Ashford Business Services Ltd

Office Opening SOP

Purpose: Opening the office the same way every morning: alarms, lights, systems, meeting rooms, and supplies checked before staff arrive.

Who this is for: The person opening the office - arrive at **10:30 am** and work through the checks in order.

Arrival and alarm procedure

1. Arrive at **10:30 am**.
2. Enter by **Main entrance** only.
3. Disarm the alarm with your personal code and confirm the panel shows the system disarmed.
4. If the alarm sounds on entry or the panel shows a fault, go to the Exceptions and escalation section and call **Sarah Mitchell** on **01632 960 123**.
5. If delayed by more than 15 minutes, phone **James Patel** so cover can be arranged.

Morning checks

Security and safety

✓	Security and safety check
	All windows closed and locked.
	Fire exits clear.
	No water leaks or hazards visible.
	Server or comms cupboard door locked.
	No unfamiliar person or package in the office.
	Any fault or security concern written in the opening log with the time found.

Systems and equipment

✓	Systems and equipment check
	Lights switched on in reception, work areas, and meeting rooms.
	Air conditioning set to **Standard air-conditioning setting**.
	Printers have paper and toner.
	Coffee machine on and filled.

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✓	Systems and equipment check
	Reception phone system shows no fault lights.
	Shared inbox checked for urgent messages.
	Booking calendar checked for early meetings.

Meeting rooms and common areas

✓	Room readiness check
	Each room booked before 10:00: chairs in place, whiteboard clean, markers work, screen or video link tested.
	Reception seating tidy.
	Kitchen stocked with cups, milk, and drinking water.
	Stationery point restocked with pens and notepaper.

Exceptions and escalation

Situation	Action	Call
Alarm fault or break-in signs	Do not enter further; leave the building	**Sarah Mitchell - 01632 960 123**
Water leak	Isolate the area if safe to do so	**Building management - 01632 960 123**
Power failure	Inform the office manager before staff arrive	**James Patel**

Completion checklist

✓	Opening check
	Alarm disarmed cleanly and the panel shows no fault.
	All rooms booked before 10:00 are set up and tested.
	Every fault found on the morning walk is logged and reported.

Opened by: **Sarah Mitchell** - Date: **9 November 2026**

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