

ARGENT COURT

BUILDING USER GUIDE



Thank you for following these guidelines and making the workplace a happy and respectful and safe environment for all.

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Welcome

The University has declared a Climate Emergency and has set demanding targets to reduce carbon emissions to net zero by 2030, which means we should rethink how much space we use and use it more intensively. Our ambition is to create an active and vibrant campus of the future, with space to engage, to collaborate, to innovate, to exchange ideas and to connect, whilst making a positive contribution to wellbeing for all.



I'm very pleased to welcome you all to use Argent Court, whether you are here on a regular basis or just coming in on the odd occasion the office space allows us to work together safely and collaboratively. This Building Users' Guide provides a guide to assist you on how to use the building in a safe, efficient, and effective manner. I actively encourage you to make full use of the facilities the building provides, including the breakout areas for touch down working, logging on and participating in meetings and social events. The facilities will promote a productive, communicative way of working which will benefit all. Do encourage colleagues from across the University to come here to work with us, understanding each other, and developing solutions together.

Please also take time to share your experiences with other colleagues within and beyond Estates. We are a diverse team, operating in many different areas, with a wide variety of skills and personalities. We each bring our own unique contribution. We have a common cause which binds us together and reminds us together as Estates to deliver the services that enable the University to be successful.

James Breckon,
Director of Estates, University of Warwick

Create and care for places that inspire excellence, through exceptional service

Our workplace is where we live out our values of

- Professionalism
- Ownership
- Respect and
- Teamwork

Thank you for following these guidelines and making the workplace a happy and respectful and safe environment for all.

Key Contacts

Community Safety	Emergencies	02476 522 222	
	General enquiries	02476 522 083	Community.safety@warwick.ac.uk
	Access Control		cardoffice@warwick.ac.uk
	Car Parking	02476 522 206	transportMobilty@warwick.ac.uk
	CCTV queries		cctv.management@warwick.ac.uk
Zone Manager	Steve Clark	07824 540808	s.clark.4@warwick.ac.uk
Office Manager	Angie Dumper	02476 528 273	a.c.dumper@warwick.ac.uk
Reception		02476 573 976	estatesreception@warwick.ac.uk
IT		02476 573 737	ithelpdesk@warwick.ac.uk
Building Faults	Estates Service Desk	02476 575 100	estates.servicedesk@warwick.ac.uk
Health & Safety			healthsafetyhelpdesk@warwick.ac.uk
			Health, Safety and Wellbeing Estates Office University of Warwick

https://warwick.ac.uk/services/estates/h_and_s/risk_assessments/admin/argent_court_office_revision_2_final.pdf

Emergencies

Community Safety **MUST** be notified in the first instance if emergency services are required. They will call 999 and escort the emergency services to the required location.

Please call 02476 522 222

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First Aid

Please refer to local notices listing and the Estates Health, Safety and Wellbeing pages for first aiders. Be aware however that there maybe no first aiders in the building. If you are not able to reach a first aider, please contact community safety on **02476 522 222**

Fire Wardens

Now the university has embraced hybrid working, the traditional role of Fire Warden is varied across all departments. To ensure we safely evacuate our buildings during a fire alarm activation all staff members shall support an evacuation of the building in a timely manner. Staff are encouraged to clear their own areas of responsibility and support departmental fire wardens, by ensuring everyone leaves the building safely and in a timely manner. We all have a small part to play in a building evacuation and to keep our community safe.

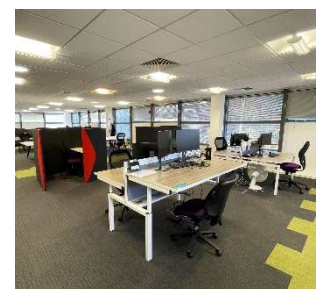
Our workplace

The interior of the building has been designed to promote an efficient and flexible style of working. The building offers a variety of places to work. There are numerous breakout seating areas for informal meetings, more formal bookable meeting rooms, places for touchdown working and more traditional desk spaces. Some areas have been designated for quiet focussed work, while others are more suitable for collaborative discussion work.



