



University  
of Glasgow

# **TAY HOUSE**

# **STAFF HANDBOOK**

# INDEX

<b>1. HOW WE MANAGE TAY HOUSE.....</b>	<b>3</b>
<b>2. WHO'S IN THE BUILDING .....</b>	<b>3</b>
<b>3. TAY HOUSE ADDRESS &amp; ACCESS .....</b>	<b>3</b>
<b>4. TRAVEL, TRANSPORT &amp; PARKING.....</b>	<b>4</b>
<b>5. HOW TO FIND YOUR WAY AROUND WITHIN THE BUILDING .....</b>	<b>6</b>
<b>6. COMMUNAL &amp; OFFICE SPACE .....</b>	<b>8</b>
<b>7. OFFICE SERVICES .....</b>	<b>9</b>
<b>8. OFFICE PROTOCOLS .....</b>	<b>10</b>
<b>9. IT FACILITIES &amp; TELEPHONES.....</b>	<b>11</b>
<b>10. RECEPTION, TRAVEL AND MEETINGS.....</b>	<b>12</b>
<b>11. MEETING ROOM DESCRIPTIONS .....</b>	<b>13</b>
<b>12. HEALTH &amp; SAFETY .....</b>	<b>15</b>

## 1. HOW WE MANAGE TAY HOUSE

The four Heads of Service meet on a monthly basis to review any issues arising, agree and implement any improvements. There is a user group forum established with representatives from all Services. They will also meet monthly and outcomes will feed into the Heads of Service meetings.

## 2. WHO'S IN THE BUILDING

- Level -1** Basement, Car & Cycle Parking
- Level 0** Tay House Security, Barclays Stockbrokers & Barclays Bank Plc
- Level 1 Vacant Office Space
- Level 2 Spaces and Cafeteria
- Level 3 Barclays Stockbrokers
- Level 4 Barclays Bank & Eaton Shared Services
- Level 5 Barclays Bank Plc
- Level 6** University of Glasgow Central Services:
  - Estates & Commercial Services
  - Finance
  - Human Resources
  - Planning & Business Intelligence
  - Data Protection & Freedom of Information Office

## 3. TAY HOUSE ADDRESS & ACCESS

- Tay House Address  
(for taxi and directions and security)  
**Tay House**  
**300 Bath Street**  
**Glasgow, G2 4LH**  
Tel: 0141 353 0659 (Security)
- UoG Address at Tay (for mail)  
Your Name  
Your Service (**Tay House**)  
**University of Glasgow**  
**Glasgow G12 8QQ**  
Tel: 0141 330 (2000)  
Tel: 0141 330 5431 (Level 6, Reception)
- Opening & Closing times  
The main front entrance is open during the hours of **07:00 to 20:30 hours, Monday to Friday** and closed on weekends and Bank holidays. During bank holidays i.e. September weekend, access will be via the back entrance, (your security fob will give you access through the turnstiles) Access out with general opening hours will require Tay House Security to be notified:  
[tayhousesecurity300@gmail.com](mailto:tayhousesecurity300@gmail.com); [john.cathro@securigroup.co.uk](mailto:john.cathro@securigroup.co.uk)  
  
In addition please refer to current UOG Lone Working Policy:  
[http://www.gla.ac.uk/media/media\\_212144\\_en.pdf](http://www.gla.ac.uk/media/media_212144_en.pdf)
- Security  
The building is manned 24/7 by Tay House Security. The security office is located at the rear of the building near the turnstile. There is also a member of security on the front desk when the building is open.

- Tay House Security Contacts
  - *Tay House Security (front & back desks) can be contacted on 0141 353 0659 and are available 24/7. Tay House Security Team E-mail [tayhousesecurity300@gmail.com](mailto:tayhousesecurity300@gmail.com)*
  - *John Cathro, Building Manager, Tay House  
Tel: 0141 353 1096 Email: [john.cathro@securigroup.co.uk](mailto:john.cathro@securigroup.co.uk);*

- How to access the building

- *Entrance/Exit Locations*  
Basement Lifts  
Main Front Entrance – corner of Newton Street & Bath Street  
Rear Entrance – Sauchiehall Lane

You will require your access fob for all of the above i.e. the barriers in the front entrance, for the turnstile at the rear entrance & basement doors to central Lifts. If you lose your fob, please report this to Level 6 Reception as soon as possible.

Access to Level 6 is given via your UoG Staff ID Card.

Exit from the building is by the main front entrance or rear entrance only.

Out of hours exit is via the rear security turnstile.

**Please note: at no time should staff/pedestrian traffic walk through the rear gates due to the risk of injury. Please ALWAYS use the turnstile.**

Should you require assistance accessing or exiting the building, Tay House Security is at both entrances and is happy to assist.

**Fire Exits/Escape Routes** should only be used as an emergency exit. Accidental use will result in the intruder alarms sounding at the security office.

- *Visitors*  
If you are having visitors to the building, please notify Level 6 Reception for the Visitors Log. They will be asked to sign in at the front Security on Level 0, where they will be issued with a visitor's badge (If applicable - giving them access to Level 6) otherwise, Tay House security will call the relevant office to alert them of their visitor(s) arrival.

- Pedestrian, Staff Parking Permits & access & Cycle access

Tay House Fobs for Staff, Cyclists & Parking will be managed by Level 6, Reception. Please notify Reception immediately should you lose a fob.

## 4. TRAVEL, TRANSPORT & PARKING

- Cycle Parking at Tay House

- *Cycle Parking*  
Cycle parking is available in the underground car park of Tay House, on a first-come-first-serve basis (limited spaces available). Tay House has security gates and roller shutters leading to the basement car park for vehicles/cyclists and a turnstile for pedestrian access. Entry is by fob. Cyclists, who have notified us that will use these facilities, will be provided with a fob to gain entrance to the basement, and allocated a locker on Level 6.

