

### **Is using the Office Shifts tool obligatory?**

Yes, everyone wanting to work at the Campus will be required to use Office Shifts. Shift bookings and site access will need to be monitored accordingly, to ensure we are providing a safe working environment for everyone.

### **Do I need to use Mapiq Office Shifts if I only come to the office to make a print, or collect something?**

If you are going into the office for any reason (including printing, a quick meeting, lunch or coffee with a colleague, etc.), you must register. Please select your main work location whenever possible. If you are collecting something from reception and will not enter the office, you do not need to book a shift, however, please do give notice in advance by sending an e-mail with relevant details to [reception-NL@libertyglobal.com](mailto:reception-NL@libertyglobal.com)

### **Can I sign up with a private email address?**

No, the corporate email address (ending with @libertyglobal.com) is used to validate if you may sign up for Office Shifts.

For certain contractors not using a Liberty Global account, the hiring manager will need to e-mail [reception-NL@libertyglobal.com](mailto:reception-NL@libertyglobal.com) with the name and e-mail address of the contractor.

### ***Will my access card still be active?***

*The access cards for Liberty Global employees will still be active and no further action is required.*

*For contractors, the hiring manager is expected to verify with Security ([reception-NL@libertyglobal.com](mailto:reception-NL@libertyglobal.com)) that the access card of the contractor is still active or that the access card needs to be extended.*

### **Can I take a desk anywhere I want when I have booked a building (or floor)?**

Whilst we acknowledge everyone will want to sit within their team's usual 'zone', some flexibility may be required due to the current limited capacity.

### **What do I do if I want to book a shift and there are no free slots left?**

Mapiq Office Shifts operates on a 'first come, first serve' principle, so if we have hit the maximum capacity for a floor, we ask you to be flexible about the location or which days you plan to be in the office. Please do always respect restrictions that have been put in place such as fixed seating zones for technical teams.

### **Can I also book meeting rooms or project rooms with this tool?**

No, Mapiq's Office Shifts is designed to help us ensure a safe return to office, by efficiently coordinating who can come to the office, when and where. You can however download the app 'Mapiq Now' to check on the current availability of meeting and project rooms and can

also book meeting rooms directly through this app. Check the 'Mapiq Smart Office' page on Liberty Connect for more information: <https://jive.aa.liberty.biz/docs/DOC-160501>

### **Can I also see who else has booked a shift in a specific location?**

Yes! Office Shifts now has a new feature called Connections that enables you to see when your colleagues are planning to be in the office, so you can schedule to be there at the same time.

You simply send an invitation to your colleagues, (using either the pop-up prompt or the filter connections tab above) and once the invitation has been accepted, your colleague's bookings will be visible and they can see yours. You can then book to be in the office on the same day(s) and in the same location.

More information can be found [here](#)

### **Can I also book shifts for my colleagues or team? Or can I delegate to my assistant who then uses the tool for my team / employees?**

Everyone has to book their own shifts by simply accessing <http://shifts.mapiq.com> and selecting the days they want to come to the office. This can be done by phone or computer from anywhere and is literally a 1 minute job!

### **Can I cancel a shift if my plans change?**

Yes, and we kindly request you to do so, even on the day itself. Please note you cannot delete shifts in the past.

### **How many days in advance can I book a shift at the office?**

You have the option to book shifts up to 3 weeks in advance. You can book shifts on a day that has already started, but for planning purposes we encourage you to book at least 24 hours in advance. You can not create shifts on the days that have already ended.

### **How does it work when new employees login?**

New joiners will be able to create an account on the shifts.mapiq.com portal and use their company email address to set up their account.