

University of  
South Wales  
Prifysgol  
De Cymru

# Campus User Guide: **Student**

Estates and Facilities

[www.southwales.ac.uk](http://www.southwales.ac.uk)

# SAFER TOMORROWS

Your essential guide to using our campuses  
safely and what to expect on site during  
the Covid-19 pandemic

**KEEP YOUR DISTANCE. FOLLOW GOOD RESPIRATORY AND HAND HYGIENE.  
RESPECT OTHER USERS. STAY SAFE.**

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# INTRODUCTION



Welcome to the University of South Wales.



Whether you are a student, a colleague, or a visitor, our site user guides have been designed to assist your understanding of how our sites and buildings are operating.

information about our sites and buildings, how particular spaces will be arranged, as well as which facilities are accessible

Please take a few moments to look through the content and pay attention to the advice that is given.

I do hope that you'll find the booklet helpful and that you'll enjoy your time with us. Please stay safe.

Your health and wellbeing is our highest priority and we have taken the necessary precautions to deal with the risks emerging from Covid-19. In this guide, you'll find useful

**Mark Milton**  
Chief Operating Officer  
University of South Wales

Hello! I am your Students' Union President here at the University of South Wales.



I understand that this year may bring challenges for some of you, but I want to remind you that your Students' Union is here to support you through this time.

Please take your time reading through this and do not be afraid to ask any questions you may have.

Above all, stay safe and enjoy your time here at the University of South Wales.

**Cobi Flowers**  
Students' Union President

This guide provides practical information on what campus life will be like, highlighting the measures in place to keep colleagues, students, and visitors, safe.

# YOUR SAFETY



# SITE CODE OF CONDUCT

We are very much looking forward to welcoming you onto our campuses. During the Covid-19 pandemic there are additional precautions and guidelines that we all have a responsibility to follow to keep ourselves and others safe.

As a University of South Wales student, you will find a range of your rights and responsibilities outlined in the **Student Charter** and your course handbook.

This code of conduct outlines the additional behaviours that we are asking you to follow during the pandemic, to keep yourself and others safe, to respect official guidelines and to minimise risk.

By attending one of USW's campuses or buildings, you agree to:

- Follow all instructions and guidance while on site
- Keep your distance from others in accordance with any legislation and guidance
- Maintain personal hygiene practices
- Not attend USW sites if you are showing any symptoms which could be attributed to Covid-19
- Strict adherence to any personal risk assessments you may be subject to

**PLEASE BE AWARE THAT IF YOU BREACH THE CODE OF CONDUCT YOU MAY BE ASKED TO LEAVE SITE AND MAY BE REFERRED FOR ACTION UNDER THE UNIVERSITY'S STUDENT CONDUCT REGULATIONS.**

# RISK ASSESSMENT PROCESS



We have developed robust measures to carry out our operations as safely as possible.

We have taken a three-stage approach to risk assessment, looking at the physical buildings and environments, the tasks to be undertaken and any specific individual health considerations. We are implementing the latest guidance as it emerges and will continue to monitor and adjust practices to keep our colleagues, students and visitors safe and well while using our campus facilities.

In order to keep you and other campus users safe, we are asking you to follow social distancing guidelines, regularly wash your hands and use the hand sanitiser stations provided on-campus, and take personal responsibility for following all of our safety guidelines. We must all play our part in helping to protect ourselves and others.

When you enrol, you are asked to tick a box to confirm that you had read the necessary

**health and safety and individual risk assessment information.** You are encouraged to complete the Covid-19 Individual Risk Assessment form in line with the guidance provided, so that the University is able to consider any necessary measures to enable you to attend academic learning activities in person and/or provide you with advice and guidance should this be required.

We want to let you know that an awful lot of work has gone into making sure that we are ready, and our facilities are ready to welcome you onto campus for any of your face-to-face sessions. Some elements of campus life may look and feel different to what you may usually expect. You can find out more **here**.

If you have any concerns about your health and safety when you are on one of our campuses, please speak to a member of your course team.

## VACCINATIONS

Covid-19 vaccinations are an important part of keeping everyone safe. All colleagues and students are strongly encouraged to have both doses of their Covid-19 vaccination.

