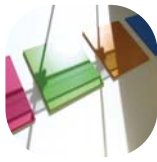




Welcome to

# Charter House

cims.



Dear Team,

I am pleased to welcome you to Charter Court, our new head offices for Cims.

The enclosed information has been created to assist you with settling in to the new office, providing you with various details about the office; it's surroundings and local facilities.

We hope you find this information clear and helpful, as it is important that you feel comfortable in the new premises, however you may have additional questions, in which case, please contact the HR Department who will be happy to assist.

Thank you all for your hard work and commitment you have shown in enabling this move to be a success and I look forward to working with you all in the future at Charter Court.

Kind regards

A handwritten signature in black ink that reads "Steve Webb".

Steve Webb  
EVP, Chief Operating Officer

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(Further details regarding Health and Safety and Security can be found in the Employee Handbook and Employee Guide to Security).



# PART ONE

## ADDRESS AND CONTACT DETAILS

<b>Address</b>	Charter Court 50 Windsor Road Slough Berkshire SL1 2EJ	<b>Main switchboard</b>	Tel: +44 (0) 1753 828 600 Fax: +44 (0) 1753 662 822 (located in reception, floor 2)
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## HOW TO GET TO CHARTER COURT – MAP AND DIRECTIONS:



### Directions by car:

#### Travelling Eastbound on M4 (from the West/Reading)

Exit the M4 at Junction 6. Take 1st exit on your left onto Tuns Lane. At the roundabout take the 3rd exit onto Church Street (which leads into Chalvey Road East). Carry on down Chalvey High Street (through several sets of traffic lights and under railway bridge). At the last set of traffic lights on the T junction turn left onto Windsor Road. Cims is located in the Charter Court building which is on the left hand side at the corner of Chalvey Park Road, just past Slough Police Station.

#### Travelling Westbound on M4 (from the East/Central London)

Exit the M4 at Junction 6. Take 3rd exit off roundabout onto Tuns Lane. cont as above

### Directions by Train:

Trains run from Slough to Reading/Paddington – approx every 10 mins – journey time approx 30 mins – approx 10 mins walk from Slough Station to Charter Court – refer to distance key on Charter Court Website for further indicators.



## HOTELS, RESTAURANTS & PUBLIC HOUSES

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### Hotels

#### **The Copthorne Hotel**

Cippenham Lane  
Slough, SL1 2YE  
Tel: 01753 516 222  
Fax: 01753 516 237  
www.millenniumhotels.com

#### **The Courtyard (Marriott)**

Church Street  
Chalvey  
Slough, SL1 2NH  
Tel: 0870 400 7215  
Fax: 01753 553 333  
www.courtyard.com/slwin

#### **The Christopher Hotel**

110 High Street  
Eton, SL4 6AN  
Tel: 01753 852 359  
Fax: 01753 830 914  
www.christopher-hotel.co.uk

#### **Slough/Windsor Marriott Hotel**

Ditton Road  
Langley  
Slough, SL3 8PT  
Tel: 0870 400 7244  
Fax: 0870 400 7344  
www.marriott-hotels.com

### Restaurants

#### **The Black Olive Pub**

The Village Green  
Datchet  
Slough, SL3 9EA  
*Food Served: Modern European*  
Tel: 01753 541110

#### **Water Palace Chinese Restaurant**

131 High Street  
Yiewsley, West Drayton  
*Food Served: Chinese*  
Tel: 0800 037 5963

#### **The Fat Duck**

High Street  
Bray, SL6 2AQ  
*Food served: Modern European Cuisine*  
Tel: 01628 580 333

#### **Mulligans**

134 Horton Road  
Datchet  
Slough, SL3 9 HE  
*Food Served: Sea Food*  
Tel: 01753 591 173

### Public Houses

#### **The Red Lion**

1 St Mary's Road  
Slough, SL3 7EN  
Tel: 01753 681 224

#### **The Ostrich Inn**

42 High Street Colnbrook  
Slough, SL3 9JZ  
Tel: 01753 682 628

#### **Royal Stag**

The Green  
Datchet  
Slough, SL3 9JH  
Tel: 01753 584 231

#### **The Swan**

9 Mill Lane  
Clewer Village  
Windsor  
Tel: 01753 862 069



## SHOPS/AMENITIES

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### Banks Building Societies

