

Atkins Building

Tenant Occupation Manual



**Your guide to
occupying our buildings**



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About this handbook

This handbook has been produced to provide guidance for occupying and using the Atkins Building



The Atkins Building is a managed business centre occupied by several private tenants and organisations, operating a wide variety of businesses and services.

The building is owned and operated by Hinckley & Bosworth Borough Council and is managed by their Asset Management team. The Principal Business Centre Officer is responsible for the day-to-day management of the centre and is supported by a reception function and a facilities management team.

Contacting us

Reception: 01455 247070
Monday – Friday 08:30 – 17:00

Management Office: 01455 255694
Monday – Friday 10:30 – 15:30



Tenants have 24-hour, 365-day access to the building, see following sections for further details.

To report maintenance issues, we offer a facilities management helpdesk. The FM team will take responsibility for managing your requests and queries through to resolution, including tracking your requests and keeping you updated on progress.

To report any issues, please contact:

Email: fm@hinckley-bosworth.gov.uk

Phone: 01455 255810

Monday – Friday 08:30 – 17:00

Out of hours – 01455 251137 (24hr Control Centre)

Requests and fault reporting examples:

Non-urgent requests or jobs

- Access card requests
- Dripping taps
- Loose door handles
- One or two lights not working in areas with multiple fittings
- Blocked toilet where other toilets are available
- Toilet not flushing where multiple toilets are available

Urgent requests or jobs

- Any alarm sounding
- Smell of gas
- Electrical faults or loss of power
- Flooding
- Loss of heating
- Fire doors not fully closing
- Broken windows
- Door access systems not working
- Lift entrapment

About the building

Opening hours:

Tenants have 24-hour, 365-day access to their offices

Reception: Monday – Friday 08:30 – 17:00. Closed weekends

Access

The building has 9 entry/exit doors:



1. Main entrance/exit (wheelchair access)
2. Emergency exit out-of-hours entrance for offices beginning T
3. Emergency exit from reception to decking
4. Emergency exit
5. Client in hours entrance/exit
6. Client entrance/exit & out-of-hours entrance for offices beginning G, F, S, and LG06 (wheelchair access)
7. Emergency exit
8. Emergency exit
9. Client in hours entrance/exit
10. Emergency Exit
11. Main entrance/exit (wheelchair access via lift)

Access cards & lanyards

The building is secured with an electronic locking system. You will be provided with cards upon commencement of your lease. Requests for new cards for staff or replacement cards should be made using to the facilities management team: fm@hinckley-bosworth.gov.uk, please provide the name of the person the card is being issued to, your business name and office number. If you lose your card, please ensure you contact us so we can cancel the card to keep the building secure.

Baby changing facilities

Baby changing facilities are available in the disabled toilet in the reception area of the building.

Building security

Access to the offices within the Atkins Building is controlled by use of an electronic security system that requires a proximity card to access it. This automatically allows access to areas of the building you are authorised to enter. For your security, please ensure you are not tailgated into these areas.

We ask all tenants to wear their lanyard whilst they are in the building, this allows management staff to easily identify who people are

Parts of the building are covered by CCTV. Should you wish to view or obtain CCTV footage must contact access2info@hinckley-bosworth.gov.uk. General data protection regulations do not allow onsite staff to give you access to any footage unless it is authorised.

Bicycle storage

A bicycle storage area is located to the rear of the building and is a shared facility with North Warwickshire and South Leicestershire College.

Breakout spaces

Breakout spaces are located throughout the building, some contain seating and kitchen facilities. Kitchen areas are fitted with washing up facilities, fridges, and instant hot water dispensers for convenience.

