

# **Operational Procedures Guide**



Issued by Edgar Mercieca on 05/09/2025

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**Facilities and Resources** 

**Crisis Management Lead** 

**Health and Safety Coordinator** 

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# **Emergency Information Overview**

#### **QMUL Malta Emergency Evacuation Procedures**

#### **Definition of an Emergency**

An emergency is defined as any incident that necessitates the evacuation of one or both QMUL Malta buildings, either partially or entirely, due to an internal issue or based on advice from emergency services. All staff, students, and visitors must comply with evacuation protocols and follow all instructions issued by QMUL Malta Crisis Management Team.

#### **Crisis Management**

Crisis management is the structured process used by Queen Mary University of London (QMUL), Malta Campus, to respond to disruptive and unexpected events that threaten the safety of campus occupants or the continuity of operations.

#### It involves:

- Identifying potential threats.
- Developing and implementing strategies to minimise harm.
- · Ensuring business continuity.

Effective management is essential to safeguard lives, protect the University's reputation, and maintain operational capability.

#### **Key Aspects of Crisis Management**

#### **Proactive Planning**

- Conducting risk assessments.
- Developing and maintaining crisis management plans.
- Training staff to respond effectively.

#### Rapid Response

 Taking swift, coordinated action to reduce damage and protect the well-being of campus occupants.

#### Communication

 Providing accurate, timely information to campus occupants to maintain safety, trust, and manage public perception.

#### **Post-Crisis Analysis**

- Reviewing the incident response.
- Identifying lessons to be learned.
- Updating procedures to improve future readiness.

#### **Examples of Crises, but not limited to are**

- Fires or Floods
- Major Utility Service Disruptions
- Natural Disasters: earthquakes, hurricanes, severe storms.
- Cybersecurity Incidents: data breaches, ransomware attacks.
- Operational Crises: equipment failures, hazardous material spills.

#### **Crisis Management Chain of Command**

When a crisis affects normal campus operations, the daily structure of staff roles is **suspended**. The Crisis Management Team immediately takes charge.

#### **Crisis Management Director**

Dr. Elizabeth Bridges <a href="mailto:e.bridges@qmul.ac.uk">e.bridges@qmul.ac.uk</a>

#### **Crisis Management Lead**

Edgar Mercieca e.mercieca@qmul.ac.uk

#### **Reporting Structure**

The following teams report directly to the Crisis Management Director and Lead during a crisis:

- Fire Marshals
- First Aiders
- Facilities Maintenance Team
- Security

#### Important:

- All campus occupants must follow directions given by the Crisis Management Director or Lead without question.
- Staff must **not** take independent action or issue orders contrary to established procedures unless explicitly instructed to do so by the Crisis Management Director or Lead.
- Non-compliance will result in disciplinary action.

#### **General Responsibilities**

All Campus occupants are responsible for familiarising themselves with the evacuation procedures relevant to their area, including knowing the location of the nearest escape routes and assembly points.

- Fire evacuation notices are displayed in key locations on every floor.
- Detailed floor plans showing staircases and escape routes
- Any identified hazards blocking exits must be reported to the <a href="QMUL Malta Helpdesk">QMUL Malta Helpdesk</a> immediately.

Evacuation drills are held twice yearly.

#### Floor Plans-General arrangement

#### Main Building

- Ground floor
- Mezzanine floor
- First floor
- Second floor
- Third floor

#### **Anatomy Centre**

Anatomy Centre

## **Evacuation Assembly Points**

#### • QMUL Main Building:



## Anatomy Centre



#### **Evacuation Procedures**

#### **Evacuation Process:**

Upon hearing the fire alarm or receiving direct instructions from the Crisis Management Director, Lead, or Team member :

- Follow floor plan directions
- Evacuate immediately via the nearest safe exit or fire stairwell.
- Ensure all doors close behind you.
- Head towards the Assembly Point in front of the Anatomy Centre.
- If safe, avoid using the main staircase within the Main Building.
- Go directly to the Assembly Point.
- Await further instructions from QMUL Malta Crisis Management Team or Emergency Services.
- Follow directions from the QMUL Malta Crisis Management Team, Emergency services, and on-site Fire Marshals.

