



## Your guide to Angel Square Support Centre



# Contents

<b>Introduction</b> .....	3
<b>Safety, Health and Environment</b> .....	4
<b>Welcoming Visitors to our Angel Square</b> .....	4
<b>Emergencies</b> .....	5
<b>Emergency Procedures</b> .....	5
<b>Security</b> .....	5
<b>Opening Hours</b> .....	6
<b>Out of Hours Access</b> .....	6
<b>Access to Loading Bay / Goods In (pre-booking only)</b> .....	6
<b>Right of Entry / Refusal</b> .....	6
<b>Lost and Found</b> .....	6
<b>Photography and Videography</b> .....	7
<b>Searches</b> .....	7
<b>Parcels and Post</b> .....	7
<b>Goods in – standard procedure</b> .....	7
<b>Personal Parcels / Post</b> .....	7
<b>Site Assets and Equipment</b> .....	8
<b>Removal of goods from site</b> .....	8
<b>Inappropriate use of company assets and equipment</b> .....	8
<b>Security of equipment and possessions</b> .....	8
<b>Personal items brought on to site</b> .....	9
<b>Mobile Phones and Wireless technology</b> .....	9
<b>General Site Rules</b> .....	9
<b>In-House Facilities</b> .....	9
<b>Storage Space</b> .....	9
<b>Bunzl Catalogue</b> .....	10
<b>Dress Code</b> .....	10

**Clear Desk Policy**..... 10

**Meeting Room Etiquette**..... 10

**Food and Drink** ..... 11

**Toilet/Shower Facilities** ..... 12

**Events**..... 12

**Children and Infants** ..... 12

**Pets and Animals**..... 13

**Gambling**..... 13

**Smoking (Including E-cigarette's)** ..... 13

**Alcohol and Illegal Substances** ..... 13

**Firearms and Explosives**..... 13

**Use of Vehicles and Driving**..... 13

**Parking** ..... 14

## Introduction

We want to protect our colleagues and visitors in our support centre from unnecessary harm and make sure that it's a safe and secure environment and a great place to work.

We all play a role in keeping each other safe and reducing the risk of security incidents.

This guide explains how we can all reduce, remove and mitigate risk to the safety and security of our colleagues, visitors, and assets.

## Safety, Health and Environment

We should all take responsibility for our own safety and the safety and wellbeing of colleagues around us.

### Welcoming Visitors to our Angel Square.

To comply with Health & Safety, fire regulations and site security all visitors will need to sign in at reception. Colleagues should notify Reception, in person or by email:- [1angelsquarereception@coop.co.uk](mailto:1angelsquarereception@coop.co.uk) of all visitors before they arrive on site.

Where possible please notify Reception at least 24 hrs before the visit. This will allow them time to prepare temporary passes. The notification should include: -

- Visitor's name
- Their company's name
- Expected time of arrival
- Colleagues contact details

Upon arrival, all visitors must report to reception to sign-in and receive a visitor pass. The pass must be worn and visible at all times.

- Visitors must be collected by the host and be accompanied at all times
- When leaving the site, the visitor passes must be returned to reception. The access card will need to be deposited into the turn style gate before being able to leave the building
- Unexpected visitors may be refused entry if internal processes are not followed

### Contractors booking in process

Contractor visits must be agreed with the Facilities Management Business Partner (FMBP), and they must be authorised and registered prior to attending site. If you are booking an event, then reception will ask for information and pass over for FMBP to approve.

For any queries, please contact [rob.hadfield@coop.co.uk](mailto:rob.hadfield@coop.co.uk) or [jess.price@coop.co.uk](mailto:jess.price@coop.co.uk)

All contractors are required to sign in and out of any Co-op premises. Signing in books are available at each site reception. Contractors are also required to wear a visitor pass when on our premises.

- Risk assessments and method statements (RAMS) should be submitted in advance of arrival at site and deemed suitable by the Co-op Property team
- The date and time of arrival should also be agreed
- All Contractors should arrive at site and register with Reception
- Co-op Property will ensure that essential information for working on site is provided

It is important that all site rules are understood by all contractors working at Angel Square.

