Imperial College

Smart Working Guidelines

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1. INTRODUCTION

1.1 Definitions

Smart Working: A business and people focused approach to flexible working that delivers better efficiency and effectiveness in service delivery and organisational agility, as well as benefits for working people. It achieves this via modernisation of working practices while providing improved work environments and benefits for the employees.

Key features are:
- management through results,
- a trust-based culture,
- high levels of autonomy, flexibility in the time and location of work,
- new tools and work environments,
- reduced reliance on physical resources, and
- openness to continuing change.

Flexible Working: Types of working arrangements, which give a degree of flexibility on how long, where, when and at what times employees work as defined in College's Flexible Working guidelines. These should be used as guidance of work patterns to get the best benefit out of Smart Working. The owner of "flexible working" process in the College is Human Resources.

To clarify the relationship between the two terms, Flexible Working is a set of working practice arrangements in place to help deliver Smart Working.

1.2 References

The following references and resources have been used in building this Smart Working guidance:

- Publicly Available Standard PAS 3000:2015 Smart Working, BSI and the Cabinet Office
- The Smart Working Handbook, 2nd Edition, 2015, flexibility.co.uk
- Workplace Protocols Handbook, Cushman & Wakefield

1.3 Objectives

The objective of Smart Working in Imperial College is to deliver better quality services while managing the inputs as efficiently as possible by incorporating and harnessing the benefits of increased flexibility and organisational agility via introduction of positive changes to working practices, working environments, processes, technologies and organisational culture.

In short, the objectives are:
- Increase productivity while managing resources as efficiently as possible;
- Harness benefits of flexible working;
- To foster a better sense of community and belonging.

The objective of this document is to provide all stakeholders a guidance to understand what Smart Working is, what it provides and how the smart working

environments are to be utilised. This includes the etiquette of interacting both with the environment and the other occupants.

1.4 **Principles**

The College is committed to providing a supportive environment, where flexible working can be of benefit to both employees and the College. Smart Working takes a strategic and business and people focused approach to flexible working, combining benefits to the employee with benefits to the College and benefits to the environment. We aim to do this by adopting a strategic rather than a reactive approach to workplace flexibility.

Space is NOT to be allocated on the basis of seniority, habit or personal preference, except where a particular use of space or work tool is required for one of the following reasons:
- reasonable adjustment for staff with special needs or due to health and safety reasons,
- a specialist function that requires a particular location or tools.

Some of the current adjustments in place based on the above criteria are:
- Staff members, who need to use a raising desk or a dedicated chair have priority for the use of them. However, clear desk policy also applies to these desks and they will be made available for others to use when they are away.
- Reception area is allocated to the Administration Officer with reception duties.

1.5 **Scope**

- Organisational and people: All employees, contingent workers and casual workers of the College are in scope. Students are not normally allowed to use the workspaces. The guidelines described in this document apply to everyone using the workspace. Floor users are responsible to remind the guidelines to guests.
- Physical space scope: 4th Floor of the Sherfield Building excluding the area occupied by the Occupational Health Team.

1.6 **Community Manager**

Community Manager role is responsible for the smooth running of the smart working environment. They report to the Departmental Operations Manager and some of their responsibilities related to Smart Working are as follows:

Community Management
- Breeds a sense of community and belonging among the staff members;
- Plans and launches community initiatives to foster connections and relationship between staff and departments;
- Acts as the first point of contact for any issues / disagreements and resolves them quickly and in a manner that diffuses tension;
- Oversees new staff members arriving by introducing them to the community guidelines as part of their induction.
- Provides a smile and energy to the staff members and visitors.

Facilities and Space Management

- Maintains all space operations to the satisfaction of staff members;
- Ensures cleanliness and everything is in working order;
- Handles mails and deliveries.

2.   SMART WORKING PROTOCOLS AND ETIQUETTE

In this section, the rules surrounding each protocol is described in normal text. This will include a simple explanation of what the protocol is about, its scope where a clarification is required, where and how it applies, as well as laying out "the rule of the law" to be used when resolving any disagreements or conflicts.

Behavioural and cultural messages describing the etiquette are then provided in a text-box format: What are the good behaviours? What are the bad ones? Why is it important to adopt the good behaviours, and avoid the bad ones?

2.1   Enabling Smart Working

2.1.1   Considering Others

Imperial Expectation #6: Consider Colleagues – consider the thoughts and expectations of others. Listen more, communicate clearly, be respectful, be considerate, be calm and measured.