Please do not use toasters in the building, these may trigger an activation of the fire alarm system, leading to the building being evacuated

Car Parking

A car park is located at the rear of the building, this is subjected to a parking order that limits parking to 30 minutes, no return within 60 minutes and is for drop off/collection purposes only. A public car park is available opposite the building, this also has electric car charging points. Information on charges and permits are available [here](#)

Cleaning

Communal areas, breakout spaces and toilets and other facilities are cleaned every weekday from 07:00 – 09:00. Refrigerators in the breakout areas will be cleaned monthly and notice given for days when all contents will be removed to enable a thorough cleansing. Any food found in them that is out of date or mouldy will be disposed of, including the containers regardless of who it belongs to. Should you have any concerns regarding the cleaning of the building please email the facilities management team: fm@hinckley-bosworth.gov.uk

Deliveries

The building has a parcel and post room in the reception area. Each tenant is given a post box with their office. All goods and deliveries received by reception are placed in this area. A portering service can be provided to assist with large or bulky items that need transferring to your office, please let reception know if you require assistance. If you are expecting any large deliveries, please let reception know so they are aware.

Disabled facilities and accessibility

The Atkins Building has three entrance/exits for wheelchair users. The main reception entrance (entrance 1) has level access into the building, the entrance from Lower Bond Street (entrance 9) to reception has a wheelchair lift to reception and the entrance from the rear carpark to 1st floor secure corridor (entrance 6) also has a wheelchair lift. Two other passenger lifts are located within the building to aid access through it. There are DDA compliant toilet facilities located on all floors of the building. A hearing loop is available in reception.

If you have an employee who is a wheelchair user or has a disability that may affect their ability to evacuate the building or be notified of an emergency situation in the usual way, then they will require a personal emergency evacuation plan or PEEP. The building has a general emergency evacuation plan (GEEP) which details the facilities within the building. A copy can be provided upon request.

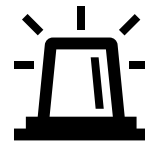
Dogs

Only assistance dogs are permitted within the building, visitors' dogs can be tethered outside and water can be provided upon request.

Emergency procedures

If you discover a fire:

- Leave by the nearest exit
- Do not use the lifts
- Sound the alarm on route
- Do not stop to collect personal belongings
- Do not re-enter the building
- Report to the assembly point at the rear of the building on the open plan paved area shared with the neighbouring college



If you hear the fire alarm:

- Leave by the nearest exit
- Do not use the lifts
- Do not stop to collect personal belongings
- Do not re-enter the building
- Report to the assembly point at the rear of the building on the open plan paved area shared with the neighbouring college

Fire safety advice:

- Make yourself familiar with the building and its exits
- Do not leave electrical equipment switched on when not in use
- Do not use firefighting equipment unless trained to do so

The fire alarm is tested weekly on Thursdays at 11:00. The alarm will sound for 5 -15 seconds. If then or at any other time it rings continuously, then the building **MUST** be evacuated. Fire exits & safe routes are all signposted and you should make yourself and your staff aware of the closest escape route to you. Fire extinguishers are provided in visible locations throughout the building.

We periodically carry out fire evacuation drills. The assembly point is located on the open plan slabbed area to the rear of the building. All tenants and their staff should report here in the event of an emergency evacuation. Each tenant has responsibility for themselves and their staff to ensure they leave the building as quickly as possible.

Heating and ventilation

We aim to keep the building in a temperature range of 19-25 degrees, which is achieved most of the time with the exception of a few days a year. The offices at Atkins Building are not equipped with air conditioning, and when it is hot outside, it will be hot inside. Heating in the building is controlled by thermostats located in the communal parts, radiators in these areas are deliberately kept turned down in order to keep the heating on in tenants offices, you can then control heating your office using the thermostatic radiator valves. Please report any heating issues to facilities managements as they arise as we may be able to sort many issues remotely using our monitoring software.

Ventilation in many offices is provided by simply opening a window. Where mechanical ventilation is provided, this will be maintained as part of the buildings pre-planned maintenance program.

Housekeeping

Facilities management are responsible for cleaning the building, both inside and out. If issues arise, please contact us. Please do not leave rubbish or furniture in corridors and walkways, it may affect yours and other's ability to escape the building in the event of an emergency. A secure bin store is provided at the rear of the building, but if you have a lot of, or bulky waste items to dispose of, the facilities management team can assist with this. Charges may apply for certain waste collections, please contact us for further details.