We actively encourage people to make full use of the facilities the building provides, including the breakout areas for meetings and social events. As technology enables us to work remotely and, on the move, do use these facilities to come together. The facilities will support a relaxed, communicative way of working which will benefit us all.

Consider the work you need to do on campus and choose the best place to do it. If you need to concentrate on focussed work sit in the quiet zone. Respect the work of those choosing these spaces. Otherwise choose a space that is comfortable for you and offers the facilities you need. Use the collaborative spaces for discussions or active problem-solving work. There are a number of adjustable desks, and many chairs are fully adjustable; choose one that is right for you.



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ARGENT COURT FIND YOUR SEAT

WORKSTATIONS

Choose a workstation equipped with dual monitor, keyboard, mouse and universal docking station. Your laptop should simply plug and play with the equipment.

ACCESSIBLE

Choose height adjustable desks and desks with screen shields – equipped with dual monitors, keyboard, mouse and universal docking stations.

QUIET ZONE

A zone for quiet focused working – please refrain from holding disruptive meetings / loud telephone calls in this area. Be respectful of others trying to focus in this area.

COLLABORATION

Space for laptop working, collaborative spaces, informal meetings.

MEETING SPACE

Two formal meeting rooms & two meeting pods.

PODS

Use for times when you need a more private space / teams calls etc.

Access and Opening Times

Estates staff, and regular building users are provided with a permanent pass to access all areas of Argent Court. If you do not have access to Argent Court and this is needed on a regular basis, please email the Office Manager. See Key Contacts Page.

For both security and health and safety reasons, all visitors are required to sign the register at reception when they arrive and when they leave the building. All staff members are asked to always have their security passes visible while on site for safety and security reasons. If you lose your ID card, report this immediately to University House reception desk, or click [here](#) to report it online.

Access for staff to Argent Court will be available from 05.30 – 21.30 Monday to Friday, and is controlled by an intruder alarm. The alarm is set remotely and requires no action from you. Authorised staff may work in the building at weekends between the hours of 06.00 and 21.30. If you need access to the building outside of these times you will need to make arrangements with the Community Safety Team, see [here](#) for details. If you are lone working in the building after 6pm please let the Community Safety know you are there and then contact them again as you leave.

It is important to note that swipe access doors must not be propped open and no access must be given to unauthorised persons. If in doubt, ask the person they are visiting.

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Accessibility

The front entrance of Argent Court is an accessible entrance, and a lift is situated immediately on the left through the lobby. The lift is primarily for disabled access and for moving heavy items. There are several blue badge parking bays at Argent Court.

Reception

Reception at Argent Court is open from 08.00 until 16.00 Monday to Thursday and from 08.00 until 15.00 on Friday. The main reception telephone number is (02476) 573976.

Visitors and Contractors

If you are expecting visitors, please make reception aware and ensure you are on site to meet them and that they have your contact details for their arrival. You are responsible for your visitors whilst on site.

If you are expecting contractors, who may be coming from onsite somewhere, please make them aware that they cannot come into the office wearing muddy boots. To preserve the carpets and the look of the office, we ask that contractors use shoe protectors, available by the entrance, or use the rear entrance and ring the bell provided.

Evacuation Instructions, Fire Exits and Assembly Points

Evacuation

Please take time to note where your nearest emergency exit and muster point are located, the location of fire equipment on your floor and the names of your local fire wardens. These can be found on the Health, Safety and Wellbeing noticeboard on the ground floor break out area.

Now the university has embraced hybrid working, the traditional role of Fire Warden is varied across all departments. To ensure we safely evacuate our buildings during a fire alarm activation all staff members shall support an evacuation of the building in a timely manner. Staff are encouraged to clear their own areas of responsibility and support departmental fire wardens, by ensuring everyone leaves the building safely and in a timely manner. We all have a small part to play in a building evacuation and to keep our community safe.