All staff members must ensure that no individual is disadvantaged by the choices of others. This requires that you ask and find out about the preferences of your work colleagues when making arrangements involving them, e.g. when arranging an early or late meeting, when booking a holiday, when planning to work remotely if team presence is required, etc.

2.1.2   Letting everyone know where you are

It is vital that you let others know when you are away by updating your status on the office tools. Keep your Outlook calendar up-to-date at all times. Use the "show as" types "Working Elsewhere" and "Out of Office" to show clearly when you are available for meetings or not.
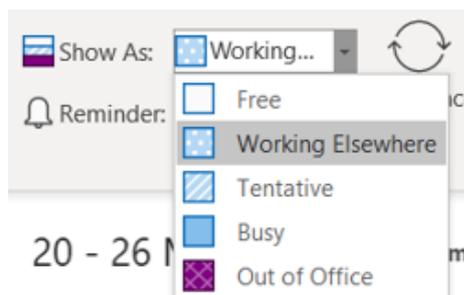

Please set an out-of-office auto-reply on Outlook when you are away and not working. DO NOT set an auto-reply when you are working remotely; just make sure

your calendar has an entry showing you are working remotely. Skype for Business and Microsoft Teams will read your Outlook calendar and set your status to "Busy" if you are in a meeting.

Calendars of ICT Staff are set to show the "subject line" of meetings to others to make it easy to identify easy-to-reschedule entries when setting up meetings. Please do not include any personal information in the subject lines of calendar entries, e.g. do not put the names of interviewees in the subject line for interview appointments; include them in the notes field if necessary.

When working remotely, make sure you are available for calls from colleagues on Skype for Business and Microsoft Teams. If you are working remotely, when starting up your day, set up your location on Skype for Business and Microsoft Teams showing that you are working remotely.
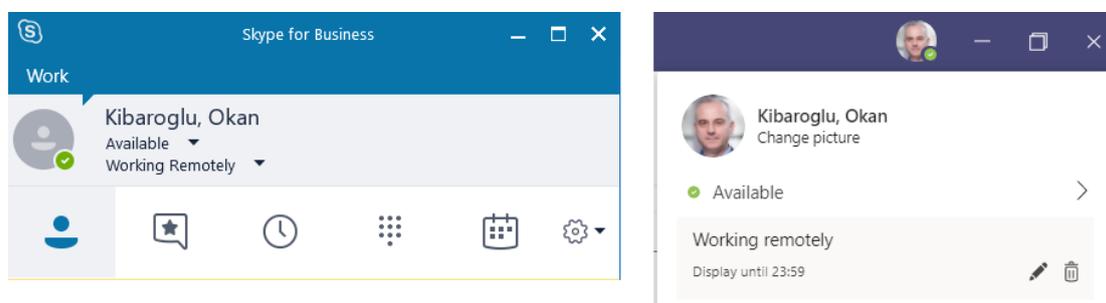
It is important to upload your picture to Office 365 for your colleagues to identify you positively. You can do this by visiting https://delve.office.com and clicking on "Me".

2.1.3 Sharing work

Using electronic collaboration systems to share work effectively is an integral and essential part of smart working. All staff members are strongly recommended to use collaboration spaces to ensure work is easily accessible and shared.

Recommended file storage and sharing options for general and sensitive information are available here:
https://www.imperial.ac.uk/admin-services/ict/self-service/be-secure/protect-college-personal-information/sensitive-info/recommended-options/

More information about how to use Office 365 features to collaborate with groups and teams can be found here:
https://www.imperial.ac.uk/admin-services/ict/self-service/connect-communicate/office-365/features/

2.1.4 Meetings

Everyone is responsible to follow the best practices when setting up and attending meetings:

BEST PRACTICES FOR MEETINGS

MEETING ORGANISERS / HOSTS:
• Define the issue and ask yourself if the issue can be addressed via another route; organise a meeting only if necessary (Regular meetings such as one-to-ones, team meetings, project meetings are important and should always convene.);
• Choose a date and time suitable for everyone;
• Set up the meeting as online meeting;
• Always send an agenda; always follow up with at least brief minutes and actions;
• Make sure you have a conference call speaker for remote attendees;
• If you are recording the meeting, make sure you let your attendees know;
• Finish the meeting early with consensus if there is no further to be gained from the discussion, and always 5 minutes before the scheduled end time to enable colleagues to get to other meetings on time.

