

# *Facilities Management Unit*



*Ministry of Communications and Works*  
**GOVERNMENT OF THE VIRGIN ISLANDS**

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## *Preamble*

This Service Charter of the Facilities Management Unit sets out the specific standards of service provided to our customers who are employees within the Central Administration Complex as well as visitors doing business in the Complex. It further sets out the services we provide, what is expected of employees and visitors while in or around the Complex, how to access our services, and how to go about helping us to improve your overall service experience.



## *Our Mission*

The Facilities Management Unit (FMU) is dedicated to building and maintaining a safe, secure and clean working environment for the occupants and visitors of the Central Administration Complex, while establishing and enforcing safety guidelines and procedures in compliance with building and safety legislation.

# Our Vision

Through constant growth and development the Facilities Management Unit will strive to:

- Excel in dedicated service through continuous and measurable improvement;
- Be an innovative leader who partners with customers to find solutions;
- Foster employee-focused atmosphere of trust, creativity, innovation and communication;
- Stay abreast with evolving technology.

# Our Values

- We believe that all employees and visiting members of the public, visiting the Central Administration Building, should be provided with a clean, comfortable and secure environment.
- We believe in continuous training to develop all staff at acceptable levels to enable them to carry out tasks effectively to meet the needs of the required service.
- In providing friendly, courteous and efficient service.
- In accepting responsibility for our actions.



# The Services We Provide

Facilities Management Unit provides the following services to the employees and visitors of the Central administration Complex:

- Provide and maintain a comfortable and safe working environment
- Manage video surveillance of the Central Administration Complex
- Provide 24-hour security services
- Carry out regular maintenance to the building
- Secure and maintain the two parking lots to ensure adequate parking
- Schedule in-house conference rooms for meeting
- Entertain Government activities/functions in and around the Central Administration Complex on a space available basis
- Provide notice boards inside the East and West Atriums for posting printed matter
- Make public announcements via an in-house public addressing system



## *Using the Breezeway and Grounds of the Central Administration Complex*

If you wish to hold a Government meeting or a function in the breezeway or on the grounds of the Central Administration Complex, you should make a request in writing to the Manager, Facilities Management Unit, who will respond to your request within three (3) working days.

## *How to Reserve a Conference Room*

- Contact the Security Office at extension 2326 to obtain an application form
- Fax or submit in person the completed form stating the date, time and duration of meeting
- FMU will verify availability and assign a conference room (by return fax or telephone) within two (2) hours of receiving your request.
- In the event that a conference room is not available, we will notify you by telephone as soon as one becomes free.

## *Building Security and Safety*

To ensure that the building is always secured, a team of qualified security guards is available 24 hours a day, everyday of the year.

# *Building Emergencies*

In case of an emergency, an alarm system will sound, and all employees and visitors of the Central Administration Complex will be directed to the nearest EXIT in the Complex. A Security Officer will then advise you on further action to be taken.

The Facilities Management Unit works closely with other emergency agencies to ensure that a high level of preparedness and response capabilities are available to the employees and visitors of the Complex at all times.

# *Our Standards of Service*

Our staff will respond to service requests in a timely and professional manner.

- For all your electrical, plumbing, and maintenance needs, we will respond within 24 hours.
- For all your cleaning needs, we will respond within 24 hours.
- For security clearance and direction, we will respond immediately.



### **When you telephone us, we will:-**

- Answer your call within the five (5) rings during normal working hours, 8:30a.m. - 4:30p.m., Monday thru Friday;
- Greet you pleasantly at every call;
- Identify our organization as the Facilities Management Unit;
- Identify ourselves by name;
- Offer the necessary assistance.

### **When you visit our facilities, we will:-**

- Acknowledge your presence immediately upon arrival
- Attend to you immediately
- Professionally screen visitors for name and purpose of visit
- Require visitors to sign the Visitors Log
- Direct you to the office/individual you are desirous of visiting

### **When you write, we will:-**

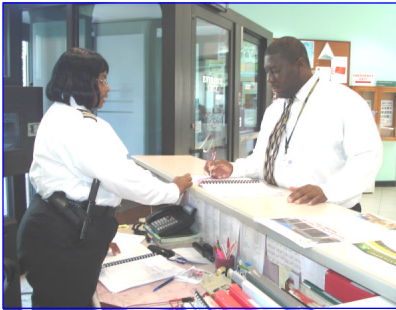
- Respond to your letters within ten (10) working days;
- Give a full response within fifteen (15) working days; or
- Where this is not possible, we will inform you why and when you may expect a full response, if consideration of the matter requires a longer time period.



