

Covid edition

Welcome to Walter Bower House



University of
St Andrews

A quick start guide to working at WBH
– the home of Professional Services at
the University of St Andrews

Who was Walter Bower?

Walter Bower was one of the earliest historians of Scotland, a prelate, and a public figure at the heart of power in the early fifteenth century. Bower is a distinguished and significant contributor to our understanding of our past.

Bower was born in the decades preceding the foundation of the University, in East Lothian, which at that time looked to St Andrews as the centre of ecclesiastical power in Scotland. Around the turn of the fifteenth century Bower joined the canons who served St Andrews Cathedral, and he witnessed the founding of the University and the arrival of the papal bulls from Avignon in 1414. One of our first students, Bower studied canon law and later took a degree in theology. By 1417 he had become Abbot of Inchcolm Abbey in the Firth of Forth, where he spent his career. As a leading prelate Bower was heavily involved in Scottish political and religious life, attending parliaments and serving the king's administration. He was a man of formidable skill in public life, but also a man of intellectual depth and considerable talent in letters.

Bower's gift to Scotland came in the form of the *Scotichronicon*, the first developed narrative of the history of Scotland from the Creation until Bower's present day. It is a major work, in 16 books, written in Latin. It took most of the 1440s to compile and ended with Bower's proud exclamation: "Christ! He is not a Scot who is not pleased with this book." Importantly to the University, Bower's *Scotichronicon* is the only eye-witness account of our foundation which has survived. Written at Inchcolm, the *Scotichronicon* drew on Bower's knowledge from his studies of theology and canon law, the earlier chronicles of other Scottish clerics, the earliest personal copies of books circulating amongst the students of the University, and the fantastic array of books in the library at St Andrews Cathedral, some of which have survived and are now in our University Library's Special Collections.

Professor Sally Mapstone FRSE, Principal and Vice-Chancellor of the University of St Andrews, has named this building in his honour, and to celebrate the way in which the University's graduates have transformed our understanding of Scotland and the world for over six centuries.

Contents

- 1** Our shared ways of working at WBH
- 2** Opening hours, access and security
- 3** Access and security for your visitors
- 4** Smart Working at WBH – communication
- 5** Smart Working at WBH – spaces
- 6** Using and booking spaces
- 7** Stationery and storage
- 8** Heating, lighting and environment
- 9** Mail and deliveries
- 10** Rubbish, recycling and confidential waste
- 11** Printing
- 12** The contemplation room
- 13** Café and eating areas
- 14** The library at WBH
- 15** First aid, health and safety
- 16** Toilets, changing rooms and shower facilities
- 17** Active lives and fitness
- 18** Cycling and public transport
- 19** Parking on campus
- 20** Plans of the building and campus

Important contacts

WBH Reception

01334 46 4600

Security and Response Team

01334 46 8999

IT Service Desk

01334 46 3333



1

Our shared ways of working at WBH



Find out more about our policies, protocols
and shared ways of working at
walterbowerhouse.wp.st-andrews.ac.uk

We are...

I will...

Respectful

- Be considerate to others
- Follow our agreed protocols and etiquette
- Respect our environment

Flexible

- Treat Smart Working as the standard
- Be open to change and new ways of working
- Value teamwork

Collaborative

- Communicate clearly with others
- Be inclusive
- Break down silos and reach out to others

Positive

- Be optimistic and forward-looking
- Look for opportunities in change
- Appreciate our diversity

Professional

- Be mindful of the needs of others
- Understand others' boundaries

Supportive

- Offer support and help to colleagues when needed
- Be approachable and friendly
- Keep a sense of fun

2

Opening hours, access and security

Wear your staff card and lanyard when in WBH

A dark red silhouette of an industrial facility, including several buildings and tall smokestacks, positioned at the bottom of the slide.

Walter Bower House is open from
6:30am-10pm Monday to Friday.

An alarm is set outside of these hours so
please leave the building by 9:45pm at the latest.

You can also use the building at weekends from 9am-5pm if you let the Security and Response Team know you are there. Contact them on 01334 46 8999 or **security@st-andrews.ac.uk**

Similar to other workplaces at the University, Walter Bower House has been risk assessed for the mitigation of Covid-19 in accordance with the University's safe use of buildings guidance.