During an evacuation, it is important that you NEVER;

- Use the elevators
- Run down the stairs
- Go back for belongings
- · Lock building doors
- Carry hot drinks

#### Visitor Notice:

Visitors must be informed of evacuation procedures upon arrival.

It is the responsibility of the host:

- to notify QMUL Malta Security of any visitors
- to ensure the visitors' safe evacuation

#### Refuge Points for Individuals Needing Assistance

Designated Refuge Points are available for individuals who may require evacuation assistance. These are marked with a GREEN triangle on the <u>floor plans</u>.

#### Important Notes:

- All disabled visitors or visitors requiring assistance must be recorded on the Visitor Booking Sheet at the security desk. Any individual who requires pre-determined assistance to evacuate must notify the <u>FM Helpdesk</u> so a PEEP (Personal Emergency Evacuation Plan) can be put into place.
- During an evacuation, individuals who require assistance should proceed to the nearest Refuge Point, use the Emergency Call Point to contact the Control Room, and wait for instructions and assistance.

• The QMUL Malta Crisis Management Team will coordinate assistance and liaise with emergency services.

#### Fire Marshals

Fire Marshals are staff volunteers who have been specifically trained to assist during an evacuation. Any orders from them during an evacuation must be adhered to.

Responsibilities include:

- Checking their assigned floor to ensure all individuals have evacuated.
- Reporting the floor status to the QMUL Malta Crisis Management Team and Emergency Services at the Assembly Point.

A list of current Fire Marshals and their designations is posted in all staff kitchens and on official communication boards.

#### **Weekly Fire Alarm Tests**

- QMUL Main Building: Every Friday at 9:00 a.m.
- Anatomy Centre: Every Friday at 11:00 a.m.

If the alarm is **not** audible in your area during these tests, please report it to the QMUL Malta Helpdesk so that corrective action can be taken.

Please note: Should the audible alarm last for over 30 seconds during these testing times, begin evacuation.

Emergency	Action	Emergency Services (Medical, Fire, or Police
FIRE	Shout out, Get out, Stay out Shout Out.	Dial 112 once you have safely evacuated the building.
	In case of a fire, immediately activate the nearest fire alarm call point. Close doors and evacuate the building using the closest and safest fire exit. It is University policy that no one should attempt to extinguish fires; your safety is more important than property.	
	Upon hearing the alarm, evacuate the building immediately and proceed to the assembly point at the front of the Anatomy Centre building's main entrance.	
	<b>Stay Out.</b> Do not re-enter the affected building without directions from the QMUL Crisis Management Director/Lead/Team.	
	Occupants with a disability should evacuate according to their Personal Emergency Evacuation Plan (PEEP). If the occupant is a visitor, the host must notify the Fire Safety Team using the Refuge Intercom located at each fire exit within the evacuation steps.	

#### Natural Disasters-Earthquake Response Plan

Due to Malta's geographic location near tectonic plate boundaries and its historical proximity to regions affected by significant seismic activity, a Campus Response Plan is established to address the unlikely occurrence of a <u>major</u> earthquake. While it is not feasible to have a policy for every possible natural disaster, this plan has been developed due to the specific seismic risks mentioned above.

Please note: **Earthquakes of significant magnitude are extremely rare in Malta**. However, preparedness is essential.

#### During a Significant Earthquake

#### 1. Shelter in Place

All occupants should **immediately take cover and shelter in place**. Seek refuge under sturdy furniture such as a desk or table, or stand in a doorway to protect against falling debris.

Do not attempt to evacuate while tremors are occurring.

#### 2. If Outdoors

Individuals who are already outside the Campus buildings must remain outside and move away from windows and building facades. Find a safe, open space and get low to the ground until the tremors stop.

After the Earthquake (Typically Lasting a Few Seconds)

1. QMUL Malta Crisis Management Director and/or Lead will initiate evacuation procedures and trigger the alarm. All occupants must assess the safest exit route and proceed calmly to the Assembly Point.

#### 2. Fire Marshal Checks

If it is safe to do so, Fire Marshals will perform a floor sweep to check for any injured persons or individuals who may require evacuation assistance. Once their area is cleared, they must report to the Assembly Point and assist with the head count.

#### 3. Post-Evacuation Inspection

Once all occupants are confirmed outside, the **Facilities and Resources Team** will perform a **visual inspection** of the buildings to identify any signs of catastrophic damage.

