average vehicle age: 3 years (replaced at 5 years)
- GPS tracked, live location available to employees
- Driver background verified, professional training provided

Services:

- Pickup/drop service on designated routes
- Route optimization based on employee density
- Real-time tracking mobile app
- Emergency support for breakdown/delays

Safety Measures:

- Drivers with clean driving records (minimum 10 years experience)
- Speed governors installed (max 60 km/h)
- First aid kit in every bus
- Fire extinguisher in every bus
- Female security guard on night shuttles
- Panic button for emergencies
- Insurance coverage for all passengers

Gym Equipment and Maintenance:

Vendor: FitPro Equipment

- **Service Manager:** Arjun Singh
- **Phone:** +91-9123456707
- **Email:** arjun@fitpro.in

Equipment Supplied:

- Cardio machines (treadmills, ellipticals, cycles)
- Strength training equipment
- Free weights and accessories

Maintenance:

- Monthly preventive maintenance
- Lubrication, calibration, safety checks
- Quarterly deep servicing
- Emergency repairs within 24 hours
- Equipment replacement if beyond repair
- AMC coverage for 3 years per equipment

Security Services:

Vendor: SecureGuard Security Services

- **Operations Manager:** Major Anil Yadav (Retd.)
- **Phone:** +91-9876543267
- **Email:** anil@secureguard.co.in
- **Control Room:** +91-9876543268 (24/7)

Personnel:

- 30 security guards (24/7 coverage in 3 shifts)
- Shift timing: 8-hour shifts (6 AM-2 PM, 2 PM-10 PM, 10 PM-6 AM)
- Supervisor on-site during business hours
- Ex-military personnel preferred for hiring

Services:

- Access control (entry/exit monitoring)
- Visitor management
- Vehicle checks
- CCTV monitoring (100+ cameras)
- Patrol duties (regular rounds)
- Emergency response
- Lost and found management
- Incident reporting and documentation

Training:

- Fire safety training (annual)
- First aid certification (all guards)
- Customer service training
- Emergency response protocols
- Technology training (access control systems, CCTV)

F. Maintenance Logs and Schedules

Scheduled Maintenance

HVAC (Air Conditioning) Maintenance:

Monthly Service Schedule:

- **Frequency:** Last Wednesday of every month
- **Vendor:** CoolTech Services
- **Duration:** 6:00 PM - 10:00 PM (after business hours)
- **Activities:**
  - Filter cleaning/replacement

- Coil cleaning
- Drainage check
- Refrigerant level check
- Thermostat calibration
- Airflow measurement
- Electrical connection inspection

Quarterly Deep Maintenance:

- **Months:** March, June, September, December
- **Additional Activities:**
  - Duct cleaning and inspection
  - Complete system diagnostics
  - Energy efficiency assessment
  - Preventive parts replacement
  - Gas pressure testing

Annual Comprehensive Service:

- **Month:** November (before peak winter)
- **Activities:**
  - Complete system overhaul
  - Compressor servicing
  - Electrical panel inspection and servicing
  - Insulation check and repair
  - Performance optimization
  - Energy audit

Maintenance Log:

```
Date: [Last Service Date]
Units Serviced: 75 (all units)
Filters Replaced: 18
Issues Found: 2 units with minor gas leak - refilled
Next Service: [Next Month's Last Wednesday]
Downtime: Nil (all services after hours)
```

UPS (Uninterruptible Power Supply) Maintenance:

Monthly Checks:

- **Schedule:** First Monday of every month
- **Performed By:** PowerLine Electricals
- **Time:** 7:00 AM - 9:00 AM (before office hours)
- **Activities:**
  - Battery voltage testing
  - Load testing

- o Display and alarm testing
- o Electrical connection check
- o Cleaning of unit
- o Log review

Quarterly Service:

- Battery health assessment
- Backup time testing under full load
- Thermal imaging of connections
- Calibration of voltage and frequency settings