## Emergencies

If you witness an incident, accident or crime (including personal health incidents) please make sure you report it on the Co-op's incident management system (Incident Reporting (MySafety)). If you have any problems logging the incident contact Corporate Risk on 08437 512846.

## Emergency Procedures

If the fire alarm sounds, please exit by the nearest fire exit, do not use lifts. No fire alarm testing will take place without prior notice so if you hear the alarm exit the building without hesitation.

- Take time to familiarise yourself with the nearest fire exit route to your location. Security control the evacuation of the building and you must follow their instructions
- Please listen out for any PA messages as this may give additional instructions
- If you require the emergency services to attend site, please liaise with either the first aider or a member of the reception team
- It is the hosts responsibility to escort their visitors out of the building if the fire alarm sounds during their visit
- Colleagues should not return to their workspace to collect personal items
- Colleagues are to exit the building and make their way to the designed Fire Assembly Point (public area at the front of 1 Angel Square)
- Priority reoccupation will take place for some individuals / teams, and these will be identifiable by the colour of their lanyard

## Security

All colleagues, visitors and contractors must wear their Co-op supplied identification badges prominently for identification purposes. Please note that different coloured lanyards are in use within our support centres to a) identify evacuation wardens and b) to aid some colleagues in the reoccupation of the building.

Colleagues should challenge any individual who is not wearing their identification badge or is in a restricted area of the building.

If you have forgotten your pass and require a temporary one for the day, your line manager or delegated person will have to come to reception and verify your identity. If your line manager is not available another member of your team must verify your identity. Please note that access will not be permitted without this.

All security doors should be kept closed and secure. Access should be via a security swipe card and no emergency doors should be left unbolted, unlocked, or propped open.

If you need to contact the Security team regarding access, activation of passes, access to cycle door etc please email:- [angelsq.secguard@coop.co.uk](mailto:angelsq.secguard@coop.co.uk)

## Opening Hours

Reception is open between 07:30-17:30. External visitors should only be invited to site between these hours unless alternative arrangements have been made.

## Out of Hours Access

There will be security presence at reception outside of core times (06:00-20:00).

Colleagues wishing to enter the building outside of these core hours should report to Security at the front entrance and wait for assistance.

Normal working hours are Monday to Friday (09:00 – 17:00), although these may differ for call centre-based colleagues.

Visitors will not be allowed to access the building via the car park, loading bay, or emergency access, without prior agreement

## Access to Loading Bay / Goods In (pre-booking only)

Use of the loading bay for loading or unloading goods is only permitted by prior arrangement with bookings taken at least 48 hours in advance.

To book a loading bay slot or for further information email:- [mailservices@coop.co.uk](mailto:mailservices@coop.co.uk) or call 0161 692 5044.

Access will be refused without prior arrangement. If you cycle into the office and require access to the cycle store you can make a request to security for access to be added to your pass. If you need to contact a member of the Security team please email:- [angelsq.secguard@coop.co.uk](mailto:angelsq.secguard@coop.co.uk).

## Right of Entry / Refusal

The Co-op facilities management team and our security provider have the right to refuse admission or withdraw any invitation should they be deemed a threat to colleagues, visitors etc. and the building.

## Lost and Found

If you lose an item whilst on site report it to Security or Reception staff.

All items found on the site including cash and documents must be handed to Security and not be removed from the site. [Lost property](#) items will be stored for a maximum of 3 months, after which the items will be offered to the finder or given to charity.

## Photography and Videography

Photography and Video recording is not permitted on the site without prior authorisation from the FMBP or Site Security. Any images or recordings that are to be used for external purposes also require approval from the Facilities Manager Business Partner.

## Searches

The Co-op reserves the right to conduct a search of colleagues, consultants, agency staff, visitors and contractors' personal bags, vehicles and/or outer clothing searched on request.

The search will only be carried out by trained team members. This will usually be limited to those working in the security department.

## Parcels and Post

Security will turn away delivery of parcels received directly at 1 Angel Square unless they have been through the appropriate screening process.