4. **No one is permitted to re-enter the buildings** until the inspection is complete. All significant structural damage will be reported immediately and referred to a Civil Engineer for a comprehensive safety evaluation of structural integrity.

#### **Bomb Threat or Suspicious Package Protocol**

#### If You Receive a Threatening Call or threat:

- Remain calm and listen carefully.
- Obtain as many details as possible, including:
  - The exact wording of the threat
  - Time and date of the call
  - o Any background noise (e.g., traffic, music, voices)
  - o The caller's voice (e.g., accent, tone, gender, age)
- **Do not hang up,** keep the caller engaged as long as possible. Whenever possible, ask open-ended questions that cannot be answered with a yes or a no. The more details, the better. Listen carefully and whenever possible, record all the details.
- Immediately notify the Police, Crisis Management Director/Lead and QMUL Malta Security.
- All threats will be considered legitimate and assessed by Emergency Service Personnel.
- Do not initiate an evacuation unless explicitly instructed to do so by the QMUL Malta Crisis Management Director/Lead or Emergency Services.
   Evacuating without proper instructions may place individuals at a greater risk, especially if the location of the threat is near or along evacuation routes.

#### If You Discover a Suspicious Package or Device

· Remain calm.

- Do NOT touch, tamper with, or move the item.
- Immediately notify QMUL Malta Security and the Crisis Management Lead to assess the threat.
- The **Crisis Management Lead** will contact Emergency Services if the device/package is deemed to be a threat or unaccounted for.
- If you believe the danger is imminent:
  - Leave the area immediately using the nearest fire exit.
  - o Contact the **Police (112)** as soon as you are in a safe location.
- Always prioritise safety and **remain calm** to avoid causing panic.

# Never communicate threats to individuals who are NOT Emergency Services or the QMUL Malta Crisis Management Director and/or Lead.

Spreading unverified information can lead to panic, confusion, and hysteria, thereby putting Campus occupants at further unnecessary risk. Always follow official communication protocols. **All threats will be considered legitimate**, and only authorized personnel may judge otherwise.

If the device is deemed to be credible by Emergency Services, the Crisis Management Lead will initiate a coordinated evacuation. <u>Never pull a manual pull station to begin a general evacuation during a bomb threat, as this may cause occupants to proceed towards the vicinity of the device.</u>

#### First Aid & Emergency Illness Response

#### **First Aid Assistance**

QMUL Malta provides First Aid support. QMUL Malta First Aiders are highly trained and will also contact emergency services and coordinate site access if required. If you require First Aid:

#### Minor incidents not requiring an Ambulance

Contact a First Aider via the Microsoft Teams app, dial (+356) 2156 4686, or visit either the Security or Student Reception Desk.

- A list of trained First Aiders is available in all staff kitchens and at the Reception Desk
- First Aid kits are located at the Reception Desk and in the staff kitchens on each floor
- AED's (Automated External Defibrillators) can be accessed at the Student Reception desk or in the Anatomy Centre main hallway.

#### In the Event of Sudden Illness or Collapse

#### The person who discovers the victim must:

- Immediately call Emergency Services: Dial 112
- If certified, administer First Aid or immediately contact a QMUL First Aider to assist. The victim should not be left unattended at any time
- Inform QMUL Malta Reception that you have called emergency services. This allows staff to prepare access routes, including doors and lifts, to enable swift entry for paramedics and equipment.
- First Aider is to remain with the victim until Emergency Services arrive.

Quick communication with reception can be lifesaving. It ensures a faster, more coordinated emergency response.

#### Reporting an Accident or Near Miss

All accidents and near-miss incidents must be reported on MySafety

• Send a detailed incident report or email to <a href="Edgar Mercieca">Edgar Mercieca</a>, <a href="Health and Safety Coordinator">Health and Safety Coordinator</a> to ensure the incident is logged with all the correct details.

The Health and Safety Coordinator maintains the official Site Incident Logbook and will follow up on any building or resource-related issues that may have contributed to the incident.

