

BUILDING USER GUIDE





Updated 02/02/2024

Table of Contents	Page
<u>Emergency Information Overview</u>	5-7
<u>The QMUL Campus in Malta Overview</u>	8-9
• <u>Campus location</u>	
• <u>Travel to Campus</u>	
<u>Operational Services Contact information</u>	9
1. <u>Introduction</u>	10
2. <u>Client Representative</u>	10
3. <u>QMUL Malta Facilities and Resources Manager</u>	10
4. <u>QMUL Malta, Services</u>	
• <u>QMUL Malta Security Service</u>	10
• <u>QMUL Malta Helpdesk Services</u>	11
• <u>Maintenance Services</u>	11
• <u>Housekeeping Service</u>	11
• <u>Waste Management Services</u>	12
• <u>Porter Service</u>	12
• <u>Mailroom Service</u>	
5. <u>Access to Building</u>	
• <u>Building Access Times</u>	12-14
• <u>Lockdown Procedures</u>	14
6. <u>QMUL Malta Helpdesk</u>	
• <u>Reporting Repairs/Additional Works</u>	14-15
• <u>Priorities for Job Requests</u>	15
• <u>Priorities by Response Time/Activity</u>	16-17
• <u>Importance of Priorities</u>	17
• <u>Examples of Priorities</u>	17-18
• <u>IT Technical Support</u>	18
• <u>Performance Monitoring</u>	18
• <u>Additional Works</u>	19
• <u>Non QMUL Malta Contractors</u>	20
7. <u>Electrical Appliances</u>	21
8. <u>Building Access for Deliveries</u>	21-22
9. <u>Key Management</u>	22
• <u>Permanent Keys</u>	23
• <u>Temporary Key Issue</u>	23
• <u>Additional Keys</u>	23
• <u>Lost/Stolen Keys</u>	24
10. <u>Access Control</u>	
• <u>Card Production</u>	24

•	<u>Card Programming</u>	24
•	<u>Request for Additional Areas</u>	25
•	<u>Request for Temporary Cards</u>	25
•	<u>Lost or Stolen Access Control Cards</u>	26
•	<u>End of Employment</u>	26
11.	<u>Health, Safety and Welfare</u>	
•	<u>Overview</u>	26
•	<u>Occupational Health</u>	27
•	<u>Health and Safety Representatives</u>	27
•	<u>Personal Security</u>	28
•	<u>Workstation Risk Assessments</u>	28
•	<u>First-Aid</u>	28
•	<u>Staff Who May Require Assistance</u>	29
•	<u>Visitors Who May Require Assistance</u>	29
•	<u>Toilet Alarms</u>	29
•	<u>Shared office and workspace</u>	30
12.	<u>Emergency Evacuation Procedures</u>	
•	<u>Overview</u>	30
•	<u>Evacuation Assembly Point</u>	31-32
○	QMUL Building	
○	Anatomy Lab	
•	<u>Refuge for Staff/Visitors Who May Require Assistance</u>	32
•	<u>University Fire Marshals</u>	32
•	<u>Weekly Fire Alarm Test</u>	33
•	<u>Fire Evacuation Procedures</u>	33
13.	<u>Reception Services and Visitors</u>	
•	<u>Reception Services</u>	33
•	<u>Visitors</u>	34
14.	<u>Recycling and Confidential Waste</u>	34
15.	<u>Information Technology Systems Services</u>	34
•	<u>Equipment/Material Removal from Site</u>	35
16.	<u>Meeting Rooms/Function Space</u>	
•	<u>Meeting Rooms</u>	35
•	<u>Process for University Members of staff booking Meeting rooms</u>	35
17.	<u>Hospitality</u>	
•	<u>Catering</u>	35
18.	<u>Special Events</u>	36
19.	<u>Office Moves</u>	36-37
20.	<u>Staff kitchens</u>	37
21.	<u>Water dispensers</u>	37

22.	<u>Vending Machine</u>	37
23.	<u>Showers</u>	37
24.	<u>Smoking Policy</u>	37
25.	<u>Complaints, Comments and Compliments on Facilities Services</u>	37
26.	<u>Campus Environmental Impact</u>	38
	<u>Appendix 1: University Forms</u>	39
	<u>Appendix 2: Floor Plans</u>	40

EMERGENCY INFORMATION OVERVIEW

Emergency	Action	Emergency Services (Medical, Fire or Police)
<p>FIRE</p>	<p>Shout out, Get out, Stay out</p> <p>Shout Out.</p>  <p>In the event of a fire, you should immediately operate the nearest fire alarm call point. Close doors and leave the building using the nearest/safest fire exit. It is University policy that no person shall attempt to extinguish fires – you are more valuable than the property.</p> <p>Get Out.</p>  <p>On hearing the alarm, leave the building immediately and go to the assembly point at the front of the Anatomy Centre building main entrance. Fire Assembly Point</p> <p>Stay Out. Do not re-enter the affected building without directions from QMUL's Facilities Management staff.</p> <p>Disabled visitors should evacuate with their Host.</p> <p>Disabled staff should act according to their Personal Emergency Evacuation Plan (PEEP).</p>	<p>(9)112 if you are calling from a land line WITHIN the Campus buildings.</p> <p>112 if you are using your own mobile phone or landline OUTSIDE the Campus buildings.</p>

EMERGENCY INFORMATION OVERVIEW (cont'd)

FIRE MARSHALS	The notice boards have a list of the current trained Fire Marshals.	
FIRST AID SUDDEN ILLNESS/COLLAPSE	<p>General First Aid is provided at the Queen Mary University of London, Malta Campus by highly trained members of QMUL staff. They can be contacted by the reception desk personnel.</p> <p>QMUL First Aiders will provide first aid provision during working hours only.</p> <p>In the event of sudden illness or collapse please call the Emergency Services IMMEDIATELY. This action can be lifesaving and is encouraged by the University when a situation arises.</p>	<p>(9)112 if you are calling from a land line WITHIN the Campus buildings.</p> <p>112 if you are using your own mobile phone or landline OUTSIDE of the Campus buildings.</p>
HOSPITAL	The nearest hospital is the Gozo General Hospital.	<p>Tel: +356 2210 6000 E-mail: customercare.ggh@gov.mt</p>
BOMB THREAT	<p>If you receive a call relating to a threat, collect as much details as possible and remain calm. Write down all the details if possible and immediately notify the Police and QMUL Security. Do not evacuate until advised to by QMUL Malta Facilities Manager or the authorities.</p> <p>If you find a device or suspicious package, remain calm. Do NOT touch, tamper with, or move the item. Notify QMUL Security or Facilities Personnel to access the threat. If you feel the danger is imminent, leave the area to the nearest</p>	<p>Step 1: Collect as much details as possible and remain calm</p> <p>Step 2: Call the Police (9)112 if you are calling from a land line WITHIN the Campus buildings.</p> <p>112 if you are using your own mobile phone or landline OUTSIDE of the Campus buildings.</p> <p>Step 3: Inform QMUL Security and await further instruction. Continue to remain calm.</p>

	fire exit and call the police. Always remember to stay calm.	
Lost Access Control Card	Immediately notify Reception – QMUL reception. They will arrange deactivation of card.	
Lost key	Notify Reception	
Lost Property: Lost or Found	Report to QMUL Reception.	

The QMUL Campus in Malta Overview

QMUL Campus Location

The QMUL, Malta Campus is located at the Gozo General Hospital site.



Travel to Campus

Detailed travel information for QMUL, Malta Campus is available on Google Maps at the following link:

[Queen Mary University of London, Malta Campus - Google Maps](#)

By Car: from Mgarr Harbour

Drive up to the first intersection and turn left onto Mgarr Road. Continue along Mgarr road until you reach the first roundabout in Victoria (approx. 5.8km). At the roundabout, take the first exit to the left on to Triq I-Arcisqof Pietru Pace and proceed to the first left (approx. 0.4km). Turn left following the signs to the Gozo General Hospital.

