



THE UNIVERSITY OF QUEENSLAND



PROPERTY PRESS

from the director

edition 40 – november 2002

So it's Christmas again. It's been a mixed year for a lot of us, and for some of our professional colleagues on the personal front, but I guess as we get older comrades will fall and, like an old car, bits will start to fail. I found myself *empathising** with some of those vehicles in the Bathurst endurance race – although they were a bit slicker than the image I see in the mirror each morning. World events aren't painting the most optimistic picture either. The concept of love and peace seem as dated as flairs and tie-dyed shirts. It will be a shame if proactive polemics are crushed by didactic intolerances.

Why am I whingeing when I see what we have achieved this year? We received compliments on General Purpose North Stage 3, *before* it was finished – now that's a first.

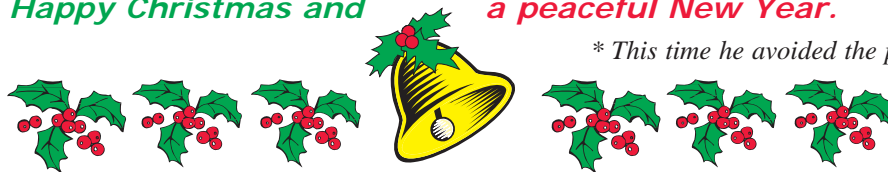
I am wondering how the University ever managed without the UQ Centre. Already it is booked out 80% of the time without us lifting an advertising finger. It is being used mainly for University functions. However we do have one external choral group who perform there on a regular basis. It has also been booked by an American choral group for a performance next year. So despite the brouhaha the venue clearly works for those who are prepared to give it a fair go.

The wraps are coming off the Queensland Bioscience Precinct and there is no doubt that complex will really enhance Chancellors Place. A number of people have commented how they like the use of sandstone in new the buildings which relates back to the Great Court.

So all in all it has been a good year with some achievements made possible by the dedication of our staff, consultants and contractors. It is also due to the cooperation and collaboration of other members of the University. My particular thanks go to those who work with us on environmental management issues. As a result the University has had its EMS ISO 14001 accreditation renewed.

Mustn't grumble! As a friend said, "sometimes the leaves burn, but the vine of humanity is getting stronger". Let's spread some serious good will around this festive season to help it grow.

Happy Christmas and a peaceful New Year.



** This time he avoided the pitfalls of malapropism. Ed.*

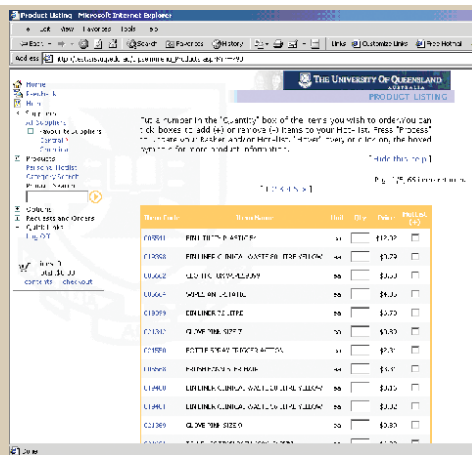
*~ Alasdair McClintock
Director,
Property & Facilities Division.*

HAVE YOU ASKED TO BE CONNECTED TO THE NEW ELECTRONIC STORE REQUISITION SYSTEM?

SmartClips is a new online system to order your goods from our Central Stores.

For further information, email P&F Services Manager, Peter O'Donnell, p.odonnell@pf.uq.edu.au

or visit our website at <http://www.pf.uq.edu.au/SmartClips.html>



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Edition 40 – November 2002

property & facilities division



evacuation drills – water restrictions – fire bans – dust storms

This year is shaping up to be an extremely eventful year for fire because of the extreme drought conditions facing Australia. It is essential that all staff make themselves aware of basic fire safety practices to assist us in maintaining our high level of fire safety throughout the University.

Evacuation drills are conducted to ensure that everyone is aware of the basic procedures to follow in the event of a fire or other emergency. The University also

maintains a system of trained Fire Wardens as part of this safety net.