EVERYONE:
• Keep your calendars up-to-date to enable meetings to be arranged effectively;
• Respond to the meeting invitation;
• Be punctual! Let the organiser know in good time if you are likely to be late;
• Don't interrupt! Discourage interruptions, everyone should have a say;
• Give credit: acknowledge input and highlight contributors;
• Online people matter: Acknowledge their presence, ask for their contribution occasionally, ask for their final remarks when closing;
• Treat colleagues as you would like to be treated;
• Be an "Active Bystander"; do not tolerate poor or disrespectful behaviour; if necessary, follow up!

ONLINE ATTENDEES:
• Be aware of the background noise in your environment. Mute your microphone when not speaking!

When attending meetings remotely, it is better practice to use your laptop camera, however this is not mandatory. Using your camera will help enhance your presence for others. When using your camera, be aware of your background and remember you can blur your background on Team calls.

2.1.5 Working remotely

Home-working (or as a more general term, Working Remotely) is part of College's Flexible Working provision. Staff members, who want to have a regular flexible working arrangement including working remotely on a regular basis should discuss this with their line manager as per College's Flexible Working guidelines. It is line managers' responsibility to review requests in line with operational requirements and agree with staff member what the arrangements will be.

Staff members could also work from other College campuses as part of their remote working arrangements. There are no official hot desking facilities available in other campuses, but public spaces, such as College cafes and libraries can be used. The

usual terms and conditions of remote working will apply, e.g. booking it via TeamSeer, updating Outlook calendar, updating your online presence, etc.

When a regular home working arrangement has been made, an ICT Computer Health & Safety Checklist should be filled in by the staff member and submitted to their Line Manager and the ICT Safety Officer. The checklist provides useful information about the checks that need to be made about a home office environment, including chair, monitor, keyboard, mouse, screen position, temperature, ventilation, humidity, noise, light, layout, possible interruptions, home and contents insurance, etc.

It's College's responsibility to provide a suitable workspace for all employees, taking their special requirements into account where applicable. It is staff member's responsibility to provide any resources or additional equipment to be used when working from home.

2.1.6 Technology and Equipment

Laptop computers and headsets will be provided to all staff to enable them for smart working.

Enhanced wireless (WiFi) coverage is available in the smart working environment to enable efficient access to network. More information on how to connect and use the wi-fi network for staff and guests is available on Access the wireless (WiFi) network page.

Most desks are equipped with a universal docking station, standard display unit(s), a standard keyboard and mouse in the smart working environment. Simply turn on your laptop and connect the USB-C connector and this should enable you to use the display units and connected keyboard and mouse. If you have your own keyboard and/or mouse, do not forget to reconnect the local ones back when vacating the desk. Standard keyboards and mice will be arranged to be cleaned regularly.

No fixed telephones are available on desks. When connected to Skype and when your status is not set to 'busy' or 'do not disturb', calls to your extension will be received and can be answered on Skype for Business. Any voice mail messages will be sent to your College email. This provision is expected to move to Microsoft Teams soon.

Some of the technical restrictions, such as Fixed IP address requirements, are being worked on as of the date this document is published, and solutions will be available when Smart Working phases are rolled out.

2.2 Desk usage

2.2.1 Choosing a desk

Home zones* are allocated to departments and sections as described in Appendix B. Staff members are recommended to sit in their home zones, but they could also use other zones. In case of shortage of desks in a zone, home department staff members have priority on their home zone desks.

* Allocation of these zones is not permanent and may be changed as the need arises.

You are free to choose any desk on the floor you like. Where possible, try to use a desk in your home zone. If you are occupying a desk in a guest zone and a native colleague has nowhere else to sit in the zone, offer the desk to them. Remember, there are at least 54 touch-down spaces in collaboration areas.

Please make guest members working in other zones to feel welcome. This will help to break down silos and encourage cross-team working.

2.2.2 Occupying a desk

Leaving your laptop (locked securely with a Kensington lock) and/or other personal items on a desk means that the desk is claimed. Do not leave a claimed desk unoccupied for more than two hours at a time.

If there is a laptop and/or personal items on the desk, it means that the desk is claimed. Do not use that desk if possible. However, if you have no other choice, or need to use the desk (say to collaborate with a colleague there) you can occupy the desk. However, please be prepared to vacate the desk as soon as the person claiming the desk returns.

Do not leave a desk unoccupied for more than two hours. If you need to leave the desk for more than two hours, clear out and vacate the desk.