Enhanced cleaning is in place with regular and frequent cleaning of touch surfaces. In shared spaces or facilities, staff are required to wipe down desks, workstations, keyboards and mice before starting work. It is also good practice to do so after finishing work. Supplies of cleaning and hygiene materials are provided.

Remember to always tap your card at the speedgates or other proximity reader when you enter WBH. This will allow the University to enhance the safety of its community and work effectively with the Test and Protect scheme.

3

Access and security for your visitors

Remember to ask visitors to sign in at reception

Government guidelines recommend the minimisation of all non-essential face-to-face meetings. However, if you are expecting essential external visitors please let reception know, ideally 24 hours before arrival. Remember to tell them the name of your visitor(s) and your contact details so they can let you know when they've arrived.

All non-University visitors should sign in at reception and receive a time-limited visitor card and lanyard. Visitors should wear this at all times in WBH and return it when leaving the building.

Visitors must also abide by the University's Covid Code at all times.

If you see anyone that looks lost, please offer some help and refer them to reception if needed.

4

Smart Working at WBH – communication

Skype for Business is highly customisable. Answer calls on your laptop, on your mobile or both – it's up to you.

Your telephone service is provided by Skype for Business (SfB) and video calling is provided by Microsoft Teams. These services support Smart Working and allow you to make and pick up calls on your laptop or mobile phone, wherever you are – in the office, working at home or travelling for business.

SfB and Teams are available on many different devices. You are provided with a headset as standard but SfB can also forward calls to your mobile. These services conveniently allow you to dial by name rather than number, and is linked to your free/busy/out of office status.

Find out more about using SfB on the website at:
st-andrews.ac.uk/it-support/services/staff-phones

4

Smart Working at WBH – communication (continued)

Use tools such as Skype for Business and your calendar to show others where you are

Use your Outlook calendar and Skype for Business status to let people know where you are and to locate others. Consider making your Outlook calendar available to all (marking any confidential appointments private).

Your telephone number is not tied to a place of work but to your laptop or mobile phone. Skype for Business allows your extension number to follow you wherever you are.

Physical storage is limited. Think digital. Avoid printing, copying and accumulating paper when digital filing and sharing will allow you to choose where you work.

Visit st-andrews.ac.uk/hr/smart-working for more details on effective Smart Working.

5

Smart Working at WBH – spaces

If possible, try not to use an adjustable desk if you don't want to stand. This leaves it free for others who want or need to stand.

WBH boasts a wealth of different spaces to suit different types of work – collaboration tables, group pods, quiet rooms, formal meeting rooms and touchdown areas. You'll find these facilities throughout the building, particularly within the first floor central spine and project areas, so you'll never be short of a place for that quick catch up with a colleague.

On top of this, we also have 400 desks in WBH. Twenty percent of the desks are adjustable. Please use them if they are available, they're good for you! Try to avoid sitting at an adjustable workstation if you don't want to use it to stand.

Each desk has two dedicated power sockets and two usb ports for charging. Please don't unplug anything from below the desks.

Some colleagues have specific chairs, keyboards and other items for occupational health purposes. These items are clearly labelled so please do not use them.

5

Smart Working at WBH – spaces (continued)

WBH is designed for Smart Working so personal lockers are provided for staff and visitors. This locker is for your personal belongings and can be locked with a personal code.

Quick guide to setting your locker code:

1. Make sure the digits are set to zero.
2. Press the programming pin (available at reception) or paperclip into the small hole in the knob and rotate the knob until the arrow is aligned with the red triangle on the knob case.
3. Set your personal code and make a note of it.
4. Turn the knob back to the closed position and the code reverts to zero. The code is now scrambled.
5. Your locker is now locked and the personal code is saved.

Use your phone to scan the QR codes and watch the instruction videos. The locks in the video are horizontal rather than vertical but the instructions are the same.

