

JUNE 2008

# Man trapped in a lift for 41 hours has caused a stir on the Internet

Originally reported in the New Yorker magazine, in a feature which examines 'the lives of lifts', the condensed film captures the ordeal of Nicholas White, who was trapped in the McGraw-Hill building in New York.

The magazine production worker entered the lift, as he was planning on having a cigarette break, but he didn't return for almost two days.

The three-minute video, which has been viewed by almost 3,000,000 people on YouTube, shows him pacing, trying to prise the doors open, attempting to climb through the ceiling of the lift, and repeatedly calling the emergency alarm.

The split screen shows three other lifts, on which routine maintenance work was undertaken. You can view the footage yourself by using the following link:

[www.youtube.com/watch?v=p\\_bMhNI\\_TY8](http://www.youtube.com/watch?v=p_bMhNI_TY8)

## AS AN OPERATOR OF A PASSENGER LIFT YOU MUST:

- Ensure that effective service arrangements are in place for passenger and goods lifts and that the service record card is completed accurately and legibly.
- Ensure that lifting equipment is examined by a competent person at the required frequencies (following a risk assessment of the operation of the lift) and that records are retained.
- Ensure that all safety issues identified in lift examinations are carried out promptly.
- Ensure that you check daily that the lift car is levelling properly with the lift lobby floor.
- Ensure that you check daily that the lift car alarm or communication device works and that there is an effective and timely response.
- Ensure that on-site personnel (where applicable) are effectively trained in the safe release of persons from lift cars and that the training can be verified as being provided by a competent source.
- Ensure that you have an agreement with your lift service contractors for the prompt release of persons from lift cars, for example no more than 30 minutes after the alarm has been raised.
- Ensure that you have an emergency contingency for releasing persons who are trapped in lift cars e.g. alternative contractors or the fire brigade.
- Ensure that the lift is checked by a competent person and declared safe for re-use following entrapment incident.

## Caption Competition



### Clive and baby Caitlin

Winner of the best caption will receive a £25 M&S Voucher.

Please send your submissions to: [editor@rollright.co.uk](mailto:editor@rollright.co.uk) or fax to 0845 230 4233.

Entries to be received no later than 18 July 2008.

## New Starters

Kirsty Allen  
Helpdesk

Hayley Gardner  
Helpdesk

Jayne Heason  
Deputy Facilities Manager  
at Imperial Place

Colin Humphreys  
Account Manager for  
Cannon Bridge House

Neil Kilgannon  
Southern Regional Manager

Paul Mills  
Midlands Service Manager

Crispin Syampika  
Finance Assistant

Wai Tsang  
Financial Controller

## Promotions

Emma Kearney  
Promoted to  
Database Coordinator

Louise Rance  
Promoted to  
Compliance Manager

Darren Stevens  
Promoted to  
Contracts Manager based  
at Queen Street Office

Michelle Sussex  
Promoted to Office Manager



## Rollright gains BS8555 Environmental Accreditation



Rollright has successfully attained all 5 phases of BS8555, 'Environmental Management Systems – Guide to the phased implementation of an Environmental Management System including the use of environmental performance evaluation'.

We had four days of auditing undertaken by Lloyds Register Quality Assurance (LRQA) which assessed both documentary and practicable aspects of the Environmental Management System. Well done to all staff who participated in the audits at Head Office and Imperial Place. The auditor was suitably impressed and commented very favourably on the staff that she met.

We have had to undergo a lot of work to attain the accreditation and, while a lot of this work has been undertaken centrally, we are now in the process of rolling-out the project within the business. Many of you have now taken on some environmental responsibilities, which all contribute to the attainment and maintenance of the standard, so it's important to remember this is a team effort!

All sites should now be in possession of a Green Environmental File. This includes a site waste management plan, environmental training records, audits, and legal documentation such as waste transfer notes and consignment notes. Controlled documents are now available on the Rollright Intranet under the environmental tab. These include processes and procedures, site waste management plans, and the legal compliance register.

The attainment of the accreditation will not only help us to improve on our environmental responsibilities, but will also allow us to provide help and support to our clients.