Plan your day at the start of the day and consider not claiming a desk and using a touch-down space in the collaboration areas if you will spend a significant part of the day away from the desk.

2.2.3 While using a desk

Drinking beverages and eating non-aromatic, cold food at the desks are allowed. Hot and/or aromatic food should not be consumed at desks.

Hot food can be smelly and disturb others around you, so do not consume them at your desk. Use the cafeteria!

2.2.4 Be secure at your desk

Do not leave valuables and confidential information lying around even for a short period of time. Use the Kensington lock available on every desk to secure your laptop; lock away any other valuables or confidential items, or take them (including your mobile phone) with you.

Even if you need to leave your desk for a short period of time, lock away all your valuables and confidential items, or take them with you.

When you lock and leave your laptop on a desk, take the key with you and do not leave it on the lock. When you unlock your laptop, leave the key on the lock for the next person to use.

2.2.5   Vacating a desk

All desks should be cleared out and cleaned if necessary when vacating. Take all your personal belongings with you. Re-connect any standard keyboard and mouse if you disconnected them.

Clear desk policy: When vacating a desk, clear out the desk and leave it clean! Ensure nothing is left on or around the desk belonging to you, and the desk has been wiped down if necessary, e.g. to remove coffee stains, food crumbs, etc.

2.2.6   Health Adjustments

Some colleagues may require the use of a particular desk for health and safety reasons. In such cases, those desks will be allocated primarily for them. Clear desk policy applies to those desks like all other desks, and they need to be left completely clear and clean for the use of everyone in case the primary user is not in the office.

If a desk is identified as primarily allocated to a colleague, try to use the desk as a last resort. This should be common knowledge for and self-managed by the teams; please ask colleagues in the vicinity if not sure. Be ready to vacate the desk if the primary user claims the desk. If there is an adjustable chair, do not change its adjustments; borrow and use a standard chair where possible.

Priority allocation of a desk to a colleague may also be applicable due to technical requirements, e.g. a colleague requiring specialist equipment on the desk primarily allocated to them for their job, and the rules above equally apply.

2.3   Office Etiquette

2.3.1   Be Secure

- Stop and challenge people trying to tailgate you into secure areas without a security pass.
- Do not lend your security pass to others (ICT Admin Team has temporary passes for your visitors when needed.)

- If you find any abandoned printed papers on printers or anywhere else, dispose of them in the confidential bin or in the paper shredder.

2.3.2 Be Noise Aware

Avoid having long or group conversations, as well as long telephone and conference calls where you need to speak a lot at desks where possible. Use quiet rooms, meeting rooms or collaboration areas where possible. For confidential and private conversations, always use an enclosed meeting room; if one is not available, consider postponing the conversation.

Keep your phone's ringing volume low. Be aware of noise spill from headphones.

Consider how your actions and behaviour affect your colleagues. If you are not sure, ask! Consider making use of all suitable places in the office appropriate to your activity.

2.3.3 Be Green

- There are recycling bins in the café area and across the floor:
  - Red bins are for glass bottles and jars;
  - Green bins are for dry mixed recycling;
  - Blue bins are for paper and card;
  - Black bins are for general waste.
- Use these bins for the correct disposal method and to help protect the environment.
- Turn off any unneeded electrical equipment and lights. Ensure water taps are turned off after use.
- Think twice before printing! Do you really need that item on paper while we all have a portable device to access it? Do not store unnecessary paper and recycle accordingly.

## 2.4 The Kitchen and the Café

The kitchen is the place to prepare your food and to wash up food stuff. The café area is for eating / drinking / socialising, and for informal and non-confidential conversations. The 4th Floor kitchen and café are allocated for the sole use of all ICT, CPD, HR Staff Hub and Safety Departments staff, and their guests.

The kitchen and the café are for everyone, so please always leave it clean and tidy.