Everyone is to assemble at the nearest muster point and await further instructions from Community Safety Team or the fire wardens

Thank you for following these guidelines and making the workplace a happy and respectful and safe environment for all.

Argent Court Muster Point is the Schmidt Building



Fire Alarm Testing

The fire alarm is tested every Tuesday morning at 8am for a few seconds. It emits a loud siren and visual alarms mounted on the wall flash. During the test, you do not need to leave your desk. Should you hear the alarm at any other time, you must treat it as an emergency and follow evacuation procedures.

First Aid

A full list of First Aiders based at Argent Court is displayed on the Health, Safety and wellbeing noticeboard in the ground floor breakout area, or online [here](#) . With the current hybrid working arrangements, there may not always be a first aider on site, Please contact Community Safety if a first aider is required or an ambulance - **02476 522 222**. First aid boxes and a defibrillator are located in the kitchens on the first and ground floors.

Meeting Rooms

There are a number of different meeting rooms available in Argent Court, some with slightly different booking arrangements. The ground floor houses 3 larger conference style rooms, with AV facilities. AC02 and AC03 can be merged together to seat 40 people boardroom style or 80 people theatre style. If you would like to book the rooms in order to merge, please let the porters know, so they can assist with the room layout. These rooms are popular and are available to all University of Warwick staff.

In addition, there are a number of smaller meeting rooms available for use. Please refer to the guide below for all the meeting room space available in Argent Court

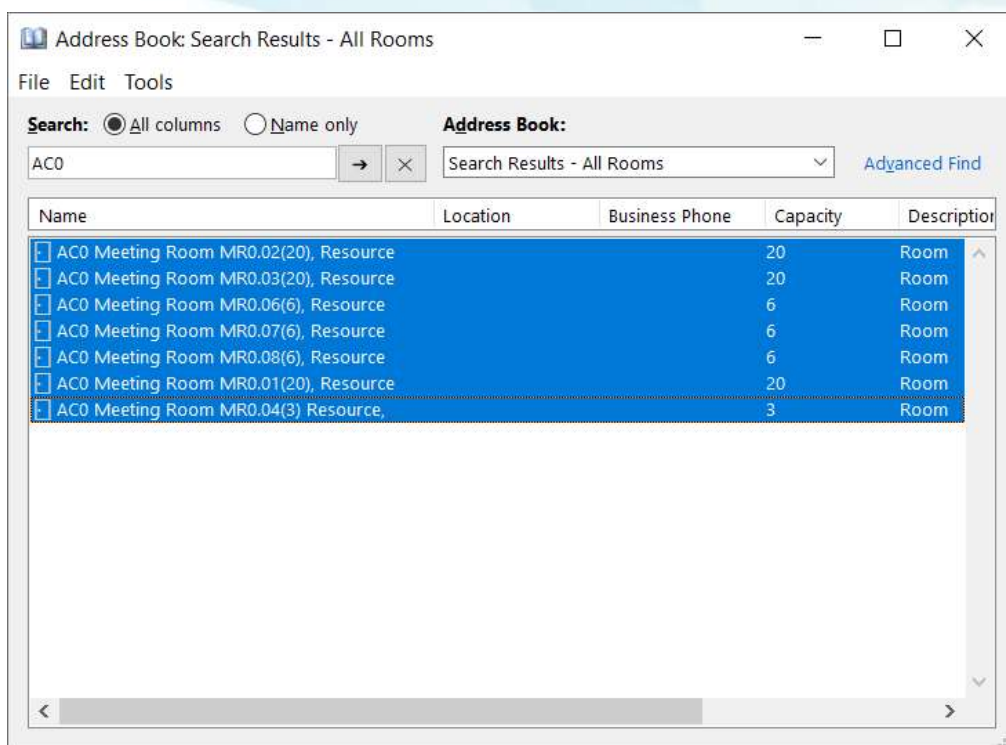
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Name	Current Capacity	Location	Booking arrangements	Facilities
AC01	20	Ground floor	estatesreception@warwick.ac.uk	Lectern, AV screen, projector, laptop connections
AC02	20	Ground floor	estatesreception@warwick.ac.uk	Lectern, AV screen, projector, laptop connections
AC03	20	Ground floor	estatesreception@warwick.ac.uk	Lectern, AV screen, projector, laptop connections
AC04	4-6	Ground floor	estatesreception@warwick.ac.uk	No AV equipment
AC06*	8-10	Ground floor by kitchen	estatesreception@warwick.ac.uk	TV Screen & laptop connections & Hybrid Meeting connector
AC07*	8-10	Ground floor by kitchen	estatesreception@warwick.ac.uk	TV Screen & laptop connections & Hybrid Meeting connector
AC08*	8-10	Ground floor by kitchen	estatesreception@warwick.ac.uk	TV Screen & laptop connections & Hybrid Meeting connector
AC09a	4-6	Ground floor by back stairs (in the office space)	Estates Office staff only. Please e mail: estatesreception@warwick.ac.uk	No AV equipment
AC101a*	4-6	First floor	Estates Office staff only. Please e mail: estatesreception@warwick.ac.uk	TV Screen & laptop connections
AC101b	4	First Floor	Non-bookable - This room is not bookable and is available for use by all for short meetings and private work. Priority needs to be given to Estates Leadership Team please	
Meeting Pods	1-4	First floor	There are several single person and 4 person meeting pods. First come first served basis	