If you have not yet received your vaccine, you can contact your local health board for details

of the nearest vaccination clinics. You can find the contact details on the Welsh Government website: <https://gov.wales/get-your-covid-19-vaccination-if-you-think-you-have-been-missed>.

# PPE AND FACE COVERINGS

Face coverings must be worn in all indoor public areas at each of our sites, in line with Welsh Government guidance.

They can be removed in teaching spaces if desired, if social distancing can be maintained, and where PPE hasn't been deemed mandatory for a specific task. If social distancing cannot be maintained, students and colleagues are asked to keep their face coverings on. Please be mindful of the interests of other people and if in doubt please wear a face covering. There will of course be some exemptions for people wearing face coverings, and this may be because of a physical or mental illness, or because of a disability or impairment. Whether somebody has a reasonable excuse not to wear a face

covering will not always be obvious.

Students will of course not need to wear face coverings when they are in their own accommodation within University-owned halls of residence on our Treforest campus. Students will still need to wear them outside of their accommodation in shared facilities such as the laundry facilities.

Where PPE is required for a specific task, then clinical standard personal protective equipment will be issued after a relevant risk assessment of tasks has been carried out.

# COVID-19 SYMPTOMS AND TESTING

Anyone who develops symptoms of Covid-19 should self-isolate and take a Covid-19 test. There is more information about how to **book a Covid-19 test** and up-to-date guidance about **self-isolation** on the Welsh Government website.

Asymptomatic Covid-19 lateral flow testing is available at USW for colleagues and students who are not displaying any symptoms of Covid-19. To book an appointment for a test, or

collect a home-testing kit, please visit: **[www.uswccovidtest.com](http://www.uswccovidtest.com)**. Students are advised to take two lateral flow tests each week for the first 28 days that they are on campus.

You can find more information about what you should you do if you develop Covid-19 symptoms or test positive on **UniLife**.

# ARRIVAL AT OUR CAMPUSES



Your timetable for the first academic term of 2021/22 will be published in September. Please pay careful attention to the schedule and location of each class. As all schedules are subject to change, we strongly recommend that you do not print out a hard copy but check the online timetabling service on a regular basis.

Please ensure you follow any specific instructions, especially when it refers to specialist facility use. This will help us to manage the number of people that are using the site at any time and maintain safe levels around the campus. You can find more information about your timetable [here](#).

## TRAVEL TO OUR CAMPUSES

For the safety of yourself and others, please ensure that you follow all guidelines for travelling to and arriving at our campuses

**Car parks:** Please follow all signage directing you to available car parks.

**Public transport:** Please check the relevant advice on the safe use of public transport and ensure you have considered any revised timetables or reduced services.

**Bicycle:** Bicycle parking facilities are open at each of our sites. Cycling is a sustainable way to access our campuses and potentially offers a good alternative if public transport options are reduced. Please practise social distancing while parking and retrieving your bike.

**Arriving for accommodation:** Please see more information about university accommodation on page 18.

# NAVIGATION AND USE OF OUR BUILDINGS



## One-way systems

Within all of our buildings you should socially distance where you can. Where the layouts of buildings allow, one-way systems will be in place. This will mainly be around main entrances and exits - please follow the signage in place.

## Social distancing

Signage is also in place asking you to socially distance where possible and practical. You must respect others by keeping your distance

and avoiding congregating in communal spaces. This is particularly important when you are walking through corridors, doorways, and building entrance and exit points.

## Noise

Please be mindful that many teaching spaces will have doors open to assist with ventilation. We would ask everyone to be mindful of this and to keep noise to a minimum when walking through corridors near to our many teaching spaces so as not to disturb teaching sessions.

## FLOOR STICKERS



## BANNER STANDS



## Hand sanitiser

You will find hand sanitiser stations at the entry and exit points of our buildings. Please sanitise your hands each time that you enter and exit a building.

## Doors and touch plates

We will have an increased cleaning regime in place to sanitise high-use areas such as door handles, but it is still important to wash your hands regularly.

## Reception and helpdesks

To protect colleagues, students and visitors, protective screens have been introduced in some areas where close contact is unavoidable. Please respect distance when standing at these screens.

## Informal seating in our buildings

To keep building users safe, there will be less informal seating available throughout our spaces. Please do not move furniture around - groups sizes should be restricted to a maximum of six per table.