Wash up your plates, cups and utensils, or put them in the dishwasher after rinsing. DO NOT LEAVE them in the sink.
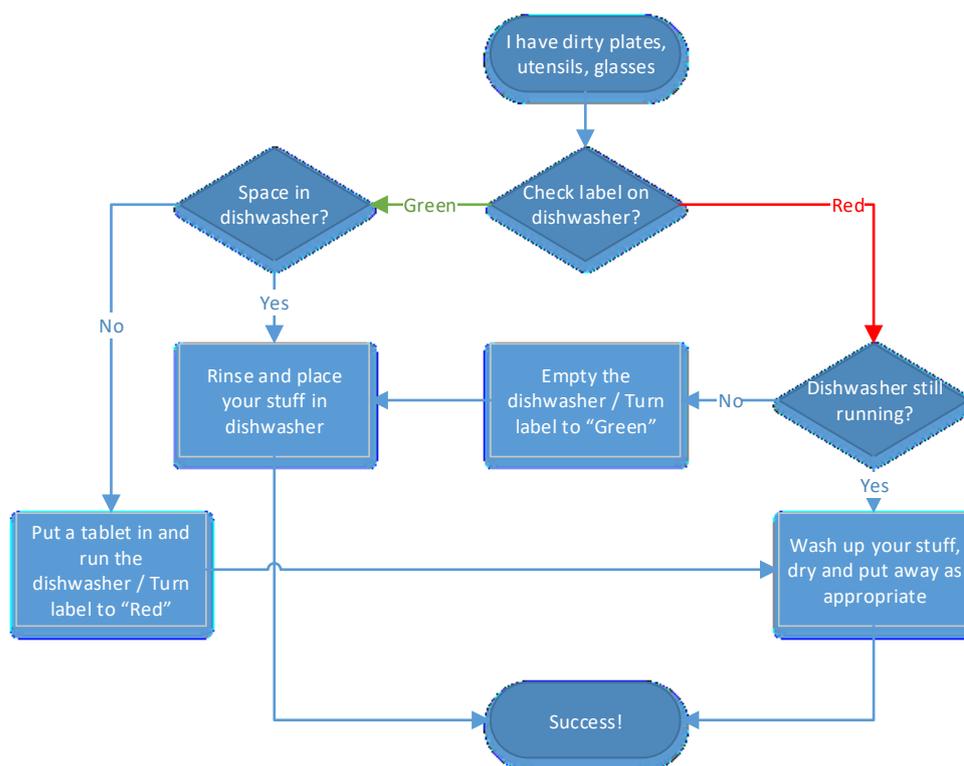
2.5 Storage

2.5.1 Lockers

Individual lockers are provided to all staff members to enable them for smart working. Personal items should be stored in lockers, and only located on desks during periods of active occupation. Any personal items that are not required during your working day should be kept in the lockers, e.g. shoes, trainers, helmets, sports equipment, clothing, etc.

Make sure your name is displayed on your locker door. (Un-named lockers will be deemed abandoned and may be opened for inspection and reclaiming after a warning has been displayed for a week.) Do not store wet clothes or food in lockers.

2.5.2 Other Storage

Cupboards are available mainly for storing items related to work. If you need storage for items related to your work, speak to the Community Manager, and they will consider this in line with fairness principles for all.

You should not leave / store anything in the open office space including under the desks. These items include, but are not limited to folding bikes, scooters, clothing, etc.

The coat stands are available around the office. There is a daily storage area at the rear of the new cafe area (used as a stationery cupboard before) to store bulky items such as folding bikes, buggies, and anything that would not fit into a locker. This area should only be used for daily storage and NOT for long-term storage.

The storage areas in the showers and toilets will remain untouched so these can continue to be used as they are now.

If you need more space to store your personal items during the day, speak to the Community Manager.

2.6 Meeting and Collaboration Areas

Appendix A shows the location and types of all meeting and collaboration areas on 4th Floor of Sherfield Building. There are eight mid-size and large meeting rooms, five of which are bookable on the College room booking system. In addition, there are five large and seven small collaboration areas, eight quiet (mini) rooms and eight small meeting rooms, which are not bookable and can be used on a drop-in basis. Five large semi-enclosed collaboration areas are bookable by ICT, HR Hub, Safety and CPD staff only, on Outlook.

- *Always leave the room clean and tidy! When your meeting has finished, clean the whiteboard, take your papers, take your empty cups or glasses with you - don't leave anything behind.*
- *If you have had food/drinks, make sure food / cutlery removed from the table and the table has been cleaned if necessary.*
- *Book the appropriately sized meeting room for the number of people in your meeting.*
- *Cancel your booking if your meeting is no longer taking place.*
- *If a meeting room is not occupied within 10 minutes of a meeting starting, it can no longer be claimed.*

The guidelines on how to use different types of meeting areas are as follows:

2.6.1 Quiet Rooms
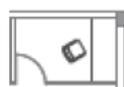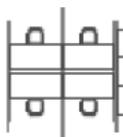
- 8x small enclosed rooms normally suitable for one or two persons;
- To be used for telephone calls, tele-conferences, one-to-one meetings, etc;
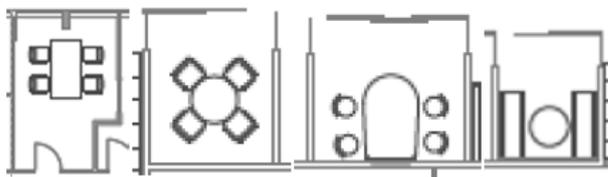- They are not bookable and used on a first-come first-serve basis.
- They should not normally be occupied for more than 1 hour at a time.