*have AV facilities compatible with laptops

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Availability for the above rooms can be determined by checking the outlook calendars for the rooms as below and booked via reception or your admin support:



Please do not take up meeting rooms unnecessarily or choose one too large for your group and purpose. Should your meeting be cancelled, please inform reception, so they can remove it from the Outlook calendar, and someone else can book, if needed.

Choosing Your Workplace

Consider the work you need to do and choose the best place to do it. Much of the space in Argent court is given to interaction and collaboration; meeting people and working together.

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ARGENT COURT FIND YOUR SEAT

WORKSTATIONS

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ACCESSIBLE

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MEETING SPACE

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PODS

Use for times when you need a more private space / teams calls etc.

Desks Allocations

Desks will only be allocated to a particular person or use for one of three reasons:

- To deliver a service that needs to “be found” e.g. reception
- For particular specialist technology or equipment e.g. service desk
- Where allocation is the best solution to satisfy accessibility needs, though in general accessible furniture is available for people to choose the location which best meets their needs that day.

Workstation Assessments

All staff should ensure workstations they choose to sit at are suitable adjusted for their needs. Please see link for further details.

<http://www2.warwick.ac.uk/services/healthsafetywellbeing/guidance/computerworkstations/>

Thank you for following these guidelines and making the workplace a happy and respectful and safe environment for all.

Working in our Spaces

Clear and Clean Desks

Desks should always be left as you want to find them. When you finished with a work position for the day clear the surface, dispose of any rubbish, put all materials and documents away, and wipe over the surface with a sanitising wipe. Tuck the chair under the desk as you leave. Whilst observing information security guidance, you may leave a desk occupied during the day to return to, but if you are going to be away for any length of time do consider freeing it up for someone else to use.

Lockers

Lockers are available for staff for both personal items, PPE and for cyclists. To request a locker please speak to your Administrator. A number of lockers will be made available for short-term day use.

Communal Areas

Communal areas in Argent Court are provided for all staff and visitors to enjoy. These are available to everyone and do not need to be booked. Please leave these areas as you would expect to find them, in a clean and tidy state. This includes all meeting rooms, and any areas in which you have your lunch or tea breaks, where, once you have finished, you are expected to remove any cups, rubbish, spills or crumbs.

