Hot Desk Policy: Brighton Office (September 2024)

This document contains the policies and procedures relating to the use of Community Works Brighton Office Hot Desk facility. All Hot Desk users are required to read and sign this policy prior to use. Signed Hot Desk policy agreements will be kept on file. All Hot Desk users are required to respect the working environment of the Community Works office, Community Base, the facilities and equipment available within the building. Community Works Hot Desking is available to all Community Works member groups, and at our discretion, non-member charitable organisations and not for profits.

Opening hours and services available to Hot Desk users.

Community Works' office is located on the 3rd Floor of Community Base. As tenants, Community Base provides certain services and facilities which can also be utilised by our Hot Desk users. These include:

- Reception and waiting area facilities
- meeting spaces – within the Community Works office
- toilet and kitchen facilities

Community Base reception hours:

Monday: 10:00 – 16:30
Tuesday: 08:30 – 16:30
Wednesday 08:30 – 16:30
Thursday: 08:30 – 16:30

The Community Works Hot Desk:

Available Monday to Thursday between 10:00am and 4:30pm.
All Hot Desk users must pre book via: Email: info@communityworks.org.uk

Community Works' office facilities for Hot Desk pod users:

- Desk space x 4
- Each hot desk pod is equipped with a monitor, keyboard, Wi-Fi and use of printer
- Printing (free of charge if kept to an acceptable amount)
- Large & Small meeting room hire (at an extra cost)
- Interactive whiteboard & Meeting Owl usage for online / in person meetings
- Use of kitchen and accessible toilet facilities

Information required when booking:

- Name
- Organisation
- Contact email address and telephone number
- Date and Time required
- Facilities required
- Any special access or support considerations

Cost:
Charges and Invoicing details are outlined in the Community Works Hot Desk Pricing Document.

Arriving and leaving the office:
You must sign in using the sign in book which is in the entrance hallway when you arrive at the office. The sign in book is needed for fire safety purposes. You also need to sign out whenever you leave the building e.g. for lunch breaks, meetings or at the end of the day. This will enable us to alert the authorities if we suspect that someone may still be in the building in the event of a fire or emergency.

Visitors to the office:
You, as the organisation who have booked a meeting room, are responsible for the safety and wellbeing of your visitors that come to the building. If you're running a meeting, training or event in our large meeting room, please ask all attendees to sign in, using a sign in sheet to do this. We, Community Works, are responsible for the fire sheet protocol. If a visitor is arriving for the first time, you should collect them from the reception area and escort them back to the reception area after their visit.

Safety Whilst at Community Works Office
Your safety is important to us. If you ever feel unsafe during a meeting with a visitor whilst using a Community Works space, leave immediately and speak about your concerns with a Community Works member of staff.

We abide by a code of conduct, and we expect everyone using our spaces, including our Hot desk spaces and meeting room spaces to abide by the Code of conduct whilst using our spaces. The Code of Conduct can be found here.

Please note that Community Base is an accessible building. For anyone who needs assistance to leave the building in the event of a fire or emergency, you need to ensure that you ask all visitors whether they need assistance, and if so arrange to meet with them in an accessible venue.

If you ever feel unsafe when exiting the building, don't challenge anyone attempting to gain entry into the building. If necessary, call building security or the emergency services. Community Base building security contact: mattdjmills@hotmail.com or call 07906 842692.

Keeping the office tidy:
It is everyone's responsibility to keep the general office environment tidy and free of any health and safety hazards.

Office meeting rooms:
Hot desk users have access to our large meeting room and our small meeting room. These can be booked by emailing info@communityworks.org.uk. It is everyone's responsibility that use the meeting rooms to ensure that they keep the meeting rooms tidy.

Personal property:

You are solely responsible for your personal property whilst in our office and in the building. Whilst we consider the security of personal property of the utmost importance, we cannot be held liable for any loss or damage to such items. Any loss should be reported as soon as possible.

Printing:
A colour printer is located in the office. Free use of this printer is permitted as long as printing is kept to a sensible level. If large amounts of printing is required a cost maybe involved. Printing alone is not a service on offer. Printing is only permitted to those using the hot desk facility.

