

ISO 9001:2015 SCOPE

Campus Services, part of Estates, employs 215 people across the University's three campuses to provide essential support services that help maintain a world-class environment for teaching and learning.

Locations

Whiteknights (Reading) - Our main University campus is set in 130 hectares of beautiful parkland.

London Road (Reading) - Our London Road campus has recently undergone a £30 million transformation. This historic site is one of the University's original campuses.

Henley Business School (Greenlands) - Home to one of Europe's top business schools, our stunning Greenlands Campus is situated on the banks of the River Thames near Henley.

Campus Services includes the following service areas:

Building Support Services

Building Support Officers act as the main point of contact for support services, academic staff, building occupants, visitors and all building users of a range of buildings across the Whiteknights and London Road campus. The BSO team liaise with project managers and Estates on medium and larger scale improvement works and building works to minimise disruption and keep all building users informed.

Cleaning Services

The University's cleaning staff take great pride in their work and take a professional and pro-active approach to ensure the University's academic and administrative buildings and external areas are cleaned to a high standard ensuring a pleasant work and study environment for staff, students and visitors.

Portering Services

Porters play a pivotal role in ensuring that the University's teaching and learning, administrative and commercial activities run smoothly. The Portering Team perform a wide range of roles including: moving equipment, supporting internal and external events and providing support to centrally bookable teaching space to ensure that the University's activities operate effectively.

Postal Services

The post room handles over 300,000 items of mail each year and provides a full range of postal services including the University Mail Shop, to departments, staff and students.

Reception and Administration Services

The Reception & Administration Services team have responsibility for administering the University's parking systems, and lost and found property as well as staffing the University's receptions on Whiteknights and London Road Campuses.

Security Services

The overarching purpose of Security Services is to safeguard people and property at the University of Reading. There is an in-house team of around fifty uniformed Security Services staff operating 24/7/365. Patrols, both on foot and in marked vehicles, are conducted across Whiteknights Campus; London Road Campus; Greenlands Campus; and other University owned property. All members of the team are appropriately trained to respond to fire and intruder alarm activations, medical emergencies as first responders and licenced under the Security Industry Authority.

Activities

The table below shows what Campus Services activities come under the ISO 9001:2015 scope.

Our certification is focused on our departments providing the above named services, therefore we need to make it clear what activities should be assessed under the certificate, and those that are 'externally provided' i.e. they are outside the scope of the assessment, but we monitor and manage the service providers to help us deliver our services.

Activities	Reading	Henley	Service Providers (Reading)	Service Providers (Henley)
Building Support	X			
Cleaning	X			
Lost Property	X			
Parking	X			
Portering	X			
Post	X			
Reception	X			
Security	X	X		
Maintenance			X	X
Catering			X	X
Digital Technology			X	X
UPP Halls			X	X
Procurement			X	X
HR			X	X
Events			X	X

ISO 9001:2015 Exclusions

8.3 Design and development of products and services

Campus Services are excluded from this clause of the standard; due to the nature of the business they do not design and develop any new products.

Version control

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE	
1.0	Original	Campus Services QMS Team	Annually	Lucy Virtue	16/10/2020