Be considerate to your colleagues by moving into a quiet room when you need to speak on a call or in a one-to-one discussion where possible. Vacate the room for others as soon as there is no longer a reason to occupy it, and in any case after one hour of continuous occupation.

2.6.2 Small Meeting Rooms

- 8x enclosed meeting rooms normally suitable for up to 3-6 people;
- To be used for ad-hoc meetings
- They are not bookable and used on a first-come first-serve basis.
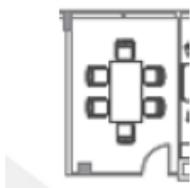- They should not be booked for 1-2 people use.
- They should not normally be occupied for more than 1 hour at a time.

Vacate a small room for others as soon as there is no longer a reason to occupy it, and in any case after one hour of continuous occupation. If a larger group of your colleagues need the room you are in, consider vacating it for them as it might be easier for a smaller group to find a suitable place.
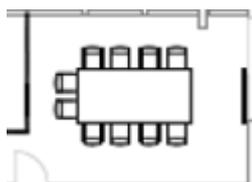
2.6.3 Mid-size Meeting Rooms

- 4x enclosed meeting rooms normally suitable for up to 6-8 people
- To be used for planned meetings
- They are bookable (2 by S/W users only and 2 shared on Planon) and used on the basis of bookings made.
- They should not be booked for 1-2 people use, but can be used on an ad-hoc basis when available.

You can use bookable meeting rooms on an ad-hoc basis when available. If a larger group of your colleagues need the room when using it without a booking, consider vacating it for them as it might be easier for a smaller group to find a suitable place.

2.6.4 Large Meeting Rooms

- 4x large enclosed meeting rooms normally suitable for up to 12-16 people
- They are bookable (1 by S/W users only and 3 shared on Planon) and used on the basis of bookings made.
- They can be used by individuals or small groups when not occupied for planned meetings and when a smaller room is not available.

You can use bookable meeting rooms on an ad-hoc basis e when available. When you are using one without a booking, if a larger group of your colleagues need the room, consider vacating it for them as it might be easier for a smaller group to find a suitable place. Always vacate a bookable room when it is claimed by a colleague with a booking.

### 2.6.5 Semi-enclosed Collaboration Spaces
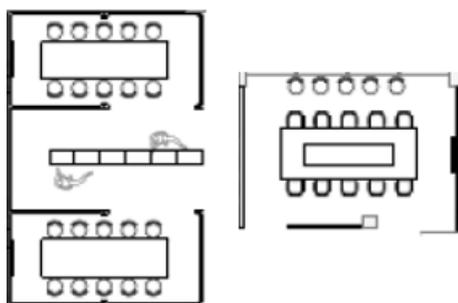
- 5x semi-enclosed collaboration spaces normally suitable for up to 4-20 people;
- They are bookable by the 4th Floor residents (S/W users) only and used on the basis of bookings made;
- To be used for planned team, project, stand-up meetings;
- They can be used/shared as touch-down space by individuals or for collaboration by small groups when not occupied for planned meetings and when a smaller room is not available / suitable.
- Large collaboration rooms may be required by major incident or emergency response teams and must be vacated for their use when needed.

You can use collaboration rooms as touch-down space on an ad-hoc basis when available. You can also use them on an ad-hoc basis for collaborating in small groups. If you are going to have a collaboration session, please consider your colleagues already in the room and agree with them. Always vacate the room when it is claimed by a colleague with a booking.

2.6.6 Small Collaboration Space
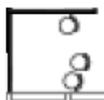
- 1x semi-enclosed space suitable for informal meetings
- To be used for spontaneous meetings, or individual work when a quiet room is not available.
- It can be used by multiple colleagues for individual work at the same time.
- It is not bookable and used on a first-come first-serve basis.
- It should not normally be occupied for more than 1 hour at a time.