- Travel/Transport/Local Parking

- *Rail Travel*

- *Nearest mainline station*

- ❖ Charing Cross. The station is directly adjacent to Tay House

- *Nearest Underground Station*

- ❖ St Georges Cross, a 10 minute walk from Tay House

- *Bus Travel*

The nearest bus stops for Tay House are on Sauchiehall Street, near Garnet Street, and on Bath Street, at King's theatre. These stops are served by:

- First bus – services , 3, 4/4A, 77 <http://www.firstgroup.com/ukbus/glasgow/> for timetables and [www.firstgroup.com/ukbus/glasgow/journey\\_planning/maps/](http://www.firstgroup.com/ukbus/glasgow/journey_planning/maps/) for a network map

- McGills – service 17 <http://www.mcqillsbuses.co.uk/>

- Glasgow Citybus – service 15 <http://www.glasgowcitybus.co.uk/>

The following bus services are suitable for travel between Tay House and University sites –

- For University Avenue - First bus 4/4A, Glasgow Citybus 15

- For Garscube campus – Glasgow Citybus 15

- For Dumbarton Road (University South Gate, Kelvinhall, Yorkhill Hospital)- First bus 3, 77, McGills 17

- For the Southern General Hospital – First bus 77, McGills 17

At our Reception there will be bus tokens available for travel with First buses on University business.

- *Local Parking*

There is an NCP car park situated opposite Tay House. There is a concession machine located in the front security desk which offers a discount to Tay House staff.

- *By Taxi*

If travelling between Tay House and University of Glasgow by Taxi this journey should be approximately £7.00 - £8.00. Please notify Reception to enable a taxi sharing system to prevent surplus bookings.

- *From the airport*

- By taxi it takes approximately 25 minutes, via the M8 motorway, to travel to the office from Glasgow International Airport.

- An airport shuttle bus is also available from 'Stand 1' outside the main terminal building. There are various drop off points in the city centre including points close to both Central & Queen Street Railway stations. The '905' service runs approximately every half hour.

- Please note there is no train or underground link from Glasgow International Airport to the city.

- *Next Bike locations*

Charing Cross Station, Station No 8421

Mitchell Library Station No 8425

Visit the Next Bike webpage for more information on how it works and station locations etc.

<http://www.nextbike.co.uk/en/glasgow/information/>

## 5. TAY HOUSE LEVEL 6 LAYOUT



Toilets / Shower / Comms

Access / Egress



### UOG Reception Level 6, from 0900-1700

Located on Level 6, at exit of main central lifts (4 lifts)

Reception e-mail: [tayhouse@glasgow.ac.uk](mailto:tayhouse@glasgow.ac.uk)

Tel: 0141 330 5431

- Fire Exits  
There are 3 fire exits/stairwells in the building  
**Fire Exits/Escape Routes** should only be used as an emergency exit. Accidental use will result in the intruder alarms sounding at the security office.
- Lifts
  - *Main Central Staff Lifts*  
There are four main lifts that staff should use from Level -1 and 1 to get to Level 6  
Anyone with a Tay House Fob and programmed UOG Staff ID Card can use these lifts. I.e. IT Support, AV Support, Mail, Cannon etc. These lifts are for foot passengers with hand held goods only i.e. any trolleys, loading boxes etc. – service lifts must be used.
  - *Service Lifts*  
There are two service lifts, one at HR end and one at Finance end. These are for exceptional deliveries by arrangement i.e. Trolleys, waiting/loading/large packages.
- Toilets  
There are 4 x Gents toilets and 4 x Ladies toilets situated on Level 6.