If you have moved furniture to accommodate your group, kindly return it to its original position.

Shared Working Area Around Desks

Please be respectful of each person's working space and store items inside cupboards rather than on top of them. PPE should be stored in the lockers provided. There should be no need for boxes/files etc. to be stored on the floor around desks. These should be stowed away in cupboards. Not only are these untidy, but they could pose a health and safety or GDPR risk.

If you need additional storage space, please discuss with your senior administrator in the first instance.

Phone Calls / Teams Calls

Staff are welcome to take calls on their mobiles or via MS Teams, however, are asked to be considerate to their neighbours. This is particularly important if located in a quiet zone

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If taking calls of a confidential nature, staff should consider moving to one of the available pods or find a more appropriate space. If no space is available, consider rescheduling the call for another time.

Please set your mobile phone to vibrate, or the quietest ring volume, and refrain from using the speaker phone function when in the office. People tend to talk louder when on a mobile, so please be considerate of others and move away from desks during your call.

Please make use of a headset when taking a MS Teams call. Headsets are available from your Administrator.

Printing, Copying & Scanning

Each floor has a number of all-in-one managed Printers/copiers/scanner devices. You should send your document to either Kyocera or HP depending on the printer type. Most devices in Argent court are Kyocera.

You will require your ID card to retrieve any printing or to make any copies. You can also scan documents and email them to yourself.

There is also an AO plotter/scanner on the first floor. Instructions to connect to this are displayed by this device.

Should you cause a paper jam, or find an issue with one of the photocopiers, please either resolve this yourself or seek assistance from a member of the Estates Admin Team or IT Services. (See Key Contacts page)

Paper to replenish the copiers can be found next to them or in the stationery cupboard by reception. If you have printed a substantial document, please refill it with paper provided.

Stationery

The stationery cupboard is located on the ground floor by reception, and a small stock is kept in the print area on the first floor. Should you not find what you need in there, please contact the estates reception who will be able to help you order the item or locate something similar.

Stationery orders are placed as needed, if you require a specific non-standard item, you will be expected to locate the catalogue number on OPeRA prior to placing your order with reception.

Thank you for following these guidelines and making the workplace a happy and respectful and safe environment for all.

Postal Arrangements

External post is delivered to reception in the morning and is scanned or kept at reception. You will be notified by email when you receive post, responsibility for that post being collected is yours.

The outgoing post tray in Argent Court is located at Reception. Post is collected in the morning post run approximately between 9.45 & 10.30am. All business post must be ink stamped with '85' and first or second class. Any personal post must have an appropriate postage stamp attached.

Deliveries and Couriers

Parcels are delivered all through the day to Reception, if you know you are expecting a delivery, please let reception know if possible. Reception will email or message you to let you know that there is a parcel for you to collect. Where possible please try to collect the parcel the same day, secure storage space for parcels is limited.

An outgoing courier can be arranged for you by a member of the admin team.

Waste Disposal

Recycling

As part of our commitment to recycle the vast majority of our waste, there are no personal desk bins. Bins are provided in the kitchen areas and near the print hubs. These bins are segmented by type of waste (recycling, landfill, paper and food waste) and we ask you to adhere to this segmentation as appropriate.

Additional paper-only recycle bins are located around the office – if you fill one, please take the bag to the waste recycle point at the back of the building. This is a further endorsement of our Duty of Care to the Environment and we ask you to recycle where possible.

Confidential Paper Waste

Confidential paper documents should be disposed of using secure, lockable cabinets in office areas which is then collected by an external supplier under a service contract.

If you have a significant amount of Confidential Waste please refer to your Senior Administrator for further guidance.