By Bus:

301

From Mgarr Harbour to Victoria. Bus Stop BORG (16 Stops) Proceed by walk approx. 3 minutes by following signs to the Gozo General Hospital.

Car Parking:

There is no reserved parking available on campus however there is a Public Parking Lot outside the Gozo General Hospital Entrance Gate. Specific arrangements can be provided for persons with disabilities and visitors. To request assistance, please contact the [FM Helpdesk](#) (minimum 3 days' notice required).

Bicycles:

There are on-site bike racks available on the East side of the QMUL building for the use of building occupants.

Please note that the University accepts no responsibility for loss, damage or theft for any means of transportation. It is the owners/user's responsibility to lock their personal belongings securely. We do recommend that bicycles are not left on the on-site bike racks overnight. **Please ensure bicycles do not cause an obstruction or impede access for evacuation routes.**

Operational Services Contact Information

Contact	Name	Contact Details
Queen Mary University of London Malta Ltd. Director of Operations & Client Representative	Dr. Elizabeth Bridges	email: e.bridges@qmul.ac.uk
Queen Mary University of London Malta Ltd. Operations Manager	Mr. Justin Agius	email: j.agius@qmul.ac.uk
Queen Mary University of London Malta Ltd. Facilities and Resources Manager, Malta and Fire Officer	Mr. Adrian Formosa	email: a.formosa@qmul.ac.uk fm-malta-helpdesk@qmul.ac.uk
Queen Mary University of London Malta Ltd. Curriculum Operations and Quality Manager	Ms. Laurette Dudney	email: l.dudney@qmul.ac.uk student-office-malta@qmul.ac.uk
Queen Mary University of London Malta Ltd Facilities and Resources Assistant and Health & Safety Coordinator	Mr. Edgar Mercieca	email: e.mercieca@qmul.ac.uk fm-malta-helpdesk@qmul.ac.uk
Queen Mary University of London Malta Ltd. Business Services Administrator	Mr. Lee Hughes	email: l.hughes@qmul.ac.uk
Queen Mary University of London Malta Ltd. IT Services	Mr. Anson Buttigieg	Tel: +44 20 7882 8888 Website: its.qmul.ac.uk
Queen Mary University of London Malta Ltd. Reception Desk	Ms. Lucienne Laferla Rosso	email: l.laferlarosso@qmul.ac.uk reception-malta@qmul.ac.uk

1. **Introduction**

The following details are provided to assist you in understanding and making the best use of the facilities and services available to you whilst on the Malta Campus.

Please use this guide to help you navigate and facilitate your time on Campus. If you have any questions, please contact the Queen Mary University Facilities and Resources Manager, Malta (fm-malta-helpdesk) who will be happy to assist you.

2. **Client Representative**

The Facilities Management contract and its fulfilment is the responsibility of the University Operations Directorate.

The Client Representative, Dr. Elizabeth Bridges, Operations Director Malta can be reached by email at e.bridges@qmul.ac.uk

If you have any enquiries or concerns about the services provided and would like to raise them with the University, please contact Dr. Elizabeth Bridges who will record the enquiry and take the necessary action to ensure appropriate service.

3. **On Site University Facilities and Resources Manager, Malta Campus**

The Facilities and Resources Manager, Adrian Formosa is based at the Malta Campus. He ensures that facility services and resources are well provided, including the day-to-day management of the Facilities Management Contract.

If you have any enquiries or concerns about the facility and/or its resources and would like to raise them with the University, please contact Adrian who will record the enquiry and take the necessary action to ensure appropriate service is provided.

E-mail: a.formosa@qmul.ac.uk

4. **QMUL Malta Services**

• **QMUL Malta Security Service**

All QMUL Malta Security staff are background checked by the police and are fully trained in the numerous roles and responsibilities of their duties. The QMUL Malta Security team is based in the QMUL Malta reception area on the Ground floor. QMUL Malta Security manages several functions including Key Management, CCTV and Fire Alarms, opening and closing of the building, Out of Hours Response, Routine Patrol, Bespoke guarding e.g.,

First Aid response, Bulk Delivery Management, and Contractor checks. They also assist with general duties such as postal collection and delivery and facility checks.

QMUL Malta Security is on site at the Main Entrance 24 hours a day, 7 days a week. Please note that in an emergency, staff are to call QMUL Malta Security. QMUL Malta First Aiders are highly trained, and they will also contact the emergency service and co-ordinate access, if required.

- **QMUL Malta Helpdesk Services**

QMUL Malta provides a helpdesk service within office hours which logs repair jobs centrally and sends through to the QMUL Malta Facilities Management Team on site: See [QMUL Malta Helpdesk](#). An email will be sent automatically to the relevant persons within the FM Team and Service provider team. For escalation, please send an email to the FM Malta Help desk and C.C. the [Facilities and Resources Manager](#) and the [Clients representative](#)

- **Maintenance Services**

All services relating to the University Facility Plant including Emergency Lighting, air conditioning/heating, Fire Prevention Systems, water treatment, elevators, Access Control etc. are routinely maintained by our FM Team.

The FM contract covers three main areas of maintenance:

- **Responsive Repairs:** Repairs that are included in the contract and are not the result of vandalism/wilful damage
- **Planned Preventative Maintenance (PPM):** Statutory maintenance which is carried out on all University facility related equipment and plant, in order to ensure everything works in safe and efficient working order. PPM's are carried out on daily, weekly, monthly, quarterly, semi and annual cycles.
- **Additional Works:** Where works are required outside the scope of the contract and require levels of planning (subject to fees) e.g. additional keys, major/minor projects etc.

Further details can be found under [QMUL Malta Helpdesk](#) .

- **Housekeeping Service**

Housekeeping service is available (Monday to Friday 7:00am-3:30pm) attending to routine area cleaning and to assist with any cleaning requirements that arise during the day. The Housekeepers carry out routine checks of the toilets, restocking of paper towels and soap. Additional daily tasks include regular checks of the common room areas and cleaning of the fridges on a weekly basis. The Housekeepers will also respond to any spillages ([Priority 2](#)) in order to ensure that Health and Safety hazards are dealt with in a timely manner. See [QMUL Malta Helpdesk Priorities](#)

- **Waste Management Services- Queen Mary University of London Building**

Refuse is collected by the cleaning staff and stored in the central refuse storage area. Recycling is managed in the same area. There are paper recycling bins and shredders for confidential documentation located in all key areas. Departments are responsible for shredding all clinical documentation. QMUL Malta FM Team will upon request remove and dispose refuse as necessary.

- **Porter Service**

Porter service is available (Monday to Friday) on the Queen Mary University of London Malta Campus to assist with Help Desk work order allocations, deliveries, room moves and general assistance. Please ensure timely requests for assistance, a minimum of 1 day is required [Priority 3](#). Please see [QMUL Malta Helpdesk Priorities](#) for further detail.

- **Mailroom Service – Queen Mary University of London Building**

Any mail, which is delivered to QMUL will be collected by QMUL Malta Security each day. Recipients will be notified to collect at the reception. Courier deliveries or urgent mail will be allocated as soon as they arrive. If a delivery arrives outside of regular operating hours, it will be delivered as soon as possible. Please note all deliveries require a delivery sheet to be sent to the Reception Desk so they are aware of the delivery and can inform QMUL Malta. Failure to supply a delivery sheet may result in the delivery being refused. See University Forms Link to [Delivery Sheet](#).

All of these services are managed by the QMUL Malta Facilities and Resources Team, who can be contacted by email at a.formosa@qmul.ac.uk , e.mercieca@qmul.ac.uk or by filling out the [QMUL FM Maintenance form](#)

5. **Access to Campus**

The University Main Entrance is located on the right-hand side upon entering the Gozo General Hospital site:

Visitors are requested to report to the reception desk. All floors are accessible by elevators. A common stairway is located at the centre of the building accessing all floors.