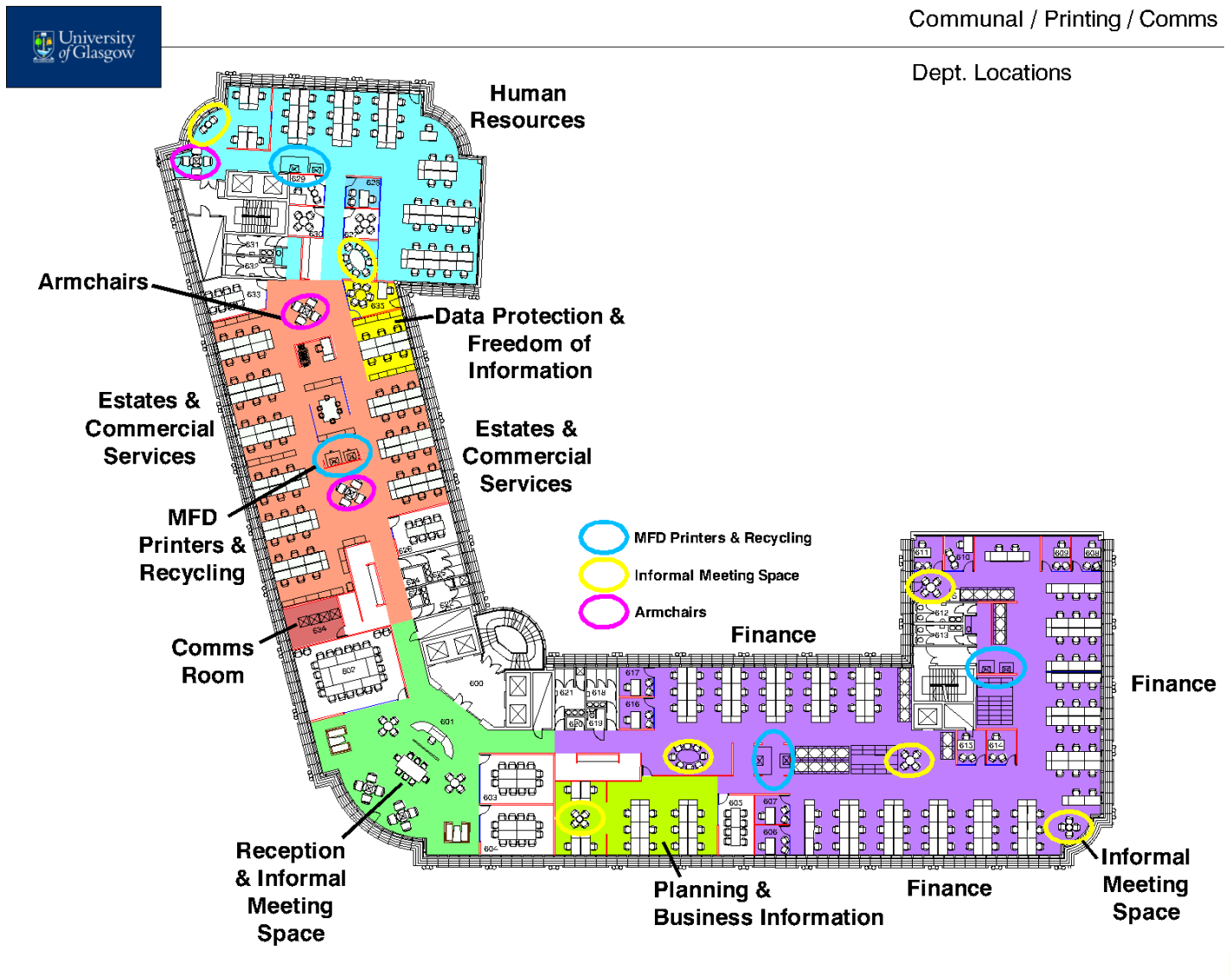
- Shower  
There is one communal shower on Level 6. Standing facing reception, turn right and the shower is located beside the toilets. There is a heated towel rail, seat and shelf.
- Lockers  
There are 60 lockers at 300w x 450d x 600h (three compartments per unit). Agile workers have been allocated a compartment each. Keys for Cyclists will be issued and managed by Reception, Keys for E&B staff will be issued and managed by E&B Admin Staff.
- Kitchenettes  
There are 3 kitchenettes situated on Level 6. One in HR, one at EB & one at Finance/Planning  
A hot water and chilled water tap has been installed for your convenience. There are 20 mugs, 1 fridge and a microwave provided per kitchenette. As HR frequently run courses providing lunch, in the Kitchenette at E&B side located closest to Reception has a dishwasher.  
Please note the Hot water (and the tap) at the sink gets instantly, exceptionally hot, therefore please be careful!!  
Tea, Coffee & Milk will be supplied and stored in each kitchenette. Please advise Reception when stocks are running low.
- Multi-Function Devices (MFD) / (Printers)  
There are 8 MFD's installed on throughout the floor.  
Please refer to the floor plan for locations.  
Your UoG Staff Card or GUID login operates the machine. For further instructions regarding installation of device driver etc. please visit this website: <http://www.gla.ac.uk/staff/printing/>
- Domestic Store  
There are two small domestic store areas as detailed on the floor plan. The domestics will keep a supply of cleaning materials in these areas.
- Storage  
Each Service has its own storage. All staff allocated desks, have one 3 drawer lockable storage, and use of a shared tambour cupboard at the end of each bank of desks. Agile workers and Cyclists have been allocated a locker. Locker keys for Cyclists are managed and issued by Reception.
- Smoking area  
In line with Government legislation (Smoking, Health and Social Care (Scotland) Act 2005.) smoking, including e-cigarettes, is prohibited throughout Tay House and in the surrounding external areas. This includes the front entrance of Tay House, and rear entrance areas within the gates. This policy applies to all employees, consultants, contractors, customers and visitors.

An area has been allocated outside the rear gates where bins are provided for disposal of cigarettes. We would ask you to please refrain from smoking anywhere along the front of the building.

## 6. COMMUNAL & OFFICE SPACE

Communal / Printing / Comms

Dept. Locations



- Communal Space/Touchdown Space**  
 There are communal seating/tables at the following locations: Behind reception, E&B, Planning/Finance, (you will be shown where these areas are at your induction).  
 The communal/touch down space is be designated as a staff lunch area between 12.00 – 2.00pm.  
 The communal/touch down space is designed to be used flexibly staff and visitors to Tay House as a multi-functional area for meal and coffee breaks, somewhere quiet to read, do emails, work on your laptop etc. As such no formal booking system will operate for this area. Please ensure you leave these areas clean and tidy before you leave.
- Agile working space**  
 Agile workers (E&B) have desks within the E&B Service that can be utilised.  
 In addition, E&B Staff going on long-term sick, annual leave etc. should notify the E&B Admin team so their desk can be utilised by agile workers in their absence.
- Working Space**  
 Each member of staff is provided with a desk, operator chair, lockable 3 drawer pedestal and access to a shared tambour unit at the end of each bank of desks.



## 7. OFFICE SERVICES

- UOG Mail & Couriers

- *Mail*

- Correct Postal Address  
e.g. *Your Name*  
*Your Service (Tay House)*  
**University of Glasgow**  
**Glasgow**  
**G12 8QQ**

Each Service should use the UOG main postal address with (Tay House) following the Service Name.

- Delivery & Collection  
There will be pigeon holes for each Service at Reception where mail can be collected.

There will be a tray at Reception for Outgoing mail.

There will be 3 collections and 2 deliveries at Tay House exact timing to be confirmed.