It is a timely reminder that fire safety also applies to our home environment as well as our work situations and precautions should be taken in both areas.

Fire hazard inspections are currently under way on the grounds and inside our buildings to identify any fire hazards so we can address

these situations before the onset of the summer heat. Staff can assist by ensuring their work areas are clear of rubbish such as piles of cartons and that passageways are kept clear and accessible.

Remember –
good fire practices
saves lives.

~ Neil Finlayson,
Fire Safety Officer



campus security – alcohol on campus

It is now close to that time of the year when everyone is beginning to feel the strain of the past year and starting to get into the festive mood. It is time to remind everyone of University policies and procedures relating to events and functions.

When a function is to take place on University property the convenor is required to apply for permission to hold the event. If alcohol is to be consumed at the function, then an *Application for Permission to Keep or Consume Intoxicating Liquor On Site* form will need to be completed. Should the convenor intend to sell intoxicating liquor at the function then under the rules of the *Liquor Act 1992*, a *Restricted Permit*, from the Qld Liquor Licensing Division, will also need to be completed.

Depending on the number of people attending the function, the convenor may be required to engage the services of an approved security firm to assist in controlling patrons, as a condition of the liquor permit. The Security Manager should be consulted on the security measures to be taken for all functions and events.

Experienced, responsible and trained bar staff can also prevent many alcohol-related incidents from

occurring. Persons/organisations holding a function or event must ensure that bar staff, private security, and other workers on University premises are informed of the relevant aspects of the *Alcohol, Tobacco Smoking and Other drugs Policy*, and the *Workplace Health and Safety Act 1995*.

A well-organised function can make the difference between an enjoyable time or a 'did I really do that?' time. Excessive consumption or abuse of alcohol should not be encouraged as intoxicated people can be a danger to themselves and others.

Our message is to have a good time but with a considerable level of concern for everyone's safety. The Security Section is always available to offer advice on events and functions on 3365 1234. Convenors can make reference to the *Events Guidelines* document held within the University's Handbook of Policies and Procedures (HUPP) which available on the UQ website at <http://www.uq.edu.au/hupp/>.

~ Alwyn Robinson,
Security Supervisor



unigreen – paper and cardboard recycling

You may be aware from previous articles in *Property Press* that a solid waste audit, conducted at the beginning of 2002, found that a large percentage of paper is going into the general waste stream rather than the paper-recycling stream. Apart from using

valuable land space, disposing of general waste costs more than recycling.

Property and Facilities is upgrading the current recycling service to capture the maximum percentage of paper and cardboard leaving the system. The recycling program will be updated by the first semester of 2003, with an accompanying awareness and education program.

Staff will be invited to attend an information session late-January,

(date and venue yet to be advised), to discuss paper and cardboard recycling systems with the recycling contractor, the cleaning auditors and Environmental Services staff.

More audits of the general waste stream will be conducted in November 2002 and February 2003 before the paper and cardboard recycling programs are updated, to determine a baseline for measuring the success of the updated system. We will keep you posted on the results.

~ Leigh Thompson,
Environmental Engineering Assistant



did you know..

Staff can view the P&F policies and procedures at www.pf.uq.edu.au/policy-procedures.html

energy management

In this edition of *Property Press* Key Energy Performance Indicators (KEPI) are again used to look at energy intensity on our three campuses, St Lucia, Gatton and Ipswich. Key energy performance indicators are presented on the gauges below for this year and the same quarter (Q) in the previous year.

