[Company name]

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Office Opening SOP

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

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Owner	**[Name and role]**
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Opening procedure

Work through the phases in order. Do not skip a checkpoint: if anything is not as expected, follow the Note at that step before moving on.

Phase 1 - Before you leave for the office

Step 1: If you will be delayed by more than 15 minutes, phone **[Office manager name]** so cover can be arranged.

Expected result: Cover is arranged and the office will be opened on time.

Phase 2 - Unlocking and alarm

Step 2: Arrive at **[Opening time]**.

Step 3: Enter by **[Main entrance]** only.

Step 4: Disarm the alarm with your personal code and confirm the panel shows the system disarmed.

Checkpoint: The panel shows the system disarmed, with no fault lights.

Note: If the alarm sounds on entry or the panel shows a fault, go to the Exceptions and escalation section and call **[Alarm company name]** on **[Alarm company phone]**. Do not continue the routine until the fault is resolved.

Phase 3 - Security walk-through

Step 5: Check that all windows are closed and locked.

Step 6: Check that fire exits are clear.

Step 7: Look for water leaks or hazards; none must be visible.

Step 8: Check that the server or comms cupboard door is locked.

Step 9: Check that no unfamiliar person or package is in the office.

Checkpoint: The office is secure and hazard-free.

Step 10: Write any fault or security concern found in the opening log, with the time found.

Expected result: Every fault is recorded with its time; nothing is left unreported.

Phase 4 - Systems and equipment

Step 11: Switch on the lights in reception, work areas, and meeting rooms.

Expected result: All three areas are lit.

Step 12: Set the air conditioning to **[Standard air-conditioning setting]**.

Expected result: The control shows **[Standard air-conditioning setting]**.

Step 13: Check the printers have paper and toner.

Expected result: Printers are ready to print.

Step 14: Switch the coffee machine on and fill it.

Expected result: The machine is on and filled.

Step 15: Check the reception phone system shows no fault lights.

Expected result: No fault lights are showing.

Step 16: Check the shared inbox for urgent messages.

Expected result: Urgent messages are seen and noted.

Step 17: Check the booking calendar for early meetings.

Expected result: Early meetings are known before staff arrive.

Phase 5 - Meeting rooms and common areas

Step 18: For each room booked before 10:00: chairs in place, whiteboard clean, markers work, screen or video link tested.

Step 19: Tidy the reception seating.

Step 20: Stock the kitchen with cups, milk, and drinking water.

Step 21: Restock the stationery point with pens and notepaper.

Checkpoint: Every room booked before 10:00 is set up and tested; reception, kitchen, and stationery point are ready.

Phase 6 - Exceptions and escalation

Situation	Action	Call
Alarm fault or break-in signs	Do not enter further; leave the building	**[Alarm company name]** - **[Alarm company phone]**
Water leak	Isolate the area if safe to do so	**[Building management]** - **[Building management phone]**
Power failure	Inform the office manager before staff arrive	**[Office manager name]**

[Company name]

Phase 7 - Finished?

✓	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.

Completed by **[Name and role]** on **[DD Month YYYY]**.