Collection & drop-off - before 1000

Collection & drop-off - after 1300

Collection only circa 14.45

UOG Mail staff will be issued with staff cards/fobs enabling access to Level 6 as and when required.

- *Couriers*

All Courier deliveries should use the same delivery address as above. The UOG mail room will sign for the parcel and be included in the next mail run to Tay House.

- Domestic/recycling/waste disposal

- *Domestic*

Coronet Cleaning Services will be providing domestic services until the tender process is complete and awarded.

There will be 2 staff from 0600-0800 and 1 staff from 0700-0900. Any excess cleaning requirements should be reported to Reception, Level 6.

- *Recycling*

There are recycling and shred-it bins located throughout the floor.

Re-cycling will be emptied on a daily basis by the Domestics.

Confidential waste/shred it bins – please notify Reception when requiring emptying so co-ordination of emptying of all bins can be arranged.

Please note there are no individual bins for staff

- Fault reporting/Maintenance

Any faults or maintenance requests should be notified to Reception, Level 6. Please supply the following details: Your Name, Telephone number, location of fault, description of fault.

Reception e-mail: [tayhouse@glasgow.ac.uk](mailto:tayhouse@glasgow.ac.uk)

## 8. OFFICE PROTOCOLS

- Work spaces/general house keeping/clear desk policy
  - Keep your workspace tidy.
  - Don't spray perfumes, aftershaves or deodorants at your desk as this may set off the fire alarm.
  - Use recycling bins for office paper which is no longer needed.
  - Try not to print emails off to read them unless this is unavoidable or necessary.
  - Be aware of colleagues' workspaces and respect privacy.
  - Ensure your language is appropriate and professional.
- Confidentiality & security
  - Be aware of confidentiality at all times. Ensure documents are appropriately stored and that conversations cannot be overheard.
- Noise Levels
  - Be mindful of your volume levels.  
A loud voice can be distracting and make concentrating on the task in hand difficult for colleagues. It should be ok to ask for quiet if necessary without others taking offence.
- Telephones/personal matters & mobile phones
  - Ensure Service protocols are adhered to with regards to telephones i.e. voicemail, call pick-up, call forwarding.
  - If a pre-arranged call/discussion is likely to be lengthy, make arrangements, where possible, to use a private area or meeting room.
  - Do not interrupt a colleague when they are on the phone.
  - Keep personal calls and texting to a minimum. If you have taken a call on your mobile phone in the office, avoid walking around as you continue your conversation, so as not to disturb others.
  - Keep mobile phones on silent or vibrate when in the office.
- Shared communal areas
  - Ensure that you leave communal spaces and meeting rooms clean and tidy after use.
  - Wash dishes and cutlery if you use them. Leave kitchen areas clean and tidy.
  - Leave toilets, sink areas and shower facilities clean and tidy after every use. Be mindful of the next user and leave facilities as you would wish to find them.
- Coffee/milk

Milk, tea and coffee will be supplied in each of the three kitchenettes. Please notify Reception if stocks are running low.
- Working early & late

When leaving the office after working late ensure you switch off remaining lights/equipment within your Service area

Heating – switches on at 0700 and goes off at 1800. Out with these hours there is an override button “Extend” that can be pressed which override the pre-set times for one hour. Press “Extend” Button once.



## 9. IT FACILITIES & TELEPHONES

- IT Support

Any problems please create a helpdesk call as per current process:

<http://www.gla.ac.uk/services/it/helpdesk/>

IT has support staff allocated to assist Tay House IT problems.

- WIFI

Wi-Fi is available throughout the floor. To access Edu roam using your GUID please follow the link below for instructions: <http://www.gla.ac.uk/services/it/eduroam/>

- Remote access

For Remote desktop access, VPN, network storage please visit the following link:

<http://www.gla.ac.uk/services/it/forstaff/>

- Printing/Multi Functional Devices (MFD)

The University are moving to a Pull Printing Service, operated via your GU Staff ID Card.

There are 8 MFD located on level 6. 4 colour 4 black & white.

To install printer drivers, please select the following:

- *Pull Print for PC*

<http://www.gla.ac.uk/staff/printing/>

- *Pull Print for MAC*

<http://macprint.campus.gla.ac.uk/WebApp/Login>

- *Pull print via Wireless/laptop*

<http://laptopprint.gla.ac.uk/WebApp/Login>

- Telephone System

As existing but logging in/out guide to be added.

- Fax

In line with University Policy there are no faxes installed on Level 6 Tay House. Each Service has opened an E-Fax Account and has been allocated a number. Contact your Service representative for further information.

<http://www.efax.co.uk/>

- HR System updating

Please remember to log into the HR System and update your address details, and your extension number.

- E-mail

Email has been a fantastic innovation and has transformed modern office and organisational practice. (Just ask anyone who remembers typewriters, carbon paper and office memos!) However, it can be burdensome and we all probably send and receive too many of them.

The College of Arts recently began encouraging staff to try to talk to one another in person if possible, rather than send email...especially if it involved a colleague in close proximity. University Services would like to follow that example. So now we are together at Tay House, give it a try if you can and hopefully we can reduce the size of our inboxes...and stretch our legs! Talk is better than email.

