

Students' Union Office Radio Protocol

Users: Students' Union Commercial Team, Students' Union Office Based Staff, University Reception

Purpose: To allow effective and expedient communication between floors of King Alfred Centre (KAC) where immediacy of response is the priority. Otherwise, alternative communications channels are in place, such as, but not limited to Microsoft Teams (phone and chat), email and Slack.

Radio Locations:

- SU Operations Office (Level 1)
- SU Shop (Level 1)
- The Terrace (Level 2)
- SU 'Main' Office (Level 3)
- University Reception (Level 4)

Channel usage

Channel 2: Communication of contractor arrival at reception, arrival of deliveries, evacuation communication

Channel 3: General communication between commercial services, lost property enquiries

User protocol by location

SU Operations Office (L1)

Two radios will be kept on at all times. One assigned to Channel 2 and the other assigned to Channel 3. If the office is left empty, the duty manager for the services that are open will always keep a radio on them assigned to Channel 3.

These radios are expected to be used for incoming and outgoing calls from all locations and if someone is on site, someone will be contactable unless in a meeting.

SU Shop (L1) and Terrace (L2)

A radio will be always kept on during services hours on Channel 3 for incoming and outgoing calls from SU offices and other services.

If dealing with the customer, this should take priority, unless it is an emergency. You may wish to quickly respond by saying you'll be right there once you've served the customer, if you can do so without deprioritising the customer interaction.

The only occasion it would be expected for this radio to be on Channel 2 is in the event of an evacuation, where staff should take the radio with them and switch to this channel in order that they can be communicated with, to say if and when it is safe to return into the building and be given other relevant instruction.

SU 'Main' Office (L3)

A radio will be kept in this office set to Channel 2. The purpose of this radio is to be contactable by University reception staff and to send outgoing enquiries to the SU Operations Office. Also to receive incoming replies, but not usually incoming enquiries from Levels 1 and 2 (unless urgent).

If no response comes on Channel 2, users may choose to temporarily switch to Channel 3, if it is relevant to speak to someone in the SU Shop or Terrace. The radio should be switched back to Channel 2 after use.

In the event of an evacuation, the most senior fire safety officer on duty, or in their absence, the most senior staff member on duty, should take the radio with them in order that they can communicate with, to say if and when it is safe to return into the building and to be given or deliver other relevant instruction.

University Reception (L4)

A radio will be kept on University reception set to Channel 2 and is usually expected to be off, as it is used for outgoing calls and replies only.

In the event of an evacuation, University reception staff are encouraged to turn this radio on and take it with them to deliver 'all clear' or other instruction given to them by Security when they attend an evacuation.

Practical radio usage

- All radios should be kept on charge when not in use, but should keep charge for a full working day if left off charge.
- To charge the radio, the 2 ridges at the sides of the radio must slot into the charger at points **A** to allow points **B** and **C** to have direct contact.



1. Hold the call button **1** down, wait a second and then speak into the front of the radio
 - You should always start by clearly stating who you are and the person or area you're looking to contact. Then let go of the call button and wait for a reply. For example "SU Office to Terrace, come back"

2. Dial **2** is for changing channels. There are numbers around the dial and a raised point on the dial to show which one is selected. There will also be an audible sound saying which channel is selected when you change it; 'Channel 1'.
3. Dial **3** is both for power and volume. A full turn anti-clockwise will lead to a physical click and the radio will be off. To turn on, turn clockwise slightly and you'll feel a click and an audible sound. Turn clockwise to increase the volume, or back anti-clockwise to decrease.