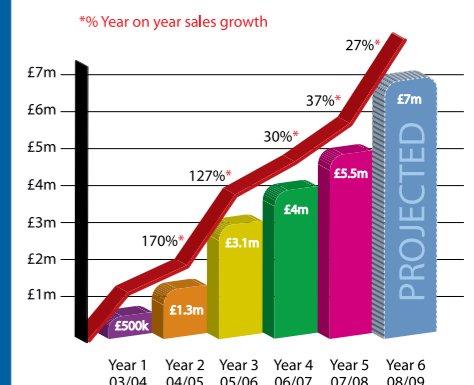
If you want to know any more about BS8555, or require help or advice on environmental issues, please contact your local EMS Management Rep or Champion.

## Year 5 Trading Year – How did we do?

This year, the company has experienced a 37% growth in turnover taking us from £4m to £5.5m. Along the way we have invested in our management team and back office support in Accounts and Helpdesk. Overall, an exciting and challenging year for us all resulting in another profitable trading year.

We also welcome an additional 51 staff to the company. The growth has come from our continued success within the retail sector delivery, total facilities management, and maintenance contract wins within the City of London.

Our sixth year of trading commenced 1 April 2008 and we have set a target of £7m at 6% margin and we look forward to your support in reaching this target.



# Environmental Information

## New Energy Performance Certificates for Commercial Buildings

From 6 April 2008, it became law to provide an Energy Performance Certificate (EPC) for all buildings larger than 10,000m<sup>2</sup> (other than dwellings) when they are sold, rented or built, and to provide an Energy Performance Certificate on the sale of a dwelling built to April 2006 Building Regulation standards and to provide an Energy Performance Certificate on the building of all new dwellings.

### WHAT IS AN EPC?

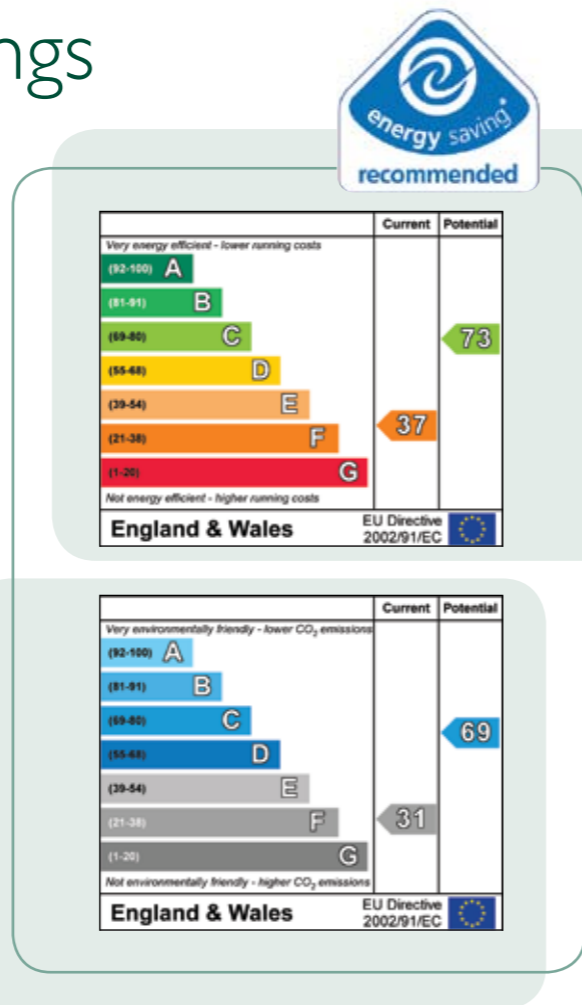
The Energy Performance Certificate (EPC) is broadly similar to the labels now provided with domestic appliances, such as refrigerators and washing machines.

Its purpose is to record how energy efficient a building is. The certificate will provide a rating of the energy efficiency and carbon emissions of a building from A to G, where A is very efficient and G is very inefficient.

EPCs are produced using standard methods, with standard assumptions about energy usage so that the energy efficiency of one building can easily be compared with another building of the same type. This allows prospective buyers, tenants, owners, occupiers and purchasers to see information on the energy efficiency and carbon emissions from their building so they can consider energy efficiency and fuel costs as part of their investment.