## Toilets

- Please sanitise hands before and after use of the toilets, using the hand sanitiser provided (where applicable)
- You may find that some of the toilets or urinals within a toilet facility are not in use to help social distancing
- When flushing toilets, please ensure the seat is down to minimise the spread of airborne particles
- Wash hands for a minimum of 20 seconds using the foaming soap wash and use the disposable paper towels where provided

## Lifts

- Lifts should only be used by those with mobility difficulties
- You are also able to use a lift if you are moving heavy kit or equipment

Students who require disability related support and/or adjustments should contact the Disability Service to discuss.

## Disposal of rubbish

- Bins are available around the campus; please ensure that all rubbish, such as used tissues, gum and disposable cups, are all placed in the bins
- Any paper face masks must also be placed in the bins

# NHS COVID-19 APP

When you use our libraries or catering outlets, please scan the QR code on the entrance to these facilities on your way in. This will log the details on the NHS Covid-19 app.

The app allows people to report symptoms, order a test, check in to venues by scanning a

QR code and it helps the NHS trace individuals that may have Covid-19.

To download the app, visit the **App Store** or **Google Play**. You can find more information on the NHS Covid-19 app on the **NHS website**.

# OUR INTERNAL SPACES



## Libraries

All of our libraries are open, including for book loans, browsing and to access study spaces. Our libraries are allowing use in a safe, socially distanced way. Please look for the welcome sign, which indicates the areas you may use, and for any local guidance, such as one-way systems.

Updated information about library services and library opening hours can be found on the website, along with access to the online library, which gives you access to many different ebooks, ejournals and databases, to assist you in your studies: [library.southwales.ac.uk/](https://library.southwales.ac.uk/)

## Print and Design Services

Print and Design services will be available across all campuses. Although the team is based at Treforest, requests can be submitted via the online store for collection or delivery.

<https://uswprintanddesign.myprintdesk.net/> or email: [print@southwales.ac.uk](mailto:print@southwales.ac.uk)

Updated information about Print and Design

Services can be found here:

<https://printanddesign.southwales.ac.uk/>

## Computer Labs

Open access and timetabled teaching labs are available at every campus.

Colleagues and students can search for available computers or software using our Labsoft service:

<https://labsoft.southwales.ac.uk/>

Updated information about IT Services can be found here: <https://its.southwales.ac.uk/>

Wipes will be made available in computer labs so that individuals can wipe down keyboards and mice, before and after each use.

## Air circulation

We have altered our air circulation systems to pass fresh air into rooms rather than recirculating air. You are also encouraged to open windows to improve natural ventilation where possible.

## Cleaning and sanitisation

You will experience an increased frequency of cleaning throughout the day of touch point areas. For urgent cleaning requests for spillages etc. please call **01433 482 222**.



**PLEASE ENSURE YOU ARRIVE AT ANY LOCATION AT THE SPECIFIED TIME AND LEAVE THE AREA PROMPTLY AFTERWARDS.**

# OUR TEACHING SPACES



Managing our teaching spaces to enable a safe user experience has been one of our most important considerations.

The measures we have put in place are there to assist everyone to get the best from their on-site learning experience, whilst keeping safety as the main priority.

Please ensure you arrive at any location at the specified time and leave the area promptly afterwards. This is to allow a safe transition to the next timetabled use.

## Entering and exiting teaching spaces

- Please follow all signage and instructions
- If there is queuing before entering the teaching space, please ensure you keep your distance from others
- Please let the previous cohort of students leave the teaching space before entering
- The majority of our classes/learning and teaching sessions will be in groups of less than 30 people – where this is the case students can sit in any available seating
- Where there are class sizes of more than 30, then please only sit in the designated seating, as already set out in the room or lab.
- In a lecture theatre, please only sit in seats that have a green tick on them
- Please fill up the seats from the furthest point away where possible
- Please continue to wear a face covering, unless you are socially distanced from others
- In many teaching spaces a two metre zone has been maintained for the lecturer, which will allow them to remove their face covering

# OUR FACILITIES: WHAT'S OPEN AND WHEN?



**PLEASE SOCIALLY DISTANCE FROM  
OTHER USERS AT YOUR CAMPUS.**

## External spaces

- USW benefits from some beautiful outdoor environments at our campuses, particularly Treforest and Glyntaff
- Please ensure you socially distance from other users of the site, including when using outdoor seating and benches

## Catering

**All of our catering outlets will be open, offering a range of food and drink options. Please follow any instructions and signage in place at each outlet. To keep everyone as safe as possible, the following will apply:**

- Please sanitise your hands when you enter and exit the catering outlets. You will see sanitisation stations at the entrance/exit points of all of the catering units, as well as at various points inside.