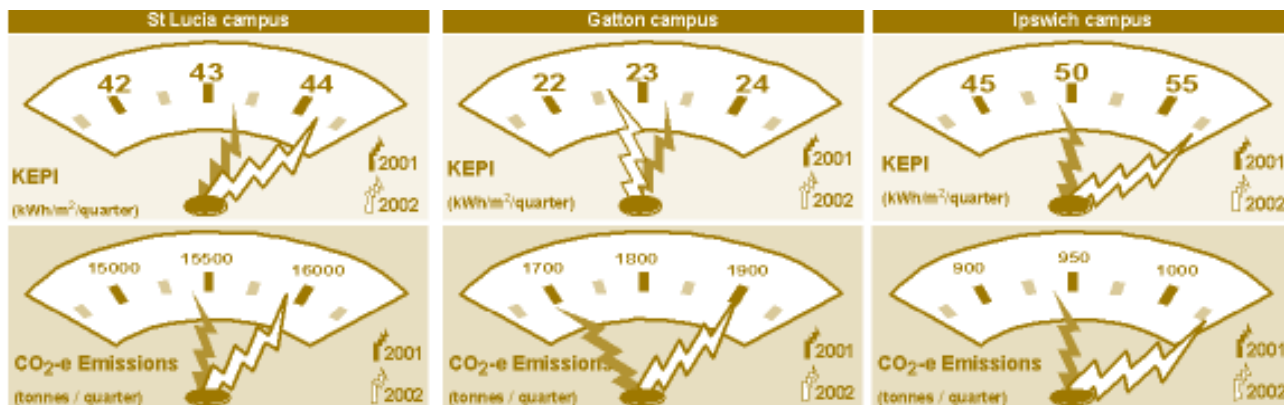
The KEPIs used illustrate the total campus energy consumed (kWh) over the last three months divided by the total gross floor area (m²). The KEPI gives a common measure for comparing the energy intensity of our different size campuses. The CO₂ equivalent has also been calculated, using the total energy consumed at each campus over the last quarter. Greenhouse gases (CO_{2e}) are therefore measured in tonnes/kWh.

What the dials below say – energy intensity at St Lucia campus has only increased slightly compared to the same time last year. Gatton campus has decreased slightly from the same quarter last year and Ipswich campus has increased significantly, due to the increased student load

and commissioning of air-conditioning and heating units. Compared to the previous quarter however (April-June 02), the increase in energy intensity at Ipswich has not been substantial and could be attributed to heating over the winter period.

Together with Energex, P&F plan to pilot an energy awareness program in three buildings on campus from the beginning of 2003. The awareness program will be aimed at offices and target equipment such as computers, printers, photocopiers, as well as air-conditioning and lighting. A May 2003 interim report will assess how the program is going. A final report, due at the end of 2003, will make recommendations for implementation across the University campuses. In addition, we will be conducting a trial of energy efficient lighting in some areas on campus. For further information on energy management initiatives on campus please contact Leigh Thompson, Environmental Engineering Assistant on 57580 or email l.thompson@pf.uq.edu.au.

~ Leigh Thompson, Environmental Engineering Assistant



air-conditioning & summer

Traditionally, the summer months create the largest number of air-conditioning complaints – on average 20-30 complaints a day. During the five hottest months last year, the University's air-conditioning maintenance staff and contractors dealt with approximately 2300 work orders. Unfortunately, this workload creates a lengthy backlog of maintenance requests. Depending on the type of fault, and the priority allocated, it may take up to two weeks for repairs to be carried out.

The priority allocated is determined by the effect on teaching and research, and the number of persons affected by the fault. Spare parts and new replacement units can be difficult to procure during this period, due to the high demand, and this can also extend repair times.

Most of the University's air-conditioning is centrally controlled from the maintenance workshop and many of the faults can be checked and corrected via computer links and computerised controls.

The University's air-conditioning system, is generally set at 23°. The air-conditioning system will start to lose conditions when the outside air temperature reaches 33°C. For example, at 38° outside, the inside condition could reach 28°. This is normal operation.

To reduce the incidence of air-conditioning failure, extensive preventative maintenance contracts have been established for the air-conditioning systems. Extra contractors have been introduced to the University to provide a maintenance service and to provide access to additional technical trades people.

The air-conditioning system has been undergoing an extensive program to replace old and unreliable plant. The computerised building management system is also being upgraded.

We request your patience during this period, as not only are we busy, but our contractors (and every other air-conditioning contractor) are also very busy repairing other air-conditioned facilities, particularly during heat-wave conditions.

We further request that air-conditioning faults are only reported to the Works Control Centre once by your nominated departmental contact, so confusion and multiple calls for the same fault can be minimised. Maintenance requests can be forwarded through Works Control Centre on phone extension 52222.