Battery Replacement:

- **Schedule:** Every 3-4 years (based on battery health tests)
- **Last Replacement:** [Date]
- **Next Due:** [Date]
- **Cost:** Budgeted in annual maintenance budget
- **Downtime:** Planned during weekend, generator backup active

Generator Maintenance:

Weekly Checks:

- **Schedule:** Every Sunday 6:00 AM
- **Performed By:** In-house electrician (supervised by vendor quarterly)
- **Activities:**
    - o Visual inspection
    - o Fuel level check
    - o Oil level check
    - o Coolant level check
    - o Battery check
    - o Test run (30 minutes under no-load)
    - o Log readings (voltage, frequency, temperature)

Monthly Service:

- **Vendor:** PowerLine Electricals
- **Activities:**
    - o Load bank testing (run under full load for 2 hours)
    - o Oil and filter change (if due)
    - o Air filter cleaning/replacement
    - o Fuel filter replacement (quarterly)
    - o Battery load testing
    - o Electrical connection tightening
    - o Cooling system inspection

Fuel Management:

- **Tank Capacity:** 2,000 liters (per generator)
- **Fuel Consumption:** ~50 liters per hour at full load
- **Refill Trigger:** When level drops below 40% (800 liters)
- **Refill Frequency:** Typically every 3-4 months (depends on power cuts)
- **Last Refill:** [Date]
- **Fuel Testing:** Sample sent for quality test every 6 months

Annual Major Service:

- **Month:** December (before winter when power cuts are more common)
- **Activities:**
    - Complete engine overhaul
    - Injector servicing
    - Turbocharger inspection
    - Alternator servicing
    - Control panel firmware update
    - Noise level testing
    - Emission testing (environmental compliance)
    - Load transfer switch testing

Elevator Maintenance:

Monthly Service:

- **Vendor:** OTIS Elevator Company
- **Engineer:** Site engineer visits 1st and 3rd Monday of month
- **Activities:**
    - Mechanical inspection (cables, pulleys, brakes)
    - Electrical system check
    - Door operation check
    - Emergency alarm testing
    - Lubrication of moving parts
    - Cleaning of cabin and shaft
    - Safety mechanism testing

Quarterly Inspection:

- Comprehensive safety audit
- Load testing
- Speed governor testing
- Emergency lowering system test
- Intercom system check

Annual Certification:

- Government-mandated safety inspection
- Certification renewal
- Third-party safety audit
- Compliance documentation update

Emergency Protocol:

- 24/7 breakdown support: 1800-102-6847
- Response time: 30 minutes
- Rescue time: 60 minutes maximum
- Alternative: Use stairs (elevators disabled during maintenance)

Fire Safety Equipment Maintenance:

Monthly Checks:

- **Performed By:** Facilities team (internal)
- **Activities:**
    - Fire extinguisher inspection (pressure check, physical condition)
    - Fire alarm system testing (zone-wise)
    - Emergency lighting testing
    - Fire exit signage inspection
    - Sprinkler head visual inspection
    - Fire door operation check

Quarterly Service:

- **Vendor:** FireSafe Systems
- **Activities:**
    - Fire extinguisher servicing (refill if necessary)
    - Fire alarm system comprehensive testing
    - Emergency light battery replacement if needed
    - Sprinkler valve testing
    - Fire pump testing
    - Water storage tank inspection

Annual Certification:

- Fire safety audit by government-approved agency
- Fire NOC renewal
- Comprehensive system testing
- Staff training and fire drill
- Documentation and compliance update

Water System Maintenance:

Weekly:

- Water quality testing (pH, TDS, chlorine levels)
- Overhead tank level monitoring
- Underground tank level monitoring
- Water treatment plant operation check

Bi-annual (January and July):

- **Water Tank Cleaning:**
    - All tanks drained and cleaned
    - Interior scrubbed and disinfected
    - Inspected for cracks or damage
    - Refilled with chlorinated water
    - Water quality tested before resuming supply
    - Certificate issued by vendor
    - Downtime: 24 hours (advance notice given, tanker water arranged)

