

WELCOME TO

PARK SQUARE,
ISS BIRMINGHAM

First Floor, 3160 Park Square
Birmingham Business Park
Birmingham, B37 7YN

BirminghamWorkplaceTeam
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PARK SQUARE, ISS BIRMINGHAM



Birmingham
Business Park

SAT NAV REF : **B37 7YN**

MASTER PLAN

1	Fujitsu	6000
2	Knights Court	6100
3	Bishops Court	6200
4	Solihull Parkway	1300-1700
5	The Crescent	2000-2250
6	Regents Court	2400
7	The Crescent	2300-2700
8	Kings Court	2600
9	Trident Court	2900
10	The Pavilions	3000
11	Lakeside	4000
12	Park Square	3100
13	Waterside	4200-4300
14	Atos	3300
15	Parkside	3500-3900
16	Rolls Royce	5000
17	Aquarius	4520
18	The Forum	5500
19	Future Development	6700
20	Car Park	4500
21	Granite	6500
22	Radial Park	7000
23	Birmingham Interchange	



[LINK TO GOOGLE LOCATION](#)

[LINK TO APPLE MAPS LOCATION](#)

BIRMINGHAMBUSINESSPARK.CO.UK



GREGGS Greggs
WHSmith WH Smith

Bus stops - Bus service 75 (Claribels)
 Bus stops - Bus service X12 (National Express)
 Park Management Office
 Outdoor Food Street Carts

Bicycle Planter Stands
 E Bicycles
 Bicycle Repair Stand
 Bicycle Rack

Table Tennis Tables
 Outdoor Gym & Outdoor Games
 Allotments
 Wild Flower Meadow

Crèche
 Dry Cleaning

Dear Placemakers,

I would like to warmly welcome you to our new Birmingham workplace.

We have designed the workplace to offer an inspiring and forward-thinking environment where everyone can work, think and give. We are pleased to present this transformation, which incorporates the latest workplace trends and concepts for colleagues, visitors and both current and potential clients.

The workplace has been designed to be dynamic, efficient, collaborative and flexible. It includes a variety of spaces to accommodate different work modes and needs, with both formal and informal workspaces as well as an agile training room. Additionally, we have introduced a new breakout area offering a selection of drinks and refreshments throughout the day, providing a space for work, dining and socialising. You will experience updated furniture, technology and a thoughtfully curated environment supported by the Workplace Team, who embody our ISS values.

Please refer to this guide to familiarise with all the features of your new Birmingham workplace. Our dedicated Workplace Team are available to assist you and can be contacted at: BirminghamWorkplaceTeam@uk.issworld.com.