### OTHER DATES TO NOTE ARE:

- **1 July 2008**  
It will be law to provide an Energy Performance Certificate for all buildings larger than 2,500m<sup>2</sup> (other than dwellings) when they are sold, rented or built.
- **1 October 2008**  
It will be law to provide an Energy Performance Certificate for all buildings (including dwellings) when they are sold, rented or built.
- **4 January 2009**  
All air conditioning systems over 250kW must have their first inspection.
- **4 January 2011**  
All air conditioning systems over 12kW must have their first inspection.



Some of these additional timescales are close. However, the exact methodology for issuing EPCs has not yet been finalised nor has the accreditation process for Energy Assessors. You should begin gathering building construction data and discuss with your contractors whether they are able to assist you with the production of EPCs in the near future. Rollright has formed a strategic alliance with Tuckers Consultancy, who have over ten years' experience in building management and control and have trained their team ready for this process.

Further details regarding EPCs can be found at:  
<http://www.communities.gov.uk/planningandbuilding/theenvironment/energyperformance/certificates/energyperformancecertificates/>

## Waste Disposal

Following on from the establishment and implementation of our accredited Environmental Management System (EMS) we need to continually demonstrate that we are legally compliant with current legislation. Below are some of the most commonly occurring requirements that we face on sites that we occupy or where we contract our services.

All Rollright staff need to be aware of the correct disposal means for different waste streams. On the sites we occupy, we are clearly responsible for the disposal of all the waste we produce.

On client sites we may not be responsible for waste disposal. However, Rollright staff must make sure of how to dispose of waste correctly on a client site:

- **Electrical and electronic (WEEE) items must not be disposed of via controlled (ordinary) waste but should be disposed of in an appropriate manner.**
- **Hazardous waste (chemicals, paints, fluorescent tubes, asbestos, batteries etc) needs to be disposed of via a licensed contractor, and should not be disposed of via a controlled waste service.**

Advice on waste disposal can be found on the net regs website:

[www.netregs.gov.uk](http://www.netregs.gov.uk)

(see waste and recycling section).

Where facilities are available please ensure that you recycle any items that you can.

Any subcontractors that we use must be approved to ensure that they are disposing of waste correctly themselves. Changes to the Rollright PQQ form (H&S-Selection of Contractors Pre Qualification Questionnaire-H&S-012) have been made to ascertain more details on the environmental credentials of our contractors.

An Environmental Site Survey Form is also now available for new sites and potential contracts or as a check to ensure that site requirements are identified and recorded. This form can be found on the Intranet (ENV-Site Survey – Environmental Aspects (ENV-027)).

## A day in the life of Kerry Gilsonan

Security Supervisor,  
Halton Lea



Kerry has worked for Rollright since we took over the contract at Halton Lea, in June 2007 and had worked at the Shopping Centre for six and a half years prior.

### 'A typical day..'

My shift starts at 7am, but I arrive earlier to receive a complete handover from the night supervisor. Once all issues or problems from the night staff are cleared up, I complete a check on the centre, making sure that tenants' premises are safe and secure prior to their arrival, escalators are working properly, checking that fire exits are clear, and checking for any hazards.

Once I have completed my supervisory duties, I accompany the security officers on their patrols in the shopping centre. During the course of the patrols, we provide a safe site for the public and tenants and liaise with the shopping centre management. As a team, we need to be aware of members of the public who have been banned from the shopping centre (due to being disruptive or shoplifting) and ensure that they are kept away from the centre. We often have to administer First Aid to shoppers, and we have quite a few inebriated people that we need to deal with!

**By the end of my shift at 7pm, anything could have happened!**

My favourite part of the job is interacting with the general public, which can be very rewarding – especially when they say thanks for helping!



## Northern Regional Update

Existing relationship developed with J Brand Limited – now delivering Cleaning Services since April 2008, along with Security Services.

NVQ Level 2 training appropriate to each service delivery stream is to be provided for all Northern Region Staff. This will commence August 2008.