- Please wear a face covering when you are moving around the catering outlets. They can be removed when you are seated.
- If you are eating in at one of the catering outlets, then you will be required to provide your contact details for track and trace.
- We will NOT be accepting cash for any transactions. We accept most major debit and credit cards. Unfortunately we are not able to accept American Express
- You may notice Perspex screens at key contact points
- At each of our catering facilities, customers will be required to queue in a socially distanced manner

The below opening hours will be in operation from **Monday 20 September**. Opening hours are subject to change dependent on regulations and restrictions. For the most up-to-date information please check: [cateringservices.southwales.ac.uk](http://cateringservices.southwales.ac.uk)

<b>CARDIFF</b>			
<b>CAFÉ @ ATRIUM</b>	Monday-Thursday Friday		8am-4.30pm 8am-4pm
<b>GLYNTAFF</b>			
<b>MATRIX CAFE</b>	Monday-Friday		8.30am-3.30pm
<b>ZONE FOOD COURT</b>	Monday-Friday		8am-4pm
<b>NEWPORT</b>			
<b>CAFÉ @ CITY</b>	Monday - Thursday Friday		8am-5pm 8am-3pm
<b>SPORT PARK</b>			
<b>COFFEE KIOSK</b>	Monday-Friday		8.30am-3.30pm
<b>TREFOREST</b>			
<b>CRAWSHAYS</b>	Monday-Friday		8am-4pm
	<b>Crawshays Supper Club</b> Tuesday and Thursday		4.30pm-7.30pm
<b>LIBRARY KIOSK</b>	Monday-Friday		9.30am-3pm
<b>STILTS - COFFEE KIOSK</b>	Monday-Thursday Friday		8am-6pm 8am-5pm
	<b>Cooked to Order</b> Monday - Thursday Friday		3pm-5.30pm 3pm-4.30pm
<b>STILTS - FOOD COURT</b>	Monday-Friday	Breakfast Lunch	8am-11am 11am-3pm



## USW Sport Park and Treforest FitZone

We are really excited about having our students, colleagues and community users back at the USW Sport Park and Treforest FitZone. We can assure all visitors to either facility that your health and safety is a top priority and procedures and policies are in place to help keep you safe. We constantly monitor and strictly follow Welsh Government guidance to ensure your safety. Please follow all advice and guidance when using our facilities.

We recognise how important exercise is to our students and colleagues and we have designed a comprehensive timetable of classes and activities to complement our gym facilities. Membership options and information about our classes can be found on the FitZone website:

[www.southwales.ac.uk/sport/fitzone/](http://www.southwales.ac.uk/sport/fitzone/).

Professional and amateur sports teams are continuing to access the Sport Park in accordance with their relevant governing body's advice.

All teams are required to have risk assessments and safe operating procedures in place before accessing the site.

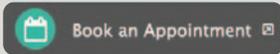
Please follow us on social media and visit our website to be kept up to date with everything Sport at USW.

 [@USWSport](https://twitter.com/USWSport)  [uswSport](https://www.instagram.com/uswSport)

## Student Services

Student Services aims to look after your welfare during your time at University and provides advice and support for a range of issues, from health and wellbeing to money advice and progression. If you need to access any of the services, please contact the Advice Zone by phone or via Advice Zone online.

If you already know which service you need, use the button below to book an appointment.



### Counselling

The Counselling Service is impartial, confidential, non-judgmental and available to all current students.

### Disability Service

The Disability Service provides information, advice and guidance, and co-ordinates disability-related support for USW students.

### Health Service

The Health Service provides advice and support to students, forming part of healthcare provision alongside the GP, pharmacist, dentist and the NHS.

### Mental Health Service

The Mental Health Service helps students who are experiencing mental or emotional distress.