Monthly:

- Water treatment plant filter replacement
- RO membrane cleaning
- UV lamp intensity check
- Plumbing leak detection survey

Printer Maintenance:

Monthly:

- **Vendor:** TechPrint Solutions
- **Activities:**
    - Cleaning of all printers (rollers, drums, fusers)
    - Toner level check and replacement
    - Paper tray inspection
    - Firmware updates
    - Print quality test pages
    - Usage statistics collection for quota management

Quarterly:

- Deep cleaning including internal components
- Replacement of wear parts (rollers, separation pads)
- Network connectivity audit
- Driver update on common computers

Unscheduled Maintenance (On-Demand)

Laptop Repairs:

Common Issues:

1. **Screen Issues:**
   - Cracked screen: Replacement within 3 business days
   - Dim/flickering screen: Backlight/cable repair within 2 business days
   - No display: Diagnosis within 4 hours, repair/replace based on findings
2. **Performance Issues:**
   - Slow performance: OS optimization/cleanup same day
   - Freezing/crashing: Hardware diagnostics within 4 hours
   - Overheating: Thermal paste replacement/fan cleaning next business day
3. **Hardware Failures:**
   - Battery issues: Replacement within 2 business days
   - Keyboard/touchpad: Replacement within 2 business days
   - Hard drive failure: Data recovery attempt + replacement within 3 business days
   - RAM issues: Replacement next business day
   - Motherboard failure: Laptop replacement (beyond economic repair)

Repair Process:

1. Log ticket on IT portal with issue description
2. IT helpdesk initial diagnostics (remote/phone support)
3. If unresolved, laptop brought to IT workshop (Floor 1)
4. Loaner laptop provided while repair in progress (if repair time >4 hours)
5. Data backup taken before any hardware work
6. Repair completed and tested
7. User notified for laptop pickup
8. Warranty updated in asset management system

Cafeteria Equipment Breakdown:

Equipment: Coffee machines, microwaves, refrigerators, dishwashers, toasters

Response:

- **Critical equipment (refrigerator, main coffee machine):** Vendor called immediately, 4-hour SLA
- **Non-critical equipment:** Reported to facilities, repaired within 24 hours
- **Backup:** Alternate equipment from satellite pantries used while repair in progress

Recent Breakdown Log:

```
Date: [Date]
Equipment: Microwave #3 (Floor 4 pantry)
Issue: Not heating
Action: Replaced magnetron
```

```
Vendor: Royal Catering in-house technician
Resolution Time: 3 hours
Status: Operational
```

AC Breakdown:

Emergency Procedure:

1. Employee reports AC issue via facilities portal or ext. 2222
2. Facilities team verifies (remote diagnostics if possible)
3. Vendor called if beyond simple fix (thermostat setting, etc.)
4. Vendor response: 2 hours
5. Temporary solutions: Portable AC units deployed for critical areas
6. Repair completed, system tested
7. User notified of resolution

Priority Levels:

- **P1 (Critical):** Server room, data center - immediate response (within 30 min)
- **P2 (High):** Cabin/large office area AC failure affecting 20+ people - 2-hour response
- **P3 (Medium):** Individual AC unit failure affecting <10 people - 4-hour response
- **P4 (Low):** Temperature adjustment, minor issues - next business day

Plumbing Emergencies:

Common Emergencies:

1. **Toilet/Restroom Flooding:**
   - Immediate response by housekeeping (water stoppage)
   - Plumber called (response: 1 hour)
   - Affected restroom closed, alternative restroom signage placed
   - Cleaned and reopened post-repair
2. **Water Leak:**
   - Main valve closed if major leak
   - Plumber response: Based on severity (major: 1 hour, minor: 4 hours)
   - Ceiling/wall damage assessed
   - Painting/repairs scheduled post-plumbing fix
3. **Blocked Drain:**
   - Initial attempt by housekeeping (plunger)
   - If unresolved, plumber called
   - Jetting service if major blockage
   - Preventive maintenance (drain cleaning) scheduled for affected line