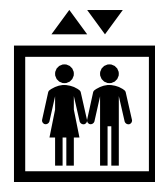
Induction

Once you take up occupation in the Atkins Building, you will be given an induction to familiarise you with the building. It is recommended you induct new staff members you have into the building and provide them with a copy of this handbook.

Lifts

The building has four lifts:

- Lift 1 is a platform lift for wheelchair access to reception from Lower Bond Street
- Lift 2 is a passenger lift and serves the lower ground floor, ground floor, 1st, 2nd 3rd floors
- Lift 3 is a platform lift for wheelchair access to the 1st floor corridor from the rear car park
- Lift 4 is a passenger lift and serves the lower ground floor, 1st, 2nd & 3rd floors



Emergency assistance is obtained by pressing the emergency button within the lifts, in the platform lifts this sounds an audible alarm which will alert on site staff to the issue. Passenger lifts have an emergency button which connects to the lift service contractor's 24 hr emergency service desk, also out of hours emergency service can be obtained by telephoning HBBC Control Centre 01455 251137 who will inform the HBBC Duty Officer. In the event of a fire, you must not use the lifts, should there be an activation of the fire alarm whilst you are in any of the lifts, they will travel to the lowest level and the doors will open, you should then leave the building using the nearest exit.

Lighting

Lighting in communal areas is automatically controlled using a combination of proximity and light level sensors. Lighting in your office space is controlled by either sensors or switches. If your office has light switches please can you ensure these are switched off at the end of the working day. Should you require changes to the lighting in your office, please contact us, we can then work with you to make the changes.

Meeting Rooms and Meeting Areas

The Atkins Building has four meeting rooms of various sizes, details are below. Meeting rooms can be booked at reception. Rooms are equipped with either large screen TV's or projector screens, projectors are also available. To book a room, please contact reception, charges may apply. Refreshments and catering can also be provided by the Café in reception, please enquire at the time of booking. Free WiFi is available in all meeting rooms. Two Meeting pods are available on the first floor and one on the third floor.



Meeting rooms are available from 09:00 –17:00. Any bookings outside these times will incur additional charges for out of hours cover. Informal meeting pods are available free of charge in the building which cannot be booked.

Room	Size	Facilities Available
The Mead	Up to 6 persons	Large screen monitor
The Glass Room	Up to 8 persons	Large screen monitor
The Goddard Suite	Up to 15 persons	Projector screen,
The Paget Suite	Up to 15 persons	Large screen monitor

The Goddard and Paget room can be joined together to accommodate up to 30 persons.

MFD (Printer and Copier)

A multi-functional copier/printer is located in the communal corridor on the 1st floor, near platform lift 3 and is available for tenants to use. The use of the device is recharged, more information can be provided by reception.

Out of hours access

Tenants can access their office at any time. The arrangement for accessing your office out of the buildings normal operating hours is different for security reasons. For tenants whose offices start with G, F,S,T, and LG06 the out of hour's entrance is door 6. There is an intruder alarm control point located just inside this door. Please ensure you disarm the system where your office is located before you enter. For tenants whose offices start with T an alternative out of hour's entrance is through door 2, there are no alarm controls for this area.

You will be supplied with a fob to arm/disarm the intruder alarm system upon occupation along with full instructions on how to set/unset the system. It is important that you do not access any other parts of the building other than the area for your

office out of hours as this may activate the intruder alarm. This triggers an emergency callout from security staff and any accidental activation may be recharged to the person at fault.

Post

The post and parcel room is located in reception. Post generally arrives at the building between 10:00 – 12:00, it is then sorted into the correct post boxes.

Smoking

Smoking, vaping, and the use of e-cigarettes is prohibited in all parts of the building. A smoking area is provided in the rear car park.

Toilets

Toilets are located throughout the building, including DDA facilities. All DDA facilities are equipped with an alarm system connected to reception.

Visitors

Visitors should report to reception who will inform the tenant they are here to see. Please be aware, you will be responsible for any visitors you have whilst they are in the building, including meeting rooms and it is recommended you make them aware of the building's emergency procedures.

