

# National Physical Laboratory (NPL)

## Teddington Access Guide





# Forward

At the National Physical Laboratory (NPL), we believe that diversity and inclusion is critical to our vision to deliver extraordinary impact, from our excellent science and engineering as an exemplary National Laboratory that employs people from around the world. We believe that by creating an inclusive environment, where all our staff can thrive, we can accelerate the creativity of our ideas, enhance our ability to innovate for the future and deliver solutions that meet the needs of all our society.

In 2022, we published our diversity and inclusion strategy which sets out our vision to continue to build a better NPL where each of us can be at our best, this included sharing our goal to improve the accessibility of our main site. Since then, we have sought to better understand the nature of our site and the issues that individuals experience, seeking input from both our staff networks and specialist advice.

A review of our main building, noted that for the most part our offices are inclusive in terms of their design, but that there are areas where we could improve and/or make changes that provide more proactive support. We are committed to taking steps to continue to enhance our site, with some work already completed or in progress, and other recommendations being incorporated into our medium/long term plans.

This access guide is intended to provide all staff and visitors coming to our site for the first time with more information about the buildings and facilities. We hope that this will help you to better understand our site and enable you to discuss with your host or event co-ordinator any additional specific requirements you may have.



# Introduction

While we continue to make improvements, we recognise that our site is complex and may present challenges to some users. This guide is intended to provide some information to help you plan your visit, if you have specific requirements or any questions, please raise them with your hosts or event co-ordinator. This guide covers the three main areas that host visitors to the campus:



## **Main building:**

The largest building on site, it is a purpose-built building constructed of mainly glass and concrete, laid out in three parallel lines.



## **Advanced Quantum Metrology Laboratories:**

This building has a new purpose-built section constructed mainly from glass, that connects with an existing brick building.



## **Bushy House and Gardens:**

The oldest part of our site, originally constructed in 1600s and renovated in 1700, constructed from brick. As a Grade II listed building, the building is preserved and can present accessibility challenges to some individuals.

# Visitor information

Information related to your visit can be found in our [visitor information pack](#) here you will find further information related to emergency situations, wi-fi provisions and safety signs. Please note that NPL is not a public access building, all visitors must be booked in advance and bring photo identification to reception when they arrive.

If for any reason your ability to exit a building in the event of an emergency is reduced or you require assistance exiting a building, please raise this with your host in advance of the meeting to obtain appropriate advice from our Health, Safety, Environment and Security Team.



## Transport and getting here

You are able to reach NPL in Teddington by car or via a range of public transport routes, more information can be found on our website [here](#).

## General facilities available

We have a range of facilities available across our Teddington site:



## Prayer room and ablution facilities

If you require the use of our multi-faith prayer room, it is in our main building on the first floor, please let your host know if you would like to make use of this room, as it is in a controlled access part of the building. Ablution facilities are also available in this building, located on the ground floor and prayer mats are available in the room.



## Parent and baby facilities

If you are a new parent and wish to express or breast feed while you are here, please let your host know and they will arrange for you to have access to our nursing rooms. If you are joining us for an event, pushchairs can be used in the main building, however, step free routes are not available in Bushy House. If you wish to leave your pushchair in a location you should discuss this with your host, these are left at your own risk. Please note that we do not have baby changing facilities on site.



## Gender neutral and accessible toilets

We have accessible toilets available in several modules throughout our buildings with ground floor and first floor options. Your host will be able to advise you where the closest one is. Gender neutral toilets can be found on the ground floor at the front of the main building behind reception and in Bushy House, two on the ground floor and one on the first floor above the Portico entrance.





## Newton's restaurant

Our onsite restaurant is located on the first floor at the front of the building, catering services are available from 8am to 4pm daily, offering a range of breakfast and lunch items alongside barista hot drinks. Please note there may be limited selection for some dietary requirements, but offerings include halal, gluten free, vegetarian, and vegan options. If you have specific dietary requirements, please let your host know in advance of your visit.



## Auditory accessibility

If you have accessibility needs that relate to hearing or noise, we recommend that you share this with your host in advance of your meeting. There are several places where hearing loops are installed that connect with hearing aids, such as reception, security, and our auditorium. Please switch your hearing aid to the 'T' function on arrival to access this. We also have several mobile hearing loops which can be used in any of our meeting rooms, if you would like to use one of these, please raise this with your host in advance of your visit so they can obtain one in advance.

If you are attending a larger event and/or conference, please be aware that some areas can become noisy due to the acoustics in some of our larger rooms. We appreciate this may be overstimulating for some and recommend advising your host of the potential need for use of a quiet space.

There are activities across our site that can generate loud noises, at unpredictable times. Our fire alarm is usually tested on Mondays at 8am, which will consist of several minutes of alarms sounding and verbal instructions. If your visit includes a laboratory tour, please be aware that equipment may make unexpected sounds and alarms may also sound during your visit. We also have a site address system, which can go off unpredictably in the event of a non-fire related emergency.