~ Sean Power, Maintenance Officer St Lucia

campus construction

UQ/CSIRO JOINT BUILDING PROJECT – QLD BIOSCIENCE PRECINCT (QBP)

The bulk of the work at the QBP is nearing completion (*photo right*). South Block is approximately 95% complete. North and West Blocks are approximately 85% and East Block is approximately 80% complete. The building is undergoing its final fitouts with the landscaping now commencing.

~ Peter Sampson, Construction Manager



RICHARDS & STEELE BUILDINGS REHABILITATION

The bulk of the work in Stage 3 of the rehabilitation of the Richards and Steele buildings is now complete. This stage involved the construction of a new external fire escape stair (*photo right*) and the refurbishment of ground floor areas of the Richards Building to house Earth Sciences Department analytical laboratories (*photo below right*) relocated from the Steele Building. An external disabled access ramp will now be constructed at the eastern entry to the Steele Building to complete this stage. This will occur during the end of year vacation period to minimise disruption to the Steele Lecture Theatres. Milson Projects was the head contractor on the project designed by Phillips Smith Conwell Architects.

~ Kim Wishart, Construction Project Manager

MCELWAIN LEVEL 1 FITOUT

Construction of the fitout of Level 1 of the McElwain Building for the School of Psychology was completed in September by Schiavello Fitout. The Centre for Organisational Psychology and the UQ Usability Laboratory now call this facility home. The \$850,000 refurbishment designed by Phillips Smith Conwell Architects complements the KEY Centre fitout adjacent on level 1, including a similar but distinctive external courtyard (*photo below left*).

~ Kim Wishart, Construction Project Manager



did you know ...

You can view all editions of *Property Press*, plus our other publications by visiting our website at www.pf.uq.edu.au/pubs.html

news from the uq centre

We welcome the appointment of two Event Co-ordinators to assist clients with their events and functions at the UQ Centre. Mrs Roz Bannan and Mr Barry Innes have extensive experience in hospitality and facility management. Their previous appointments include the Hyatt chain and Ayers Rock Resort Management.

The highlight for the Centre, since the previous edition of *Property Press*, was our official opening in conjunction with celebrating the *Research Excellence Awards*.

Inter-college sports this period included volleyball and basketball.

The teams were certainly impressed with this new venue for their sport (*photo below*). Those physical challenges were complemented with the *Tournament of Minds* weekend.

The School for ITEE held their annual *Innovations Expo* in the last

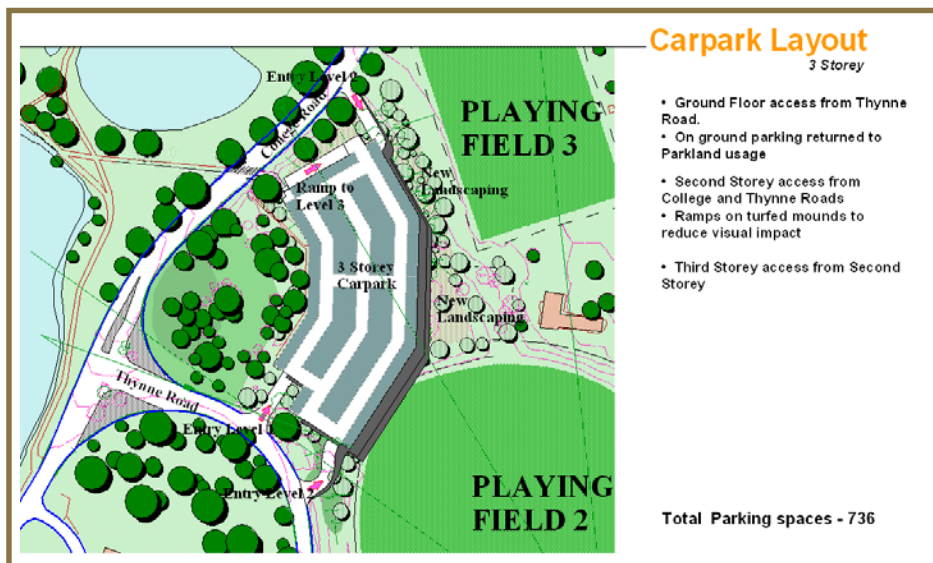
week of October. The organisers were able to utilise all areas of the UQ Centre for their alumni dinner, award presentations and offer display areas for their sponsors. The major sponsor was Queensland Rail who provided a train locomotive simulator. This was very popular with students, visitors and staff.