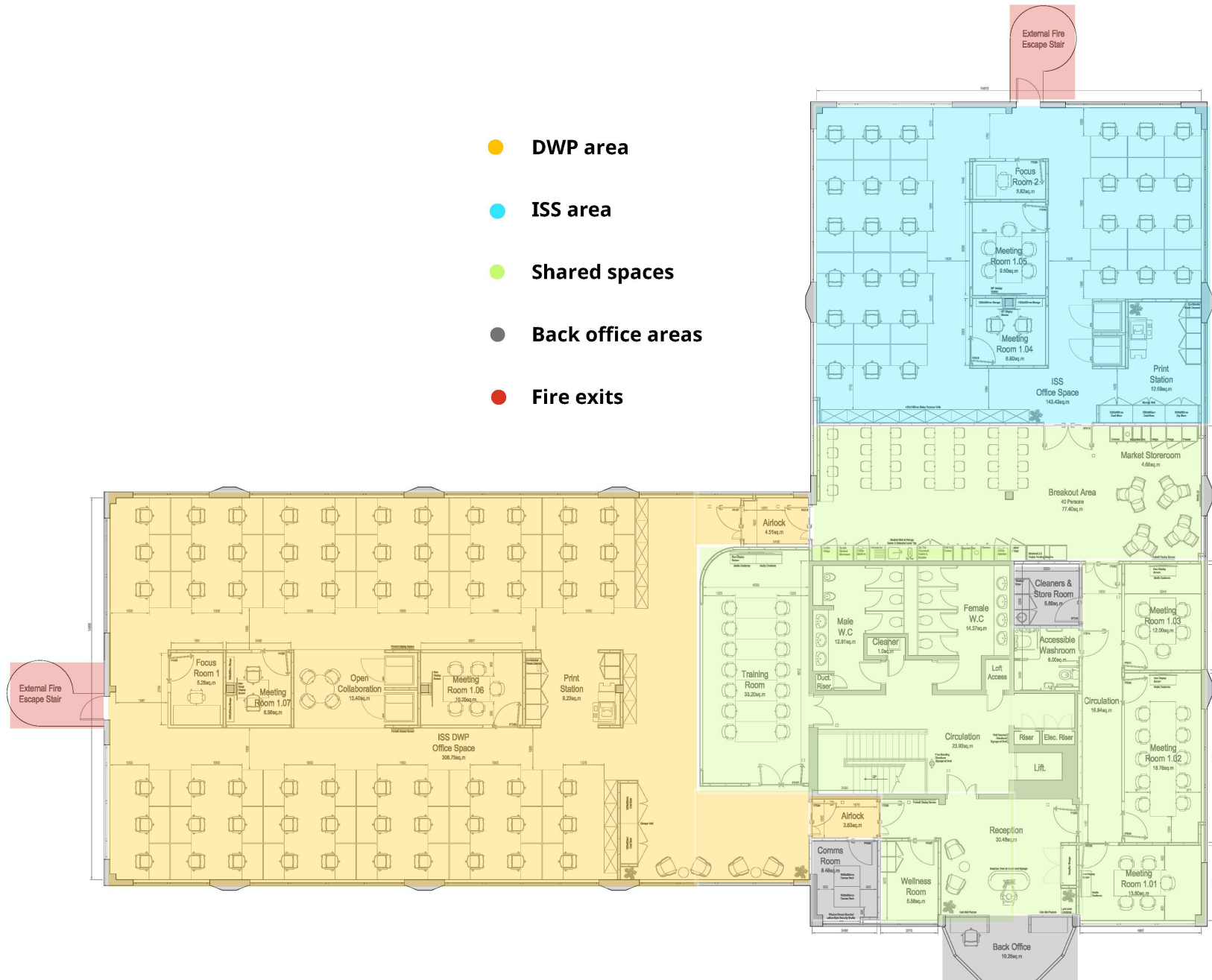
Best wishes,

Elena Kritikos

ISS UK Property Manager

PARK SQUARE, ISS BIRMINGHAM FLOOR PLAN

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Creating great first impressions and building lasting relationships with our colleagues, partners and clients are important to ISS.

We have an amazing Workplace Team to demonstrate exactly what great service looks like and to look after everyone who visits.

Please do not hesitate to reach out to a member of the team for assistance.

THE WORKPLACE TEAM IS HERE TO ASSIST YOU

The Workplace Team look forward to greeting you and your guests at the ISS Reception on the first floor. Please don't hesitate to ask the team if you have any specific requirements.

HOW TO CONTACT THE WORKPLACE TEAM

Come and visit the Workplace Team at Reception between the hours of 08:00 and 17:00, Monday to Friday.

Email address:

BirminghamWorkplaceTeam@uk.issworld.com

Telephone number:

+44 (0)7483 171 101

For further information, please visit our ISS Intranet SharePoint site:

<https://issglobal1.sharepoint.com/sites/UK-PropertyServices>

WHAT TO EXPECT ON YOUR FIRST DAY

You should receive a tour of the Workplace on your first day. If this has not been booked, please contact the Workplace Team.

OPENING HOURS

The Birmingham office is accessible from 06:00 until 22:00, Monday to Friday (subject to security access permissions). The Workplace Team is available between 08:00 and 17:00, Monday to Friday. For out-of-hours access, speak to the Workplace Team (subject to approval).

SECURITY ACCESS

This workplace consists of a secure area (for DWP-authorized colleagues and visitors only) and remaining areas for other ISS colleagues and visitors to use. Appropriate security access will be provided by the Workplace Team and colleagues requiring access will be issued with a security pass when they join ISS. An [Onboarding Form](#) must be completed for each new colleague by their line manager. The Workplace Team must be informed straight away about lost or misplaced passes and leavers so access can be suspended.

Security passes must be worn at all times and we ask that you prevent tailgating and challenge any individuals you do not recognise.

TRAVEL AND CAR PARK

The office is located within Birmingham Business Park, [here](#). Nearby are Birmingham International Station and Birmingham International Airport. There are a total of 54 parking spaces available (including 4 EV bays and disabled bays). The Workplace Team regularly monitors the car park. Visitor parking and EV bays can be booked on a first come, first served basis. EV bays are chargeable, the cost can be reclaimed by those not based in the Birmingham office. Further information is available from the Workplace Team. Bicycle storage can be found outside the building.

AMENITIES

There is lift access to the first floor. Toilets are located within the landlord lobby on both floors. There is a unisex/disabled toilet with a shower situated within the office near Reception. Colleagues should bring their own towels, storage is available for coats and activewear within the working areas. Toiletries are available upon request.