### Progression Advice Team

The Progression Advice Team supports students who are unsure about continuing their studies at university and may be at risk of not completing their course.

### Student Money Advice Team

The Student Money Advice Team provides support and advice to help students manage money, plus information about funding, bursaries and scholarships.

**WATCH OUR INTRODUCTION  
TO STUDENT SERVICES.**



## The Students' Union

From activities, events and venues to volunteering and skill-development, we strive to make sure you have the chance to enrich every aspect of your student life. We support over 100 clubs, teams and societies, 700 Student Voice Reps and Course Reps and annually hold over 150 events at our venues. So, whether you want to develop your skills, become a representative on your course or socialise with friends, we've got it all. And because we're for students, not for profit, we make sure every investment you make at your SU is put back into the things you care about most.

More information can be found on the Students' Union website [www.uswsu.com](http://www.uswsu.com) and social media channels  
<https://www.facebook.com/uswsu>  
<https://www.instagram.com/uswsu>

### Union Shops

The Union's on-campus shops are your one-stop shop for day-to-day essentials. Treforest shop offers the full range of convenience goods, stationery and computer consumables, USW merchandise and much more. The Union spaces in Glyntaff, Cardiff and Newport have smaller units offering a range of drinks, snacks and confectionery, USW merchandise and a range of stationery and consumables that are more relevant to the students on those campuses and the courses you are studying, such as art materials and lab equipment. USW Merchandise is also available through our **online shop**.

### OPENING TIMES

Treforest: Mon-Fri 8am-9pm  
Sat-Sun 11am-6pm

Cardiff: Mon-Thurs 8.30am-5.15pm  
Fri 8.30am-4.30pm

Glyntaff: Mon-Fri 8.30am-4.30pm  
Newport: Mon-Fri 10am-4pm

## Union Bars and Catering Treforest

On the Treforest campus we have Reflections and The Randy Dragon. Reflections is the Union's café bar and offers a range of street style food including noodles, wraps, pizza, paninis, rolls and sandwiches as well as a large selection of hot and cold beverages. For something more traditional there is The Randy Dragon where you can choose from our pub style menu.

We are excited to announce the re-opening of our late-night venues Eclipse and Cables on the Treforest campus. We are raring to go with a new and exciting programme for Freshers and beyond. Look out for the launch of our all new, bright and shiny Wednesday night VIBE and Friday night TEAM UP. For more information and a look at the full programme, visit [www.uswsuevents.co.uk](http://www.uswsuevents.co.uk).

### OPENING TIMES

Reflections: Mon-Fri 9.30am-8pm  
Sat-Sun 12pm-8pm  
The Randy Dragon: All week 12pm-12am

### Cardiff

The Union's space in Cardiff is home to The Zen Bar – the place to just chill with your friends, course mates or even alone. Offering a crossover between a traditional coffee shop 'proud to serve Starbucks' and continental style café bar, serving a wide range of draught and bottle beers, spirits and soft drinks to accompany our menu.

### OPENING TIMES

Mon-Fri 8.30am-6pm (serving Starbucks)  
Mon-Fri 10am-6pm (full service)  
Closing times can vary if there are organised events scheduled.



### Practising your Faith at the University

The University of South Wales welcomes people of all faiths and recognises that religion is central in the life of many of its students. It is committed as far as possible to facilitate the practice of your religion while you are at the University.

We have premises that are open for prayer and worship on the Treforest campus as well as the Meeting House, which will all be available subject to Covid precautions. Where it is possible to make use of the facilities, social distancing and the wearing of face coverings will be compulsory inside the buildings when standing or walking around. Face coverings can be removed when seated, following the guidance offered by staff. Where individuals have an exemption from wearing a face covering, prior arrangements can be made for pastoral meetings with Chaplaincy colleagues but to ensure the safety and wellbeing of the whole community drop in access will not be available. So, we ask for your understanding and cooperation in considering other options such as:

- personal prayer in your room, your own home or in a small family or household group

- watching streamed acts of worship and study online, conducted by one of our Chaplains or our Imam
- taking part in interactive prayer, study etc. on social media
- As the situation improves, accepting any limit on the number of people allowed to gather for prayer or worship at one time, and keeping to the social distancing rules

You can speak to one of the team on the phone or via video link, and we are offering a face-to-face service during the first term following the precautions set out above. You can keep in touch with all religious activities by looking up the Chaplaincy pages on Unilife, or by following the **Facebook page**. You can see previous editions of our Reflections, Pause for Thoughts and Khutbahs on the Chaplaincy **YouTube** channel.