Video – setting
a user code



Video – changing
a user code

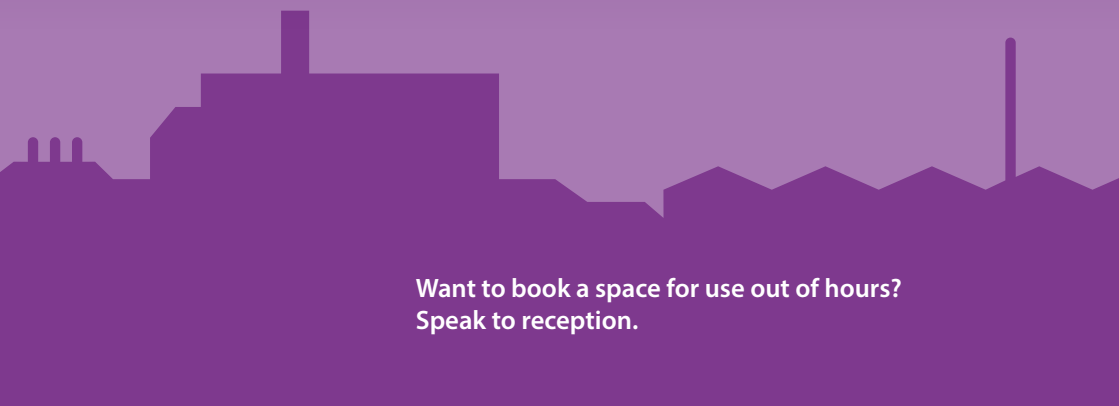


Personal storage cases called 'Hotboxes' are also available. These are designed to be stored in your locker and keep your pencils, pens, papers, phone chargers and other personal items. Take your Hotbox with you and you'll be ready to work anywhere.

6

Using and booking spaces

Want to book a space for use out of hours?
Speak to reception.

A dark purple silhouette of a city skyline is positioned at the bottom of the slide. It features various building shapes, including a prominent tall rectangular tower on the left and several smaller structures with gabled roofs on the right.

WBH has 18 meeting rooms, of various sizes and configurations. The larger meeting rooms are fully enabled with AV equipment and for audio and conference calling. Eight are dedicated quiet rooms, with space for one or two people for focused work or private conversations.

The second floor conference room is available for larger meetings. We also have a PC classroom on the first floor to cater for formal training needs.

There are a number of small offices for service directors which may be available for small or confidential meetings/discussions on an ad hoc basis.

If you want to have a quick chat and don't need privacy or silence, there are many informal areas for impromptu meetings. These include the seating around the tea prep areas, the project spaces or even the café.

7

Stationery and storage

A dark silhouette of a factory skyline is positioned at the bottom of the slide. It features several buildings of varying heights and widths, with three small vertical lines on the left side representing chimneys or smokestacks. The entire scene is set against a dark red background.

Don't store unnecessary paper, think before you print!

You can find general stationery at the print hubs. The reception team will keep these areas topped up with most types of generic stationery. Please let reception know if any areas are running low.

Your unit has designated storage areas for files and other work items. Please use these storage areas to store working files and other shared supplies you need for day-to-day work. Some storage units are lockable. Please lock away any confidential or sensitive information.

Similar to other Smart Working offices, WBH operates a clean desk policy. It is particularly important during the Covid-19 pandemic to keep your desk clean and free of clutter. Place all personal items in your personal locker at the end of the day.

Think digital, and think low carbon. Avoid printing, copying and accumulating paper when digital filing and sharing is better for collaboration with your colleagues.

8

Heating , lighting and environment

Any issues with heating or lighting?
Get in touch with reception.

The building system automatically controls heat, light, air and other features. Because of this, the windows don't open within WBH. However, manually operated roller window blinds are fitted to most windows to prevent glare.

If you have any problems with comfort, or want to report a fault, please contact reception.

There are six cloakrooms available for you to hang up coats and jackets. There is also a drying room on the ground floor to store and dry particularly wet clothes.

Similar to other Smart Working offices, WBH operates a clean desk policy. It is particularly important during the Covid-19 pandemic to keep your desk clean and free of clutter. Keep your personal items in your locker and Hotbox.

Please do not stick items on walls without permission from the facilities coordinator in order to keep office décor professional and appropriate. There will be pinboards in the staff room and at the printer stations which can be used to publicise events or similar.

If you need to collaborate on a project, we also have mobile whiteboards available for use. Please remember to clean them after use so that other colleagues can make use of them.

9

Mail and deliveries

Our address is:

**University of St Andrews, Walter Bower House,
Main Street, Guardbridge, St Andrews, KY16 0US**

The central mailroom delivers to the WBH mailroom every weekday.