## Southern Regional Update

Three new contracts in the south: Full FM at Mid Kent Shopping Centre for CGBA, Engineering at Fairgate House for Fairgate Estates and Engineering at Chancery Lane for CBRE.

Southern Regional Manager, Neil Kilgannon, joined staff from Smith & Williamson to participate in the London to Brighton bike ride on 15 June 2008, raising funds for the British Heart Foundation.

## Other News

New business wins include Commerce House in Leeds, Mid Kent Shopping Centre and Chelmsley Wood, Birmingham. Please remember that there are finder's fees available for sales opportunities that you bring to the company.

Implementation of a new accounting package – SAGE 200 – to support the Finance Department as a result of the company's growth.

Mail exchange server now hosted off site, guaranteeing 24/7 email connectivity, faster communication for sites with SDSL connections or lease line and improved security.

Congratulations to Laura and Chris Markey on the birth of their daughter, Caitlin.



# News Updates



## Snowdon Walk in aid of the British Heart Foundation

The brave and foolhardy amongst us made our way to Snowdon for a sponsored trek on 19 April 2008, to raise funds for the British Heart Foundation. It was by all accounts a very enjoyable day, although there were plenty of sore feet by the end of the climb! Conditions were challenging to say the least, with high winds and snow on the upper slopes of the mountain. Thanks to all those who took part, and to all those who sponsored us. We have raised a grand total of £6,250.01 so far, which is a fantastic effort. A special congratulations to Terry Uguz at Cavendish Gate who, as an individual, raised the most amount of sponsorship money, £865! £25 M&S voucher and a bottle of bubbly on the way!

We are keen to organise another charity event (after a decent period of recovery time) so if you have any suggestions, please send your ideas (sensible ones please!) to Charlie Sinton:

[csinton@rollright.co.uk](mailto:csinton@rollright.co.uk)



# HR Update

## STATUTORY MATERNITY PAY

The statutory weekly rate for Statutory Maternity Pay (SMP), Statutory Paternity Pay (SPP) and Statutory Adoption Pay (SAP) increased from £108.85 to £112.75 per week on 1 April 2008.

## HR WORKSHOPS

The first HR workshops were undertaken last month. One was held at our offices at the Halton Lea Shopping Centre and was attended by eight Northern Managers. Topics discussed included Attendance Management, Disciplinary & Grievance Procedures, Payroll Queries and a Question & Answer session. A few days later, a similar workshop for twelve Managers was held at our London offices to cover the same topics.

## NEW STAFF REVIEW FORMS

New Staff Review Forms were introduced in April. These are being 'tried' to see if they meet our requirements. Feedback on how these new forms work, from both the managers' and employees' point of view, will be obtained at the six months and twelve months review periods.

## ROLLRIGHT'S HEAD COUNT

Each time we issue Integrate, we tell you about our growing staff numbers. We are delighted to announce that our head count is still growing and the number of staff has reached 185.

## STAFF SURVEY

Most of you will recall that we conducted a Staff Survey last summer. We will carry out another one towards the end of August, when all members of staff will be asked to complete the questionnaire. Your responses will be treated confidentially and will not be shown to your Line Managers or Directors. Therefore, your honest response is important to help us move forward as a Company and understand where there are issues that need addressing.

# Accreditation Update

## NICEIC

Renewed April 2008

## HVCA

Renewed April 2008

## NSI

Next Audit in July

## ACS

Successful Audit in February – now Approved Contractor Status in Security Guarding, Key Holding and CCTV

## BICS

Now a corporate member of the British Institute of Cleaning Science

## SAFECONTRACTOR

New submission of environmental requirements. Renewal due November 2008

## BIFM

Stand and Gala Dinner Sponsor at the Annual Conference at Keble College in March 2008

## BS8555

Environmental Accreditation gained June 2008



# Helpdesk Update

We have now reached the stage where the Rollright database can start producing some intelligent reports and, during the next 6 months Emma Kearney will be writing and automating the production and delivery for both management and clients. If you have any specific requirements which will help you, please contact Emma to discuss.

We have just issued our first contact list generated from the Rollright database and distributed electronically to all our staff. This is in Excel format and can be personalised for individual use. This will be produced monthly going forward.