Please note that the Service Elevator, which is clearly marked on the floors, is only to be used by QMUL service personnel.

All occupants are requested to familiarise themselves with the areas within the University. Full floor plans can be found in the [Appendix 2](#) at the end of the document.

The QMUL Campus Main Building is open 7 days a week for all staff, students and tenants.

Anatomy Centre is open Monday-Friday

Please access the building during these times (access restrictions apply).

The University operates different times of access:

- Full Building Access
- Partial Lock Down
- Full Building Lockdown

QMUL Main Building Access Times

	Monday-Friday	Saturday	Sunday	Bank, Public or National Holidays
Full Building Access	7am-5pm	--	--	--
Partial Lock Down	5pm-3am	7am-3am	7am-3am	7am-3am
Full Building Lockdown	3am- 7am	3am-7am	3am-7am	3am-7am

Anatomy Lab Access Times

	Monday-Friday	Saturday	Sunday	Bank, Public or National Holidays
				--
Full Building Access	08.30-17.00	--	--	
Full Building Lockdown	17.00-08.30	--	--	

During Full Building Access the Ground Floor Reception is manned by the University Receptionist and entrance doors are open to all building users, visitors and members of the general public. Certain areas are locked via access control and are accessible via valid access control cards. See [Access Control](#). These areas are identified on the floor plans in [Appendix 2](#).

During Partial Lock Down certain areas are only accessible for Staff, tenants (including their employees) and students who have been issued with valid access control cards. To exit the building there is a push button at every door with access control.

All cardholders are kindly requested to ensure that the door closes behind them without anyone gaining unauthorised access before closure.

If there is a meeting (during access restriction times), then the host must escort the visitor into and out of the building and ensure they are aware of the Emergency Evacuation routes etc.

If you are planning a function during Partial Lock Down QMUL Malta may need to arrange for additional staff coverage to comply with Health & Safety requirements. This may have a related cost. Please contact the QMUL Malta Helpdesk by email if you need to make arrangements. You are kindly requested to make this request at least 5 working days in advance ([Priority 4](#)). Please see [Special Events](#) for a detailed explanation of the procedure.

During Full Building Lockdown there is no access to the building except in the event of an emergency. The building may be opened outside these hours e.g., for a function out of hours by agreement with the QMUL Malta Facilities and Resources Manager. This may have a related cost. Please contact the QMUL Malta Helpdesk by email if you need to make arrangements. You are kindly requested to make this request at least 5 working days in advance ([Priority 4](#)).

For further information see [QMUL Malta Helpdesk Priorities](#).

Lockdown Procedures

QMUL Malta Security Assistance during Partial Lock Down

In the event that you need access or require QMUL Malta Security during Partial Lock Down, please contact the security desk until someone is available to assist you to gain access if appropriate.

Closing of the QMUL Campus (Full Lockdown)


The University kindly requests that all Building Users prepare to exit the building 10 minutes before full lockdown in order to assist QMUL Malta Security with their lock down procedures. It is of utmost importance that this is adhered to for the safety and security of everyone.

6. QMUL Malta Helpdesk

Reporting Repairs/Additional Works

QMUL Malta's Central Helpdesk will be your principal point of contact to report necessary repairs relating to the building fabric managed by QMUL Malta and any enquiries for additional works.

You should report all necessary repairs and enquiries by sending a report form on: [Campus Maintenance Request](#)

 Queen Mary
University of London
Malta Campus

The FM Reporting App (JotForm) is now available for everyone's use on your mobile devices. To access the form on your device, please scan the QR Code below with your phone camera or QR code scanner.



When you send a report or request, please confirm the following:

- Site address: Queen Mary University of London, Malta Campus
- Your full name and contact number
- Location of the repair in as much detail as possible (Building, Floor, room etc)
- Detail of repair/work required

The FM Helpdesk can also be reached by email at [FM Helpdesk](#)

Priorities for Job/Service Requests

When a call is received it is allocated a Priority level, which is related to the action to be taken by the QMUL Malta Helpdesk. This is the expected time for the QMUL Malta FM Team to complete the requested task.

The Priority level will be allocated by the QMUL Malta Helpdesk. The requesting party can submit a Priority level in their email/call if within the guidelines below.

The QMUL Malta Helpdesk has SIX levels of priorities for requests. Please review the priority levels so that you have a clear understanding of the response time.

Priorities 1-3 are for urgent attention and should only be used when appropriate.

Priority 1	Immediate
Priority 2	End of that working day
Priority 3	1 day

QMUL Malta will endeavour to complete the requested task earlier if possible.

Priority 4	5 working days
Priority 5	15 working days
Priority 6	To be agreed

Priorities by Response Time/Activity

Priority 1

Priority 1: Critical (e.g., Health & Safety, Loss of power, leak or flood, lift breakdown, loss of heat)

Response within 1 hour. Rectification within 4 hours. Helpdesk to call through to site.

QMUL Malta will respond to defects that could be dangerous or cause serious disruption to service delivery. They will either resolve the problem, or make safe, during the same working day.

Priority 2

Priority 2: Important (failures that affect amenities but do not seriously impair operational effectiveness across the whole building e.g. toilet/sink blockage, Access Control Card suspension, lost key, temperature in an area but not the whole building, spillages, loose floor/ceiling tiles).

Response within 2 hours. Rectification by end of that working day (Monday-Friday 8am-4.30pm). Helpdesk to call through to site.

QMUL Malta will respond to defects that could cause serious disruption to service. They will either deliver and/or resolve the problem, make safe, during the same working day.

Priority3

Priority 3: Important (e.g.: failures that impact operational effectiveness but can be addressed within 24 hours e.g., Request for additional keys)

Respond and make safe within 4 hours of notification. Rectification within 1 working day. Helpdesk to call through to site.

QMUL Malta will respond to reasonable requests that require a 24-hour response.

Priorities 4 and 5 are more common for planned works, function and room moves and requests for additional work quotes.

Priority 4

Priority 4: Non-critical (e.g.: failures that do not impact operational effectiveness)

Respond and make safe within 4 hours of notification. Rectification within 5 working days.

E.g. Access Control card changes, wall fixings, floor box moves, extra staff, Security for Special events.

Priority 5

Priority 5: Non-critical (e.g.: failures that do not impact operational effectiveness)

Respond and make safe within 4 hours of notification. Rectification within 15 working days.

E.g. Major office moves, quotes, redecorating, large functions, new floor box.

Priority 6 is for project work and longer-term requests.

Priority 6: Non-critical (e.g.: failures that do not impact operational effectiveness)

Time to be agreed

E.g. internal structural works, long term events, long lead part delivery requirements

Importance of Priorities

The University and QMUL Malta kindly request that you make yourself familiar with the response times related to each Please enter requests within the correct timeline. It is important that you request the appropriate Priority level rather than reflect a last-minute request, as the onsite QMUL Malta FM Team have work allocated and last-minute requests may not be prioritised above existing work orders.

QMUL Malta's Facilities and Resources Manager and QMUL Malta Helpdesk will amend priorities that do not fall into the category requested in order for the QMUL Malta FM Team to manage the workload in a reasonable manner.

While every attempt will be made to meet your request(s), it is important to recognise the importance of planning and communication in order to avoid disappointment.

Priorities 1-3 should only be used in an emergency or in accordance with the time frame, which has been identified for specific functions e.g. Access Control requests.

If the repair requires immediate response/same day or within 24 hours i.e. Priority **1, 2** or **3** **please state this** when you call so the **QMUL Malta Helpdesk** can take immediate response.

Examples of Priorities

Job Request	Priority	Response Time
Flood, Leak	1	1 Hour
Loss of Power	1	1 Hour
Sink/Toilet blocked	2	End of day
Access Control Suspension	2	End of day
Temperature in an area +/- (But not whole Building)	2	End of day
Loose floor/ceiling tiles	2	End of day
Lost Key	2	End of day
Temperature +/- in room only	3	1 day

Request for additional keys (Order) Note: Receipt of additional Keys (10 working days from order)	3	1 day
Deliveries at least 1 day notice	3	1 day
Access Control Programming or Changes to areas accessible	4	5 days
PAT Testing of electrical equipment	4	5 days
Wall fixings (clocks, white boards, paintings)	4	5 days
Floor box moves	4 or 5	5/15 days
Additional QMUL Malta Staff	4 or 5	5/15 days
New floor box	5	15 Days
Major Office moves	5	15 Days
Quotes for additional works	5	15 Days
Redecorating	5 or 6	15 Days/TBA
Additional Work activity	5 or 6	15 Days/TBA
Long term events	5 or 6	15 Days/TBA
Special plant repairs (parts to be ordered)	6	TBA

IT Technical Support

The IT Section is responsible for central information systems, data networks and audio-visual services in the University.

IT support can be contacted on +44 0207 882 ext. 8888 OR click the link to: [IT Support](#)

All technical difficulties with anything related to IT must be submitted using one of the following links for assistance

Website: its.qmul.ac.uk

or scan the below QR code



If your issue has still not or cannot be resolved using these resources, please contact the Facilities and Resources Team for further assistance and guidance.

Performance Monitoring

In order to monitor Helpdesk and service delivery performance, the Facilities Management Team will send out, randomly selected, job feed-back forms during the course of the month for users of the services to respond to. Upon completion of the form, the Estates and Facilities Directorate and QMUL Malta can identify any areas of excellence or improvement needed. It also ensures that all users get an opportunity to express their ideas or comments to assist QMUL's FM Contractor in the delivery and fulfilment of their FM contract.

If you have any concerns about the provision or standard of service, please notify the University Facilities and Resources Manager or Client Representative, who will register your comments and will take action to resolve the issue.

Any comments and suggestions you may have about the services and facilities are very welcome.

Additional Works

Additional works are works that are required by building users, which fall outside the Facilities Management Contract entered into by QMUL Malta with the Facilities Management contractor. These can be identified as building works or labour related works such as painting, installation of additional services, replacement door locks, additional staff etc.

Under the contract entered into by the University with the FM contractor, items outside the contract will be identified by the Facilities and Resources Manager.

A quote will be prepared within 15 working days. [Priority 5](#)

No request for building works should be made without prior discussion with the Facilities and Resources Manager

The quote will be sent to the Facilities and Resources Manager and the requesting party to review for approval with dates agreed for work to take place. [Priority 6](#)

Once the requesting party has provided a cost basis and confirmation to proceed by email, the request will be referred to the Facilities and Resources Manager for authorisation.

Once work has been approved and completed an invoice may be issued forwarding the cost to the requesting party.

QMUL Malta will manage the process and ensure all Health & Safety issues are identified including access to University's distribution boards, fire and safety regulations, non-disruption of services to building users e.g. loss of power, water or noise. QMUL Malta will also update the Operating & Maintenance manuals for the building and technical computer animated building drawings (CAD).

Please see [Reporting Repairs/Additional Work](#) for contact details and information required.

It is important for all staff and users to be aware that all storage must be freestanding in order to maintain the integrity of the building fabric.

Notice board, white boards or paintings can be fixed to the walls, but it is requested that these items are referred to the QMUL Malta Helpdesk to identify any services that are behind the walls to ensure that the items are placed correctly and with the right wall fixings. [Priority 4](#) (5 working days).

Individual items that are not typically chargeable but requested in a large quantity and/or within a specified period may be subject to a charge.

The University has a contract for all furnishings which can be ordered by the relevant department by following the standard University guidelines.

If you are unsure, please contact the QMUL Malta Facilities and Resources Manager who will facilitate your enquiries.

Non QMUL Malta Contractors

Non QMUL Malta Contractors are occasionally used within the Campus. It is important that strict procedures are followed to ensure the safety of the building and its users, and to assist in areas of access or provision of building plans. All non-QMUL Malta contractors are the responsibility of the person requesting work.

A full description of works, plans and all relevant Health & Safety Risk Assessments must be forwarded to the QMUL Malta Facilities and Resources Manager prior to work commencing. On completion of works any statutory certification should be provided to the QMUL Malta Facilities and Resources Manager to update the Operating & Maintenance manuals (O&M's) for the building and be supported by CAD drawings. Failure to provide the documentation required prior to work commencing may result in the contractor being turned away from site.

Please note that all contractors must be Health and Safety inducted by QMUL Malta and will require a Permit to Work or Access and sign the induction sheet before they can start work on site. This includes internal University maintenance staff or sub-contractors from the University's UK campus.

If the contractor(s) need access to the Loading Bay or Service elevator they should make a request with QMUL Malta via the QMUL Malta Helpdesk. The Company Name, operative names, estimated time of arrival and reason for access is required when notifying the QMUL Malta Helpdesk. In addition, a [Delivery Sheet](#) should be sent to Ground Floor Reception. Please note in additional comments section if your supplier/delivery contractor requires access for deliveries and whether there is a need for Porter's Assistance, Ground Floor Reception will inform QMUL Malta Security and the Facilities and Resources Manager.

If there is a requirement to access any of the University's distribution boards; potential to cause a fire or interfere with the fire precautions, potential impact on Health & Safety or effect the main services of the building (power, water cut off or noise) then this must be notified to the QMUL Malta Facilities and Resources Manager at least 24hrs in advance (Priority 3), a week's notice is preferred ([Priority 4](#)). A charge may be applied to cover any costs for facilitating these additional requirements.

If a situation arises where Main Building Services are affected, please contact the QMUL Malta Facilities and Resources Manager and notify the QMUL Malta Helpdesk for further action if required.

Please note that the Service elevator is available for the use of service personnel and access can be granted if supervised by QMUL Malta. Please contact the QMUL Malta Helpdesk if required. Passenger elevators are **not** to be used by Contractors.

7. Electrical Appliances

Please note that if you are bringing any electrical equipment with you it must have a valid PAT (Portable Appliance Test) label. Any electrical equipment with a plug, which is more than one year old, requires a PAT test and must be logged with the QMUL Malta Helpdesk in order for the PAT to be carried out, [Priority 4 \(5 working days\)](#). (A small fee may apply).

Please note that if the equipment is not tested it cannot be used on site for Health and Safety reasons and the item(s) should be removed from site. This includes photocopiers, shredders, and lamps. QMUL Malta do routine checks throughout the year to check compliance of all electrical items.

All computer equipment provided by QMUL is tested.

It should be noted that toasters and other high heat appliances are **NOT** allowed in the building as they can activate the smoke detectors.

If you are unsure, please contact the QMUL Malta Facilities and Resources Manager for clarification.

8. Building Access for Deliveries

Deliveries are accepted as follows

Monday to Friday 7.00-1700

Please inform QMUL Malta and Reception if you are expecting a delivery via the QMUL Malta Helpdesk. At least 24hrs notice in advance (Priority 3) is required, 2-5 days' notice is preferred ([Priority 4](#)). The QMUL Malta Helpdesk needs to be informed of the following:

- Name of Courier
- Date of delivery
- Expected time
- Your contact information and contact information of a designated person (should you be unavailable to receive the delivery)
- Expected size and weight to have the right lifting equipment available.
- Please advise if you require Porter assistance. (Monday-Friday only)
QMUL Malta Security can assist on weekends (if available)

In addition, a [Delivery Sheet](#) should be sent to the reception desk.

If you have a regular reoccurring delivery (daily) please contact the QMUL Malta Facilities and Resources Manager and he/she will set up delivery instruction to QMUL Malta Security.

The Queen Mary University of London Main Building delivery point is situated behind Zone B at the end of this document [Appendix 2: Ground Floor](#).

Upon arrival, delivery person(s) will be required to contact QMUL reception and/or Security. QMUL Malta Reception will contact the delivery recipient so they can sign for their delivery. QMUL Malta will supervise the delivery and the recipient should go to Reception to receive the package. Large Items will be transported via the Service Elevator.

If QMUL Malta is not notified of deliveries, depending on staff commitments it may be necessary to turn the delivery away. By logging the delivery with the QMUL Malta Helpdesk and Ground Floor Reception, goods will always be accepted.

Where the supplier of goods and or services does not provide any paperwork and University Policy requires a receipt of delivery, Ground Floor Reception can provide a [Goods/Services Received Note](#) to provide to Finance.

Should the recipient of a delivery not be available, a designated person should be assigned to receive the delivery. If no one is available the delivery will be stored by QMUL Malta in a lockable area, if space is available. Ground Floor Reception will notify the recipient via Teams app.

There is no unsupervised access to the delivery points. Access can only be granted with QMUL Malta Security supervision.

9. Key Management

All building keys are managed by QMUL Malta Security and the F&R team. Staff with offices are provided keys at the beginning of their employment. Access to restricted areas is limited to QMUL Malta Cleaners, QMUL Malta Security and the QMUL Malta Facilities and Resources Team.

All areas that the University has determined for other staff and public access are open during building opening hours. Any areas that have restricted access are locked with either keys or Access Control.

Access to all keys is managed by QMUL Malta Security and the facilities and Resources Team. If access is required to restricted areas, by a member of staff or contractor, keys can be obtained via a request to QMUL Malta Security and/or the F&R Team. It is standard practice for this request to be made in advance via QMUL Malta Helpdesk.

Key Issue can be determined as:

- Permanent Key Issue
- Temporary Key Issue

- FM keys for plant, risers and areas that are restricted.

In order to obtain keys, the following procedures apply:

Permanent Keys

Permanent key issue is primarily for Staff with allocated offices and IT related areas.

The QMUL Malta Facilities and Resources Manager will allocate keys to office holders on their commencement of employment. A standard Key Allocation form will be issued for signature and confirmation of terms and conditions.

Once issued the room relating to this key is kept locked and is only accessible via QMUL Malta Security or authorisation from the Key Holder.

The key holder must notify QMUL Malta via a standard form if they require additional people to access the room on a temporary basis due to a specific requirement such as annual leave, sickness or unexplained absence. Unless notified in writing to the QMUL Malta Facilities and Resources Manager, QMUL Malta Security will not allow access to the room. It is the responsibility of the key holder to request. A copy of the relevant form can be found [in Appendix 1: Authorised Access to Locked Offices.](#)

All keys must be returned should the Key Holder permanently leave the University.

Temporary Key Issue

On occasion, there may be a necessity for access to temporary keys such as keys for meeting rooms, visitors and areas that are restricted.

Keys may be signed out on an individual basis. Temporary keys must be returned at the end of each working day to QMUL Malta Security. It is standard practice for this request to be made in advance, via an QMUL Malta Helpdesk. Please request at least 1 working day in advance [Priority 3 \(1 day\)](#). In an emergency, QMUL Malta Security will of course respond.

In the event that authorisation has not been provided in advance i.e. sickness/unplanned absence, then the Facilities and Resources Manager will provide permission for access on the appropriate form as the authorised signatory. A copy of the relevant form can be found in [Appendix 1: Authorised Access to Locked Offices](#)

Additional Keys

Additional keys for offices, meeting rooms, stores etc. are available and the cost may be forwarded by Finance to the requesting party (Subject to approval)

To order additional keys please send an email to the QMUL Malta Helpdesk requesting the order be given a [Priority 3 \(1 day\)](#). This will ensure that the key is ordered within 24 hours. The email should include the following:

- Name of the requesting person and who the additional keys are for
- Department
- Building/Room Number the key is required for (this can be found on the door)
- Cost Centre for charging cost.

Please note there is a 10-working day replacement lead-time. If you are unsure of the Room Number, please ask QMUL Malta Security or QMUL Malta Facilities and Resources Manager.

Lost/Stolen Keys

Please note that a lost or stolen key/s must be reported to QMUL Malta Security and/or QMUL Malta Facilities and Resources Manager as soon as possible so that they can restrict access to the room or Access Control Card. A request must be submitted as soon as possible [Priority 2](#) (Same working day). If the key is not found, the lock will be changed to safeguard security of the room. Charges may apply.

10. Access Control

Access Control is in operation in both University buildings and all members of University staff students and tenants are issued with a photo ID card when they start work/studying within the Campus.

Only authorised University staff and students will be allowed access to/from specific areas. Depending on the profile of each user, doors are registered to open during the operational times of the building and access restrictions allowed.

The University buildings are closed on Bank, Public or National Holidays (unless otherwise specified, notification will be sent if exceptions are made)

Main entrances and areas that are accessible to the general public are unlocked during opening hours. All other doors which have access control, are only operational with the use of a card during specified hours.

Card Production

Cards for all building occupiers are produced on site. The requesting party should contact by email, the Facilities and Resources Team who are responsible for producing the cards. This is in order to arrange for a photograph and any other information, if necessary.

Staff cards are produced on request by a Head of Department.

Card Programming

All cards have to be programmed by QMUL Malta Security in order for them to operate. All new staff are assigned profiles and permissions for access control cards via a form issued by

ISS to Department Heads. This form must be approved by the Facilities and Resources Manager or Assistant Facilities and Resources Manager in his/her absence. The relevant department should make the request for a card as soon as the new member of staff is confirmed as cards can be preprogramed in advance of employment. Student cards are approved by the Student Administration.

Request for Additional Areas

Each card recipient belongs to a specified group which has been designated access to areas based on need. If you find that you are unable to access areas that you require entry to, please contact the appropriate Head of Department who will confirm approval with the Malta Facilities and Resources Manager.

Request for Temporary Cards

The following arrangements apply for requests and issue of temporary access control cards for pre-approved visitors to the Malta Campus.

Requests for access cards for Queen Mary University of London, Malta Campus should be made to the QMUL Helpdesk via email by the host department/section, stating:

- the day the card is required
- the person to whom it should be issued and their job title
- expected arrival time
- expected departure time

Normal issue will be for one day only, unless specified otherwise, with responsibility for ensuring the safe and timely return of the card lying with the Host Department.

Cards will be signed out to either Visitor or Host Department at the Security desk with a note of the return date (normally same day). Visitors should be asked to return the card to their Host Department when they leave, or to the security desk.

Hosts may collect the pass on behalf of their visitor up to 3 days in advance of the visit if it is necessary to send the pass to the visitor in advance to facilitate entry after 17.00.

By prior agreement from the Facilities and Resources Manager's office passes can be issued for an extended period of 3 days and in exceptional circumstances a longer period, which will be agreed at the time and relayed to QMUL Security.

So that security is not compromised, security personnel will request and collect access cards on a daily basis. If a card is not returned within 3 days of the due return date it will be deactivated. Departments/Sections may, with prior notice, be charged for deactivated cards if they have a high level of unreturned cards.

Lost or Stolen Access Control Cards

It is extremely important that if your card is lost or stolen you report this to QMUL Malta Security as soon as possible.

Students should go to Student Administration if a replacement card is required, which will usually be programmed and available within 24 hours Monday- Friday.

If you require a temporary card whilst the replacement card is being produced, or you have forgotten to bring in your card and need access to certain areas of the building Security can assist, whenever possible.

If the card is found it can be re-enabled to work. Please turn in any cards found to the security desk.

End of Employment

If an employee terminates their employment, the appropriate Line Manager or Head of Department should take back the Access Control Card and inform QMUL Malta via the QMUL Malta Helpdesk with the name of the employee and their last working day so that the card can be deleted from the system.

11. Health, Safety and Welfare

Overview

The University's Health, Safety and Wellbeing Policy, available by following the link at [H&S Policy Statement and Framework](#) outlines the health and safety responsibilities for all employees of the University, according to their job role. The responsibilities of employees and managers are also summarised in the Employee *Guide to Health, Safety and Wellbeing Policy*, which can be found within the link above.

Employees may raise any concerns they have about health and safety issues affecting them or their team directly with their manager or at team meetings.

The responsibility of the Health, Safety and Welfare of occupants is a shared responsibility on Campus. QMUL Malta, who are responsible for the building, common areas and visitors. Departmental Heads and Line Managers, who have a responsibility for the staff they manage. And the Health and Safety Directorate which advises all members of the University Community on matters relating to Health and Safety.

All new staff with logins will receive automatic notification to complete the online health and safety courses they need to undertake. A short presentation on health and safety is given on the staff induction day to ensure that new staff members are adequately inducted into local health and safety.

Guidance on health and safety induction and an induction checklist can be found on the University's website via the training [H&S induction](#) followed by a quick induction test on the following link [Health and Safety Test](#)

All employees must undertake mandatory basic fire safety awareness training. This could either be arranged through a face-to-face course run by the University's Fire Safety Officer, Adrian Formosa or a delegated staff member and attendance is to be on the University's New Staff Induction Day and completion of the online Basic Fire Safety Course. The Health and Safety Coordinator (Facilities and Resources assistant) maintains a central record of all training that staff have completed.

Any employee responsible for an activity that has *significant risks*, which are not sufficiently covered by existing health and safety procedures or risk assessment, will need to ensure that a risk assessment is carried out. This includes the practical elements of teaching, overseas travel and events. Risk assessments for work activities need to take account of capability issues that may increase risks (for example: pregnancy and health conditions). Guidance regarding any risk assessment is available from the Health and Safety Coordinator, Mr. Edgar Mercieca and can be reached at e.mercieca@qmul.ac.uk along with an email to the [FM Helpdesk](#) .

Any work equipment provided for use by employees will be maintained in safe working condition, in accordance with the manufacturer's guidance. QMUL Malta will arrange for all electrical equipment to be subject to an electrical inspection at suitable intervals.

Employees driving on university business must have a valid driving licence and ensure their car is insured for business use.

Occupational Health

Employees who are suffering from ill health that may be caused or made worse by work should inform Human Resources.

Line Managers who have concerns about an employee's health should also seek confidential advice from the Human Resources Department who will be able to advise on whether management referral is appropriate.

Health and Safety Representatives

Please contact the [FM Helpdesk](#) and CC the Facilities and Resources Manager, Adrian Formosa by email a.formosa@qmul.ac.uk or Health and Safety Coordinator, Edgar Mercieca by email e.mercieca@qmul.ac.uk

For more details on Health & Safety at the University of London, Malta Campus, you can visit the main website on [Welcome to Queen Mary University of London \(QMUL\) Health and Safety Directorate - Health and Safety Directorate](#)

Personal Security

Whenever you leave your workstation, never leave anything exposed that may be of value. If you see any suspicious strangers in the building, please report to QMUL Malta Security immediately.

Workstation Risk Assessments

All staff are required to complete a Display Screen Equipment workstation risk.

These assessments will inform you of the best method of working with your computer in order to minimise risk to your health, such as backache or repetitive strain injury. It is also an opportunity for you to raise any concerns you may have. All new staff will receive an email from alert@qmul.oshens.com guiding them to their assessment. If an email is not received, an email can be requested by following the steps at the following link [My Safety-Workstation-Assessment-Guidance](#).

The assessment will cover, amongst other things, the position of your computer, chair and posture (ergonomics assessment) including any potential strain on your eyesight (display screen equipment).

First-Aid

QMUL Malta provides First Aid assistance in the Queen Mary University of London. If you require first aid in the Queen Mary University of London Building, please contact a First Aider by using the Teams App or the Security Desk. A list of First aiders is available in all staff kitchens and the reception desk. A first aid box is kept at the reception desk. First Aid kits are also available in the staff kitchens on each floor in the building.

If an accident or near-miss incident occurs, send an incident report or a detailed email to the Health and Safety coordinator, Edgar Mercieca e.mercieca@qmul.ac.uk and c.c. the [FM Helpdesk](#) so the incident can be recorded. The University requires that the incident is reported to the Health and Safety coordinator who maintains a site Health & Safety Book and can follow up any issues relating to the building facilities and resources, if associated to the incident.

In the Event of Sudden Illness or Collapse

Please call the Emergency Services directly by dialling 112 and inform QMUL Malta Reception to expect their arrival. This action can be lifesaving and is encouraged by the University when an appropriate situation arises. It is essential that you contact QMUL Malta Reception and advise them that you have contacted the Emergency Services so that they can have doors opened at the ready for the Emergency Services to transport a stretcher and equipment. Advance notice saves

time and ensures the quickest response possible. QMUL Malta reception will send a First Aider to the location to assist until the Emergency Services arrive.

Staff Who May Require Assistance

Line managers should ensure that their staff are aware of the below requirement.

It is the responsibility of staff and students, who feel that they may need assistance in the event of an emergency or evacuation (on a permanent or temporary basis), to inform the FM team, who with the assistance from the University Safety Office can draw up a Personal Emergency Evacuation Plan (PEEP). They can be contacted as detailed below:

Fire Officer – Adrian Formosa, Fire Safety Manager email a.formosa@qmul.ac.uk

Health & Safety Coordinator- Edgar Mercieca email e.mercieca@qmul.ac.uk

And CC the [FM Helpdesk](#)

Once this has been completed all the arrangements can be made for the onsite FM Team to assist when necessary.

Visitors Who May Require Assistance

Any visitor, with a disability that may affect their ability to escape from a fire or other emergency evacuation, especially using stairs, must make themselves known to the security desk. This can ensure the necessary arrangements are made by the QMUL Malta Facilities and Resources Team.

Please note that all visitors with a disability **must** be identified on the [Visitor Booking Sheet](#). This is done so the QMUL Malta FM Team can plan with the QMUL Malta FM Control Room and in the event of an emergency, refuge or toilet alarm, QMUL Malta can act swiftly. The security desk in the QMUL Main Building will ensure QMUL Malta is aware of any disabled members of the general public on arrival in the building to ensure the same response.

Accessible for all Toilets Alarms

All Accessible for all toilets are fitted with an emergency alarm, are identifiable with a white cord pull located next to the toilet. This will activate and a red flashing light will be visible along with an audible alarm. The Accessible for all toilets toilet alarms are connected to the QMUL Malta FM Control Room. QMUL Malta Security will respond and provide assistance. Once the person in the toilet has been contacted and appropriate action taken the alarm can be reset.

Checks on the alarms are carried out by the QMUL Malta Maintenance Team in compliance with statutory regulation.

Shared office and workspace

- **Respect the need to work:** Do not start conversations while a person is busy but rather politely ask if you can interrupt.
- **Minimize Distractions:** Make use of provided headphones when listening to music or watching videos that are business related. Make use of conference rooms when holding scheduled virtual meetings. Do not hold in person meetings at your desk but kindly step out of the office to a designated area.
- **Stay organized:** Be mindful to keep your desk area neat and tidy as this can spill over to a co-worker's work area. All means of exit must always be kept clear.
- **Respect Privacy:** In addition to respecting the space of others in the office, respect their privacy. Do not peer over a co-worker's shoulder to their desk or computer screen or intentionally eavesdrop on a short phone call or conversation.
- **Avoid strong odours:** It is not permitted to consume any food or drink at your desk area that releases any sort of odour. Also please avoid any strong perfume or cologne that can be overwhelming to other co-workers.
- **Stay home when feeling ill:** Always practice good hygiene and stay home if you are unwell. Avoid coming to campus to minimize the spread of germs and becoming a distraction to others.
- **Address any issues politely:** If an issue arises within a workspace kindly address it to the associate before escalating. It is also very important that any issue that is discussed is immediately addressed and understood by all involved.

12. Emergency Evacuation Procedures

Overview

An emergency is identified as any incident that requires QMUL Malta to evacuate one or both buildings (in part or full) either based on an internal issue or on advice from the emergency services. All staff and visitors are kindly requested to comply with the response required and follow any instruction given by QMUL Malta.

It is the responsibility of all building users to be aware of the evacuation procedures in their relevant building and to familiarise themselves with the nearest escape route.

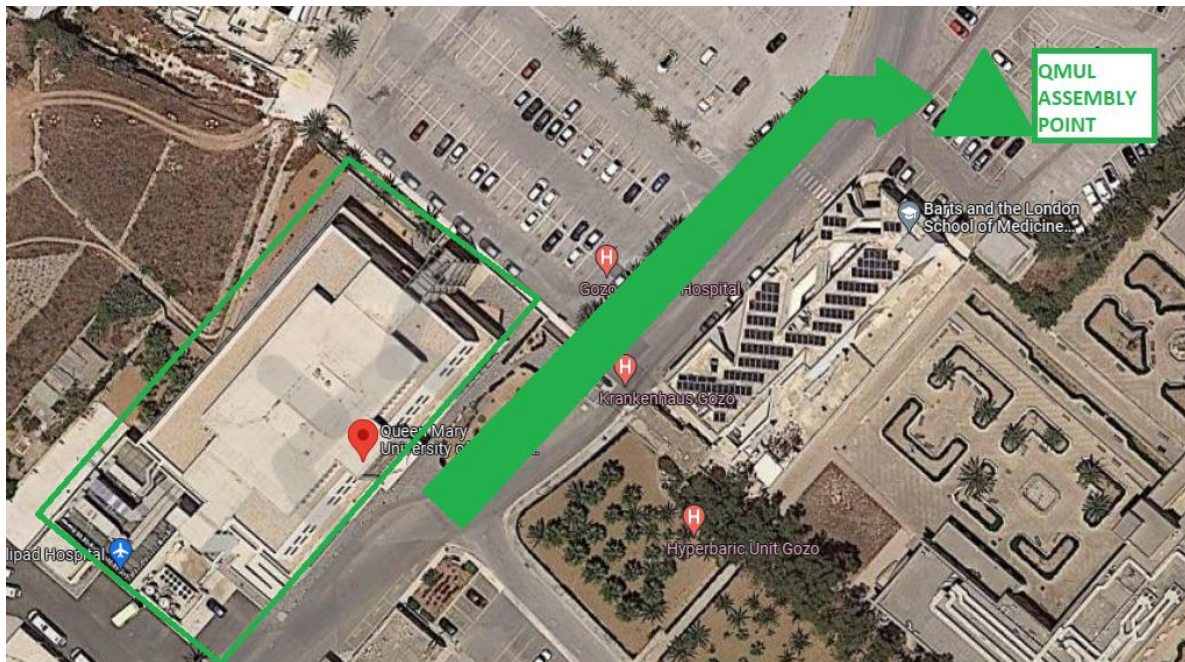
There are fire evacuation notices located in strategic areas on each floor. You should be aware of these to ensure you know what to do in an emergency. Please familiarise yourself with the route to the assembly point. There are detailed maps attached at the end of the document outlining staircases and escape routes.

You should also report any identified hazards in the building that may block an exit or route to an exit you find to the QMUL Malta Helpdesk.

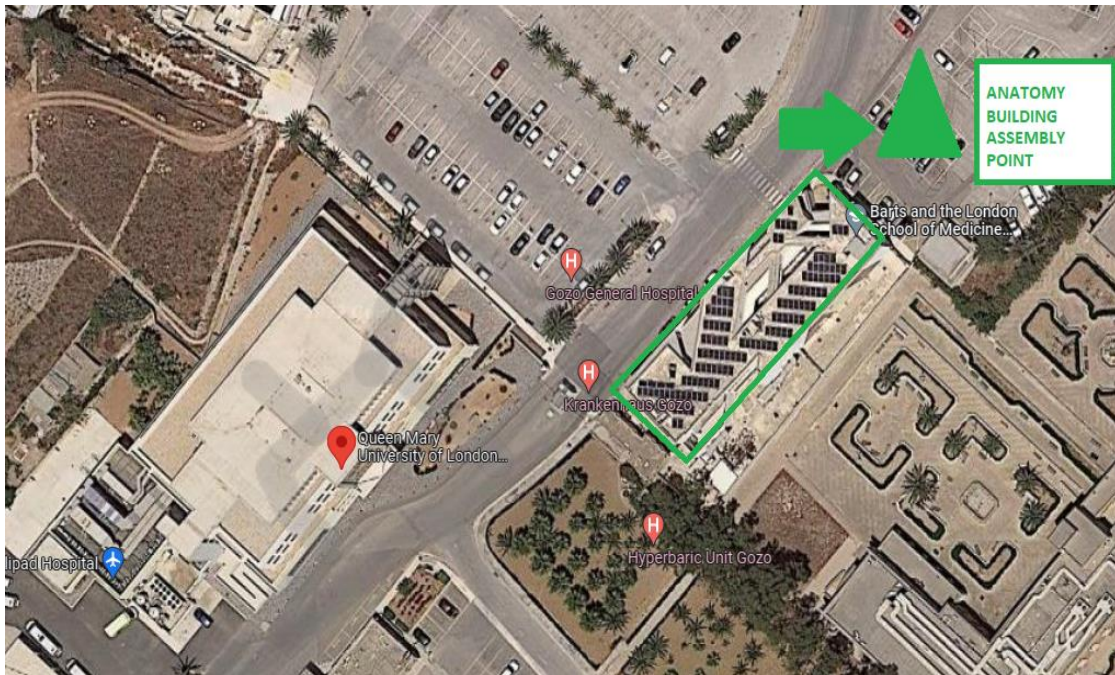
Emergency Evacuation Drills are held semi-annually.

Evacuation Assembly Point

QMUL Building



Anatomy Building



Refuge for Staff/Visitors Who May Require Assistance

Specific areas are in place for individuals requiring assistance and are known as Refuge Points. The Refuges are identified on the floor plans in [Appendix 2](#) with a GREEN triangle. Please note that all disabled visitors or visitors who may require assistance **must** be identified on the [Visitor Booking Sheet](#) .

If you need assistance during an evacuation, go to the nearest refuge point, contact the Control Room using the Emergency Call Point, await further instruction until assistance to evacuate has arrived

Contact the QMUL Malta Incident Controller (member of QMUL Malta FM Team who assumes responsibility for co-ordinating evacuation and liaison with emergency services) using the refuge call point system.

All staff should familiarise themselves with the Fire Exits, Refuge Points, Assembly Point and procedures applicable to your specific area.

University Fire Marshals

Fire Marshals are volunteers/nominated by Department Heads and the University Fire Officer provides the training needed so they can provide assistance during an evacuation. Fire Marshals should check their designated floor to make sure all people have exited the relevant area and report to the QMUL Malta Fire Officer at the Assembly Point the status.

Fire Marshals are listed in all Staff Kitchens and University Communication Boards.

Please note that the responsibility for the Fire Panel and Fire Brigade communication rests with QMUL Malta Security.

Weekly Fire Alarm Test

The fire alarm is tested every Friday at 9:00a.m. at the QMUL Building.

The fire alarm is tested every Friday at 11:00a.m. at the Anatomy Centre

It is imperative that users inform the QMUL Malta Helpdesk if the fire alarm is not heard in their location at this time. This will then be reported to the QMUL Malta Facilities and Resources Manager who will arrange for the appropriate action to be taken.

Fire Evacuation Procedures

Groups of visitors must be notified of the evacuation procedures on arrival and a visitor's guide is available at Ground Floor Reception.

The evacuation procedures are summarised as follows:

In the event of an alarm sounding, evacuation should be via the nearest safe exit and/or fire escape stairwell [Floor Plans](#)

On evacuating the building:

- **DO NOT use the lifts**
- **DO NOT run down the stairs**
- **DO NOT turn back for any reason**
- **DO NOT lock any building doors**
- **DO NOT carry hot drinks**

On exiting the building go directly to the designated assembly point, once there await further instruction from the emergency services or the QMUL Malta Incident Team. There will be a QMUL Malta Fire Marshall at the point to advise you.