## Visual accessibility

All floors in our main building and Advance Quantum Metrology Laboratories can be accessed via a lift or stairs with handrails, due to its listed building status there is no lift available in Bushy House. Due to the nature of our work, animals are not allowed on site. If you use an assistance animal, please raise this with your host in advance of your visit.

In some parts of our site, lights are on an automatic sensor so may turn on or off unexpectedly dependent on movement. As some of our buildings are made of glass, light levels can vary based on weather and season and can be bright in peak sunshine. We appreciate this may be overstimulating for some and recommend advising your host of the potential need for alternative routes.

Most of our meeting rooms are not made of glass but do contain larger windows that may offer distractions from outside on the ground floor.

# Location specific information



## Moving across our site

Our Teddington site is approximately 74 acres in size, and it can take 15-25 minutes to cross the campus and move between furthest most buildings on foot. There are multiple routes between buildings and a public access road to Bushy Park that intersects the site, requiring you to move through security accessed gates and onto pavements which have drop kerbs. You are not able to move across site unaccompanied for security and safety reasons, but we can facilitate transport to different points on the site. All visitors must check in at reception before moving on to another location on site.

## Main building



You can access the main building at reception, this is located next to the visitor's car park (car park A) on Hampton Road which contains accessible parking spaces. Our main building consists of three modular spines, over two floors which are interconnected periodically by bridges. Each of the spines is approximately 40m in length, consisting of several modules which utilise an alpha-numeric naming convention for meeting rooms. If your destination is at the south-end of module 1, you may wish to make use of further parking spaces available in car park E after checking in with reception. You should discuss this in advance with your host, further accessible spaces are also available in this car park.

For health and safety reasons the modules consist of series of internal fire safety doors, some of which require card access for security purposes. If these doors could present a barrier to you, we recommend discussing with your host in advance of your visit.

## Reception



Entrance to reception is via a glass revolving door or a side door, one of which is automated by an accessible push button. Please be aware that this part of the building is all glass and can be very bright on sunny days. The reception desk is located by the door, it has a lower section in its counter. The atrium behind reception is a large open space area, with several columns and content on the walls, including at times animated content. Seating is available throughout reception, with both plastic and material-based options, dependent on tactile preferences. Visitors will be asked to wait here until your host collects you.

## Auditorium



Our auditorium is based on the first floor, accessible by the stairs leading from reception or by a lift in the module behind reception. On entering the auditorium there are sloping aisles on both sides of the room that leads down to the main stage. The auditorium consists of rows of fold out seats with a tablet stored in the arm rest, at the front of the auditorium there is space for a wheelchair.

If you are visiting us as a speaker, please be aware that the main stage is on a raised platform, a ramp is available. If the event is hybrid, please be aware that our standard online set up includes additional lighting, microphones and video conferencing facilities that may present challenges to some individuals. If you have any concerns or additional requirements, please raise these with your host.

## Advanced Quantum Metrology Laboratories



This building has a new purpose-built section constructed mainly from glass which connects onto an existing building built of brick. The new section is including a large glass sided atrium and purpose-built laboratories, while the original section comprises three floors that house offices, laboratories, and meeting rooms. There is additional parking near the building, which includes accessible parking spaces.

Access to the Advanced Quantum Metrology Laboratories is via automated sliding glass doors, there is step free access across the atrium and a ramp or steps with handrail into the brick part of the building. Seating is available throughout the atrium, with material-based options only. There is a lift available that provides access to all floors.

## Bushy House and Gardens



The building has several floors including a basement and is home to several meeting rooms and our historical museums, as well as several offices and laboratories. As a Grade II listed building renovated in the 1700's, the building has a unique and complex layout and can present accessibility challenges to some individuals.

We are limited in our ability to provide a step free route within this building and recommend advising your host of any accessibility needs in advance of a visit to this building. Within this building you may find several sets of steps along your route, some of which do not have a handrail available. Many of the meeting rooms have large glass windows with views over associated gardens, so light conditions and visual distractions can vary.

Associated with Bushy House is a set of landscaped gardens, please be aware that some of the routes outside the building are made up of uneven gravel paths and contain steps. There is limited parking available at Bushy House accessed via the Queens Road gate, if you need to make use of this parking to facilitate your visit, please raise this with your host.



## After your visit

At NPL we want to support everyone in accessing our buildings and to recognise the diverse range of needs of both our staff, contractors, and visitors. We welcome any suggestions to improve the accessibility of our site, to provide this feedback please contact our **Diversity and Inclusion Team**.



## Contact details

### **National Physical Laboratory**

Hampton Road, Teddington, Middlesex, United Kingdom, TW11 0LW

Switchboard: **020 8977 3222** Web: **[npl.co.uk](http://npl.co.uk)**