Mail drop off and pick up lockers are provided for each unit within the mailroom. Individual units are responsible for picking up and dropping off mail at times that suit their operational needs.

Larger deliveries can be signed for by reception and will be placed in the mail room for you to pick up with the rest of your mail.

We also have a shredder available for use in the mailroom.

10

Rubbish, recycling and confidential waste

Before you bin it, check if it can be recycled

Don't forget to recycle! We have three recycling bins at each tea prep area:

- Dry mixed recycling (for newspapers, magazines, cardboard, cartons, plastic bottles, cans, tins)
- Food waste
- General non-recyclable waste (this is the one that goes to landfill so think before you bin)

We also have general office paper recycling and confidential paper collection available at the print hubs.

Recycle glass at the main Guardbridge recycling point, just across the road from Walter Bower House.

11

Printing



Lots and lots of printing to do? Consider sending the job to Print & Design instead. Details are on the website at st-andrews.ac.uk/printanddesign/printing

We have print stations in various areas around the building. These devices are not just for printing; they are multi-purpose and can print, copy and scan. Some devices can also staple. Please check the sticker on each device to check what the printer can do.

The printers are based on a 'pull' print service, meaning you print and then collect your print job at a time and location suitable to you, logging in with a tap of your staff card.

Paper and stationery supplies are found at the print hubs and are managed by the WBH Reception Team.

12

Contemplation room

This room is a quiet space for contemplation.
No phone calls, food or laptops please.

There is a room on the ground floor available for activities that need a bit of quiet time away from work. This could include prayer, meditation, breastfeeding, expressing, emotional time-outs or just general quiet contemplation. You can also use the room for first aid or recovery.

The room is bookable on a first-come, first-served basis. You can also drop in without booking if it is free.

Treat the space and others who need it with respect. It is not for work activities, phone calls or food.

13

Café and eating areas

Keep food and drink prep areas clean and tidy, clean up any spills and don't leave dirty cups in the sink.

Tindal's café offers a range of hot and cold food, barista coffee and an eco-friendly Brita Vivreau chilled still and sparkling water dispenser.

WBH operates a cashless café, so it accepts card payments only.

The six tea prep areas and staff room all have Zip HydroTaps providing boiling and chilled water at a push of a button (the water is boiling hot – please be careful!). Free tea and coffee supplies are available here. Please use the disposable cups provided for both hot and cold water to minimise cross-contamination.

The main staff room is the place to prepare and eat your own home-prepared food. This room has microwaves, a dishwasher, a fridge, tables and chairs so that you can eat and take a break from your work. The fridges are available for day-to-day use but please note that they are not designed for long-term food storage and will be cleaned out on a weekly basis.

14

The library at WBH

A dark blue silhouette of a building with a chimney, set against a lighter blue background. The building has a complex roofline with several peaks and valleys. A single, tall chimney is visible on the right side of the building.

Questions? Contact Library@st-andrews.ac.uk
or use our online chat service.

The Library will be based on the ground floor and will comprise around half of the University Library's print collections. The Library holds a diverse and broad collection, and will have lots of material in areas such as Human Resources, Business, Management and Finance. The Library will also have an extensive fiction collection which you are welcome to browse and borrow.

15

First aid, health
and safety



There are first aid boxes found throughout the office areas, in the contemplation room, at reception and at the gym. If you have a first aid issue or feel unwell, you can use the contemplation room to lie down.

The fire alarm is tested on Tuesday mornings at 10am. There are two fire assembly points for WBH and you can see where these are on the campus map in section 20. It is important to familiarise yourself with the fire drill procedures by taking part in WBH's online induction training.

Please don't bring untested and potentially dangerous electrical items to WBH (toasters, heaters, hairdryers etc.) These items could pose a fire risk and may interfere with the building systems.

The nearest defibrillator is currently found on Main Street, Guardbridge.

WBH is a smoke free building. The temporary smoking area is currently found at the south entrance.