#### **QMUL Malta Campus – Emergency & General Support Contact Number**

QMUL Malta Campus has a dedicated phone number to assist with general inquiries and provide immediate support during health or safety emergencies:

#### (+356) 2156 4686

We strongly encourage all staff, students, and visitors to save this number to their personal devices for quick and easy access. All calls will be directed to our reception desk, with support from our on-site security team as needed.

**Important:** In the event of a serious emergency, please dial **112** immediately to reach emergency services.

# Queen Mary University of London, Malta Campus Overview

## **Operational Services Contact Information**

Contact	Name	Contact Details
Director of Operations	Dr. Elizabeth Bridges	email: e.bridges@qmul.ac.uk
Crisis Management Director		
Deputy Dean of Education	Professor Cathy Molyneux	email: c.a.molyneux@qmul.ac.uk
Facilities and Resources Assistant	Mr. Edgar Mercieca	email: e.mercieca@qmul.ac.uk
Health & Safety Coordinator		fm-malta-helpdesk@qmul.ac.uk
Crisis Management Lead		
Curriculum Operations and Quality Manager	Ms. Laurette Dudney	email: <u>l.dudney@qmul.ac.uk</u>
		student-office- malta@qmul.ac.uk
Head of Student, Academic & Pastoral Support (SAPS)	Ms. Aimee Dent	email: a.dent@qmul.ac.uk
		student-support- malta@gmul.ac.uk
Business Services Administrator	Mr. Lee Hughes	email: <u>l.hughes@qmul.ac.uk</u>
		malta@qmul.ac.uk
IT Services	Mr. Anson Buttigieg	Tel: +44 20 7882 8888
		Website: <u>its.qmul.ac.uk</u>
Student Reception Desk	Ms. Lucienne Laferla Rosso	email: <u>l.laferlarosso@qmul.ac.uk</u>
		reception-malta@qmul.ac.uk (+356) 21564686
QMUL Malta Campus Security		maltasecurity@qmul.ac.uk
		(+356) 21564686

#### **Access to Campus**

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

The QMUL Main Building floors are accessible by elevators and a main stairway located at the centre of the building.

The Anatomy Centre is a one-story ground-floor site.

All cardholders must ensure doors close securely behind them upon entry and exiting.

Please note that the Service Elevator on the west side of the Main Building is only to be used by QMUL service personnel.

All occupants are requested to familiarise themselves with the areas within the University.

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

Anatomy Centre is open Monday-Friday. Visitors are not permitted unless invited and escorted by QMUL Anatomy Centre Staff.

The University operates with three different levels of access privileges:

- Full Building Access
- Partial Lockdown
- Full Building Lockdown

#### **QMUL Main Building**

Day	Full Access	Partial Lockdown	Full Lockdown
Mon–Fri	07:00–17:00	17:00–03:00	03:00-07:00
Saturday		07:00–03:00	03:00–07:00
Sunday/Holidays		07:00–03:00	03:00–07:00

#### **QMUL Anatomy Centre**

Day	Full Access	Partial Lockdown	Full Lockdown
Mon–Fri	08:30–17:00		1700-0830
Saturday			
Sunday/Holidays	_		

Full Lockdown: No access unless arranged in advance or during emergencies. Requests must be made at least 5 working days in advance via the FM Helpdesk.

# All occupants are kindly requested to begin exiting the premises 10 minutes prior to full lockdown.

This allows QMUL Malta Security to complete lockdown procedures efficiently and safely. Adhering to this request is essential to ensure the safety and security of the Campus.

#### **Visitor Protocol**

All visitors are required to report to the reception desk upon arrival.

#### Hosts must:

- Always escort the visitor during their stay
- Inform them of emergency evacuation routes and procedures
- Notify QMUL Malta Security in advance if access to secured areas is required

This ensures compliance with health, safety, and security protocols while on campus.

#### **Access Control**

Access Control is operational across both University buildings. All QMUL Malta staff and students are issued with an access card upon commencement of employment or studies on campus.

Access is granted based on authorisation levels, and only those with approved permissions will be able to enter designated areas. Depending on user profiles, doors are programmed to operate during the appropriate building access hours and under specific restrictions.

Main entrances and general public areas are unlocked during Campus open hours. All other doors fitted with access control are only operable with a valid access control card during the authorised access times.

To exit through any access-controlled door, please press the green-labelled door release button next to each door.

#### **Access Card Programming**

Access cards are programmed on-site. To request a card, contact the Facilities and Resources Team via email to arrange. Please provide the necessary details.

- Full Name
- Job Title or Student Year group
- Email address
- Identify if access is permanent or temporary, and if so, indicate the dates that access is needed.

Staff access cards must be requested by the relevant Line Manager, while student cards are authorised by the Student Administration Office. Departments are encouraged to request card programming as soon as a new employee is confirmed, allowing cards to be preprogrammed ahead of their start date.

#### **Requests for Additional Access**

Each cardholder is assigned to an access group based on operational requirements. If you are unable to access areas necessary for your role:

- 1. Submit a written request to your Line Manager.
- 2. Once written approval is received, forward it to the Director of Operations and Facilities and Resources Team, who will update your access permissions accordingly, if deemed appropriate.

#### **Temporary Access Cards**

Temporary cards can be issued for pre-approved visitors. Host departments should email the QMUL Helpdesk with the following details:

- Date the card is required
- Visitor's full name and job title
- Estimated arrival and departure dates
- Visitor's email address

Temporary Cards are typically issued for one day only, unless otherwise stated. The host is responsible for collecting and returning the card to the security desk before the visitor's departure.

#### **Collection and Return**

- Cards are collected and returned at the Security Desk.
- Visitors should return the card to the Security Desk or Host Department upon departure.
- Hosts may collect a card in advance if needed for out-of-hours access (after 17:00) and subject to approval.

#### Extended Use:

By prior arrangement, access card permissions may be issued for up to 3 days, or longer in exceptional cases, with approval from the Director of Operations and/or the Facilities and Resources Team.

#### **Lost or Stolen Access Cards**

If your access card is lost or stolen, immediately report it to QMUL Malta Security. Prompt reporting helps maintain the security of the Campus.

- Students: Contact the Security Reception for a replacement card (typically available within 1-2 business days).
- Temporary Access: Security may provide a temporary access card if your card is forgotten or pending replacement. Subject to availability.
- Found Cards: If your card is later recovered, it can be reactivated. Please hand in found cards to the Security Desk.

#### **Hard Key Access**

Certain areas on campus are secured using traditional hard keys. These areas are typically restricted to service staff and operational personnel.

If you require access to one of these rooms, please **contact the FM Helpdesk** to request authorisation.

In the event of a lost or damaged key, please report it immediately to either the FM Helpdesk or the Security Desk.

Subject to approval, a replacement key will be issued within three business days.

#### **End of Employment or Studies**

When an employee or student leaves QMUL Malta, the Line Manager or Head of Department must:

- 1. Collect the individual's Access Control Card
- 2. Notify the QMUL Malta FM Helpdesk with the employee's or student's full name and last working/study day.

# Health, Safety, and Welfare

The responsibilities of both employees and managers are outlined in the **QMUL Malta**, **Health and Safety Policy**.

All staff are encouraged to raise any health and safety concerns directly with the Health and Safety Coordinator, their line manager, or during team meetings.

Health, safety, and welfare are shared responsibilities on campus. The Health and Safety Directorate advises all members of the university community on matters relating to health and safety.

All new staff members will automatically receive a notification to complete <a href="Mandatory Training">Mandatory Training</a>, covering a range of health and safety topics. In addition, a **Health and Safety induction presentation** will be sent to ensure that new team members, students, and visitors are adequately familiarised with procedures and expectations at Queen Mary Malta Campus.

After induction, it is the responsibility of each staff member, with support from their line manager, to ensure the **QMUL Malta Campus Health and Safety Training Matrix** is followed for any further training required based on their role. Any training and certification completed outside of the CPD platform must be uploaded by the individual to their **CPD** records.

#### **Risk Assessments**

Any organiser of an activity that involves, or may involve, significant risks not already addressed by existing procedures **must** complete a risk assessment. This includes:

- Alternate teaching methods
- Overseas travel
- Special events on campus
- Alternate work methods

Risk assessments must be submitted through the <u>MySafety</u> system. Organisers are responsible for identifying risks and the actions required to eliminate or reduce them to a tolerable level.