Electrical Emergencies:

Emergency Types:

1. **Power Outage (Localized):**
   - Check circuit breaker
   - Electrician called if breaker issue or wiring problem
   - Response: 1 hour
   - Temporary power from alternate circuit if critical area
2. **Short Circuit:**
   - Affected circuit isolated immediately (safety)
   - Electrician diagnoses issue
   - Repairs made, tested before restoring power
   - Incident logged for pattern analysis
3. **Equipment Electrical Failure:**
   - Equipment powered off and isolated
   - Electrical diagnosis performed
   - Repair or replace decision
   - User notified of timeline and alternatives

Compliance and Audit Logs

Safety Audits:

Internal Safety Audits:

- **Frequency:** Quarterly
- **Conducted By:** Facilities safety team + HR safety officer
- **Scope:**
  - Fire safety equipment status
  - Emergency exit accessibility
  - First aid kit inventory
  - Electrical safety (loose wires, overloaded circuits)
  - Ergonomic workspace assessment
  - Chemical storage (if any)
  - PPE availability where required

External Safety Audits:

- **Frequency:** Annual
- **Conducted By:** Government-approved third-party auditor
- **Certification:** Safety compliance certificate
- **Report:** Detailed audit report with findings and recommendations
- **Action Items:** Remediation timeline for any non-conformities

ISO Certifications:

Current Certifications:

- **ISO 9001:2015** - Quality Management System

- **ISO 14001:2015** - Environmental Management System
- **ISO 45001:2018** - Occupational Health & Safety Management System
- **ISO 27001:2013** - Information Security Management System

Audit Schedule:

- **Surveillance Audits:** Every 6 months
- **Re-certification Audits:** Every 3 years
- **Internal Audits:** Quarterly (preparation for external audits)

Last Audit: [Date] **Next Audit:** [Date] **Status:** All certifications current and valid

Vendor SLA Compliance:

Monthly SLA Review:

- Review all vendor service tickets
- Calculate SLA compliance percentage
- Categories: Response time, resolution time, quality of work
- Target: >95% SLA compliance for all vendors

Quarterly Business Review (QBR):

- Meeting with each major vendor
- Review performance metrics
- Discuss issues and improvements
- Cost optimization discussions
- Contract renewal discussions if approaching

SLA Compliance Report (Sample):

```
Vendor: CoolTech Services (HVAC)
Month: [Month/Year]
Total Tickets: 23
SLA Met: 22 (95.7%)
SLA Breached: 1 (Response time exceeded by 30 minutes - acceptable with
justification)
Average Response Time: 1.5 hours (SLA: 2 hours)
Average Resolution Time: 3.2 hours (SLA: 4 hours)
Overall Rating: Exceeding Expectations
```

Environmental Compliance:

Waste Management Audit:

- Waste segregation compliance check
- E-waste disposal certification (annual)
- Hazardous waste management (if any)

- Recycling program effectiveness

Energy Audit:

- Annual energy consumption analysis
- Energy saving initiatives tracking
- Carbon footprint calculation
- Green building certification maintenance (LEED/GRIHA)

Water Conservation Audit:

- Water consumption monitoring
- Leak detection and prevention
- Rainwater harvesting system maintenance
- Wastewater treatment plant compliance

This completes Part 2 of the comprehensive facilities management chatbot knowledge base covering:

- Digital amenities (VPN, Wi-Fi, Printing) in detail
- Employee perks (Shuttle, Wellness rooms, Pantry services)
- Comprehensive access procedures
- Detailed emergency protocols (Fire, Medical, IT, Natural disasters)
- Complete vendor management information
- Scheduled and unscheduled maintenance logs
- Compliance and audit documentation