A flexible workplace can improve productivity, collaboration and performance. We have a variety of meeting spaces and workspaces to suit your preferred work mode.

SIT AND STAND WORKSPACES

Individual workspaces with curved, widescreen monitors and height-adjustable desks are available so you can stand or sit down while working.

MEETING SPACES

There is a selection of meeting rooms, both formal and informal, with the latest audio-visual technology (including Microsoft Teams).



TELEPHONE BOOTHS

Private telephone booths are placed around the office just in case you need to make a quick or ad-hoc call.

COLLABORATION AREAS

Here you will find a range of flexible spaces designed for working together. These spaces are ideal for informal get-togethers or taking a break from your desk.

WELLNESS

Do you need peace and quiet or some time alone? We have the perfect place. A prayer mat and yoga set are available for your convenience and comfort.



SOCIAL SPACE

The breakout area offers a variety of seating arrangements so you can eat, drink and relax at any time of the day.

We know that food is good for the soul and that's why we've made the breakout area a great place to be, with a selection of refreshments available all day.

Here you will find boiling and chilled drinking water available from the Zip tap as well as a selection of cordials and teas. Bean-to-cup coffee machines offer a selection of speciality coffees.



Our Workplace Team ensures these areas are cleaned and restocked throughout the day but please reuse cups where possible and remember to put your used items in the dishwasher after use. You'll also find fridges available, which are cleared and sanitised every Friday at 18:00, so please ensure you remove items you wish to keep by then.

SMART VENDING

Within the breakout area you will find a vending machine stocked with a variety of cold snacks and fresh food. Just tap your payment card and help yourself from the items available - you will only be charged for what you take.

We've tried to think of everything to help working at Park Square be as productive and enjoyable as possible.

Here is an overview of how things work but if there is anything else you need, please speak to a member of the

WI-FI & CONNECTIVITY

There are two types of Wi-Fi connectivity available: the ISS Corporate and Guest networks. ISS colleagues have direct access to the ISS Corporate network with their ISS computer. The Guest network may be used for other assets and by visitors, please speak to the Workplace Team for further guidance.

INDIVIDUAL WORKSPACES

All individual workspaces are furnished with the same desktop equipment and are available on a first-come, first-served basis. We operate a 100% clear desk policy, so please ensure all personal items are removed after each use.

PRINT AREA

There is a print bay located within each wing of the Workplace. To connect to the printers and link your access pass, contact the Workplace Team.

Our Workplace Team also keep the cabinets in the print area stocked with stationery. Should you require any items outside of the core central stationery list please contact the Workplace Team who will be happy to place an order for you on your cost centre.

POST

Incoming: General post will be delivered to a nominated employee each day, recipients not in the office will be notified by the Workplace Team by email. Urgent post and couriers are delivered or notified as soon as we receive them.

Outgoing: Post is collected at regular intervals throughout the day from the print area. The last collection of outgoing post and courier packages will be at 15:30hrs for transfer to Royal Mail and couriers. Urgent items after this time should be taken directly to the Workplace team.

COURIERS

Should you need to organise a courier service, please speak to the Workplace Team before 17:00. The team will do all they can to support your requests. All courier requests will require a Job task number. The job number is an 8-digit code starting with U/Y, followed by 7 numbers.

For example: U9999598-AUCUN100213. Please speak to your local accounts team if you need any help obtaining your cost codes.

BOOKING A MEETING ROOM

Our carefully curated meeting rooms can be booked through a member of the Workplace Team. To make sure we can find you the perfect space, we ask the following details:

- Host's contact details
- Purpose of meeting (i.e training, teams meeting, creative workshop) or what you would like to achieve from the meeting
- Meeting title
- Attendee list
- AV, tech and any stationery requirements (flip-charts, post-it notes)
- Food & drink requirements (required 48 hours in advance)

Please make sure you cancel any reservations no longer required with as much notice as possible, so that other people can make use of the space.

If you do not use the space you have booked, it will be allocated to another person after 15 minutes.

HEALTH AND SAFETY INFORMATION

The Workplace Team are here to ensure a safe, secure and comfortable workplace for everyone. Please speak to the Workplace Manager for assistance if required. HSEQ information including first aid provisions can be found in the print areas. Fire safety procedures are shown next to the fire exits and detailed information is provided by the Workplace Team.

Building fire alarm tests take place routinely every Friday at 14:00, please follow instructions from your fire wardens in the event of a fire evacuation.

If you are working alone out of core hours, please ensure your line manager is aware and follow [lone working guidelines](#).