- E-mail: [chaplaincy@southwales.ac.uk](mailto:chaplaincy@southwales.ac.uk)
- Call: **01443 654 060** in office hours;  
**03455 760 101** in emergency

**WHOEVER YOU ARE, WHEREVER YOU ARE, CHAPLAINCY IS HERE FOR YOU.**

# ACCOMMODATION



## Managing intake and arrivals

The Accommodation Team have very carefully planned for a safe arrival for all students in University-owned accommodation. You will be asked to arrive in a phased way over the course of the week to support social distancing and a range of other measures will be in place, including:

- Hall marshals guiding and managing flows of people in internal and external areas, with additional signage and floor markings in place
- Managing entry to buildings as much as possible
- A further intensified cleaning regime of high frequency areas and touch points during this period
- Limiting the total number of people on site at any one time, through specific arrival and departure times

## Safety measures for University-owned Halls of Residence

We have been working closely with health and safety as well as industry experts to ensure appropriate consideration is given to managing our accommodation to support social distancing and in line with all other government guidance. Our halls of residence remained safely open during the lockdowns. Flats with a shared kitchen will be classed as a household. Social distancing will need to be observed outside of the household, including in communal areas such as The Hub and laundry facilities.



Please go to the **accommodation pages** for the latest advice on arrival and look out for e-mail instructions on your check in time and other specific arrangements for arriving and moving into halls.

## Safety measures for private accommodation

We have been in conversations with private hall providers in **Cardiff** and **Newport** to ensure they have robust management plans in place. These providers have been clear with USW that a range of measures are being carefully considered and implemented. We will continue to work with registered providers and recommend you enquire as to the measures in place if you are considering booking with any private provider. It is also key to understand the terms and conditions relating to amendments and cancellations and the liability for rent payments should further disruption occur.

# INTERNATIONAL STUDENTS



The International and Immigration Student Advice team (IISA) are available to support colleagues and students at USW.

You are welcome to contact IISA if you would like to discuss any concerns or queries they you have around immigration, Brexit and immigration changes that will occur at the end of the transition period, travelling to the UK, self-isolation requirements, and visas.

Before you travel you need to check that you have the latest information and have ensured that you have undertaken all the necessary steps for your journey. You can find the **latest advice and information here**. To ensure the best experience possible, the University is offering **self-isolation packages** for students to assist them if they need to self-isolate on arrival to the UK.

IISA also organise **arrival services** for new international students\* and the **International**

**Student Welcome Programme** in September and February. You can find lots of other helpful advice for your arrival at the University on the **International and Immigration Student Advice team webpages**.

If you are an international student and cited the University of South Wales as an ACL in your visa application, you will need to collect your BRP from IISA as soon as possible. Please contact the team using the contact details below to arrange an appointment for collection, or for any other queries.

E-mail: [international.advice@southwales.ac.uk](mailto:international.advice@southwales.ac.uk)

Call: **+44 (0)1443 482 083**

Chat: <https://intadvice.southwales.ac.uk/ask-adviser/>



# SAFEZONE



SafeZone is a free mobile phone app for University students and colleagues to use. It's easy to download and gives you immediate access to on-campus security and emergency assistance through your mobile phone.



SafeZone lets you get help quickly in a personal emergency, or if someone needs first aid or general help. You can check in when you are working alone or in high-risk areas, to share your status with the response team. You can set a timer on your check-in session that will automatically alert the team if you become unresponsive. SafeZone also sends you notifications in the event of an emergency, so you know what to do to stay safe.

All students are encouraged to download the app and check in whilst on campus. This will allow our security team to know quickly who is on site in the event of an emergency.

You can download SafeZone via the App Store (Apple), Play Store (Android) or via the following website:

**<https://www.safezoneapp.com/>**

Once you have downloaded the app, please use your normal University login details to log in. Please use the following page

**<https://estates.southwales.ac.uk/property-services/security-parking/security-and-safezone/>** to learn how to use the SafeZone app.