Recycling and Environmental Issues:
Wherever possible please reuse paper, envelopes and other items wherever possible. All paper and cardboard should be put in the paper and recycling bin.

Security and clear desk policy:
Everyone is responsible for ensuring that their desks are cleared when not in use, to allow other colleagues and Hot Desk users to comfortably access the workstation. Everyone should lock their computer when away from their desk. This can be done by pressing 'Ctrl + Alt + Delete' on your keyboard, and selecting 'lock this Computer'. For any IT related issues, please speak to a Community Works member of staff.

Health and Safety:
The health and safety of all people that visit the building are taken seriously by Community Works. The management team aim to establish and maintain a working environment, conditions and practices that are lawful and best practice, in-line with regulatory standards.
Community Works recognises and accepts its responsibilities under the Health and Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and the Work Health and Safety Act 2011.
It is the responsibility of all staff and volunteers to act with due care for the health, safety and welfare of themselves, their colleagues and people visiting Community Works premises or events, and to report all accidents or potentially dangerous situations, and to comply with instructions issued regarding safe working, fire and first aid procedures.
If a staff member, volunteer, contractor or visitor suffers an accident whilst in the office/building please complete and sign a Community Works Accident & Incident Report form.
Staff, volunteers and visitors are required to co-operate with Community Works management to enable us to comply with our statutory duties including:

- Complying with our health and safety instructions and fire regulations and, in the event of a fire or fire drill, take action accordingly.
- Ensure that entrances, exits, stairways and corridors and not blocked in anyway which may cause a fire hazard thus preventing people from leaving the building easily.
- Co-operating with Community Works and Community Base staff on health and safety matters.
- Taking reasonable care of your own health and safety and for the safety of other people who may be affected by their acts or omissions.
- Reporting all health and safety concerns to a member of Community Works or Community Base staff as soon as the concern has been identified.
- Reporting any accident or injury as soon as it happens to a member of Community Works or Community Base staff. A Community Works member of staff will then complete an accident report and make an entry into the accident book.

Location of key office information:

Health and Safety law poster is displayed on the wall of the office entrance hall
Fire Procedure is displayed on the wall of the office entrance hall
The sign in book is located in the office entrance hall
The first aid box is located in the storage shelves in the office entrance hall
The accident book is located in the storage shelves in the office entrance hall

IT and Internet Use Policy:
Hot Desk users should take into account these guidelines and adhere to them at all times, whilst using our facilities. Failure to do so may result in disciplinary action being taken.

These guidelines apply to all users with access to IT and the internet. Hot Desk users shall not be given access to IT or the internet until they have read and signed this document.

Our policy:
This internet use policy describes the rules governing internet use at Community Works. It also sets out how you are expected to behave when using the internet.

This policy applies to use of the internet on any device that is owned by a user but connected to our networks or systems.
It applies to a user using the internet at their desk, connected to our wireless network through a user's own device e.g. laptop, tablet or smart phone, or using our remote connection facilities.

We want to ensure that:
- all our computer systems and information contained within them are protected against unauthorised access
- information kept in our computer systems is managed securely, complies with data protection laws, and is accessible and simple to use
- all users are aware that it is their responsibility to adhere to and to implement this policy
- breaches of security are reported and investigated by the appropriate individual
- that our computer systems and IT equipment are safe, reliable, and fit for purpose

Responsibility:
All users with access to our IT and internet will be held responsible for complying fully with this policy. Community Works are committed to meeting our legal responsibilities including those relating to data protection, regulation of investigatory powers, human rights, computer misuse, copyright and other intellectual property.

IT equipment:
This policy covers all IT equipment (including hardware and software) and devices connected to our network, whether owned by us or not, and our data residing on our IT equipment and devices connected to our network, and any media or back-ups. All temporary and permanent connections to our network are subject to this policy and all temporary and permanent users must adhere to this policy. We reserve the right to monitor, log, collect and analyse the content of all transmissions on our network at any time deemed necessary for performance and fault diagnostic purposes.

