

# Building User Guide

## Introduction

This document has been produced to outline the changes made on campus with regards to the Covid-19 pandemic. This guide intends to support staff and students in their endeavours using buildings on campus in a safe and responsible manner.

The Building User Guide exists in addition to all current policies and guidance provided by the University of Lincoln. It pertains to the immediate measures taken by Estates to ensure that individuals can return to work on campus safely.

Further information is available at these sources:

- Building level COVID-19 Risk Assessments & flow plans are available at this location: [Welcome back to Campus \(Estates Webpage\)](#)
- College/Department/Tenant local level COVID-19 Risk Assessment and Standard Operating Procedures – contact your College Director of Operations or Head of Department.
- [Guidance for staff \(COVID-19\) HR](#)
- [Student Services COVID-19 FAQs](#)

## Accessing the Estate

All staff are requested to continue working from home where possible unless they have been authorised to work on campus by their Head of Department or Pro Vice Chancellor. If staff need to visit campus, Colleges and Departments are solely responsible for this authorisation.

Students must only visit University buildings if they have been timetabled to do so or if they have made an appointment to access support. The exception to this is the University Library, which is now open as a study space. For full information visit the [Library Services](#) webpage.

Staff and students will require their university ID cards to enter buildings throughout the day.

New cards can be requested through the [Student Services Desk](#) in the Minerva Building.

If you lose your card and need urgent access, please contact Security on 01522 886060 who will be able to advise.

## Personal behaviour and etiquette

All building users are asked to follow government guidance and maintain good personal hygiene. In particular, please wash your hands regularly with soap and water. Additional hand sanitiser points have been added throughout the building to supplement hand washing.

Staff are asked to work from home wherever possible. When staff and students do need to come on campus the below guidance outlines how buildings are being managed to keep staff and students safe.

Staff and students are asked to reduce their movement on campus by avoiding non-essential journeys between or within buildings where possible.








Further information can be found on the [HR COVID-19 FAQs](#).



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## Campus Movement and social distancing

New routes within buildings have been signed to help users move around safely. Whilst the campus may look different upon your return, we hope that the below table helps you understand the measures taken:

Signage	Key
	Floor signs indicating where you can safely wait have been installed throughout buildings.
	<p>Many routes are now one-way. Please follow the arrows.</p> <p>Where it is safe to do so, there may be two-way routes. This is dependent on the building design. In these locations please be considerate of others and wait for a safe gap if necessary.</p> <p>For further clarity on this, please refer to your building flow plan.</p>
	Socially distanced queue points are clearly marked.
	In some instances, routes will be closed off entirely.
	Building users are encouraged to keep clear of doors by 2 metres to allow for safe entrances and exits.
	<p>Toilets, kitchens and other small common areas are signed and have a maximum occupancy of one or two people at any time. If you are unsure how many people are in the room, please proceed with caution.</p> <p>Extract fans in all toilets are now permanently running and must not be switched off.</p>
	Building users are encouraged to only use the lift if necessary. Only one person per lift unless they have a specific need to be accompanied.



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 	<p>Many staircases are now one-way. A small number of staircases are two-way, and we ask you to <b>keep to the left</b> whilst using them.</p>
	<p>Hand sanitiser stations have been installed across campus for all to use regularly. Refer to your building flow plans to locate your nearest station.</p>

## Flow Plans

Maps have been updated to show flow routes throughout the building. These are available to view on the Estates Website: [Welcome back to campus](#)

As the occupancy levels in our buildings rise in the months ahead further COVID-19 control measures will be deployed. These include Perspex screens in key locations and hands-free door handle devices for high footfall areas.

## Emergency Procedures

In the event of an emergency or fire drill please follow the standard procedure for exiting the building. In this scenario you **do not** need to follow the COVID-19 signage, nor maintain social distancing if it would be unsafe to do so.

During an emergency, disabled building users should follow the normal procedure of waiting at a refuge point and using the emergency intercom to request assistance.

## Service desks and catering points

Perspex screens will be installed at service desks and catering points. Some services may be by appointment only, these include:

- [ICT Support Desk](#)
- [Estates Support Desk](#)
- [Student Services](#)

Please contact the service you require to find out more information.

Catering outlets will reopen gradually as students return to campus. They will be takeaway only and further information will be available on the [campus services website](#).

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## Managing visitors and contractors

Your college or department will be responsible for visitor arrangements. Visitor parking will need to be booked through Security as usual. Visit the [Security page on our website](#) for further information.

All our maintenance contractors will follow the existing Estates policies and procedures for the undertaking of planned and reactive maintenance in all spaces. These procedures can be found on our website: [Estates Policies & Procedures](#)

In addition to this our maintenance contractors will be exercising social distancing where possible and undertaking safe working practices whilst utilising the PPE they are supplied with when required. This includes face coverings and gloves. Engineers are also supplied with hand sanitiser and antibacterial wipes for cleaning tools on departure.

## Building compliance, cleaning and HVAC

In line with HM Government guidance, each building has been cleaned prior to reopening. Also, additional cleaning measures and regimes have been put in place which includes increased cleaning of touch points and a particular focus on high volume areas.

A review and risk assessment of the Heating Ventilation and Air Conditioning (HVAC) system has been undertaken. Ventilation is strictly managed in line with recommendations by REHVA/CIBSE COVID 19 guidance. Some measures that have been taken include the following:

- Secure ventilation of spaces with outdoor air. All air handling units are programmed to circulate 100% outdoor air where possible.
- Where windows are available, regular airing should take place. We recommend that users open windows for 5mins every half an hour where possible.
- Ventilation in toilets is in operation 24/7. Extract fans in all toilets are now permanently running and must not be switched off. It is recommended that building occupants flush toilets with a closed lid when available.
- Regular filter replacement and maintenance works will be undertaken by the Estates Department in accordance with the maintenance schedule.
- When teaching is taking place, we recommend the windows are opened for as long as possible.

During periods of reduced occupancy, managers are responsible for assessing the work activity in respect of first aid cover. For high risk activities, for example, laboratory use, the working group must ensure that they have a first aid trained colleague in the building. For low risk activities, the Security team can provide first aid support if required. For further information on first aid arrangements, please contact the Health and Safety team: [safety@lincoln.ac.uk](mailto:safety@lincoln.ac.uk)

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## **Inbound and outbound goods**

Whilst ordering deliveries on behalf of the University, staff are asked to reduce the frequency of these where possible. Staff are also asked not to order personal deliveries to the University in any circumstances to help reduce the risk.

## **How do I contact the Estates Support Desk?**

Estates Support Desk staff are currently working from home. Please email [estatessupport@lincoln.ac.uk](mailto:estatessupport@lincoln.ac.uk) with any queries or log a job via Support Desk tab above.

For any urgent job requests please contact Security on 01522 886062. Thank you for your patience and cooperation.