- Staff Communications

The University's Communications Office had been heavily involved in the Tay House relocation project, helping to organise staff information sessions from the outset, providing dedicated web pages

on the MyGlasgow Staff portal, reporting the progress of the project in the staff newsletter and putting together the welcome/induction pack that is being issued to everyone making the move to Charing Cross. The internal communications team, Phil Taylor and Tasha Quinn, will continue to maintain the Tay House pages on MyGlasgow - [www.gla.ac.uk/staff/](http://www.gla.ac.uk/staff/)

In the longer term, Tay House will always be an integral part of the University of Glasgow; information from Estates and Commercial Services, Finance, Human Resources/Employee and Organisational Development, Planning and Business Intelligence and Research Support Office, and Data Protection and Freedom of Information Office will continue to feature in Campus eNews which is published fortnightly on Monday's and which is always available here: [www.gla.ac.uk/staff/news/](http://www.gla.ac.uk/staff/news/) You will continue to receive Campus eNews and all other "All Staff" communications as before. If you have news or information for wider circulation, just email the communications team: [communications@glasgow.ac.uk](mailto:communications@glasgow.ac.uk)

- AV Support

For AV & Vidyo Conferencing Support, or fault reporting for the short term please visit the following page: <http://www.gla.ac.uk/services/avit/reportafault/>

Audio Visual Support in all meeting rooms after 1<sup>st</sup> April will be Mediascape. Contact: is Lee Ferrie on 0141 333 0110. Email: [Lee@mediascape.ltd.uk](mailto:Lee@mediascape.ltd.uk)

## 10. RECEPTION, TRAVEL AND MEETINGS

- UOG Reception Level 6:

Tel: 0141 330 5431

E-mail: [tayhouse@glasgow.ac.uk](mailto:tayhouse@glasgow.ac.uk)

There is a shared Reception facility for all Services.

Please notify Reception of all visitors/deliveries etc. expected at Tay House

Visitor access and taxi co-ordination to UoG should be arranged via Reception, Level 6. Room bookings will be managed by trained staff and Reception.

Staff access/fobs/parking permits will be co-ordinated via Reception.

- Tay House Security Level 0

Reception on Level 6 will compile a list of all next day expected visitors/deliveries and pass this information to Tay House Security Desk. Please e-mail the following details:

Date of visit, Time of arrival, Visitor Name, Company, duration, (Car Registration Details if requiring access to Service Yard or UoG 2 service parking bays), Contact Name, e-mail and telephone number of who they are visiting.

- Visitors

If you are having visitors to the building, please notify Level 6 Reception. They will be asked to sign in at the front Tay House Security on Level 0, where they will be issued with a visitor's badge (If applicable). Tay House security will call the relevant office to alert them of their visitor(s) arrival.

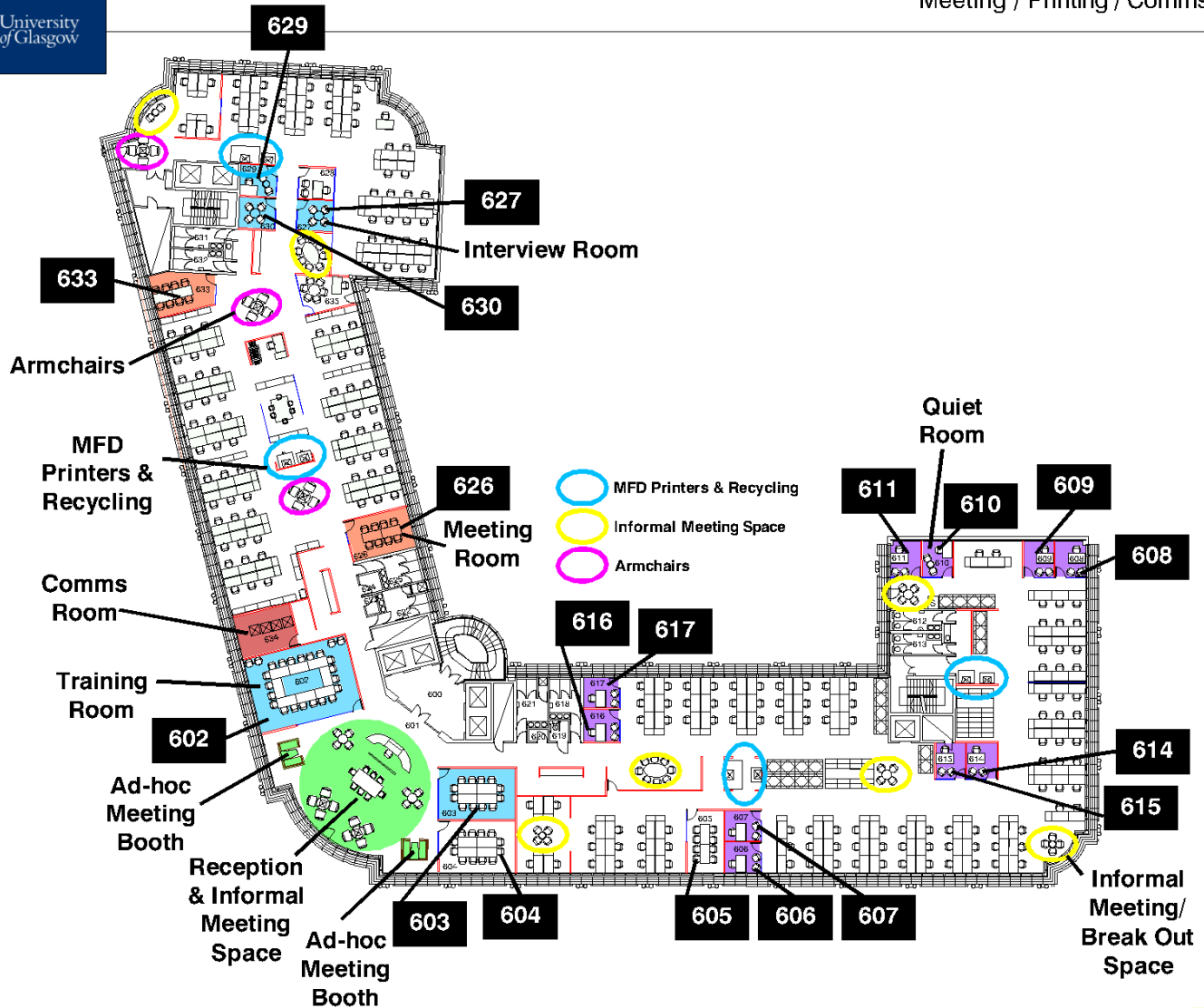
- Travel/Bus Tokens

At our Reception there will be bus tokens available for travel with First buses on University business.

