



# Oakdale

## **Head Office - Premises Handbook.**

11 Cardale Court, Harrogate, HG3 1RY.

**Welcome to the Cardale Premises Handbook. This document serves as your guide to the facilities, daily operations, workplace amenities, safety procedures and maintenance arrangements at Cardale.**



## **1. Health, Safety & Security.**

The safety and security of everyone at Cardale is our top priority.

### **Fire & Evacuation Procedures.**

- Fire Alarms: Alarms are tested weekly at 12.00 noon. If the alarm sounds at any other time, treat it as a real emergency.
- Evacuation Routes: Fire exit signs are clearly posted throughout the building. Ensure all corridors and exit doors remain entirely free of obstructions.
- Assembly Point: In the event of an evacuation, exit the building calmly and gather at the designated assembly point located at the rear of the car park, in the corner near Cardale House
- Do not re-enter the building until a designated Fire Warden or the Emergency Services declare it safe to do so.



## Access Control & Security.

- Operating Hours: The standard operating hours for Cardale are 8:30 AM – 5:30 PM Monday through Friday
- ID Badges: These must be worn at all times. Do not prop open external security doors or allow unidentified individuals to "tailgate" into the building.
- Visitors: All visitors must sign in and out using the visitors signing in book in the main corridor
- Staff: All staff must sign in and out in the staff book which is in the main corridor , including if you pop out for lunch!
- Contractors: All contractors must sign in at out using the visitors signing in book in the main corridor and be escorted by a staff member while on-site. Visitors will be asked to wear a Visitors badge which will be given out by a member of staff
- WiFi - The WiFi password is Oakdale2023!
- Access: We are located on the first floor and we share the building with a company downstairs but have our own secure door to enter our offices at the top of the stairs. There is no alarm at Cardale.

## Entering the Building.

Access to the Cardale office is controlled through a key-operated lock. You will need two keys - one for the ground floor main entrance, and one for the 1st floor office space which is Oakdale only. Plans are in place to fit a RFID access control system on the first floor door entry to the offices (which is essentially a 'tap-to-enter' door fob).

## During Office Hours.

- The primary lock on the ground floor will usually remain unlocked during normal operating hours. The business unit on the ground floor is a pilates studio - Elethea Studios - and they tend to open very early and will mostly be opening the ground floor doors.
- Access to the Oakdale office on the 1st floor has a separate key (for now, until the RFID system is fitted)
- Regular staff will be issued with a set of keys (and when fitted, an RFID access card) which must be used to gain entry to the office.
- Staff should not allow unauthorised individuals to enter the premises and should ensure the door closes securely behind them.



## Outside Office Hours.

- Staff requiring access outside normal operating hours should ensure they have their keys (or RFID access card) with them and follow any additional opening and closing procedures in place.
- If you are the first person arriving at the office, you may be responsible for unlocking and opening the premises.
- Lost or Faulty Keys/Access Cards

Any lost, stolen, or faulty keys/RFID access cards should be reported to the Facilities Manager immediately so that access permissions can be updated and replacement arrangements made.

## Closing the Centre.

If you are the last person leaving Cardale, please:

- Check that all windows are closed and locked.
- Ensure lights and electrical equipment are switched off where appropriate.
- Confirm that the office door is secured.
- As we share the building with Elethea Studios, if their staff have already left the building, please ensure the main front door on the ground floor level is locked before you leave.

# 2. Facilities & Daily Operations.

## Heating, Ventilation & Air Conditioning (HVAC).

- The building climate is centrally managed to maintain a comfortable working temperature.
- If adjustments are needed for specific rooms, please contact Alison Hudson, Facilities Manager.
- Windows should remain closed when the air conditioning or heating systems are fully active to conserve energy.

## Waste Management & Recycling.

- General Waste (Black Bin): Non-recyclable materials and food packaging. Located in the kitchen.
- Recycling Bin (Green Bin): recycling of cardboard and paper



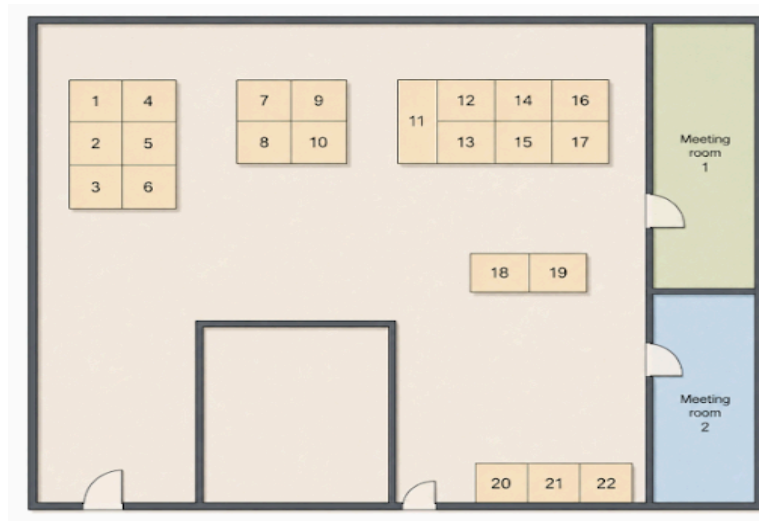
- The external bin store is next to the electricity substation which is on the access road leading to the car park and this is emptied weekly.