Events in the Centre for November and December are limited to Examinations in both the Lecture Theatre and Exhibition Hall, followed by Graduations.

~ Ray Fong,
UQ Centre Manager



conifer knoll parking station



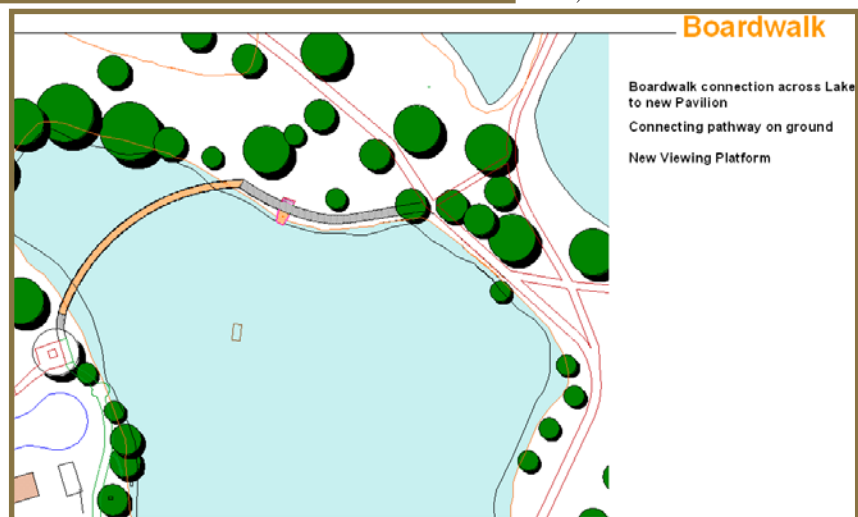
Design is well underway for a new parking station on the St Lucia campus. Located in the current unsealed carpark area of Conifer Knoll, the newly planned three-storey sealed car parking station will accommodate 736 cars and will include toilet facilities (*see figure left*).

The design also incorporates a new lakeside boardwalk over the existing lake, linking the parking facility back to the campus core (*see figure below*).

Construction is expected to commence in December 2002 with completion targeted for late June 2003. The sketches featured here were presented to Buildings and Grounds Committee on July 12, 2002, for approval.

For up-to-date carpark closure information please visit our website's Bulletin Board at <http://www.pf.uq.edu.au/bb.html>. Signs will also be posted at the carpark site.

~ Kevin O'Sullivan,
Engineering Project Officer



p&f quality management system (qms)

As part of the current QMS review, the P&F senior management team undertook a strategic planning process. This included the review of our Quality Policy and the development of a Strategic Management Plan, which contains Divisional objectives and key performance indicators (KPIs).

The information was reviewed in the context of the strategic objectives for the University and the scope of work for the Division over the next 12 months.

The strategic planning process will now be conducted annually to better identify issues or challenges facing the Division and to develop strategies to deal with them.

This process also provided the framework for each P&F Section to develop their own objectives and

KPIs. Over the next 12 months each P&F Section will review and update their processes and documentation in line with the strategic information and also include where environmental and safety impacts points may occur.

The new QMS policy and the overview of the P&F Strategic Management Plan are available at www.pf.uq.edu.au/policy-procedures.html.

ROLLOUT OF CERTIFICATION

During 2003-2004 we will continue the certification 'roll-out' to the others areas of P&F that are not yet certified. We will welcome on board the Gatton Printery, Gatton Commercial Properties and the UQ Centre.

These Sections will undergo a review of their processes, which will also be appropriately documented, to

identify where improvements may be made and to ensure that the requirements of the ISO 9001 standard are met.

EXTERNAL AUDIT RESULTS

The external audits, mentioned in the last issue of *Property Press*, were conducted November 11-12. The EMS reassessment and the QMS and SMS pre-assessments produced very positive results. The external audit reports are available on our website (P&F staff access only) at www.pf.uq.edu.au/qms-links.html

THANK YOU

We would like to thank Wyn Vogel for all her hard work and patience as she helped facilitate the 2002 review with the Division. Thank you Wyn, and good luck for the future!

~ Anna Bradford, Quality Officer

uq environmental management system (ems)

Waste continues to be an important area to be managed on campus. In particular, items related to Chemical Waste and Clinical Waste disposal have been identified from EMS Internal Audits. Items include:

- Chemical Waste containers must be correctly labelled (concentration of each ingredient, waste generator's name, school/centre, contact phone numbers) and printed in pencil.
- Perceived Clinical Waste, such as gloves, should be placed in yellow Clinical Waste bins.
- Items such as pipette tips should be placed in sharps containers or hard-walled receptacles (eg cardboard box) prior to being placed in Clinical waste.
- Appropriate Spill kits should be readily available.

For further information on waste disposal please refer to the EMS website at: www.pf.uq.edu.au/ems-stlucia.html.

WATER IS A VALUABLE RESOURCE ...

please report all water leaks to P&F's Works Control Centre

With Australia experiencing one of its worst droughts for a very long time, the lack of water is gaining attention on both a local and national basis. On campus, dripping taps are a major cause of water wastage and is one of the easiest to correct.

This diagram from Brisbane Water highlights the amount of water wastage that occurs because of dripping taps:



Please help to save water and report all dripping taps to P&F's Works Control Centre on Ext 52222.

~ Kay Ollett, Environmental Co-ordinator

safety management systems (sms) – safe environment to work

People coming to work should have the right to work in a safe environment. Employers do not have the authority to create an unsafe work environment that may cause accidents and injury to an employee.

To eliminate or minimise hazards, employers involved in any type of work should:

- have processes for risk assessment;
- have strategies to minimise risk;
- ensure that processes and procedures are realistic, workable, and simple for the workplace;
- have employee involvement in the development of the process from start to finish (or else compliance will be an issue);
- watch what is being done, identify if it's safe to do the task, if the task is unsafe look at other safer methods;
- work as a team to promote a safe system of work; and



- if someone at the workplace is working in an unsafe manner, as a team member you should ask that person to stop that unsafe work practice because it may impact on your safety and the safety of others.

The role of Property and Facilities Division at the University of Queensland is very diverse and frequently involve staff being exposed to high-risk activities.

To ensure that these high-risk activities and the risk associated with these are minimised, staff and contractors of P&F should have a thorough understanding of our

occupational health and safety management system to minimise the risk and the potential of accidents and injuries from occurring.

We all need to promote a safe working environment to visitors, contractors and public by having the right attitude and behaviour towards safety.

Let's work as a team to promote safety and lead the way for the rest to follow.

~ *Mano Raghavan, Health & Safety Co-ordinator*

staff profile – admin & it section

When last Admin and IT was in *Property Press*, I basically listed the things we did at that time in 1997. Well, we do pretty much the same thing now in 2002 but the scale is somewhat different and there are a few new bits added. At that time we maintained a computer network of around 60 PCs. Today our network runs to around 130 PCs – and growing. In 1997 we looked after our Quality Management System certification and amazingly we have managed to retain our certification. And in a few days' time we undergo our first audit under the new standard.

We still do all the usual stuff, like provide administrative and secretarial support to the Division, and try to provide up-to-date financial information for our Managers. Again, in 1997, I said that we developed and monitored a recurrent budget of around \$20m and this, unfortunately, is still pretty much the figure. In the IT world we now have a full-time IT Manager plus 3 IT Officers and 1 IT Assistant. These new staff plus a metaphorical beefing up of our 'quality' team have, and will, provide great support to the Division.

A new addition to the wonder that is Admin & IT has been the UQ Centre. This striking building has been open for business for just on five months with the Manager and his staff regularly performing miracles.