15

First aid, health
and safety
(continued)



Working safely with display screen equipment – some top tips:

1. Carry out the online DSE training at www.st-andrews.ac.uk/ehss/training
2. Make adjustments before you start to work. Pay particular attention to the position and angle of your monitor, mouse and keyboard, and the height and position of your chair and feet.
3. Try to swap between screen-based and non-screen based tasks throughout the day.
4. Walk around and move away from your desk when you can and take regular exercise during the day. Take the stairs rather than the lift, for example.
5. Protect yourself when using portable devices such as smartphones and tablets. Avoid prolonged use, position your tablet at eye level and use a stylus and shortcuts to prevent nerve damage in your fingers.
6. Have regular eye tests and adjust the brightness/contrast settings on your screen to prevent eye strain.

16

Toilets, changing rooms and shower facilities

Gym lockers are for temporary use while exercising or changing. Remember to empty them once you're finished.

There are 34 single cubicle WCs found throughout the building. All toilets are gender neutral with integrated sink and hand dryer.

There are five showers in total: two in the male changing area, two in the female changing area and one gender neutral/accessible shower.

Lockers are available for you to use during the day or while working out. The lockers are designed for temporary day use only and will be emptied at the end of each day with items kept at reception.

Please report any issues with cleanliness or other problems to reception.

17

Active lives and fitness

**Be a considerate gym user and clean the equipment
after use with the wipes provided**


The WBH gym is open from 6:30am-9:45pm Monday to Friday.

The gym has a selection of both cardiovascular and strength equipment including: treadmills, an elliptical cross trainer, a running machine, a rowing machine, indoor cycling bikes, a multigym training station, a Smith machine, workout benches and a selection of dumbbells and stretch mats.

For more detailed information about how to use the WBH gym safely and effectively, please check the terms and conditions you signed up to when becoming a member of Saints Sport. You can choose between full Saints Sport membership and WBH-only membership. Find out more about membership options on the Saints Sport website. Please also adhere to Covid safety protocols when using the gym and take note of the maximum capacity of the room.

18

Cycling and public transport



Remember, you have Skype for Business.
Do you need to travel to meet?

A cycle hub is available on campus which offers a secure and dry area to store bicycles, plus cycle maintenance tools such as pumps.

There are two bus stop areas near to the Eden Campus. Buses stop at both the north entrance of the Campus and at the south entrance of the Campus. The Stagecoach 99 bus service passes Eden Campus every 7.5 minutes. Check the information screens in the main foyer for the latest timetables.

WBH reception holds a number of pre-paid passes for Stagecoach buses for use by staff travelling between campuses. Please return these passes to reception after use.

The Campus is also connected to Leuchars Rail Station by bus.

19

Parking on campus



We have around 300 car parking spaces available at WBH. Within this amount, we have:

- 31 spaces for registered lift share user parking (two or more people sharing a vehicle)
- 28 spaces for later starters (for those arriving after 9:15am hours Monday to Friday)
- 20 spaces for disabled drivers
- 14 spaces for visitors
- 13 spaces for fleet and pool vehicles
- 7 spaces for short term visitors or deliveries (30 minutes maximum)
- 8 electric vehicle charging points, which can accommodate 16 vehicles in total (4 hours max usage)

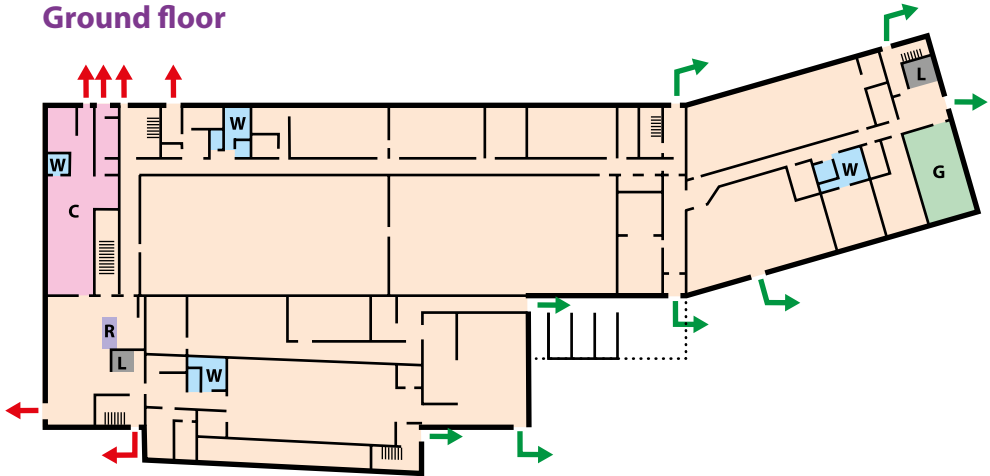
Some of the spaces are next to the building and some are just over the A919 road. Please take care when crossing the road and use the toucan crossing. You must display a valid University of St Andrews parking permit when parking at WBH.