## Goods in – standard procedure

The screening of parcels and post is crucial to protect everyone in our support centres.

All items must be delivered to Salford Quays for screening before delivery to 1 Angel Square.

The delivery address is:

[Recipient Name]  
[Recipient Department / Floor]  
Co-op Group  
C/O Swiss Post Solutions Ltd  
Unit 550 Metroplex Business Park  
Broadway  
Salford Quays  
Manchester  
M50 2UE

Please note, items received without the business name, or a recipient name will be refused.

## Personal Parcels / Post

Angel Square is getting busier with more people having personal packages shipped to the workplace. Whilst we understand that colleagues may find it much safer and more convenient to receive their orders at work this is putting a strain on Security/Reception resources within 1 Angel Square and increases the security risk.



From 1<sup>st</sup> December 2021 no personal packages delivered directly to Angel Square will be accepted.

In exceptional circumstances items can be delivered directly into reception at 1 Angel Square. These are: -

- A genuine need is present
- Facilities Manager Business Partner authorisation granted
- 48 hours' notice is given to Mail Services
- All other conditions and requirements are met

Please familiarise yourself with the restricted items

### **Site Assets and Equipment**

The Co-ops aim is to protect its assets and equipment. Where we feel it necessary, we will ensure that there is a procedure in place to protect these items.

### **Removal of goods from site**

No items belonging to the Co-op are to be removed from the site without prior written permission from the Facilities Manager Business Partner. Security must be informed of the intent to remove items and to agree a suitable time for removal. Some form of evidence of the authorisation (e.g. email) to remove any items must be presented to security on removal.

### **Inappropriate use of company assets and equipment**

The inappropriate use of assets and equipment for personal benefit is not permitted on the site.

### **Security of equipment and possessions**

- No equipment such as laptops, notebooks etc should be left unattended in meeting rooms or on desks. Those who book any equipment out from the IT Help bar are responsible for its security and safe return
- Personal possessions are the responsibility of the individual. If a colleague, member or visitor brings an item of value into the office, they must ensure that it is appropriately stored in a safe place. The Co-op is not responsible for personal possessions that go missing unless there is proof of forcible entry
- Any thefts or losses must be reported immediately to the Facilities Manager Business Partner and to the Police if appropriate. Contact details for Facilities can be found on the home page.
- If you move away from your laptop or computer, you must lock the device to prevent anyone accessing your laptop/computer whilst you are away.

- On leaving the office all documents must be locked away or placed in the confidential waste bins for secure disposal.
- All filing cabinets that hold sensitive information must be locked and keys stored in a secure location.
- It is imperative that IT equipment is not tampered with or removed. If you discover that the IT equipment is not working on a desk, then report it to the IT helpdesk immediately and don't leave it for someone else to report.

### **Personal items brought on to site**

Personal items brought to site remain the responsibility of the individual. The Co-op takes no responsibility for the safeguarding of personal items.

### **Mobile Phones and Wireless technology**

Use of Mobile phones and wireless technology is permitted on the site except in clearly identified areas and buildings.

Please be mindful of those around you when listening to music and consider the impact it may have on others.

## **General Site Rules**

### **In-House Facilities**

Within each core you will find:

- Coat cupboards - to be used to store coats only. Bags and other personal possessions should be placed in your locker
- Lockers are to be used wherever possible and shouldn't contain any high value personal items. The Co-op cannot be held accountable for any losses from lockers
- Recycling points and waste bins - These are regularly checked and emptied, however should you find one is full, please call the facilities help desk and ask for the bin to be emptied
- Multi-Functional Devices (MFDs for Printing, Scanning, Copying) - any problems should be reported to the IT help Desk
- Stationery store - are replenished regularly. If a regular item is missing, please call or email Mail Services

If you require Hospitality Support or Floor Support, please contact 0330 0417744.

### **Storage Space**

Your locker is your storage space. It is provided to store personal possessions and working papers. Please note that there may be exceptional circumstances (for security reasons) when access is required. More information on storage and lockers can be found [here](#) along with who your locker champions are.