#### HSBC

128 High St, Slough

#### Barclays Bank

1 Queensmere, Slough

#### Lloyds TSB

123 High St, Slough

#### Abbey

48, The Observatory, High St, Slough

#### Natwest

118 High St, Slough

#### Nationwide

5 Willow Parade, Meadfield Rd, Slough

### Dry Cleaners/Laundry Services

#### Castle Dry Cleaners

4 Country Life House  
Slough Rd, Datchet  
Tel: 01753 582 812

#### Dynamique

Unit 7 The Observatory,  
High St, Slough  
Tel: 01753 537 325

### Food Stores

#### Tesco Stores

Wellington St, Slough, SL1 1XW

#### Budgens Stores

The Harrow Market, Station Rd,  
Langley, Slough, Berkshire SL3 8HJ

### Florists

#### Mabs

Florist, 40 Church St, Slough  
Tel: 01753 522 657

#### Branching Out

75 High St, Burnham  
Tel: 0800 458 7188

### Chemists/Pharmacies

#### Boots

178 – 184 High St, Slough

#### Tesco Pharmacy

Wellington St, Slough

### Post Office

23 The Observatory, High St, Slough

### Children's Nurseries:

(Please note: These details are provided to you as information only. The Company has not undertaken any investigations/research into these services, and is not making recommendations. Please ensure, therefore that you undertake all necessary checks.)

**Asquith Nursery**, 490, Ipswich Rd, Slough, Berkshire SL1 4EP. Tel: 01753 554942

**Honey Tree Day Nursery**, 540 London Rd, Colnbrook. Tel: 01753 825 368



## SPORTS CLUBS AND LEISURE ACTIVITIES

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### Golf

#### Iver Golf Course

Hollow Hill Lange  
Iver, Berkshire, SL0 0JJ  
Tel: 01753 655 615

#### Wexham Park Golf Club

Wexham Rd, Wexham Sreet,  
Slough, SL3 6ND  
Tel: 01753 663 271

### Health and Fitness

#### Slough/Windsor Marriott Hotel

Ditton Rd, Langley  
Tel: 0870 400 7244

#### Homes Place Health Clubs

The Leisure Unit  
The Observatory Shopping Centre  
High St, Slough,  
Berkshire SL1 1LN  
Tel: 01753 578717

#### LA Fitness

Herschel St, Slough  
Berkshire SL1 1PG  
Tel: 01753 511200

### Leisure Centres

#### Langley Leisure Centre

Parlaunt Rd, Slough  
Berkshire SL3 8BA  
Tel: 01753 544141

#### Slough Community Leisure Centre Pool

Northampton Avenue  
Slough, Berkshire SL1 3BP  
Tel: 01753 875532

*Facilities include: swimming pool spa  
flexit gym, aerobics studio, steam room  
and sunbed.*

#### Slough Tennis Centre

Salt Hill Park, Bath Rd  
Slough, SL1 3SR  
Tel: 01753 875 587

## PLACES OF WORSHIP

#### All Saints C of E Church

Dedworth Rd, Windsor  
Berkshire, SL4 4JW  
Tel: 01753 864 591

#### Siri Guru Singh Sabha (Sikh Temple)

Sheehy Way, Wexham Court  
Slough, SL2 5SS  
Tel: 01753 531 826

#### Holy Family RC Church

226 Trelawney Avenue  
Langley, Slough, SL3 7UD  
Tel: 01753 543 770

#### Langley Free (Baptist) Church

100 Trelawney Avenue  
Langley, SL3 8RW

**Please note:** This is not an exhaustive list, but aims to provide details of places of worship in the locality. Apologies if a place of worship has not been included for the religion you practice.