Personal internet use:

Internet access is allowed with the following stipulations:
- Internet use is solely for business and organisational purposes, not personal
- Internet use should not affect the service available to other users e.g. using websites or online materials which could slow access for other users
- The rules in this policy applies to all internet use e.g. inappropriate content is always inappropriate, no matter whether it is being accessed for business or personal reasons
- It should be noted that no internet use is guaranteed to be private and secure

Authorised use:
Only people who have been authorised to use our internet connection may do so. Users must not give access to our internet connection to an unauthorised person, and to do so may result in suspension of use and reporting to appropriate authorities.

Security:
Hot Desk users must not:
- Knowingly introduce any form of computer virus, Trojan, spyware or other malware onto our internet connection, systems or hardware
- It is your responsibility to always consider the security of our systems and data when using the internet.
- Your computer and internet browser shouldn't be left running unattended in any circumstances. The browser should be closed and re-opened on return.

Viruses:
If you suspect a viral infection on your machine a complete virus scan should be performed. It is your responsibility to always consider the security of our systems when using the internet.

Copyright and confidentiality:
We operate within copyright laws. You must not use our internet connection to perform any tasks which may involve breach of copyright law. All internet data written, sent or received through our computer systems is part of our official records. We can be legally compelled to show that information to law enforcement agencies or other parties.

Inappropriate content and use:
Viewing or distributing inappropriate content is not acceptable under any circumstances.

You must not use our internet connection to:
- Take part in any activities on the internet that could bring us into disrepute
- Create or transmit material that might be defamatory or incur liability for us
- Create or transmit material that might be defamatory about other individuals or organisations
- View, download, create or distribute any inappropriate content or material
- Use the internet for any illegal or criminal activities
- Send offensive or harassing material to others
- Broadcast unsolicited personal views on social, political, religious or other non-business related matters
- Send or post messages or material that could damage our image or reputation

Inappropriate content includes: pornography, racial or religious slurs, gender-specific comments, information encouraging criminal skills or terrorism, or materials relating to cults, gambling and illegal drugs.

This definition of inappropriate content or material covers any text, images or other media that could reasonably offend someone on the basis of race, age, sex, religion or political beliefs, national origin, disability, sexual orientation, marital status or any other characteristic protected by law.

Under no circumstances should you access a site that contains sexually explicit or offensive material. If you inadvertently, find yourself connected to such a site or downloading such material you should disconnect from that site immediately and notify a member of Community Works staff.

Breach of Policy:

Knowingly breaching this policy is a serious matter and will result in being barred from using our Hot Desk facilities. Significant abuse of this policy, particularly involving access to pornographic or offensive sites or images may lead to potential criminal charges. You may also be held personally liable for breaching this policy. Where appropriate, we will involve the police or other law enforcement agencies in relation to breaches of this policy.

Telephone Use:

Use of the Community Works office telephone, for outgoing or incoming calls, is not permitted. Personal and work-related calls on personal mobile phones should be done so with the consideration of the office environment.

Data Protection Act 2018:

Community Works follow procedures that aim to ensure that all staff, volunteers, trustees, contractors, agents, consultants, partner organisations, and others acting on behalf of Community Works, who have access to any personal information held by or on behalf of Community Works, are fully aware of and abide by their duties and responsibilities of GDPR and the new Data Protection Act 2018.

Community Works regard the lawful and correct treatment of personal and/or confidential information as very important to being successful in our operations and to maintaining confidence between the organisation and those with whom we work.

We will ensure that we treat personal and/or confidential information lawfully and correctly.

Please click on the link to our Privacy Statement to see how we store, protect and use your data
Community Works privacy statement.

NAME:

ORGANISATION:

By signing this form I hereby agree that I have read and understood the Community Works Brighton Office Hot Desk Policy.

I also understand how this policy applies to me and what will happen if I do not comply. I acknowledge that it is my responsibility to adhere to, and to implement this policy whilst using the Hot Desk facility at all times.

Signed:

Date: