NPL
National Physical Laboratory

Information and guidance for visitors



Introduction

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

There are areas of the site where there are hazards. 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.



Creating a respectful working environment

NPL operates a zero-tolerance approach to harassment. We ask our visitors, contractors, customers and colleagues to contribute to a workplace where every interaction is professional, respectful and inclusive.



Site information and security

On arrival, you must go to reception to sign in. You are required to bring in valid, in-date photo ID to confirm your identity. You will be issued with a visitor badge which must be worn at all times on site.

NPL site working hours are normally 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 and across the site.

Filming and photography by visitors is prohibited.

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

Visiting NPL

Unless otherwise advised, please arrive at our main entrance on Hampton Road.

National Physical Laboratory (NPL) Hampton Road, Teddington, Middlesex, United Kingdom, TW11 0LW

We encourage the use of public transport when visiting us. Directions and local information can be found on our webpage www.npl.co.uk/find-us

If arriving by car, please park temporarily in the visitor car park at reception, to collect your parking permit and visitor pass. You will then need to repark in one of the main car parks. Parking is on a first come basis and cannot be reserved. Directions to the car park will be provided on arrival.

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.

Access

Blue badge parking is available at Reception and every effort has been made to help those with additional needs.

If you have any specific requirements or adjustments to support your attendance, please let your host know in advance of your visit, so that they can discuss how to best support you. Any information shared will be confidential and deleted after your visit.

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.

For more information about site accessibility please read our Site Access Guide: www.npl.co.uk/getattachment/Find-us/NPL-Teddington-Building-accessiblity-guide-final.pdf

Fire and evacuation

If there is an incident including fire, instructions will be given over the public address system. Please listen fully to the instructions as they may ask you to evacuate, stand by or stay where you are.

You must stay with your host and follow your host's instructions. If you need to evacuate the building, follow your host who will guide you out of the building immediately by the closest exit.

- Leave personal belongings behind.
- Do not use the lifts.
- Report to the assembly point and stay with your host.
- Do not attempt to fight any fire.

Medical assistance

For any medical emergency, assistance can be requested by your host by dialling **3333** on any internal telephone or by using a red phone. 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.

Please note that some laboratories are not safe for implanted or body worn medical devices (like pacemakers). Signage will indicate this at the entrance of the laboratory.

Facilities

Toilets will be pointed out to you by your host on arrival. These are on both the ground and first floors of the main building.

There are accessible and gender-neutral toilets available around the site.

If you require the use of our multi-faith prayer room, please let your host know.
There are ablution facilities located on the main site ground floor. If you require the use of these, please speak to your host.

Smoking, vaping and e-cigarettes

Smoking (including the use of vapes and e-cigarettes) is not permitted in any building or the service roads around the main site. Smoking is only permitted in designated areas, which are clearly signposted. Ask your host to escort you to the nearest smoking shelter.

Environment

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

Please help us minimise our waste by using recycling bins throughout our site.

NPL-Guest Wireless network for visitors

To connect to the guest network:

1. Connect to the NPL-Guest wireless network
2. Open your internet browser
3. Follow the on screen instructions by providing the relevant information.

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

eduroam is also available at NPL

Lab visits and safety signs

Around our site, visitors will encounter a large number of safety signs; for your own safety it is important that you understand their meaning and significance. If you are visiting laboratories, you must wear sensible closed-toe shoes. Food and drink is not permitted in any of the laboratories.

An example of some of the signs you will see across the site are below:

Prohibitive sign	**Mandatory sign**	**Safe condition sign**	**Hazard warning sign**	**Information sign**
				
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: **'No unauthorised persons'**	Example depicted: **'Eye protection must be worn'**	Example depicted: **'First Aid point'**	Example depicted: **'Laser hazard'**	Example depicted: **'Litter bin provided'**

Contact details

National Physical Laboratory

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

Switchboard: **020 8977 3222** Web: **npl.co.uk**

Social

Follow us on social media

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