## EMERGENCY SERVICES

### Hospitals

Wexham Park Hospital  
Wexham St, Wexham  
Slough, SL2 4HL  
Tel: 01753 633000

### Police

Thames Valley Police  
Windsor Road,  
Slough, SL1 2HH  
Tel: 01753 506 000

### Fire Brigade

Royal Berkshire Fire & Rescue  
Tel: 01189 45 2888



## PART TWO

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### RECEPTION

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The reception is operated by Cushman Wakefield, the facilities provider. Reception opening hours are 0800 – 1800, Monday to Friday. To contact reception, please dial 0.

Outside of these hours, the front desk in the building is manned by Security on a 24 hour basis. The security guard is supported by closed circuit television link to video recording equipment and a fire & smoke detection system is in place.

External calls into Cims outside usual reception hours will be diverted to the 'night services'. Any messages will be collected and dealt with accordingly on the following working day.

### POSTROOM

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The post room is located on the third floor and is operated by Cushman Wakefield. Any incoming mail is sorted by Cushman Wakefield and delivered to a central contact in each department.

Post for franking, will be collected by Cushman Wakefield from department's designated areas at 3.45pm.

Deliveries by courier should be organised by reception. Likewise, larger parcels, or parcels delivered by courier, will be delivered to reception. Reception will notify the recipient. Parcels not collected within one hour of notification will be passed to the postroom for collection.

### DELIVERIES

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All delivery drivers must report to reception on arrival to the building.

All heavy deliveries must go through goods entrance situated at the rear of the building.

Security on the front desk will accept small packages that are delivered out of hours.

### STATIONERY

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All stationery is provided for centrally. Core stationery items are stored in open stationery areas on each floor, non-core items have to be ordered by completing the stationery order form available from reception.

Orders received by 3pm will have next day delivery (where the item is in stock at the suppliers).



## IT HELPDESK

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All employees requiring IT support should contact the ServiceDesk via:

<b>Internal phone</b>	Ext 1234 (working hours 9am-5pm)
<b>External phone</b>	+44 (0) 870 2411234
<b>Email</b>	ServiceDesk@cimglobal.com or by selecting 'ServiceDesk' from the Global address list.

Any contact with the ServiceDesk after office hours must be reported via telephone, the caller must dial +44 (0) 870 2411234 and then follow the IVR (Integrated Voice Recognition) instructions, which are as follows:

Press 1 to report a critical priority problem which is affecting the business. After this level your call will be routed to an out of hour's analyst.

Press 2 to leave a message. After this level all calls are routed to voicemail and will be handled on the next working day.

## FACILITIES HELPDESK

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Contact details for facilities will be provided by reception.

## CAR PARKING

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The entrance to the car park is situated at the rear of the building off Chalvey Park.

There are 2 levels of parking in the underground car park.

All staff wishing to park cars in the car park will require a swipe card to gain entrance, which will be distributed by HR/Reception. They must park their vehicles in the spaces allocated to Cims. There will be some spaces, which are more suited to oversize vehicles, however these cannot be reserved as parking is on a first-come first-served basis.

Disabled parking is located at the rear of the building.

All visitors wishing to gain entrance to the car park will have ring the security guard using the intercom system situated at the barrier. The Security Guard will then direct them to the visitor spaces. To gain access into reception, visitors will need to either walk to the front entrance or use the intercom in the car parks, depending on where they are parked.



## OFFICE HOURS

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Charter Court building has 24 hours accessibility. The usual hours of access for Cims employees, however are:

Monday to Friday: 0700 – 1900  
Saturday and Sunday: No access

If you require access outside of these times a request should be made for your security pass to be amended. This should be requested via cims Security/HR. Should you arrive at the building without an amended security pass outside of these hours you will be unable to access the cims area.

## CONFERENCE/MEETING ROOMS

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There are 4 meeting rooms at Charter Court: Clemente; Herschel; Simmons; Bentley (Boardroom).

Cims employees will book meeting rooms via Outlook calendars or via Reception. If you are booking via reception, you would email your requirements to include: date, time and duration of meeting plus number of employees and whether any additional equipment (e.g projector/flipchart) is required. Please note that the both the Bentley (Boardroom) and the Clemente room, adjacent to reception have permanently installed projectors with resident PCs and laptop connectivity.

