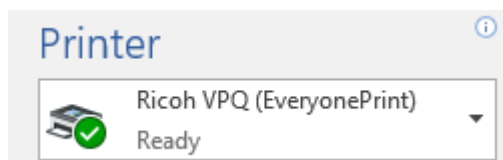




Print and Collect - Aberystwyth, Cathays Park, Llandudno Junction, Merthyr for critical or essential printing

Before you leave home:

- Send your work to the printer – make sure that the printer is set to Ricoh VPQ (EveryonePrint). Your work will stay on the printer queues for 24 hours before it is deleted.
- Make sure you have your building pass;
- Familiarise yourself with the printing arrangements for the office that you are visiting. If travelling to Merthyr, you need to give advance notification of your visit.



When you arrive at the office:

- Stay in the reception area that is allocated for printing. You may not visit other parts of the building;
- Follow all social distancing rules and directions e.g. if a number of people are waiting to print you may be asked to wait in your car or queue outside so take the weather into account before you leave home;
- Put your hardcopies in one of the provided envelopes;
- If you have old hardcopies for disposal use the paper recycling bin (for non-sensitive information) or the shredder (for sensitive information).

Travelling, storage and disposal:

- You are responsible for the information that you have printed. If you lose it or it is seen by those who do not have authority to access the information, report a security incident to the [Security Policy](#) mailbox;
- Store the hardcopies in the envelopes that you used to transport them home. Printed information should not be left out where others can read it;
- Non-sensitive information i.e. information already in the public domain may be disposed of in your normal household waste;
- If you have a cross cut shredder where the shredded particles are less than 6mm in width **and** the overall area is less than 160mm² then this can be used to shred OFFICIAL-SENSITIVE or personal information and the particles mixed with normal household waste;
- If you do not have a suitable cross cut shredder at home, store the hardcopies securely and return them to the office for shredding when you next visit.

NOTE: SECRET or TOP SECRET information may not be taken home.



Aberystwyth	<ul style="list-style-type: none"> ➤ No need to notify in advance; ➤ Complete your printing during opening hours 07:00-19:00; ➤ Your building pass will give access to the car park; ➤ Remain in the reception area, do not visit other parts of the building.
Cathays Park	<ul style="list-style-type: none"> ➤ No need to notify in advance; ➤ Complete your printing during opening hours 07:00-19:00; ➤ Your building pass will give access to the car park; ➤ If you need to visit another area of the building e.g. to collect something from your locker, you must request permission from the Facilities Helpdesk who will do their best to accommodate your request. If approved, you will have a maximum of 15 minutes to retrieve any belongings. If your belongings are in a bag or crate you must take them all away with you; you cannot sort through them at your desk; ➤ If you are printing a large document (more than 100 pages) please use the Copy Unit to reduce queues at the printers for others. Copy Unit can print sensitive information provided you collect it from them during their opening hours (10:00-14:00).
Llandudno Junction	<ul style="list-style-type: none"> ➤ No need to notify in advance; ➤ Complete your printing during opening hours 07:00-19:00; ➤ Your building pass will give access to the car park; ➤ The printing facility is in the Ardudwy meeting room (just off reception); ➤ Remain in the reception area, do not visit other parts of the building.
Merthyr	<ul style="list-style-type: none"> ➤ Notify Merthyrfmhelpdesk@gov.wales of your visit the day before; ➤ Complete your printing during opening hours 07:00-19:00; ➤ Your building pass will give access to the car park. ➤ Remain in the reception area, do not visit other parts of the building.



Print and Post – available to all staff for critical or essential printing

Opening hours – 10:00 – 14:00

Requesting Work:

- If you are collecting items in person, you may request the Copy Unit to print sensitive or personal information for you. Be clear in your covering email that you will be collecting your hardcopies from the Copy Unit reception in person during their opening hours;
- If the information is to be posted to you, it is your responsibility to make sure that the information is not OFFICIAL-SENSITIVE or does not contain personal information;
- Send an email to the [Copy Unit](#) mailbox that includes:
 - Copies of the documents that you want printed (The Copy Unit printing network does not have access to iShare so send copies of documents, not iShare links);
 - The address to which the hardcopies are to be posted. Note: this needs to be your home address, you cannot ask for post to be sent to any other address.
- Posted hardcopies will be sent second class so allow sufficient time for the documents to reach you between when you request them and when you need to work on them.