No items are to be stored on the tops of lockers at any time. Anything left there will be removed, meaning that you will have to follow the reclaim process to retrieve your possessions. This is a time-consuming process, which could lead to considerable disruption to your day.

## Bunzl Catalogue

Please remember that if you order any large/bulky items they must fit inside your departments allocated storage space. Items storage on floors, under desks, in walkways will be removed. If you are unsure if you can add something to your area then please contact Space Planning [space.planning@coop.co.uk](mailto:space.planning@coop.co.uk).

## Dress Code

The Co-op trusts colleagues to use their common sense and sound judgment when it comes to selecting their work wear. You can read our Support Centre Dress code [here](#).

We want to maintain a professional image as well as keeping you safe. There are some key points below to help:

- Work clothing should be appropriate and professional
- Sensible footwear e.g. no flipflops

Always remember the need to be respectful towards your colleagues in whatever you choose to wear.

## Clear Desk Policy

We all have our own ways of creating our perfect working environment. Some of us like to have photos of family on our desks, some of us like the minimal look, and then there are those of us who must delve through several layers of old post it notes and play coffee cup chess before we can find anything on our desk.

Keeping desks clear of clutter is less about making the office look smart, and more about preventing the theft of sensitive information. At the end of each working day please clear the desk you have been using.

No personal items (photographs, pictures, mementos') should be left on desks even if you work on a fixed desk.

## Meeting Room Etiquette

If you do not require a prebooked meeting room, please ensure that you cancel this booking through outlook so that your fellow colleagues can use the space. Hospitality can be contacted on 0161 692 1888.

If you happen to notice that a room is unoccupied, please check that it is available and don't assume that it is free for you to use.

Please do not remove chairs and equipment from neighbouring rooms. This only serves to leave another meeting short of the facilities required to conduct their meetings.

Meetings have a tendency to go longer than scheduled, but it is up to you to keep things moving and make sure that you are out of the room on time.

Please show your respect for our work environment. High standards of cleanliness and tidiness should be maintained across all spaces including meeting rooms and break out areas. Cups and mugs must not be left in any of these areas once vacated.

### Food and Drink

Food and drink are available for purchase on the ground floor. There are also microwave facilities on the ground floor and the 8<sup>th</sup> floor for heating food. **Please respect these facilities and leave them as you would wish to find them.**

Take away food and drink deliveries to Angel Square such as those from Deliveroo, Just Eat etc must be made and accepted outside the main building. Unfortunately, Third Party security resources are limited, and they cannot be responsible for accepting deliveries of take away food and drink. It is your responsibility to ensure you are available for collection of items you may have ordered. Please note that Security / Facilities may ask to check contents of any items brought into the building. This is to ensure that our colleagues are kept safe.

Eating at your desk - although there is the option to purchase food from the ground floor coffee shop and use the dining areas on the ground floor and the 8<sup>th</sup> floor, colleagues are also able to eat at their desks as long as the workspace is left clean and tidy at the end of a working session.

Please help yourself to tea and coffee from the kitchens in the core areas. Mugs and cutlery are provided.

- All mugs, cutlery etc should be returned to the kitchen area when you have finished and placed into the dishwasher. The cleaners will turn on the dishwasher at the end of the day
- The cleaners are NOT responsible for filling the dishwasher, cleaning up spillages, placing rubbish in the bins etc. If the dishwasher is full you will need to wash your cup and cutlery and put it away in the cupboards provided

If defects or problems are discovered, then take responsibility and report them to the facilities helpdesk. Information on how to do this is located in each of the kitchen areas.

## Toilet/Shower Facilities

In fairness to all colleagues and visitors to 1 Angel Square, all toilets should be treated with respect and left as you would wish to find them.

Should a toilet roll dispenser, towel dispenser or soap dispenser be empty please log a call to the help desk 0330 123 9780 and our cleaning contractor will replenish the dispenser.

## Events

Anyone organising an event must follow the Co-op's Event Policy and guidelines, links to which can be found on SharePoint. Under no circumstances should visitors/suppliers be invited to Angel Square without prior agreement/notification.