The photograph of our group contains some new faces but the rest are the usual suspects. *Thank you.*

~ *Gary Portley,*
Administration Manager



Photo above – from left to right. Front: Anna Bradford (Quality Officer); Anna Leftwich (Clerk Typist); Ray Fong (UQ Centre Manager); Roz Bannan (UQ Centre Events Coord); & Jill O'Neill (HR Officer). Middle: Lesley Shergold (HR Assistant); Edward Eacock (IT Manager); Nancy Shannon (Clerk Typist); Sherry Wilson (Director's Secretary); & Paul Neill (Finance Officer). Back: Darrell Naylor (IT Officer); Laurence Rietberg (IT Officer); Gary Portley (Admin Manager); Scott Garner (IT Officer); & Lyn Griffiths (Quality & Web Administrator). Absent at time of photo: Barry Innes (UQ Centre Events Coord) & Allan Wright (IT Assistant).

deferred maintenance

2002 DEFERRED MAINTENANCE – THE “TOP 10” PROJECT LIST

#	Building	Job Description	Project Cost \$	Target Finish	Project Manager
1	J.D. Story	Concrete repairs	600,000	2003	MOS
2	Chemical Store	Repair fire deluge system	40,000	12/02	MOS
3	MacGregor	Replace evaporative condenser	53,000	11/02	OCO
4	Computer Science	Replace steel cooling tower	82,730	11/02	OCO
5	Forgan Smith	Replace box gutters	30,000	11/02	SPL
6	Chamberlain	Replacement of soil stacks	17,300	12/02	MOS
7	Priestley	Replacement of soil stacks	17,300	12/02	MOS
8	St Lucia Campus	Switchboard circuit ID	50,000	12/02	MOS
9	Molecular Biosciences	Replace obsolete Fume Cupboard controls	50,000	12/02	MOS
10	McElwain	Replace fire panels	50,000	2003	EPO1

Project Manager Contacts – phone:

MOS	Maintenance Officer St Lucia	Sean Power	59148
OCO	Operations Contracts Officer	Ray Deller	52948
SPL	Supervisor Plumbing	Alan Abbot	57402
EPO1	Engineering Project Officer	Kevin O'Sullivan	52267

CUSTOMER FEEDBACK IS VERY IMPORTANT TO US

If you have a query about your project or the progress of your project, please call the Works Control Centre on 52222 or email us at wcc@pf.uq.edu.au.

NEED ACCOMMODATION? – WHY NOT TRY THE GATTON CAMPUS MOTEL

- The Gatton Campus Motel welcomes all University staff, visitors, parents and students.
- There are 14 well-appointed, fully-serviced guest rooms.
- Reasonable rates apply from \$40.70 for a single room, including breakfast.

For further information, please visit our website at <http://www.pf.uq.edu.au/com-prop.html>

For bookings or enquiries phone P&F on (07) 54601242, or extension 50242, or after hours on 0411 158 252

natter box – p&f hot goss ...



Seasons Greetings...
We'd like to wish you & your families a very Merry Christmas & a Happy New Year.
Hope you all have a happy & safe Xmas break!



We welcome the following new staff: Gabriella Di Camillo (Services); Mandy Hodgson (Services); Viv Bazzo (Trades); and Anthony O'Brien (Security).

Congratulations to Steve Taylor, Works Control Centre Customer Service Officer, (photo left) who recently celebrated his 30th year of service at the Gatton campus.



Congratulations to the following P&F staff on their promotions or transfer of appointments: Jeanette McDonald (Gatton Printery); David Wyatt (Transport); Alwyn Robinson & Ken Parker (Security); Alf Roset (QBP); and Fred Wood (Cleaning).

We farewell the following staff: Leon De Camp (Services); Maureen Cook (Cleaning); Carl Hooper (Security); and Greg Pardella (Trades).



Congratulations to Mano Raghavan (Safety) and Tania on their recent marriage. We wish you both many years of wedded bliss!

Please forward comments to:
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Website: www.pf.uq.edu.au

P&F staff can email any Feedback items to: qwa.

Last word ...

The website version of *Property Press* (www.pf.uq.edu.au/prop-press.html) has been updated to include hyperlinks to web or email addresses referred to within the individual newsletter articles.