See the [intranet](#) for more information about the Copy Unit and their services.

FREQUENTLY ASKED QUESTIONS

When do the arrangements start?

When the 4 hub offices open for up to 20% of staff on 30 July.

Can I go to any of the 4 hub office to use the print and collect facility?

- *Yes, you can go to the nearest hub office, it does not have to be your usual base. You do not need line management permission to use the facility (unless you need to claim T&S) but please consider whether it is necessary for you to work from a hardcopy as this facility is for essential / critical hardcopies only e.g. you cannot complete the work without a hardcopy. Similarly, your line manager cannot obligate you to collect hardcopies if you have concerns about entering an office.*

Can I claim T&S and flexi credit to a hub office because my base location is closed?

- *If your usual office base is closed and your journey to the hub office to collect printing is required and agreed with your line manager then both T&S and flexi credit can be claimed. This is the same as any other journey for work i.e. your*



line management are asking you to attend a different office for work purposes so normal T&S and travel arrangements apply and you must agree the travel with your line manager in advance. T&S and flexi credit can only be claimed for necessary, additional travel and expenditure.

Can I claim T&S and flexi credit to a hub office which is my normal office base or to a hub office which is nearer to my home than my usual place of work?

- *If the hub office is closer to your home than your normal office base or the hub office is your normal office base then you won't be able to claim T&S but you can claim a flexi credit.*

Can I print information e.g. letters and then leave them to be posted?

- *No, the print and collect service is located in reception areas to minimise the number of people walking through the buildings. If printing and posting is a business critical function, your Deputy Director will need to nominate staff as part of the 20% allocation of people who need to be in the building.*

Why can't I use my home printer?

- *Home printers download drivers to your laptop. In the worst case scenario this could corrupt your laptop. A mix of drivers across the network is unmanageable. Also, the cost of providing home printers is prohibitive e.g. if 50% of staff used a solution like HP Instant Ink, the cost of ink and paper is estimated to be £6.6m per annum. Solutions like HP Instant Ink do not scale for business use.*

Why can't Welsh Government provide me with a printer?

- *It is cost prohibitive. If we provided 50% of staff with a black and white laser printer, that cost would be £500k plus £1.8m per annum running costs.*

Is anyone able to have a printer at home?

- *If you have a medical condition or impairment, you may apply for a printer via the Workplace Adjustments Team. If a printer is approved, your Division is responsible for the cost of consumables and ordering supplies.*

Can the Copy Unit send me OFFICIAL-SENSITIVE or personal information by post?

- *No, any OFFICIAL-SENSITIVE or personal information must be collected from the Copy Unit in person.*

Can the Copy Unit leave the information with Facilities as they have longer opening hours?

- *No, if you are collecting information from the Copy Unit it needs to be in person during their opening hours (10:00-14:00).*

Can I buy a cross cut shredder and reclaim the cost?

- *No, Welsh Government is not providing cross cut shredders.*



I have a shredder at home but it is not cross cut, can I use it?

- *The only shredders that you can use for OFFICIAL-SENSITIVE or personal information are cross cut shredders where the shredded particles are less than 6mm in width **and** the overall area is less than 160mm².*

I don't have a secure storage area at home, where can I keep hard copies?

- *You need to think about where you will store hardcopies before using the printing service. Keep hard copies in the envelope that you used to transport them home and store them in a location, e.g. bag/cupboard/drawer, that is not used by others.*

I find it difficult to read long documents on my screen, is there anything that I can do to improve my online experience?

- *There are a number of ICT hints and tips that can help with reading longer documents on screen:*
 - *Splitting your screen – [see MyIT knowledge base](#)*
 - *Project/extending your screen – [see MyIT knowledge base](#)*
 - *Changing the size of your font – [see MyIT knowledge base](#)*
 - *Read & Write – have your document read to you – [see MyIT knowledge base](#)*

Kath Jenkins, Chief Security Officer
23 July 2020

Please send queries to the Security Policy mailbox