Waste Management

All waste from the building is managed by Facilities Management. We ask if you can assist us in ensuring waste is correctly segregated to promote recycling. At present the recycling categories are:

- mixed recycling (plastics, card, glass, metals and paper)
- general waste (landfill)
- food waste (tea bags, coffee grounds, fruit and veg peelings, leftovers)

There are bins located on each floor in communal areas. You can empty the bins from your offices directly into the bins located in the bins store in the rear car park. The bin store is generally open from 08:30-17:00, sometimes the bin store might be locked earlier than usual as a security precaution. If you find the bin store locked between 08:30-17:00 please call into Reception to collect the key. If you have large or bulky items of rubbish including pallets that do not fit inside the waste bins provided, please contact facilities management, charges may apply if items cannot be disposed of using the weekly waste collection.

PLEASE RECYCLE EVERYTHING YOU CAN

FOOD WASTE



Tea bags



Coffee grounds



Leftovers



Fruit and veg peelings



Inedible food



MIXED RECYCLING



Paper and
cardboard



Plastic bottles



Food and drinks cans



Plastic pots, tubs, trays
and film



Cartons



Glass bottles and jars

GENERAL WASTE



Polystyrene containers
and packaging



Sweet wrappers



Crisp packets



Paper towels
and tissues



Single use cutlery
and plates



Coffee cups

Health & Safety Information

Building management are responsible for ensuring the Atkins Building is a safe and healthy place to work from. Regular inspections are carried out in conjunction with a planned and protective maintenance program.



As tenants and employers, you are also responsible for your own safety and the safety of your staff and visitors. These responsibilities include, but are not limited to:

- Ensuring you have and know the procedures to evacuate your employees and visitors from the building in event of an emergency
- Assessing the risks from the activities you undertake in the premises to ensure staff and visitor safety
- Providing first aid arrangements
- Complying with health & safety legislation that is relevant to your undertaking

Copies of our policies, risk assessments, planned maintenance records, tests and checks can be provided upon request from facilities management. Please contact us for further details.

Electrical equipment

To ensure electrical equipment is in safe working order and does not pose a risk to the user or fire safety, all equipment should be subjected to a safety test. The easiest way to achieve this is by PAT testing (Portable Appliance Testing). Each tenant should ensure all their equipment is tested at appropriate intervals, usually determined by risk assessment. Facilities Management may ask for proof of testing when reviewing the buildings fire risk assessment. The building is also subject to a 'fixed wire' test to ensure the structured cabling is safe. This is usually every 3—5 years depending on building use. Certificates can be provided upon request. Please ensure all electrical equipment is turned off when not in use.



Fire safety

As required under The Regulatory Reform (Fire Safety) Order 2005 (FSO) the building has been subjected to an assessment to determine the risks from fire. This assessment is under constant review, and it is a requirement of the FSO that responsible persons cooperate and coordinate with each other within the building to ensure the safety of all occupants, including visitors to the premises.

Fire evacuation

An essential part of the requirement to cooperate and coordinate with other occupiers is the collective responsibility for evacuating the building in the event of a fire or other emergency.

All organisations need to work together to ensure procedures do not conflict and that there are sufficient procedures in place to:

- Raise the alarm and begin evacuating the building
- Investigate the cause of the alarm
- Making sure all occupants can evacuate the building safely
- Ensuring the Fire & Rescue Services have been contacted and communicating with them on arrival
- Re-occupying the building

These procedures are periodically tested by carrying out fire drills.

Fire protective equipment

Essential fire protective equipment is in place to help secure the safety of persons working and visiting the Atkins Building. This equipment includes:

- Fire detection and alarm systems
- Fire extinguishers
- Emergency lighting
- Fire resisting doors and walls
- Emergency exit doors

To ensure these measures are always available and working they are subject to a planned and protective maintenance program. Please ensure you do not prop open fire doors, this may affect the compartmentation of the building and allow fire to spread through the building, possibly affecting how people can escape.