2.6.7 Table-type Semi-enclosed Collaboration Space

- 6x semi-enclosed tables suitable for informal meetings for 1-4 people;
- To be used for spontaneous meetings or individual work as required;
- They are not bookable and used on a first-come first-serve basis.

- They can be used by multiple colleagues for individual work at the same time.
- They should not normally be occupied for more than 1 hour at a time.
- The ones located in the cafeteria area should be vacated to be used for lunch between 12 and 2.

If someone else is already in the collaboration area, ask if you can join them. Vacate the semi-enclosed tables in the Café area to be used for meals between 12 midday and 2 PM.

2.7   Other

2.7.1   Air conditioning

On very cold days, some areas of our office do not maintain a level of reasonable climatisation levels. Use of radiators around the office exacerbates this problem by providing false heat input to building management sensors. Therefore, radiators will be available for use by individuals as a last resort. Foot heaters will primarily be provided to those who need them. They are low-voltage and provide targeted heat for feet, thus much less likely to interfere with the building management system.

Please select a more suitable area of the office (e.g. a desk away from the windows, or in one of the middle areas on cold days, or away from sunny windows on warm days) depending on the temperature you prefer. The Community Manager may also look into creating warmer / colder areas using other means on days with extreme temperatures as needed.

Fans will also be available from the Admin Team as required.

2.7.2   Reporting faults

If you see a fault with any of the areas or equipment, please report it:
- All technical faults should be reported to ICT's Service Desk on: https://www.imperial.ac.uk/admin-services/ict/contact-ict-service-desk/
- Speak to the Community Manager or contact the ICT Admin Team on ictadmin@imperial.ac.uk for any faults or issues related to the workspace.
- Any building faults can be directly reported to Estates Facilities on: https://planon.imperial.ac.uk

2.7.3   Rule violations and disagreements

If you see any colleague not complying with the rules stated in this document or observe behaviour not in line with Imperial Expectations or as explained in this document, discuss this with them nicely and explain what they need to do to correct it. If your advice is ignored, please report this to the Community Manager.

If you run into a disagreement on any aspect of the Smart Working environment, take this up with the Community Manager.

3. APPENDIX A: MEETING AND COLLABORATION ROOMS
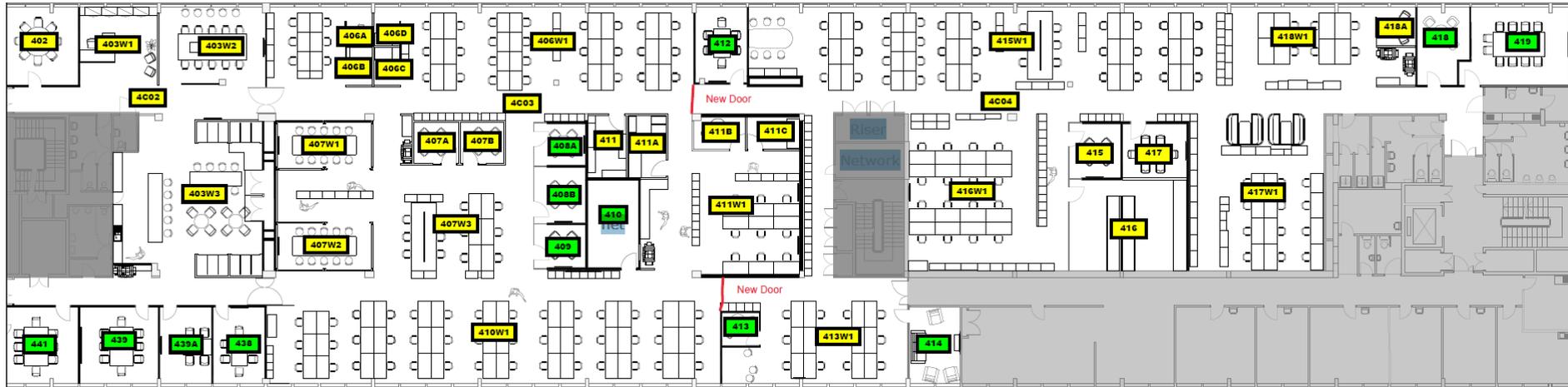
Room Number	Type	Capacity	Booking	Room Number	Type	Capacity	Booking
418a	Quiet room	1-2	Drop-in	**439a**	Mid-size	6-8	Bookable (Shared)
411b	Quiet room	1-2	Drop-in	**402**	Large	8-12	Bookable (Open)
406a/b/c/d	Quiet rooms x4	1-2	Drop-in	**419**	Large	10-16	Bookable (Shared)
407a/b	Smallx2	3-4	Drop-in	**439**	Large	8-12	Bookable by S/W users
408a	Small	3-4	Drop-in	**441**	Large	8-12	Bookable (Shared)
408b	Small	4-6	Drop-in	**403w2 (404)**	Collaboration Space	12-20	Bookable by S/W users
409	Small	3-4	Drop-in	**407w1 (405a)**	Collaboration Space	10-14	Bookable by S/W users
411a	Small	2-3	Drop-in	**407w2 (405b)**	Collaboration Space	10-14	Bookable by S/W users
415	Small	3-4	Drop-in	**412a**	Collaboration Space	4-6	Bookable by S/W users
418	Small	3-4	Drop-in	**411c**	Collaboration Space	4-8	Bookable by S/W users
412	Mid-size	6-8	Bookable by S/W users	**413a**	Small Collab. Space	2-3	Drop-in
417	Mid-size	6-8	Bookable by S/W users	**In café area**	Table Collab. Space x4	2-4	Drop-in
438	Mid-size	6-8	Bookable (Shared)	**In 417w1**	Table Collab. Space x2	2-4	Drop-in