It is the organising employee's responsibility to ensure that the meeting room (s) are cleared after use.

The meeting rooms will be cleaned in the evening in the usual manner. Reception should be notified if any information on wipe boards needs to be maintained.

## HOSPITALITY

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Should you require any hospitality for meetings you are holding, please contact reception to assist you with your order and for details of the range of food and drinks available. Any hospitality requirements should be ordered at the latest by 2pm the previous day to when it is needed.

## VISITORS

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Employees expecting visitors must notify reception beforehand by email. Reception requires the following details: visitor's name, company name, meeting point (i.e room), date and time of arrival.

Reception will prepare visitor passes for the visitor to collect on their arrival at the office and will contact employees to advise that their visitor has arrived.

It is important that visitors wear the visitor pass at all times, and that they are accompanied around the building by an employee.



## **VENDING/DRINKS FACILITIES**

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Vending machines (snack and cold beverages) are located in the breakout area on the 2nd floor. In addition there are water dispensers and hot drinks dispensers which provide tea, coffee and hot chocolate etc plus hot and cold water located within the break area and in the tea point on the 3rd floor. The drinks are served in plastic cups. Due to health and safety reasons, kettles are not provided in the kitchen.

## **SMOKING AREAS**

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Charter Court is a non-smoking building, however there is a smoking shelter located at the rear of the building near the visitor's parking bay.

## **WCS AND SHOWERS**

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WC's are located on both floors and in addition, there are shower facilities located on the 2nd floor.



## PART THREE

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### ID/SECURITY CARDS

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In accordance with regulatory requirements, security passes must be worn at all times within the building. Additionally, it is an offence for one employee to gain access to the premises by using a security card belonging to another employee, or to 'tailgate' ie. To follow another employee into the building without swiping their own security pass.

Security passes will be issued to all employees prior to starting at Charter Court. Any new/replacement cards required should be obtained via Reception. If you forget your ID card for any reason, you must obtain a temporary pass from Reception, however if you have lost your ID card, then please ensure this is reported to reception and Security.

If in doubt about any issue relating to Security contact the Information security Officer on 023 9265 6759 or the 24 hour incident line 023 9265 6614 or raise an online incident report through the ISMS on the intranet.

### FIRE PROCEDURES

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The fire alarm will be tested weekly, the test taking place on Friday mornings between 10.00 & 11.00. Fire Exits within the building will be clearly marked - please familiarise yourselves with these as soon as you commence working within the Charter Court site. The bells will sound for approximately twenty seconds. No action needs to be taken at this time. However please advise security if the fire bell closest to you does not work.

#### Fire Drills

In accordance with the Health & Safety at Work Act 1974, the Fire Precautions Act 1986 and the building's Fire Certificate, a full fire drill is held on a six monthly basis. Each floor is fitted with fire bells. Please advise security if the fire bell in closest proximity does not sound at the Friday morning bell test.

**SHOULD THE FIRE ALARM BELLS SOUND AT ANY OTHER TIME, AND YOU HAVE NOT BEEN INFORMED THAT THEY WILL BE SOUNDED YOU SHOULD EVACUATE THE BUILDING FROM THE NEAREST FIRE ESCAPE STAIRCASE. IN THE EVENT OF A FIRE, PLEASE LEAVE THE BUILDING VIA THE NEAREST FIRE EXIT. PLEASE DO NOT USE THE LIFTS.**

The names of the Fire Warden & Deputy will be held by Reception and Published on the notice boards.

### FIRST AID

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There are a number of qualified First Aiders and appointed employees to assist those staff who are unwell or injured, details of whom are available from reception, and provided in notices on the notice board.

### ACCIDENTS

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All injuries, however small sustained as a result of an accident at work must be recorded in detail in the Accident Book, which is held by reception. Failure to do this may lead to disciplinary action and may jeopardise any right to industrial injury compensation.