

Tooley Street Protocols

The Tooley Street protocols were agreed by the corporate management team to encourage a positive and professional environment.

Workplace protocols are guiding principles to help:

- Keep the office running as smoothly as possible
- Keep the environment clean and hygienic
- Encourage everyone to take a shared responsibility for looking after equipment and furniture
- Maintain a pleasant working space that everyone can enjoy

Maintain a professional and flexible working environment

- Workstations are a shared resource, keep them clear of personal items and clutter even if you are allocated a fixed desk
- If leaving your workstation for two hours or more, log out and clear your items away so it is available for use by others
- If you are unable to find a vacant workstation in your own team village, use a workstation in an area nearby
- Be welcoming to colleagues from other teams who sit in your team village when their area is full
- Ensure the top of storage units and lockers are free from clutter to protect confidential data and reduce the risk of fire
- Do not eat food at workstations, to maintain a hygienic environment and help prevent infestation of vermin
- Regularly review storage units and archive or destroy records that do not need to be kept on site
- Set mobile ring tones to silent
- Do not hold meetings at workstations - use meeting facilities or break out areas
- Do not adjust your colleague's personal chair - this has been set up specifically for their use in line with their DSE assessment
- Make sure your colleagues know where you are and when you'll be back so they can take messages
- Do not hang clothes to dry in the open plan office - use the wardrobes provided

Show consideration when using communal facilities

- Unless part of an official council event - do not eat in meeting rooms at any time as this can lead to disagreeable odours. Eating should only take place in breakout areas and kitchens.
- Leave kitchens and break out areas clean and tidy - wash crockery as soon as you have used it
- Dispose of out of date food in fridges - fridges are cleared and cleaned every Friday
- Do not leave rubbish in meeting rooms or break out areas
- Please be aware of your colleagues when accessing storage units behind their workstation - whenever possible avoid using small gaps behind a colleague's chair as an access route
- Book resources, including rooms, appropriately and not for longer than necessary
- Remember to cancel resources, including meeting rooms that are no longer required

Practice confidentiality and keep information secure

- Do not discuss sensitive or confidential issues in the open plan office environment
- Do not use speaker phones
- Always activate the computer lock when away from your workstation
- Lock confidential papers away when not at your workstation
- Ensure your ATRACS card is worn and is visible at all times when working at or visiting council offices

Be aware of your impact on the environment and act responsibly

- Do not smoke in the vicinity of the office complex or near neighbouring buildings
- Be aware of colleagues when moving around the office especially when carrying hot drinks and other material
- Avoid printing where possible - only print what you have to
- Use recycling facilities whenever you can
- Switch off monitors when leaving for the day
- Switch off lights in meeting rooms before you leave
- If equipment is damaged or not working as it should, report it - don't ignore it
- Replenish paper in multi-functional devices (MFDs), when it has finished printing
- If equipment or furniture is broken, faulty or damaged, please report it to CFM helpdesk:
Tel: **0330 159 3866** or email: southwark-council@kier.co.uk
- If IT equipment is broken or missing from a workstation, please report it to the IT helpdesk:
Tel: **020 7525 7500** or email: southwarkit@capita.co.uk