If you have any queries or would like to speak to the Events team, please email:- [events@coop.co.uk](mailto:events@coop.co.uk)

The Events [Policy](#) should be referred to and the generic [Risk Assessment](#) used for anyone wishing to organise an event. Below are some useful contacts:-

Do you need to check if a room or space is available prior to organising an event? if so contact [hospitality@coop.co.uk](mailto:hospitality@coop.co.uk) or telephone 0161 692 1888.

For health and safety, food safety advice please contact the Support Centre Health and Safety Business Advisor [vicky.jolly@coop.co.uk](mailto:vicky.jolly@coop.co.uk) or [corporaterisk@coop.co.uk](mailto:corporaterisk@coop.co.uk).

For security advice contact [Jayne.crowe@coop.co.uk](mailto:Jayne.crowe@coop.co.uk) also additional information is noted in the [Physical Safety & Security Policy](#)

For facilities / building associated advice contact [rob.hadfield@coop.co.uk](mailto:rob.hadfield@coop.co.uk) or [jess.price@coop.co.uk](mailto:jess.price@coop.co.uk).

## Children and Infants

In the interest of health and safety children, babies and infants are not permitted to go onto the upper floors in Angel Square without prior authorisation from the FMBP. Children, babies, and infants are allowed on the ground floor in the reception area however, they must be supervised at all times. For nursing mothers' facilities are available on the ground floor (Tommy's Room, please speak to a member of Reception/Security team.

In circumstances where children are in a vehicle whilst an employee is being dropped off or picked up then the children must remain in the vehicle with an adult at all times.

**Exemptions are made for corporate or educational events that are separately risk assessed and insured.**

## Pets and Animals

Pets being allowed into the workplace is a known stress-reliever. However, the Co-op has a duty as an employer to make sure all colleagues are comfortable and taken care of, not just the animal lovers. We must consider the needs of all colleagues (allergies, phobias, noise disturbance, etc.) as well as the needs of the animals themselves (walks, need to move around, general attention, etc.). Therefore, the Co-op has a no animals/pets policy for all Co-op premises. This does not include assistance or sniffer dogs.

## Gambling

Gambling is not permitted on the site under any circumstances.

## Smoking (Including E-cigarette's)

Smoking inside any buildings is prohibited and subject to the requirements of UK Law. Please refer to the Smoke Free Policy for more information.

## Alcohol and Illegal Substances

The inappropriate use of alcohol or drugs can damage the health and well-being of colleagues and have far-reaching effects on their personal and working lives. At work, alcohol or drug misuse can result in reduced levels of attendance, substandard work performance, and increased health and safety risks, not only for the individual concerned, but also for others such as work colleagues, visitors, and contractors.

Alcohol is not permitted to be opened or consumed on the site other than in designated restaurant and leisure facilities. Illegal substances of any nature are not permitted on the site. Breaches will be dealt with as a criminal offence under UK law.

Further information can be found in the Drug and Alcohol Policy.

## Firearms and Explosives

Firearms and explosives including fireworks are not permitted on the site under any circumstances.

## Use of Vehicles and Driving

All vehicles using the underground car park must be authorised prior to entering the car park whether that be short term/long term. To gain access to the car park please contact the Facilities Manager Business Partner. If a Personal Emergency Evacuation Plan (PEEP) assessment identifies a need to use the underground car parking this must be discussed and agreed with HR Services.

There is a **20-mph** speed limit throughout the site unless a lower speed limit is otherwise indicated.

Please note that visitors are not allowed in the underground carpark unless written permission has been sought from the FMBP.

## Parking

Vehicles should not be left at the front of Angel Square, however if due to business or safety reasons it proves necessary for a vehicle to be left this must be reported to security via 0161 692 5040 prior to the vehicle being left and contact details for the vehicle owner must be left with security.

Security is authorised to enforce sanctions on any individual that contravenes these rules. These sanctions may result in warning notices being placed on vehicles and escalation to line management and the FMBP for repeat parking offences or for vehicles that pose either a security or safety risk to personnel or assets on the site.

If you have any queries in relation to working in Angel Square please contact [corporaterisk@coop.co.uk](mailto:corporaterisk@coop.co.uk).