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Eating and Drinking

Kitchen areas are available for use on the ground floor and first floor. Each contains a drinking water cooler, a hot water boiler, as well as fridges and a dishwasher. Additionally, the kitchen on the ground floor has microwaves and toasters available for use. In order to retain the privilege of having these items provided, it is important that all staff using them ensure they are kept clean, as follows:

- ✓ Dirty crockery and cutlery must be placed in the dishwasher. Should you determine the load is already clean, you will be expected to empty the dishwasher prior to putting dirty items inside.
- ✓ Plate covers are available on top of both microwaves, which must be used during the heating of uncovered food. Please ensure you clean up any food spatters.
- ✓ Any crumbs from the toaster must be cleared up after use.
- ✓ Rubbish must be put in the bins provided – recycle where possible.
- ✓ Any spillages must be wiped up leaving a clean space for the next person.
- ✓ All furniture moved must be returned to its original position.

Hot Food and Messy Food

There is an area in the downstairs kitchen where hot food may be consumed. Colleagues are respectfully asked not to consume any hot food at their desks.

If you eat at your workspace, please consider moving the keyboard and mouse so that crumbs and any spillages do not impact on the equipment. Please clean up any spills as well as disposing of any rubbish in the appropriate bins.

Be mindful of the lingering aroma some foods, e.g. fish, can leave behind and consider those using the shared space after you.

If you have a severe allergy to any food types please inform the Office Manager, so we can make arrangements with other building users.

Milk

Milk is provided by the Estates Office for use in tea and coffee only. Should you need milk for any other reason, such as your cereal, kindly supply your own.

Food storage

In order to deter any four, or six-legged friends, please only store any food items in the fridges in the kitchens and consider carefully what you store in your own locker space. Fridges are wiped clean on a monthly basis by the cleaning team, however, please take responsibility for cleaning up any spillages as they happen, or for throwing away any out of date food.

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Toilets and Showers

Toilets are situated on the ground floor and first floor, with an accessible toilet near reception, and another near the lift on the first floor. Showers are provided in both the male and female toilets on the first floor. Please ensure that all of these are left in a clean state after every use.

Staff are respectfully requested to carry out all elements of personal grooming in the toilet area rather than at their desks, for example, the spraying of aerosols.

Smoking Area

If you wish to smoke, including e-cigarettes, please ensure that you are at least 3 metres away from doors or open windows.

The designated area for Argent Court is outside near the data centre at the back of the office. Please use the bin provided to put your cigarette butts in.

Rooms with Privacy

Whilst there are not specific rooms set aside for activities such as prayers or breast feeding, should you require such a space please ask at reception and this can be arranged for you.

Health and Safety

The buildings health, safety and wellbeing noticeboard is located on the near the ground floor kitchen area. A suggestion box is located on main reception desk.

Accidents, Incidents or Near Misses Reporting

An accident is an unplanned, uncontrolled event which has led to, or could have led to, injury or ill-health of individuals, or damage to property or equipment. This includes 'no injury' incidents, or what are commonly referred to as 'near misses'. It is important that all such incidents are reported both to your line manager and Health and Safety via the online facility [here](#).

Please take a few minutes to read the pages in the link below about your responsibility to report an accident or near miss:

<https://warwick.ac.uk/services/healthsafetywellbeing/incidents/>

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Building Faults

If you notice a fault, such as flickering lights, blocked toilets, air con temperature failure etc., please report it to the Estates Service Desk immediately so that it can be rectified. You can do this by emailing estates.servicedesk@warwick.ac.uk or calling 02476 575 100.

Transport

Parking

There is parking available at Argent Court, however spaces are limited. Alternative parking is available at Westwood, with a walk through around the side of Institute House opposite Argent Court, and also a multi-storey at Lynchgate. Please be considerate to others and park in designated bays and note that the Transport Services Team arrange for parking fines to be levied for inappropriate parking. This includes parking over the lines or in specially designated bays (electric car charging and disabled). Disabled parking bays are only available for those who display a blue badge.

There is a charge for parking, and all car parks operate an ANPR system. Information about charges etc can be found [here](#)

Electric Vehicles

We want to support the growing number of people who use energy-efficient electric vehicles. That's why we provide free electricity within our charging points in several locations on campus.