# How You Can Help Us

You can help us by doing the following:

- Park only in the designated parking spaces.
- Dress according to proper dress code when entering a place of business.
- Seek permission to visit Ministries/Departments.
- Always sign in & sign out in the visitor's log book at each Security Desk when you visit.



- Refrain from littering and vandalizing the premises.
  - Thoroughly complete the service request application forms.
  - Move quickly to the nearest exit at the sound of the alarm system.
- Provide feedback and comments on the services we provide.
  - Treat our employees with respect and due consideration

## Feedback On Your Service Experience

We welcome your suggestions and comments on the services we provide with a view to future improvement, where necessary.

You may complete a comment card and drop it into one of the suggestion boxes conveniently located at the security desks in the East and West Atriums.

# How to Lodge a Complaint

If you are dissatisfied with the level of services received or have concerns, you should first complain to the Facilities Management Unit. After your complaint has been lodged, if you are dissatisfied with how it has been handled, you can appeal in writing to the Permanent Secretary in the Ministry of Communications and Works. If you are still not pleased with the response given, you may write to the Deputy Governor or Governor who will respond to your request within thirty (30) working days of receipt.

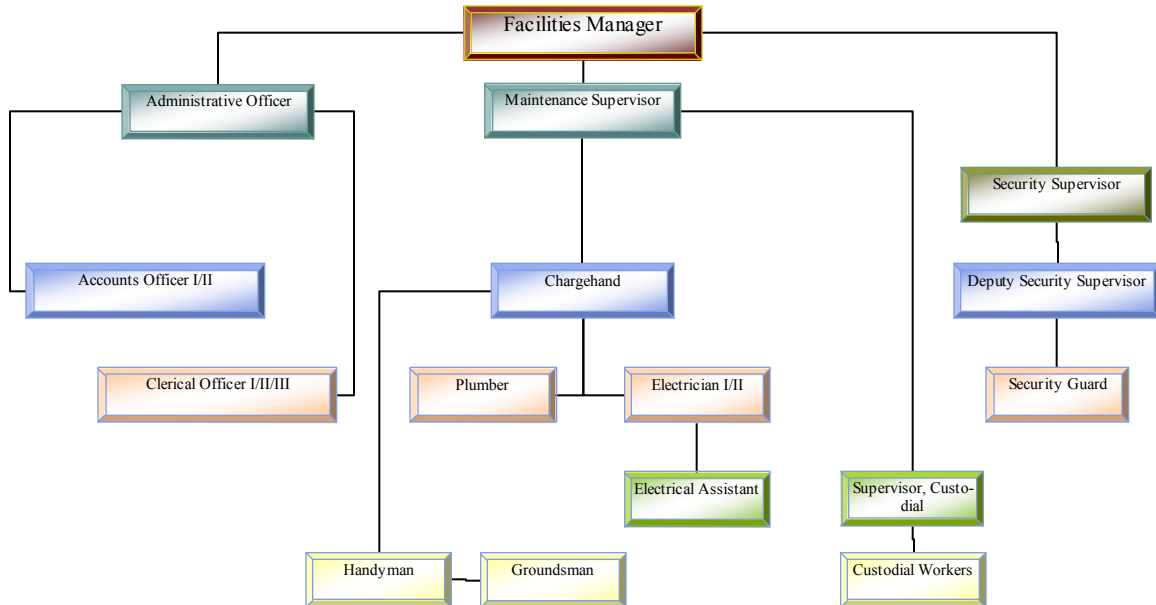
## Monitoring and Review

We will use the standards set out in this Service Charter to monitor our performance through the responses of the users of the Central Administration Complex which includes occupants and customers. This Service Charter will be reviewed each year for effectiveness and necessary improvements will be addressed. The results are published in our annual report.





# Facilities Management Unit Organizational Chart



***Office Location***

Central Administration Complex  
#33 Admin Drive  
East Atrium – Basement  
Wickhams Cay I, Road Town  
Tortola

***Telephone***

(284) 468-3701 ext 2078 or 3478

***Facsimile***

(284) 494-5452

***Mailing Address***

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Government of the Virgin Islands  
Road Town  
Tortola VG1110  
British Virgin Islands



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Ministry of Communications and Works  
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