If you require further information relating to the site, the fire safety officer is Marc Lee (Facilities Manager) and can be contacted through the Facilities Management helpdesk or by email: marc.lee@hinckley-bosworth.gov.uk

Fire risk assessment

As tenants, employers, and business owners, you also have a duty to ensure your activities within your office or demise are subject to a fire risk assessment. There are five key steps to follow when carrying out the assessment:

- Identify the fire hazards
- Identify people at risk
- Evaluate, remove, or reduce the risks
- Record your findings, prepare an emergency plan and provide training
- Review and update the fire risk assessment regularly

You should also include an emergency plan detailing how your employees or visitors should escape the building in the event of an emergency.

In order to conduct an effective fire risk assessment, you will need to a copy of the buildings assessment. A copy will be sent to you when you first take occupation and then as it is reviewed. You can request a copy from facilities management. Each

time you complete or review your fire risk assessment, please can you forward a copy to us.

First aid

First aid points are located throughout the building, usually in the breakout areas. Reception also has a first aid point and defibrillator. Each tenant is responsible for ensuring they have sufficiently trained staff for their businesses.



If a tenant has called for an ambulance, please inform the Reception team so we can support the paramedics on arrival.

Allergies

Please be considerate of your use of the shared areas in relation to people's allergies, in particular the common allergens such as peanuts, latex etc. If you or your employee has a potentially severe allergy that you need others to be aware of, please inform Atkins Building management so the allergy issue can be communicated to the other tenants.

Legionella Management

The water system throughout the building has been subjected to a risk assessment and a management system is in place to help prevent the proliferation of the bacterium *Legionella Pnuemophila*. Please contact Facilities Management if you require further information.

Security

Out of the usual opening hours the building is protected by a monitored alarm system. During operating hours, the reception area is manned by management staff.

Access to secure office areas is restricted by an electronic security system. Everyone must be aware of how they can contribute towards ensuring their work environment, staff, colleagues and visitors are safe.

Listed below are some useful security tips:

- Do not prop open secure doors
- Close windows and blinds at the end of the day
- Be aware of persons tailgating you into the building
- Communicate with building management, colleagues and other tenants to ensure everyone is aware of issues or concerns they may have
- Ensure your activities with the public are risk assessed and staff are appropriately trained

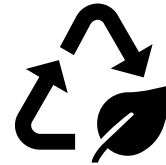
Should you have any concerns over security within the building, please contact us.

Security Notice

Tenants should ensure they always wear their lanyard whilst in the building so you can easily be identified

Climate Change

Like many organisations, Hinckley & Bosworth Borough Council have committed to reduce carbon emissions and increase sustainability in their operations. A large part of this is to reduce emissions from their property portfolio, including the Atkins Building and as tenants and occupiers of our buildings, we need your help to achieve this by:



- Turning off electrical items when not in use
- Not using supplementary electric heaters
- Monitoring your own demand on heating systems
- Turning off lights
- Reporting issues with heating systems to Facilities Management as they arise
- Ensuring you segregate waste streams to reduce landfill and increase recycling
- Reduce your use of plastics
- Reduce printing and paper use
- Closing window blinds at night to stabilise office temperatures

We aim to achieve our goal to be carbon neutral by 2030 by:

- Establishing a carbon baseline and monitoring greenhouse gas emissions
- Ensure all new policies, strategies and activities are assessed against climate change implications
- Reviewing our use of gas to heat buildings and switching to electric heat pump alternatives
- Procuring green energy tariffs
- Install EV charging points in car parks and support others in the provision of charging points
- Utilise our land to draw down carbon
- Review existing buildings in our estate for additional energy efficiency measures
- Minimise the use of single use plastic across the council
- Maximise, where appropriate, online transactions and increase the use of email rather than print
- Promote walking and cycling through our healthy lifestyles work and through

Useful contacts

Reception: 01455 247070

Management office: 01455 255694

Facilities management: 01455255810

fm@hinckley-bosworth.gov.uk

Out of hours support: 01455 251137

Cadent gas: 0800 111999 (gas leaks)

Western Power: 105 (Power cuts)