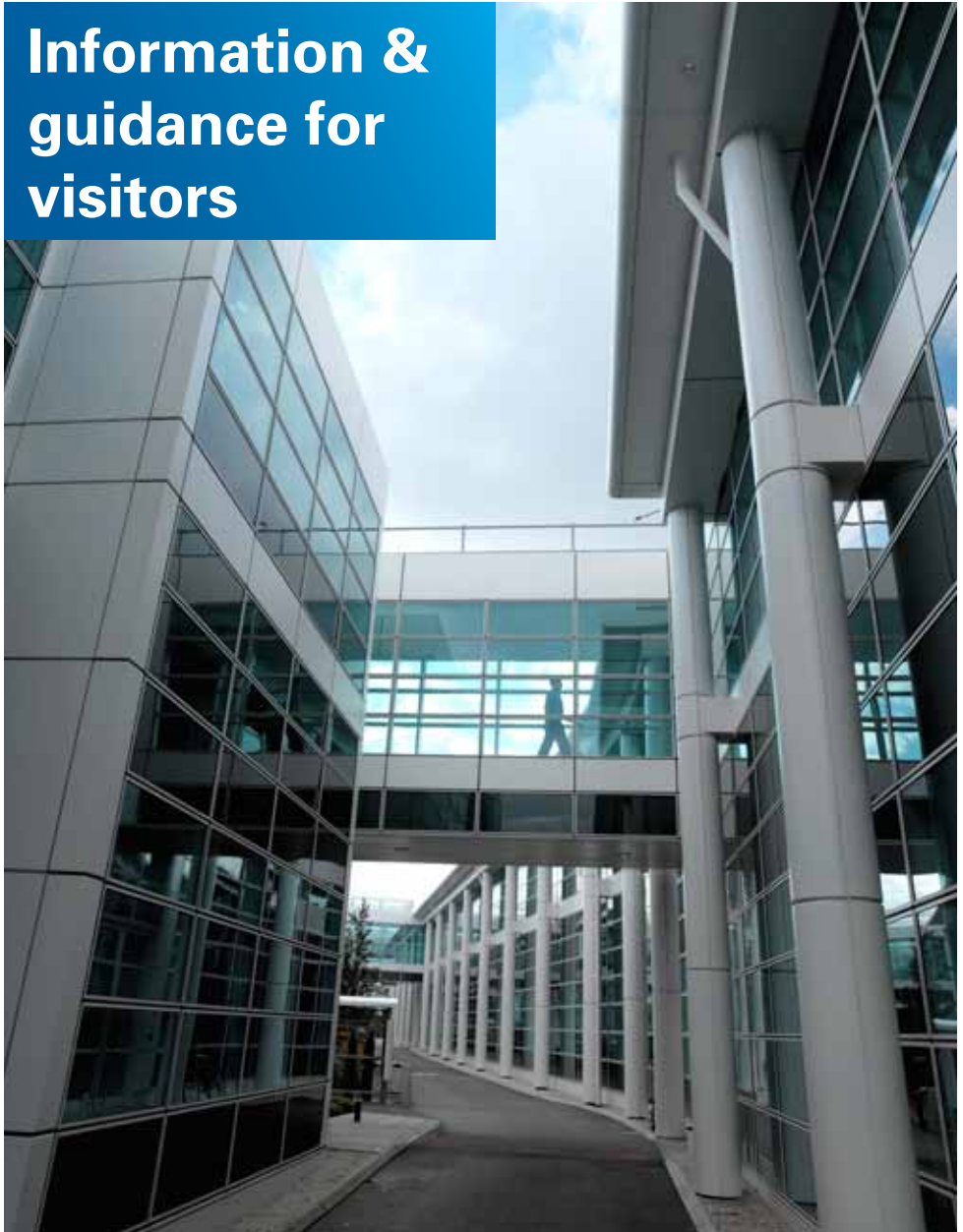


**Information &  
guidance for  
visitors**



## Introduction

Welcome to the National Physical Laboratory (NPL). The well-being and satisfaction of our many customers and visitors is our highest priority. Please take a couple of minutes to read this information to familiarise yourself with our emergency procedures.

NPL is an international centre of excellence in science and technology. As such there are areas of the site where there are hazards with which a visitor may be unfamiliar. These include high powered lasers, radioactive sources and other specialised equipment.

This leaflet is intended to provide our visitors with the health, safety and environmental information they require to ensure their well-being for the duration of their visit.

## Emergencies - (3333)

Dial 3333 (from any internal phone) for help in any emergency. This number is operational 24 hours a day. You should be prepared to give any relevant details such as:

- The nature of the emergency.
- The location.
- Your name and the telephone extension number you are using.

## Fire



On discovery of a fire, sound the alarm by breaking the nearest call point. In the new buildings there is a voice evacuation message; in older buildings this will activate a continuous ringing bell. In both cases leave the building immediately and report to the assembly point indicated on the fire action notice situated adjacent to the call point.

Do not attempt to fight any fire unless you have been trained to do so.

## First aid



For any medical emergency, assistance can be summoned by dialling 3333 on any internal telephone. NPL has a large number of fully trained first aiders located across the site and automated defibrillator machines are provided for their use. Medical welfare facilities are available to all visitors if required.

## Evacuation



Should the need arise to evacuate a building or module during your visit, a continuous voice message or a ringing bell will be heard.

The following actions must then be taken:

- Report immediately to the assembly area for that building or module.
- Don't linger to collect personal belongings.
- Don't use lifts.
- Please clear the area for the emergency services.
- Ensure your NPL host knows where you are.
- Obey any instructions given by fire officers or members of the incident response team.

## Accidents and incidents



Should you suffer any form of accident or incident during your visit to NPL, (including near misses), please report it immediately to your host, who will record it in the accident book. It is only by reporting that we can learn from incidents and continually improve our safety systems.

## Environment



At NPL we are very conscious of the environment in which we operate and the possible impact of our operations.

We endeavour to ensure that:

- We generate the minimum possible amount of waste.
- Recycling waste is co-mingled and the segregated off site.
- Chemical waste is collected and disposed of on a regular basis.
- Discharges to ground, air or drain are properly assessed and minimised.

## Smoking



Smoking is not permitted in any building or the service roads between the modules. Smoking areas are located:

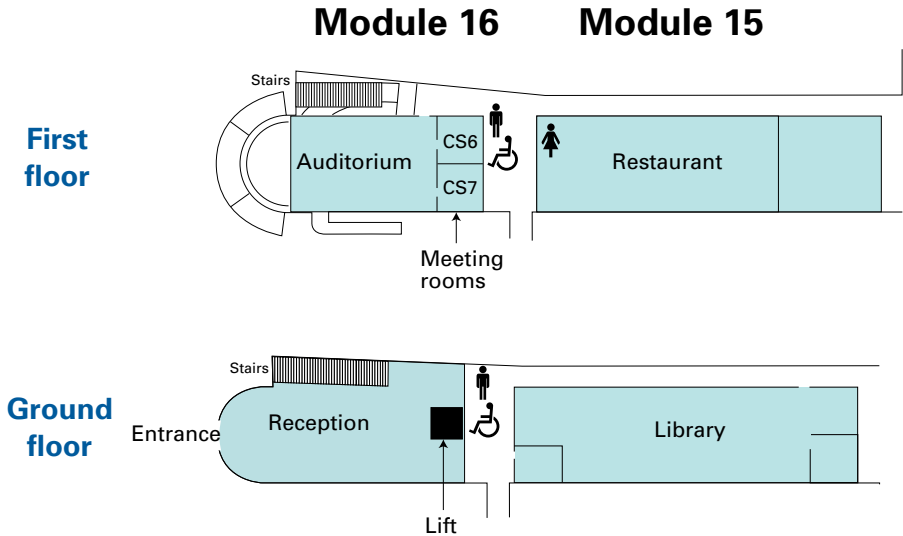
- Outside on the west side of module 9, east side of module 3 and east side of module 16.
- Outside the remaining old buildings.



20

The NPL site speed limit is 20 mph. There are many blind corners and concealed turnings so please reduce your speed and be vigilant. Vehicles must be parked in designated areas only.





Disability Access - There is disabled parking by Reception and all efforts have been made to provide assistance for the disabled visitor. Dogs are banned on site, with the exception of guide and assistance dogs.

## Wireless network for visitors



A wireless network is available in module 16 (reception and auditorium/meeting rooms) and module 15 (Newton's restaurant and library).

The visitor's guest network is called TEMP-ACCESS.

To connect to the guest network:

1. Connect to the TEMP-ACCESS network.
2. Open your internet browser, please note that our wireless network is not compatible with Windows Vista.
3. Accept the unsigned certificate if prompted to do so.
4. Log in with USERNAME: guest PASSWORD: teddington

Please report any problems connecting to this network to the IT Helpdesk on 020 8943 6000.

## Site information and security



The NPL site speed limit is 20 mph. There are many blind corners and concealed turnings so please reduce your speed and be vigilant. Vehicles must be parked in designated areas only.

NPL site working hours are nominally between 08.30 and 17.30 Monday to Friday.

Visitors should be escorted at all times and for their own safety must obey the signage displayed on laboratory doors.

All visitors are provided with a visitor pass at reception; this must be worn in a prominent position.

Visitors may only use camera or video equipment at NPL with the express permission of their hosts.






## Health, safety and environmental advice

The NPL Corporate Assurance Team is responsible for the provision of advice to everyone on site. We will be happy to discuss any queries or questions regarding quality, safety, health and environment.

*Please ring extension 6361.*

## Safety signs

Around NPL visitors will encounter a great many safety signs; for your own safety it is important that you understand their meaning and significance.

<b>Prohibitive sign</b>	<b>Mandatory sign</b>	<b>Safe condition sign</b>	<b>Hazard warning sign</b>	<b>Information sign</b>
 Red on a white background	 White on a blue background	 White on a green background	 Black on a yellow background	 Black on a white background
Example depicted: <i>'No unauthorised persons'</i>	Example depicted: <i>'Eye protection must be worn'</i>	Example depicted: <i>'First Aid point'</i>	Example depicted: <i>'Laser hazard'</i>	Example depicted: <i>'Litter bin provided'</i>



Please note that certain areas of the site are covered by CCTV cameras.



National Physical Laboratory  
Hampton Road  
Teddington  
Middlesex  
United Kingdom  
TW11 0LW

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

The National Physical Laboratory is operated on behalf of the National Measurement Office by NPL Management Limited, a wholly owned subsidiary of Serco Group plc.