- Contractors

If you are having contractors to the building, please notify Level 6 Reception. They will be asked to sign in at the front Tay House Security on Level 0, where they will be issued with a visitor's badge (If applicable). Tay House security will call the relevant office to alert them of their visitor(s) arrival.

# 11. MEETING ROOM DESCRIPTIONS



- 602 – Staff Development priority booking  
20 seats, tables, ceiling mounted projector, screen, Wi-Fi
- 603 – Staff Development priority booking  
12 seats, tables, ceiling mounted projector, screen, Wi-Fi
- 604 – All Services – no priority booking  
12 seats, ceiling mounted projector, Wi-Fi
- 605 – Planning Service priority booking  
10 seats, ceiling mounted projector, screen, Wi-Fi
- 606 – Finance, Planning Services priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 607 - Finance, Planning Services priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 608 - Finance Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats

- 609 - Finance Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 610 - Finance Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 611 - Finance Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 614 - Finance Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 615 – Finance Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 616 – Finance Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 617 – Finance Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats
- 626 – Estates & Building Service priority booking  
10 seats, ceiling mounted projector, screen, Wi-Fi
- 627 – HR Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats, table
- 629 – HR Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats, table
- 630 – HR Service priority booking  
Classed as quiet space. Desk, operator chair, computer. 2 x meeting seats, table
- 633 - Estates & Building Service priority booking  
10 seats, ceiling mounted projector, screen, Wi-Fi

- Ad Hoc Meeting areas

Communal space at Reception this area is free for meetings between 0800-1200 and 1400-1700  
Between 1200-1400 this area is available for staff lunch etc. and noise is expected. There are various small meeting table and chairs throughout the level that can be utilised if available.

- Ad Hoc Meeting Booths

There are two 6 seater booths (with screen and laptop input)  
Available for all to use. Please consider others when using this area, if your meeting is not confidential and consists of 1 or two people, please use the communal tables and chairs when appropriate. We are keen not to occupy these booths for 1 or 2 people when informal chats or meetings can take place elsewhere.

- Booking a meeting room

All room bookings should be co-ordinated via Reception and trained staff.

- Conference Phones

3 Spider Conference Call phones are available to book via Reception.

## 12. HEALTH & SAFETY

- **Emergency Evacuation Procedure**  
Tay House Fire Emergency Plan – please see at end of document .
- **Fire Wardens / AV / Fire Officer**
  - *Assistant Fire Officer:* Fred Howe, E&B, [Fred.Howe@glasgow.ac.uk](mailto:Fred.Howe@glasgow.ac.uk)
  - James Ross, FIN, [Jim.Ross@glasgow.ac.uk](mailto:Jim.Ross@glasgow.ac.uk)
  - Lesley Cummings, HR, [Lesley.Cummings@glasgow.ac.uk](mailto:Lesley.Cummings@glasgow.ac.uk)
  - 
  - *Fire Wardens:* Ann Hastings, HR, [Ann.Hastings@glasgow.ac.uk](mailto:Ann.Hastings@glasgow.ac.uk)
  - Elaine Finney, HR, [Elaine.Finney@glasgow.ac.uk](mailto:Elaine.Finney@glasgow.ac.uk)
  - Aimee Crawford, HR, [Aimee.Crawford@glasgow.ac.uk](mailto:Aimee.Crawford@glasgow.ac.uk)
  - Serame Broderick, E&B, [Serame.Broderick@glasgow.ac.uk](mailto:Serame.Broderick@glasgow.ac.uk)
  - Viola Retzlaff, E&B, [Viola.Retzlaff@glasgow.ac.uk](mailto:Viola.Retzlaff@glasgow.ac.uk)
  - Lesley Murphy, FIN, [Lesley.Murphy@glasgow.ac.uk](mailto:Lesley.Murphy@glasgow.ac.uk)
  - Joanne Mills, FIN, [Joanne.Mills@glasgow.ac.uk](mailto:Joanne.Mills@glasgow.ac.uk)
- **Personal Safety Lone Working**  
Notify Tay House Security, [tayhousesecurity300@gmail.com](mailto:tayhousesecurity300@gmail.com) if you are working out-with building opening times (0730-2030). Please review the University policy on Lone Workers: [http://www.gla.ac.uk/media/media\\_212144\\_en.pdf](http://www.gla.ac.uk/media/media_212144_en.pdf)
- **Health & Safety/First Aid Officers**
  - *Lead Contact for Health & Safety*  
Richard Claughton, HR, [Richard.Claughton@glasgow.ac.uk](mailto:Richard.Claughton@glasgow.ac.uk)
  - *First Aid Officers:* Kirsty Kennedy Wylie, Finance, [kirsty.kennedy-wylie@glasgow.ac.uk](mailto:kirsty.kennedy-wylie@glasgow.ac.uk)  
Gordon Allan, Finance, [Gordon.Allan@glasgow.ac.uk](mailto:Gordon.Allan@glasgow.ac.uk)  
Karen Biggins, E & C, [Karen.Biggins@glasgow.ac.uk](mailto:Karen.Biggins@glasgow.ac.uk)  
Emma Stockman, E & C, [Emma.Stockman@glasgow.ac.uk](mailto:Emma.Stockman@glasgow.ac.uk)  
Aileen McAllister, E & C, [Aileen.McAllister@glasgow.ac.uk](mailto:Aileen.McAllister@glasgow.ac.uk)  
Viola Retzlaff, E & C [Viola.Retzlaff@glasgow.ac.uk](mailto:Viola.Retzlaff@glasgow.ac.uk)  
Clara Patrick, HR [Clara.Patrick@glasgow.ac.uk](mailto:Clara.Patrick@glasgow.ac.uk)  
Stacey Harper, DP& Fol [Stacey.Harper@glasgow.ac.uk](mailto:Stacey.Harper@glasgow.ac.uk)  
Angela Kelly, Accomodation [Angela.Kelly@glasgow.ac.uk](mailto:Angela.Kelly@glasgow.ac.uk)  
Jacqueline Dick, Planning & Business Intelligence  
[Jacqueline.Dick@glasgow.ac.uk](mailto:Jacqueline.Dick@glasgow.ac.uk)