4. APPENDIX B: DEPARTMENT ZONING PLAN
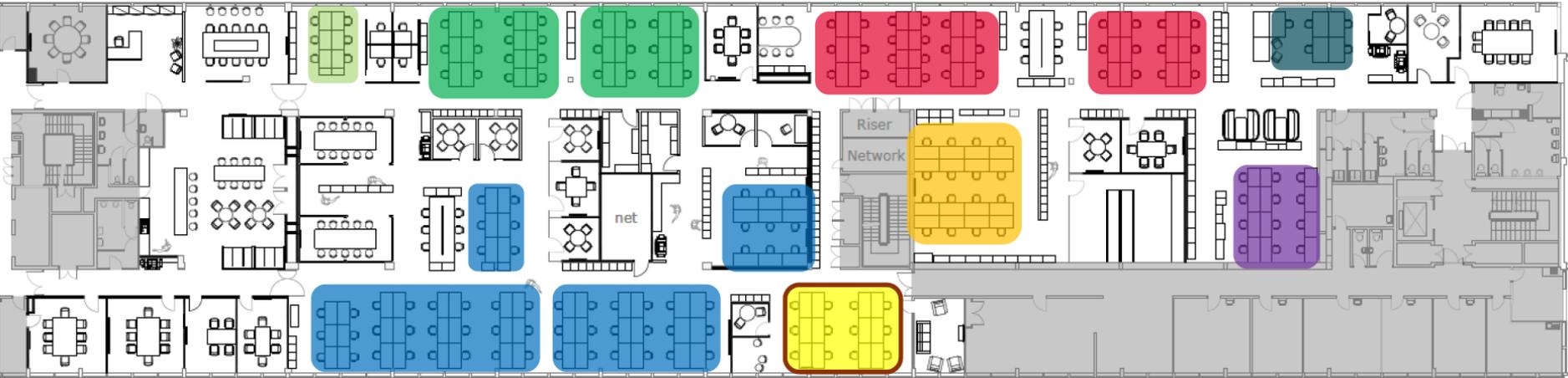
🟦	Service Operations
🟥	Customer Services
🟩	Project Delivery and Development
🟧	Office of the CIO
🟪	HR Hub
◼	CPD
🟨	Health & Safety
🟩	Unassigned desks

Version History

Version/Status	Release Date	Comments
0.1/Draft	March 2019	Draft written by Okan Kibaroglu, Head of Governance, as part of the work carried out by the Process Stream of the Smart Working Project
0.2/Draft	May 2019	Updated with feedback from champions sessions during March and April, also including information about the smart working environment, which has now been agreed.
0.3/Draft	24 May 2019	Final draft completed ready to be submitted to the Project Board
0.4/Draft	31 May 2019	Initial feedback from the Project Board included: Community Manager role added, room bookability updated; distributed to Project Board for approval
0.5/Draft	11 June 2019	Reviewed by ICT SLT members and the managers of other areas affected, Smart Working Champions, Project Board.
1.0/Approved	26 June 2019	Approved by the Project Board
1.1/Interim small updates	31/07/2019	In Appendix A: Rooms 414 and 413 removed as meeting rooms; 411c and 412a added as collaboration spaces; 411b changed to a quiet room.