20

Plans of the building and campus



Ground floor



← Fire escapes marked with red arrows – use assembly point A

← Fire escapes marked with green arrows – use assembly point B

C Café

G Gym

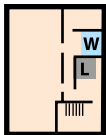
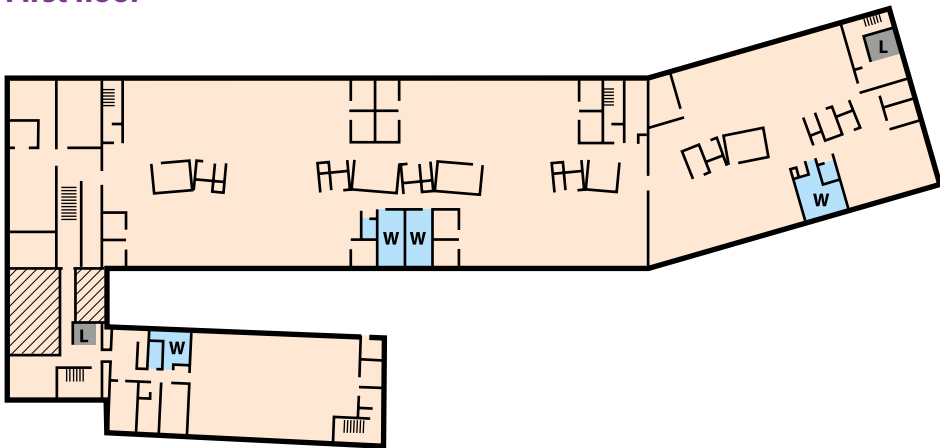
L Lifts

R Reception desk

≡ Stairs

W WCs

First floor



Second floor



Void



Stairs

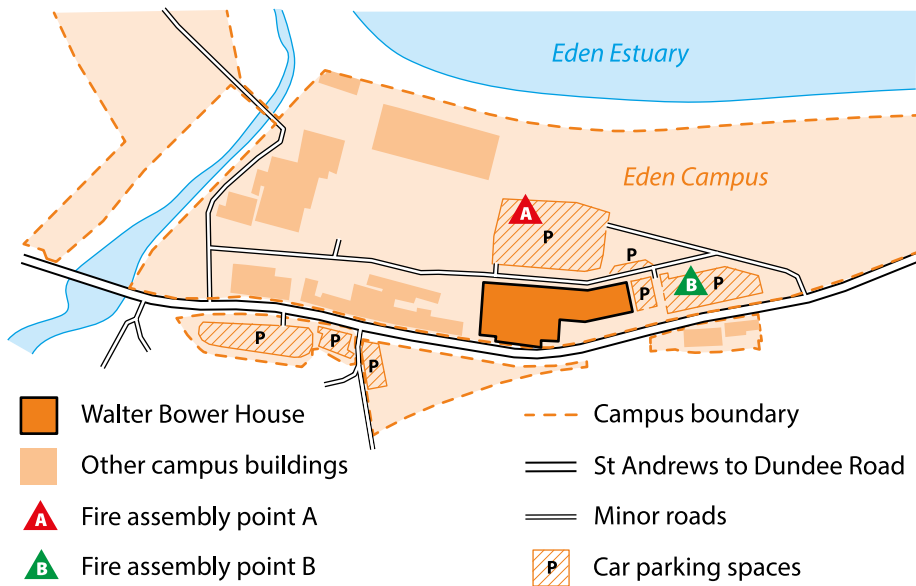


Lifts



WCs

Eden Campus



WBH Reception

01334 464600 (open 8.30am-5:30pm, Monday to Friday)

Security and Response Team

01334 46 8999 (open 24/7)

IT Service Desk

01334 46 3333 (open 8.30am-5pm, Monday to Friday)

Produced by Print & Design, University of St Andrews, November 2020.

The University of St Andrews is a charity registered in Scotland. No: SC013532.