

# **SERVICE LEVEL AGREEMENT**

**Portering Services**

**Reviewed February 2022**

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# 1. GENERAL STATEMENT

- 1.1 Portering Services are part of Campus Services and is a University provider with a remit for:
- Portering

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.

The services provided are aligned to the overall function and fulfilment, including a focus on customer satisfaction, of the Campus Services Quality Policy and objectives. Campus Services operates a Quality Management System, to which this SLA is a component part.

- 1.1 This Service Level Agreement (SLA) is designed to provide both staff and resource support to staff, students and visitors, and where contracted to conference related functions and tenants.

## 2. BREACHES OF THE SERVICE LEVEL/ COMMENTS

- 2.1 The Building Support Services Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

**Building Support Services Manager  
Campus Services  
Room G26  
Whiteknights House  
University of Reading  
Reading  
Berkshire RG6 6AH**

All complaints will be dealt with in accordance with the complaints procedure for Campus Services and if necessary, the University's complaints procedure.

- 2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Campus Services Director for further investigation.

- 2.3 Access to the Portering Services feedback and comments pages can be found at <http://www.reading.ac.uk/portering-services>

### 3. CHANGES TO THE SERVICE LEVEL

3.1 The Building Support Services Manager will review the SLA annually (January) and proposed changes will be brought to the Estates Committee (acting as client) for approval. Where there is a reduction of service, notice will be given that changes will be made following 30 days written notification.

Service	Level of Service
Response Times	<p>Portering Services will undertake the following duties at the level, frequency and response as indicated in the table below.</p> <p>Basic services are provided between the standard office hours of 07:30 to 22:00 on weekdays during term time, which includes the extended service opening term time for Edith Morley, Henley Business School, Minghella and Palmer Buildings to 22:00 on weekdays, except Bank Holidays and University Closure days. During the University vacation periods the hours will change to 08:00 to 22.00hrs.</p> <p><b>Any work required outside of these hours will be charged for and must be requested via the WREN system.</b></p> <p><b>Any enhanced services (within the standard office hours) will be chargeable and must be booked via the WREN system. It is important to note that enhanced services can only be provided where and when the normal workload allows. Much will depend on the amount of notice provided.</b></p>
Service Objectives	<p>To provide cost efficient and value for money services.</p> <p><b>To ensure that our uniformed staff who deliver the services, will be professional, courteous and sensitive to the client’s needs at all times.</b></p> <p>That our staff are fully trained to meet Health &amp; Safety standards, capable and reliable and work in a safe and efficient manner</p> <p>To achieve customer satisfaction through regular engagement and responsive actions</p> <p>To encourage customer feedback by providing feedback forms to university users within schools, functions and offices.</p> <p>To measure, monitor and report service performance and pro-actively address areas for improvement.</p> <p>To understand the customer requirements and aim to provide a high-quality service</p>
Principle Service Provision	<p>Standard Service:</p> <ul style="list-style-type: none"> <li>Building Security checks</li> <li>Building Support Services</li> <li>Mail Delivery Services</li> <li>Centrally Bookable Classroom Support</li> <li>Support for Examinations and Graduation Offices</li> </ul> <p>Additional chargeable services:</p> <ul style="list-style-type: none"> <li>Conference and Event Activities</li> <li>Furniture and office moves</li> <li>Collection of redundant equipment</li> <li>Collection of confidential waste</li> <li>Early opening and late locking down of buildings where requested</li> </ul>

<b>Training</b>	<p>Staff are trained and assessed to meet Health&amp; Safety requirements: Manual Handling, first aid, fire training, with refresher training to be carried out on a regular basis.</p> <p>Campus Services have achieved and maintain ISO9001:2015 accreditation.</p> <p>To ensure performance standards and ISO9001:2015 compliance is maintained, the service is audited regularly.</p>
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Portering Services will undertake the following duties at the level, frequency, and response as indicated in the table below:

Area	Frequency	Coverage
<b>Building Security</b>	<b>Daily</b>	<b>Final sweep of buildings before 18:00 automated closure</b>
	Daily as time permits	Checking and patrolling buildings internally: fire escapes remain unblocked, obstructions removed, litter and rubbish cleared away.
	Daily	Security check of centrally bookable classrooms i.e., closing windows at night
		Evening bookings: Edith Morley, Henley Business School, Minghella and Palmer Buildings open until 22:00 Weekdays, Term time only. (All bookings end at 21.45hrs)
Please see additional Portering Services below for bookings outside these venues.		
Building Support Duties	<b>As required</b>	<b>Maintaining a high standard of building presentation (building entrances and foyers, communal areas and corridors).</b>
	<b>Daily</b>	<b>Reporting faults and issues via WREN and in collaboration with the Zonal Building Support Officer</b>
	<b>Weekly</b>	<b>Assist with weekly Fire bell tests (with Zonal Building Support officer)</b>
	Termly	Assist with the termly Fire drills across the building stock (with Zonal Building Support Officer and University Fire Officers)
Mail Services	Daily	Sorting the incoming mail for Departments
	1 x per day AM & PM	Delivering mail to local central points.
	1 x per day AM & PM	Collection of internal and external mail from agreed local central points or departmental offices.
<b>Centrally Bookable Classroom Support:</b>	Daily	<b>Classroom check – set to default layout</b>
	As required	<b>Re-arrange furniture to clients' requirements</b> At least 48 hours' notice required
	Monthly or as necessary	<b>Deep clean whiteboards</b>
	Weekly	<b>Check clocks for timekeeping/batteries</b> <b>Wipe LED Screens</b>
	Checked and replaced	<b>Supply dry marker pens and erasers as required</b>
	Checked and replaced	<b>Supply flip chart paper weekly as required</b>
	As required	<b>Carry out incidental or emergency cleaning if required</b>

Support to Examinations Office	As required Requested by WREN	Setting up rooms as plan Delivering blank scripts to examination rooms Delivering completed scripts back to schools (In conjunction with Postal Services) Retain litter from all rooms until advised that it can be thrown away.
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## 4. ADDITIONAL PORTERING SERVICES

Area	Chargeable	Coverage
Conference Activities	As requested by WREN	Preparation for events, conferences, and functions Support to conference activities Resetting rooms after conferences and functions Travelling between sites to service events as required  <b>Note:</b> 10 working days' notice required for weekend working and 5 days for weekday working.
University Events	As requested by WREN	Preparation for events both on and off site Support to Event activities Resetting space after event/function Travelling between sites depending on event Returning items to Campus after event.  <b>Note:</b> 10 working days' notice required for weekend working and 5 days for weekday working.
Evening and Weekend Cover (not as detailed above)		Request for a Porter to be on duty to cover evening/weekend bookings.  <b>Note:</b> 5 Working days' notice required for weekend working and 5 days for weekday working.
<b>Furniture/Office Moves</b>  WREN is required for Office Moves.  Please see Appendix 1 for a guide to Office and Internal Moves.	As requested by WREN	<b>To undertake small office moves and manage waste produced by any office move appropriately.</b>  <b>To remove and dispose of redundant furniture</b>  <b>To report to Zone 6 after the core daily tasks are done and work as directed by the Manager/Supervisor</b>  Please allow a minimum of 5 working days' notice  <b>To make requests for collection and disposal of redundant furniture by using the E&amp;F on-line disposal portal WARP-iT</b>
<b>Collection and disposal of Redundant Equipment:</b> IT, electrical and electronic	As required	<b>To make request for collection/disposal of redundant equipment by using Estates &amp; Facilities on-line disposal portal (Warp-iT).</b>  Please allow a minimum of 5 working days' notice.

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**Collection of Confidential Waste**

As required

Delivery of empty and collection of full confidential waste sacks.

Removal of shredded waste from offices and move to mixed waste recycling

Make request via [waste@reading.ac.uk](mailto:waste@reading.ac.uk)

Please allow a minimum of 2 working days

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## 5. CHARGES

The cost of basic service provision for Building Portering Support, Mail Services and Centrally Bookable Classroom Support is met in full by the Campus Services Budget when carried out during normal working/ teaching hours, deemed to be 08:00 – 22:00, Monday to Friday.

The cost of services for all non-standard work and for any work required outside the above hours will be charged for at the appropriate rate, including overtime premiums where paid and on-costs.

## 6. WASTE MANAGEMENT

General waste is collected daily from classrooms, lecture theatres, teaching Laboratories, kitchens and toilets by cleaning staff and disposed of appropriately

In the event of an office clear out/move resulting in a large amount of heavy waste please contact [portering@reading.ac.uk](mailto:portering@reading.ac.uk) to discuss your requirements prior to raising a WREN.

Plastic bags to dispose of large amounts of waste are available on request supplied in batches of 10 bags for a nominal charge:

Black Bags – General waste

Clear Bags – Recyclable waste,

These are obtainable from Cleaning Services. Please contact [cleaning@reading.ac.uk](mailto:cleaning@reading.ac.uk)

### Shredding

To remove any items for shredding or confidential waste please contact [waste@reading.ac.uk](mailto:waste@reading.ac.uk) to arrange collection and disposal

### Recycling

The University has a green policy and endeavours to recycle as much as possible across the site. The Cleaning/Portering teams provide the following services:

**Paper Bins** – These are for paper only. If you require more bins for your department, please contact the University Sustainability team.

**Cardboard** – This must be flattened and placed beside the general waste bins or another appropriate place. We will then remove for recycling.

**Bottle Bins** – For plastics and cans. Please make sure that all bottles and cans are empty before disposing of.

**Glass** – Cleaning Services will clear away broken glass. This will be carried out by a Cleaning Supervisor. Please contact Cleaning Services on Ext 8415.

**Paper Cup Bins**- These are located around the campus and there are 4 available for use at Event if required

Note: - Any recyclable waste that becomes contaminated with general waste will be sent to landfill, so please use our recycling bins correctly and help us improve our recycling rate.

## 7. MONITORING OF SERVICES

Clients will be asked to complete a Portering Feedback form which should be returned to the Building Support Services Manager or Campus Services Administration after each work request. This form is also available on the Campus Services/Estates web pages.

## 8. VERSION CONTROL

Version	Keeper	Reviewed	Approved by	Approval Date
1.0	Portering Services	Annually	EFC	04/11/15
1.1	Portering Services	Annually	EFC Ref 17/67	01/12/17
1.2	Portering Services	Annually	E&E Ref 20/05 Approved Chairs Action	13/02/20
1.3	Portering Services	Annually	Estates Committee Ref 21/15	19/03/21
1.4	Portering Services	Annually	Estates Committee Ref 22/12	24/02/22



# 9. APPENDIX 1

## Process Guide to Internal Office Moves

The following is a guide to assist you if you are moving office or your work location is changing.

*If the move is part of a larger project, many of these tasks will be carried out on behalf of the effected School/Function by the Project Manager in liaison with the Head of School/Function and their Executive Support.*

### Prior to the Move:

If the move is not part of a larger project, contact the [Estates Helpdesk](#) (x7000) or by email to [fm-help@reading.ac.uk](mailto:fm-help@reading.ac.uk) to request the Porters assistance with the move.

You will need to supply date and time for your move with full details of all the items that require relocation. Please provide at least 5 working days' notice.

As this is a chargeable service you will also need to give details of a project code for work (you can obtain this from your Executive Support or Head of School/Function).

If you are the only person moving, you will need to raise a work request on the [IT portal](#) for your PC and telephone to be moved to your new location (Executive Support in your school or function can assist with this) This can also be done via the staff portal [www.reading.ac.uk/internal/its](http://www.reading.ac.uk/internal/its)

Pack up all papers/documents, work related equipment and personal belongings in boxes/crates provided by the Porters or the moving contractor. If your move is being serviced by an external company the crates can be arranged directly with the service provider

Disposal of furniture not required: Furniture that is in good condition that can be reused should be listed on WARPIT (Contact Sustainability for assistance). If furniture is not reusable, a disposal request should be raised via [waste@reading.ac.uk](mailto:waste@reading.ac.uk). A project code will be required for waste removal, as before this can be obtained from your department Executive Manager/Administrator.

Ensure that the room you are vacating is left in a tidy and clear condition for the incoming occupant. If a deep clean is required this can be arranged by contacting Cleaning Services [cleaning@reading.ac.uk](mailto:cleaning@reading.ac.uk)

Please handover your office key, and any other keys not required to the Building Support Officer for your zone.

### During the move:

Access card: Email [Campus Cards](#) to request access via your staff card to your new building and for them to delete the access from your current area

Inform the [Post Room](#) of your new work location (this will ensure that any post will be redirected to your new location).

### After the move:

Log into [ESS](#) and change your work extension/phone number (this will change the number on the staff search when people are trying to locate you).

Contact the zonal Building Support Officer to obtain keys (if not already issued), for an overview of the building and familiarisation of welfare and other facilities in your new location.

Change your address in your email signature to reflect your new location.