## Kitchen & Communal Areas.

- **Cleanliness:** Please clean up after yourself. Wash, dry, and put away any crockery/cutlery used, or utilise the dishwasher provided.
- **Fridge Policy:** The communal refrigerator is cleared out weekly on Friday afternoons. Any unlabelled or expired items will be discarded.
- **Dishwasher Etiquette:** To help keep the kitchen tidy for everyone, please rinse off food scraps before loading items, stack dishes neatly, and avoid overfilling the machine. If the dishwasher is clean, please take a moment to empty it before adding your items. Everyone's cooperation helps keep the shared space clean and welcoming.
- **Food Van:** Listen out for the familiar tune – it's usually the signal for a well-earned break and a chance to grab a snack!
- **Milk Delivery:** Fresh milk is delivered to the office weekly for staff use. To help ensure we have the correct amount available, please notify the Facilities Manager if supplies are running low before the next delivery or if there is consistently excess milk remaining. This helps us manage orders efficiently, minimise waste, and ensure adequate supplies are available for everyone.

*If you spot the milk delivery waiting outside when you arrive, please rescue it and pop it in the fridge. You'll almost certainly earn the appreciation of the office's tea and coffee enthusiasts! 😊*

## Desk Booking & Workspace Use.



Cardale operates a desk-booking system to ensure workspaces are available for all staff.

- Desks should be booked in advance via Google Calendar (process below)
- Please cancel bookings if you are no longer attending the office.
- Desks are available on a first-come, first-served basis through the booking system.
- Three height-adjustable desks are available for staff who prefer to work standing up or who have mobility or physical health requirements. These desks can be reserved through the booking system.

### **How to Book a Room or Desk.**

1. Open your Google Calendar.
2. Navigate to the date and time you wish to make a booking.
3. Create a new calendar event by clicking on the relevant time slot.
4. Select "Add room or location".
5. Click "Add room".
6. Select "Browse all rooms and resources".
7. Click the drop-down arrow next to Cardale to view all available rooms and desks.
8. Select the room or desk you wish to book.
9. Click the back arrow to return to your calendar event.
10. Review the booking details and click Save.

Your room or desk is now reserved.

### **“The Nook”.**

The Nook is a small meeting room with 1 desk and can be available as a quiet breakout space, particularly useful for:

- Confidential conversations.
- One-to-one meetings.
- Supervision sessions.
- Online meetings requiring privacy.
- Short periods of focused work.

Please be considerate of others and leave the space tidy after use. Again, this is available through our desk-booking system.



## Car Parking.

11 Cardale Court has eight designated parking spaces available for staff and visitors. These are clearly marked on the parking bays opposite the building.

- Parking operates on a first-come, first-served basis. Alternatively there is off street parking nearby.
- If a non-authorized vehicle is parked in a Cardale space, information notices can be found at the signing in desk in the main corridor of the office and placed on the vehicle.



## Lighting & Energy Use.

Please note that the kitchen light is linked with the main office light nearest the meeting rooms. This means that the switch in the main office needs to be on to allow the kitchen light to go on.

To help reduce energy consumption:

- Turn off lights when rooms are not in use.
- Keep windows closed when heating or air conditioning is operating.
- Switch off equipment when no longer required.



### 3. Maintenance & Fault Reporting.

To keep our Cardale office running smoothly, we rely on prompt reporting of any maintenance issues.

#### How to Report a Fault.

For all incidents/defects please complete the Incident Report Form on the Intranet: <https://www.oakdalegroup.org/srls-form/>

When reporting, please include:

1. The exact location (Room number/Desk)
2. A brief description of the issue
3. A photo (if applicable)

### 4. Key Contacts.

**Emergency Services (Fire/Police/Ambulance):** 999

**Non-Emergency Police:** 101

Alison Hudson, Facilities Manager, 07712554623, [alison.hudson@oakdalecentre.org](mailto:alison.hudson@oakdalecentre.org)

For all other key contacts please see the Business Continuity Plan.

**Fire Wardens:** We have the following Fire Wardens across the business:

Alison Hudson	Charlotte Prudhoe
Dionne Newman	Kelsey Deighton
Helen McPhee	Jenna Tomelty
George Harness	Mabel Walker
Colleen Buxton Iseley	



**First Aiders:** We have the following Fire Wardens across the business:

Dionne Newman	Charlotte Prudhoe
Helen McPhee	Kelsey Deighton
George Harness	Jenna Tomelty
Colleen Buxton Iseley	Mabel Walker

**First Aid kit is located in the cupboard kitchen under where the taps are.**

## 5. Local Facilities & Amenities.

### Elethea Studios.

The Reformer Pilates Studio on the ground floor beneath Oakdale offices have offered us a Corporate 10% discount on membership for any Oakdale staff member, using the code OAK10. This code is applicable on their Harrogate booking system:

<https://eletheastudios.co.uk/>

### Central House Café.

Central House offers a welcoming café environment which offers a lovely has free WiFi access, power and USB charging points and comfortable seating suitable for informal meetings/working lunches. They just ask that we buy a drink!

Further details of Central House can be found in the two links below:

<https://www.centralhouseharrogate.co.uk/>

### Beckwith Gym.

There is a gym less than 2 minutes away from our offices, which will provide a free guest pass if you're new to the gym and, from time to time, offer discounted joining fees to those who work locally (monthly membership fees apply).

The gym also has a range of exercise classes including before and after work, and during a lunch hour. For more information, visit their website:

<https://www.beckwithhealthclub.co.uk/>

Thank you for your cooperation in keeping Cardale safe, clean, and operational.