13. Reception Services and Visitors

Reception Services

Ground Floor Reception receives visitors and manages a variety of interfacing roles to ensure that administration services are delivered efficiently. Services include Meeting Room bookings, Lost Property, General Public enquiries, Staff and Temporary Access Control Card issue, Mail Management, Courier co-ordination, key and access control, delivery liaison with the University staff and QMUL Malta.

Visitors

All visitors will need to sign in at the Ground Floor Reception to obtain a valid Queen Mary University of London visitors pass and will be required to sign out on departure and return the pass. Building users and visitors must always carry the agreed identification while in the building. Visitors without a valid building pass are subject to questioning and may be asked to leave the building.

Please ensure that you notify Ground Floor Reception of any visitors prior to their arrival to ensure that they have advance notice so that they are able to deliver a professional and efficient service. Should you not be available to collect your guest, please send a representative on your behalf. If there is no one to collect your guest, they may not be permitted entry.

Visitors will be asked to remain at the Ground Floor Reception until they are collected by their host/representative. There are two seating areas available for them to wait in.

The University requires you to complete a [Visitors Booking Sheet](#) (Please see [Appendix 1](#)) and it will be automatically emailed to Ground Floor Reception, whenever you are expecting visitors. This will enable the reception staff to call you when your visitors arrive.

14. Recycling and Confidential Waste

Both buildings will follow the University's standard recycling and confidential Waste policy. QMUL Malta will dispose of all paper waste under their contract. Recycling units are allocated in all administration areas and Student Study Room. If you require additional bins please advise the QMUL Malta Helpdesk.

Confidential documents should be shredded. Shredders are available and will be emptied by the housekeeping team every morning and by QMUL Malta Security during their evening patrol.

15. Information Technology Systems Services

The IT Section is responsible for central information systems, data networks and audio-visual services in the University.

IT can be contacted on +44 0207 882 ext. 8888 OR click the link to: [IT Support](#)

All technical difficulties with anything related to IT must be submitted using one of the following links for assistance.

Website: its.qmul.ac.uk

or scan the below QR code



If your issue has still not or cannot be resolved using these resources, please contact the Facilities and Resources Team for further assistance and guidance

Equipment/Material Removal from Site

Any person removing equipment (including ISS equipment) or materials from site will be required to be in possession of an Equipment Removal Form. This form should be presented before removal from site. The form is available on request from the QMUL Malta Facilities and Resources Manager, and a copy of the relevant form can also be found in Appendix 1.

16. Meeting Rooms/Function Space

Process for University Members of Staff booking Internal/external meetings

An email should be sent to [Business Support Office](#) detailing your requirements as follows:

- Meeting date
- Start & Finish times
- Capacity
- Purpose of booking
- AV facilities
- Room set up:

Confirmation of your room booking will be returned by email within 2 working days of receipt of the request.

- Please remember to cancel any bookings that you no longer require, promptly by email.
- Please do not use meeting rooms without making a booking.

Students who require a meeting room should be directed to Ground Floor Reception to complete a Room Booking Request form.

17. Hospitality

Catering

QMUL does not provide any catering however there is a privately run Catering facility in the building which is located on the third floor and open from Monday to Friday 8:00am-6:00pm. Catering is provided by an independent contractor. The catering contractor is fully responsible for the product and any food that is served from the named catering facility. QMUL is not liable for anything provided from this catering facility. If you have any questions, please contact the [Business Support office](#) to help coordinating any requests

18. Special Events

If you are planning a special event which is to be held in the University during Partial or Full Lock Down there may be a requirement for additional QMUL Malta staff to be present, to ensure the health and safety of all the occupants.

Please notify the [Business Support Office](#) of the following:

- Date of event
- Appointed Host
- Location in building
- Number of attendees
- Details of the event and any other special requirements (room set up, cleaning etc)
- Accessibility requirements

Please note that the QMUL Malta Facilities and Resources Manager requires at least 5 days' notice to arrange additional staffing and the request should be logged at the QMUL Malta Helpdesk as a Priority 4 to facilitate with all the proceedings.

Each request will be risk assessed to consider the following:

- Will/may/will not people with a disability that need assistance during an evacuation be present?
- Is supervision and Evacuation Steward provision available/not?
- Which rooms/areas to be used?
- Other occupancy at the time.
- QMUL Malta staff availability and workload.

If all the above are assessed and comply within the risk factors acceptable to university policy, the meeting organiser has accepted responsibility and the area used is within its occupancy limit

The QMUL Malta Facilities and Resources Manager will contact you on receipt of the request from the Business Support Office and confirm any further details required and provide a cost if applicable.

The University requires you to complete a [Visitors Booking Sheet](#). You will need to put the Host's contact information on all the sheets.

19. Office Moves

Please notify the QMUL Malta Helpdesk and IT if you are undertaking an office move and they will arrange assistance. Please do not attempt to move furniture or computer equipment yourself. Please also be aware that there are strict rules and guidelines regarding space planning and location of furniture and any proposed layouts must be agreed beforehand with the Facilities and Resources Manager.

The job request should be logged as a **Priority 4** (5 working days' notice), **Priority 5** (15 working days' notice) or Priority 6 (if further in advance with the date of the move).

20. Staff Kitchens

Tea, coffee, milk and sugar are available for staff and University visitors in the staff kitchens on each floor.

Please note that all consumables must be removed from the fridges on Friday so that fridges are cleaned thoroughly. All consumables left in the fridges beyond this date will be disposed of.

21. Water Dispensers

Water dispensers are located throughout the building for use. The plastic cups have been removed from most of the dispensers to reduce waste and to encourage the refilling of water bottles. Take care when refilling bottles to minimise spillage. Please use responsibly and be mindful that the water is for everyone's use.

22. Vending Machine

Vending Machines are situated on the second floor and are always available during opening hours and partial lockdown hours.

23. Showers – Queen Mary University of London

There are shower facilities and an accessible for all shower available on the first floor. Please note that towels and shower products are not provided. Lockers are available via the Ground floor reception. Please make sure that the shower area is clean after every use.

24. Smoking Policy

Queen Mary University of London, Malta Campus operates a non-smoking policy. This includes on the building's roof area, at the entry of buildings or the University's perimeter. Staff/Users are kindly requested to advise their visitors and students that there is no provision for smokers on site. The University requests that smokers do not smoke outside the Ground Floor Reception or any Fire Exit as it is unsightly, blocks the entrance and filters into the building.

25. Complaints, Comments and Compliments on Facilities Services

If you have any concerns, comments or would like to commend someone for excellent performance regarding the facility services delivered by QMUL Malta on site please email the [University Client Representative](#) and the relevant action will be taken.

All complaints are overseen by the University Client Representative in consultation, when relevant, with the Facilities and Resources Manager.

26. Campus Environmental impact

Please turn off all lights and AC units when not in use. Shut off any open water faucets and report any leaks to the QMUL Helpdesk.

Every little helps, so we ask you to make every effort to be green where you can. Please consider what you order and the waste it produces, how you commute to work and whether cycling is a better alternative. Also please make use of the recycling bins provided. Thank you.

If you have any comments or updates, please contact the QMUL Malta Facilities and Resources Manager who will facilitate the changes required.

Appendix 1: University Forms

Click on the links below to access and complete the selected document.

- [Campus Maintenance Request Form](#)
- [Delivery Sheet](#)
- [Goods/Services Received Note](#)
- [Authorised Access to Locked Offices](#)
- [Visitors Booking Sheet](#)
- [Authority to Move Equipment](#)
- [Postage Slip](#)

Appendix 2: University Floor Plans

Click [link](#) to access all the University Floor Plans and evacuation routes.