# University of Glasgow

## 13. TAY HOUSE: EMERGENCY FIRE ACTION PLAN

Revision 02/18

Listed below are the procedures and other matters which are necessary to ensure fire safety and evacuation in case of a fire alarm within the 6<sup>th</sup> Floor Tay House.

### **1. PROCEDURES IN EVENT OF FIRE/PROCEDURES ON DISCOVERING A FIRE**

Fire Action Notices giving this information are displayed in prominent positions within the building. Building occupants should ensure they are aware of this information.

A copy of a typical fire action notice is attached Appendix 1.

### **2. CALLING THE FIRE & RESCUE SERVICES**

The automated fire alarm system monitoring station will call the Fire & Rescue Services immediately as the fire alarm sounds; however Tay House security should call the Fire & Rescue Services if the fire control panel is off line.

(Tay House security must ensure that the Fire & Rescue Services are called, even if the designated person fails to do so)

### **3. DURING A FIRE ALARM**

When a fire alarm sounds all building occupants must evacuate to the designated assembly point.

To assist in this evacuation this floor has Area Fire Officers and, where appropriate, trained Fire Wardens.

AFO & Fire Wardens

During a fire alarm they will carry out required duties to assist in the safe evacuation of the workplace,

A description of their duties is attached at Appendix 2 and 3.

### **4. BUILDING OCCUPANTS REQUIRING ASSISTANCE DURING FIRE ALARM EVACUATIONS**



It is the University's Management's responsibility; to ensure everyone within the building can safely evacuate in the event of a Fire. Consideration should be given to persons either staff or visitors, who have some form of disability and may have difficulty in perceiving/responding to a fire, or in leaving the premises if an evacuation is required. Visitors in particular will have limited or no knowledge of escape routes and fire procedures.

Visitors attending the building may need additional assistance during incidents such as these. To deal with this eventuality management must have pre-arranged and practiced procedures. This may include the person responsible for the visitors putting suitable arrangements in place for the safe evacuation of their visitors who may require additional assistance during an evacuation.

Alterations may have been made to the premises to increase accessibility for disabled persons in order to comply with the Equality Act 2010. Staff or visitors, with any disability or associated difficulty should be identified. An individual personal emergency evacuation plan (PEEP) for each member of staff should be established. A PEEP should contain details of special evacuation arrangements. Casual visitors should be provided with a suitable variation of a "PEEP". More information about the use of PEEPs is available within the SEPS web page.

There are 3 sets of lifts within Tay House; therefore access to the upper floors is available for anyone with a mobility disability. For visitors that have indicated on arrival or have provided prior notice of a disability, should provide information of requirements of assistance in the event of the building being evacuated. For example someone may require assistance to walk down the stairs or they may require the use of the Evac-Chair. This information should be passed on to the receptionist on arrival or to the person responsible for the visitor. All information should be collated by the receptionist and passed to all AFO/Fire Wardens to ensure they are aware of the situation and that someone will require assistance during an evacuation. Information should also be given to the visitor with a disability on what their actions should be if asked to evacuate. This should be to make their way to either of the 2 corner exit stairs within HR and Finance, if requiring the use of the Evac-Chair, or if they can walk with assistance any of the exit stairs can be utilised, it is recommended to allow the mass of occupants to vacate the floor before committing themselves into the staircase fully.

## **5. USE OF LIFTS**

As a general rule lifts should not be used during a fire alarm, Tay House **does not** have the provision of a Fire Lift to assist the evacuation of persons with disabilities. Therefore NO lifts have to be used in the event of a fire alarm activating, if you are in the lift at the time of the fire alarm activating it will automatically return to the ground floor, where you will exit from the nearest safe exit

## **6. FIRE FIGHTING EQUIPMENT**

Firefighting equipment is provided within fire exit routes and may be placed adjacent to some specific risks, such as computer servers, electrical transformers and kitchens. The extinguishers are provided for use by trained competent persons but should only be used when it is safe to do so and the escape route from the seat of fire is not compromised. Under no circumstances should a fire be confronted without first raising the alarm. All employees are required to familiarise themselves with the extinguishers provided within the relevant premise and the fire classification that may influence their limitations of use.

Where any firefighting equipment has been used or is deemed unsatisfactory, the Area Fire Officer/Fire Safety Co-ordinator should be advised to facilitate replacement or investigation as necessary.

## **7. TRAINING**

E-Learning fire safety module is available for all staff via My Glasgow, including general fire safety and fire extinguisher information; this should be completed at least every 3 years. Where persons have no access to a computer they should via their supervisor contact the Fire Safety Manager to arrange for alternative Fire Safety Training. Area Fire Officer and Fire Warden training courses are also available.

Fire Drills are carried out in line with the buildings Fire Emergency Plan, by security staff from Tay House at a suitable time. Two drills are carried out each year.