As our infrastructure develops and demand for charging points increases, we intend to introduce more of them to the University, settling on a standard set of chargers, although in the meantime we are trialling various chargers. To see details of which charging locations are available and how to access them, please click [here](#). Parking tariffs & restrictions apply. There is a bay at the front of Argent Court with a charging point.

Cycling

The University actively encourages and supports cycling as a sustainable and healthy mode of transport to travel to, from and around the campus. We have invested heavily in cycle parking, infrastructure and cycle routes on campus designed to make cycling a safe and enjoyable choice for students and staff. We have a Cycle to Work Scheme for staff as an employee benefit providing staff with the opportunity to acquire a bicycle through a salary sacrifice scheme, Information on cycling at Warwick can be found [here](#).

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West Midlands Bike Hire

The University of Warwick was one of the first UK Universities to operate a bike hire scheme for students and staff on campus in 2015, which became one of the most successful schemes in the UK and Europe. In September 2021, we upgraded our scheme and joined the West Midlands Bike Hire Scheme providing the opportunity to travel further afield and with access to a larger network of Bikes in Coventry and the West Midlands. You can join the West Midlands Bike Hire scheme to cycle around campus or off campus into Coventry by downloading the app and signing up. Information how to join the scheme can be found [here](#)

E-Scooters

As part of our partnership with Transport for West Midlands, the University is trialling the operation of e-scooters, which are available for our students and staff, members of our local community and the general public. E-scooters are another mode of sustainable transport we are promoting, and you can pick up an e-scooter at one of a number of designated locations and use them to travel around campus. Details of the e-scooters can be found [here](#)

Bus Services

The University is well- served by a variety of bus services which travel from Coventry, Kenilworth & Leamington. We have been working hard with the local bus operators to provide timetables which work around our new semester's scheduling. A lot of thought has gone into the best way to enable you to travel to and from campus by bus to make it in time for work or your classes. For information on the variety of bus services which travel to the University please click [here](#).

We have recently partnered with National Express Coventry to provide a new bus service, number 14, which is partly funded by the University so that staff and students can use it for a fare of only £1 when you show your University ID card. To see further information about the number 14 bus service please click [here](#).

West Midlands Bus-on-Demand

As part of our transport and mobility strategy to provide Campus with a wider range of sustainable travel options, and in partnership with Transport for West Midlands, we are trialling a public transport service called 'West Midlands Bus on Demand'. West Midlands Bus on Demand is a Demand Responsive Transport (DRT) service that you can book and meets you wherever you are and transport you to your preferred destination. DRT is best described as a cross between a taxi and a bus.

West Midlands Bus on Demand operates in a zone which includes the surrounding areas of the University of Warwick, Kenilworth, Warwick Parkway, University Hospital Coventry & Warwickshire, Leamington Spa & our Wellesbourne Campus. You can book a ride in the West Midlands Bus on Demand app by inserting a pick-up and drop-off location. You will then be

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matched with other passengers heading in the same direction. You can book rides when you are ready to go, or pre-book rides days in advance. For further details see [here](#).

Enterprise Car Club

Another sustainable transport Initiative the University is trialling with Transport for West Midlands is Car Club Scheme, which provides staff and students with convenient and flexible access to hire cars which are parked on campus for business travel. The scheme operates with four electric hybrid and ultra-low emissions petrol cars which can be booked for short-term hire to travel to meetings, events, conferences, and many business-related activities, replacing the use of private cars or more traditional car hire. Details of the Enterprise car Club scheme can be found [here](#).

Room for Improvement

Help us to make our space better. If you have any questions regarding the content of this document, or suggestions for anything that is not covered here, please email the Office Manager in the first instance – a.c.dumper@warwick.ac.uk

Thank you for following these guidelines and making the workplace a happy and respectful and safe environment for all.