The system can only provide information based on the data inputted. It is vital that all documentation i.e. PPMs are returned to Head Office on a regular basis for inputting to keep the data current. Your cooperation is essential for this to produce accurate reports.

# Health and Safety Information

## Keyboards

Some keyboards carry more harmful bacteria than a toilet seat, recent research has shown.

Researchers tested keyboards from a London office and found germs that could cause food poisoning symptoms, such as diarrhoea and other stomach upsets.

In one case, a microbiologist recommended that one keyboard was removed as it had 150 times the recommended limit of bacteria – making it five times more dirty than a toilet seat.

The main cause of a bug-infested keyboard is eating lunch at your desk, as the crumbs encourage the growth of millions of bacteria, the report found.

Poor personal hygiene, such as dodging the washbasin after going to the toilet, may also be to blame.

### TIPS FOR A CLEANER KEYBOARD INCLUDE:

- First shut down and unplug your PC.
- Wipe surfaces with a soft, lightly dampened, lint-free cloth.
- Shake out any dust or food crumbs from the keyboard and disinfect with alcohol wipes or keyboard spray cleaner/sanitiser.

## Use of mobile phones whilst driving

Almost 500 drivers a day are being caught using a hand-held mobile phone whilst driving, new Ministry of Justice figures reveal.

In 2005, 129,700 motorists were issued with a penalty for using a hand-held mobile phone. In 2006 more than 168,000 fines were issued, a rise of 30%.

The Road Vehicles (Construction and Use) Regulations 2003 created an offence of 'causing or permitting' another person to drive while using a hand-held phone or other similar device. Employers may, therefore, be prosecuted if they require their employees to use their phones when driving.

Rollright's policy on the use of mobile phones whilst driving is clearly spelled out in the Company Drivers' Handbook. You should keep the use of mobile phones and telephone conversations whilst driving to an absolute minimum. You must not make phone calls unless you have voice activated dialling. You must never attempt to dial someone if you have to hold your phone and dial from the phone keypad. If you must make a call, it is always better to find a safe location to pull over, park up and make the call.



## NEW CONTROLS ON REFRIGERANT GASES

A total ban on certain chemicals that go into common workplace equipment could have a major impact on the FM industry.

On 1 January 2010, a complete ban on the use and sale of virgin Hydrochlorofluorocarbons (HCFCs) will be introduced.

HCFCs are gases which contribute to the depletion of the ozone layer, so over the past decade, work has been under way to eliminate them and other gases like them.

The gases are used in products including commercial refrigeration and air conditioning, so this ban is going to affect retailers, even office facilities etc. which could in turn have a significant impact on Facilities Managers.

The ban is part of an EC Regulation designed to reduce ozone depletion. In 2010, products using virgin HCFC gas will be banned, then five years later recycled HCFCs will follow.

### THERE ARE THREE OPTIONS AVAILABLE:

#### • Retrofit Existing Equipment

Inexpensive, quick and easy. Optimal for systems in good working condition with more years of life left and will include replacement of the mineral oils and seals.

#### • Refit. Upgrade existing equipment to function with legal HCFC blends.

Relatively expensive and cumbersome. Cost and opportunity of refit dependent on situation, and will include replacement of valves and seals, flushing the system and refilling the mineral oils and refrigerant gases of the system. This may be a viable option for existing systems which require high maintenance.

#### • Replace. Invest in totally new/significantly upgrade equipment to function with 'not in kind' refrigerants (ammonia, CO<sub>2</sub>, hydrocarbons...)

Particularly expensive and cumbersome, but can be considered in some specific cases, for example equipment reaching the end of its useful life or equipment which is in very poor condition.

It is estimated that only 10% – 15% for R-22 gases will be available for recycling and re-use to extend the life of existing systems and this will not be economically viable for small systems.

You should consult with your air conditioning service contractor now to ensure you have effective plans in place to manage changes to your air conditioning systems.

On 1 January 2010, a complete ban on the use and sale of virgin Hydrochlorofluorocarbons (HCFCs (which are gases that contribute to the depletion of the ozone layer)) will be introduced.