## **8. TESTING AND MAINTENANCE OF FIRE EQUIPMENT**

Certain routine tests and checks on fire alarms and means of escape are carried out by the in house security team, within common areas. This includes a weekly walking the common emergency escape routes.

Internal areas and local emergency routes from the 6<sup>th</sup> floor and Fire Fighting equipment are checked week by the AFO, with any deficiencies recorded and reported immediately to the relative person (Tay House as Landlord if within common areas or fire alarm systems and E & B if internal or Fire Fighting Equipment. (Day and time to be arranged)

Fire equipment is maintained by central maintenance contracts managed by Estates and Buildings.

## **9. EMERGENCY PROCEDURES DURING TEMPORARY FAILURE OF FIRE EQUIPMENT**

During situations as above involving fire alarms, emergency lighting, Tay House Security should be informed in the first instance. For any fire safety equipment i.e. Extinguishers this should be reported to the AFO/FSC who will instigate suitable measures.

## **10. RECORDING TESTS, MAINTENANCE AND TRAINING**

All of the above should be recorded in the relevant segments of the Fire Log Book provided to all AFO's for the 6<sup>th</sup> floor of Tay House.

## **11. BUILDINGS UNFIT FOR USE FOLLOWING A FIRE**

Should a building be unable to be returned to following a fire or similar incident, Central Services will implement recognised procedures. Building occupancy will be noted and suitable arrangements undertaken.



The sign features a blue circle with a white exclamation mark at the top. Below it is a blue header with the text 'Fire action'. The main body of the sign is divided into four horizontal sections: a white section with a blue border, a red section, a green section, and another red section. Each section contains an icon and text instructions.

**Fire action**  
In these premises the Fire Warning is given by the continuous sounding of a \_\_\_\_\_

**On discovering a fire**

 Raise the Alarm by operating the nearest Fire Alarm Call Point.

**On hearing a Warning of Fire**  
Evacuate the premises quickly and calmly and proceed to the Assembly Point at \_\_\_\_\_

 Where possible, close all doors through which you pass on leaving the building.

 Do not delay your departure by collecting coats or other personal belongings.  
Do not use lifts as a means of escape.  
Do not re-enter the building until a Fire Brigade Officer has stated that it is safe to do so.

## Appendix 2

### **Duties of Area Fire Officer & Depute**

The Area Fire Officer (and Depute) are the Universities appointed person for fire related matters under the Glasgow University's Fire Safety Policy.

His/her function is to advise the Head of Department and Departmental Safety Personnel on matters relating to fire precautions and emergency procedures.

His/her duties include:-

1. To liaise with University Fire Safety Manager and other University safety personnel regarding fire protection requirements, and in particular the building Fire Log Book.
2. To carry out certain daily and weekly inspections in his/her area of responsibility regarding escape routes, checking location and condition of Fire Extinguishers. The fire alarm indicator panels and alarm tests will be checked by Tay House Security Staff.
3. To ensure that new members of staff are given instruction on Fire Emergency Procedures (in co-operation with the University Fire Safety Manager), that existing staff receive refresher training once annually, and that each area for which he/she is responsible maintains a team of Fire Wardens, as appropriate.
4. To ensure that Fire Drills are carried out at least twice per annum, in line with Tay House Fire Emergency Plan.
5. To ensure that all fire incidents, no matter how minor, are reported to the University Fire Safety Manager.
6. In collaboration with other Departmental Safety Personnel, ensure that in a situation requiring the attendance of the emergency services (e.g. Fire & rescue Services), adequate information is available to prevent, as far as is reasonably practicable, their being exposed to risks to their health and safety.
7. To ensure that in conjunction with Fire Wardens appropriate arrangements are in place for assisting the evacuation of sensory or mobility impaired occupants, such arrangements are to be agreed with the University Fire Safety Manager.
8. To check the posting of appropriate warning fire signs and notices and to report deficiencies to the University Fire Safety Manager.
9. To ensure that appropriate procedures are in place for securing windows and external doors at the close of each working day and that procedures are in place for safe working of equipment left running overnight, and that all such procedures are written into the Local Health and Safety Statement.
10. Ensure compliance with the Fire Emergency Plan for Tay House as part of the Tenants arrangements.
11. To report to the building Fire Safety Co-ordinator once all Fire Wardens have reported there areas clear, or not, to allow the building FSC to provide the information to the Fire & Rescue Services on their arrival.

## **Fire Warden Duties**

In larger buildings and those with large transient populations, it is important that in an emergency such as a fire, everyone can be quickly guided out of the building. Heads of Department are therefore recommended to formally appoint Fire Wardens from those members of staff whose work keeps them within the building during normal working hours. Fire Wardens should normally have the following duties:

1. To be familiar with all exit routes from the building where you normally work.
2. To advise others on exit routes.
3. To draw the attention of the Area Fire Officer or Departmental Health and Safety Advisory Committee or the Head of Department to any deficiency or obstruction on these routes.
4. IN THE EVENT OF ALARM OR FIRE, SO FAR AS THEIR OWN SAFETY ALLOWS:
  - 4.1 To instruct personnel including visitors in the area in which they find themselves to vacate the building pausing only to make any equipment safe.
  - 4.2 To guide personnel along exit routes and help those whose routes are obstructed to find alternative routes.
  - 4.3 To assist in the evacuation of anyone requiring assistance under PEEPs.
  - 4.4 To report the result of the evacuation of their area of responsibility to the AFO at the designated Evacuation Assembly point.
  - 4.5 To instruct personnel outside the building to clear the approach roads and to congregate in the designed assembly areas and not to re-enter the building until so instructed by a senior Fire & Rescue Services Commander.
  - 4.6 Should any person refuse to co-operate with the Fire Warden, to warn such persons and note the incident for reporting to the Head of Department.