# MAINTENANCE CALLS



If you have a maintenance issue in halls of residence, please let our accommodation office know as soon as possible.

Our maintenance operatives will always aim to undertake maintenance activities in a socially distanced manner. Please give them space and follow any instructions provided by the operative. This may mean you are asked to leave an area or wait elsewhere whilst a

member of the team attends to the issue.

Our teams will be using the relevant PPE where the situation dictates, to protect themselves and others.

# CLEANING, POST AND SECURITY

## Cleaning

The University of South Wales's Cleaning Team, OCS, provides a range of cleaning services and are all BICSc (British Institute of Cleaning Science) qualified. You can expect daily sanitised cleaning of classrooms, communal areas, toilets and washrooms, as well as the collection of general and recycled waste.

## Post

There are daily postal collections across all of the campuses and students who reside in Treforest Halls of Residence can expect to collect their mail from the accommodation office in Treforest.

## Security

Kingdom provide security and parking at USW. The Security Control Centre is located at the entrance to the Treforest Campus. Providing a range of services such as confidential waste, access control, parking and parking permits.

For all enquiries please contact the Security Control Centre:

- E-mail: [treforestsecurity@southwales.ac.uk](mailto:treforestsecurity@southwales.ac.uk)
- Call: **01443 482 057**

Security at Glyntaff Campus are located in Anzani House on the lower Glyntaff Campus. Kingdom provides manned security and parking at the Cardiff Campus. They are in the main reception in the main foyer. Security are located on the reception desk on the ground floor of the Newport Campus.

# EMERGENCY INFORMATION



The University operates an internal emergency telephone number: **01443 483 333** if calling from your mobile phone or **483 333** if using an internal University phone. Please use this number in an emergency as it allows assistance to be provided as quickly as possible.

## Fire

If you discover a fire:

- Sound the alarm by operating the nearest break-glass point
- Leave the building immediately using the nearest safe exit by following the green arrow signs – you are not required to follow one-way systems in an emergency
- Do not use lifts in case the electrical power supply is affected by the fire and you become trapped inside
- Go to the Assembly Point shown on the 'Fire Assembly Point' signs posted in all corridors
- Maintain social distancing as much as possible
- Remain at the Assembly Point until authorised that it is safe to re-enter the building

The fire alarm in each building is an electronic sounder. On hearing the alarm:

- Leave the building immediately using the nearest safe exit by following the green arrow signs – you are not required to follow one-way systems in an emergency
- Do not use lifts in case the electrical power supply is affected by the fire and you become trapped inside
- Go to the Assembly Point shown on the 'Fire Assembly Point' signs posted in all corridors

**YOU ARE NOT REQUIRED TO FOLLOW ONE-WAY SYSTEMS IN AN EMERGENCY.**

- Maintain social distancing as much as possible
- Remain at the Assembly Point until authorised that it is safe to re-enter the building

Any person who cannot descend stairs unaided:

- Immediately go to the nearest Refuge Point found in each stairway (other than ground floors) – you are not required to follow one-way systems in an emergency
- From the Refuge Point use the SafeZone App or phone **01443 483 333** to call for assistance
- Once outside the building, go to the Assembly Point shown on the 'Fire Assembly Point' signs posted in all corridors
- Remain at the Assembly Point until authorised that it is safe to re-enter the building

Please take all fire alarm activations seriously and follow the information shown above.



## First aid

To summon first aid assistance, use the SafeZone App or phone the emergency number **01443 483 333**, stating your name and where the assistance is needed.

## Calling an ambulance

If an ambulance is required, phone the emergency number **01443 483 333** stating your name and where the ambulance is needed.

For non-emergency situations and to report an incident, please call:

- **Cardiff (01443) 668 538**
- **Glyntaff (01443) 483 011**
- **Newport (01633) 435 020**
- **Treforest (01443) 482 057**

Crimes and incidents should be reported to the police. Please also inform the University's Security team for us to maintain our incident records.

**Thank you for taking the time to read this guide.**

**YOU CAN ALSO FIND OUT MORE ON THE GOVERNMENT WEBSITE:  
[HTTPS://GOV.WALES/CORONAVIRUS](https://gov.wales/coronavirus)**