For guidance on completing a risk assessment, visit the <u>Health and Safety Directorate</u> <u>website</u> or contact:

- Health and Safety Coordinator Edgar Mercieca at <u>e.mercieca@gmul.ac.uk</u>
- Or submit a request via the <u>FM Helpdesk</u>

#### **Occupational Health**

**Students** experiencing health issues, whether caused or aggravated by their work, are encouraged to report them to:

- Facilities Management (for physical concerns)
- <u>SAPS team</u> (for mental health or psychological concerns)

**Employees** experiencing health and well-being issues, whether caused or aggravated by their work, are encouraged to report them to:

- Facilities Management (for physical concerns)
- <u>Human Resources</u> (for Employee Assistance Programme referral and all other work-related issues)

Anyone who has concerns about another person's well-being is also encouraged to seek support from the above contacts for appropriate next steps.

#### **Health and Safety Coordinator**

The Health and Safety Coordinator at Queen Mary Malta Campus is **Edgar Mercieca** e.mercieca@gmul.ac.uk

For full details, please visit: **QMUL Health and Safety Directorate** 

#### **Personal Security**

- Always lock your screen when leaving your workstation.
- Never leave valuables unattended.
- If you notice any suspicious or unfamiliar individuals in the building, report them immediately to **QMUL Malta Security**.

#### **Workstation Risk Assessments**

All staff are required to complete a **Display Screen Equipment (DSE) Workstation Assessment**. This ensures a safe and ergonomic work setup, both in the office and when working from home.

New staff will receive an email from alert@qmul.oshens.com with a link to their assessment. If this is not received, you should request an assessment via:

MySafety Workstation Assessment Guidance

The assessment covers:

- Desk and chair ergonomics
- Monitor positioning
- Posture
- Eye strain risks

It provides an opportunity to raise any related concerns.

#### **Optician Services**

If the assessment determines that an individual is experiencing ill effects from the use of display screen equipment, QMUL Malta provides access to Optician Services, which is available to all **staff members**.

To receive this benefit, the staff member will:

• Download, print, and fill out the Optician Services Form

- Make an appointment at <u>Joseph Dispensing Opticians Malta and Gozo Contact</u>.
   Services received from any other vendor will not be accepted. Please ensure that you mention you are a Queen Mary, Malta Campus staff member. <u>Ask the optician to sign and date the form upon rendering services.</u>
- Pay in full and collect receipts. Forward the completed form along with the receipts to Edgar Mercieca e.mercieca@gmul.ac.uk
- Staff members are eligible for reimbursement payments of €25 for eye tests. If eyeglasses are required, QMUL HSD will provide a €50 reimbursement towards the cost of the glasses or the full purchase price if they are less than €50. Payments will be processed and included in your next payslip (tax-free). Additionally, there is a 25% discount available for eyeglasses directly from the vendor.
- Staff may use this benefit once each calendar year. The benefit is strictly to be used by QMUL, Malta Campus Staff only.

#### **Smoking Policy**

Queen Mary University of London, Malta Campus maintains a strict no-smoking or vaping policy within both Campus buildings. This also includes the main building's roof terrace, on the fire escape stairs, and the Anatomy Centre internal courtyard.

#### **Shared Office and Workspace Guidelines**

To promote a respectful, productive, and inclusive work environment, all staff are kindly asked to observe the following etiquette when using shared office spaces:

#### • Respect the Need to Work

Avoid initiating conversations when a colleague is visibly focused. Instead, politely ask if it is a suitable time to interrupt.

#### • Minimise Distractions

- Use headphones when listening to business-related audio or video.
- Book conference rooms for virtual meetings.
- Refrain from holding in-person discussions at your desk; please use designated meeting areas.

#### • Maintain Organisation

- Keep your desk tidy to avoid clutter spreading to neighbouring workspaces.
- Ensure that all walkways and emergency exits are kept clear at all times.

#### Respect Privacy

- Avoid looking over colleagues' shoulders or viewing their screens.
- Do not intentionally listen to private conversations or phone calls.

#### Avoid Strong Odours

- Eating or drinking at desks (except water) is not permitted.
- Please avoid wearing strong perfumes or colognes that may affect others in the workspace.

#### • Stay Home if Unwell

- Practice good hygiene.
- If you are unwell, please remain at home to prevent the spread of illness and minimise disruption.

#### Address Issues Respectfully

If a concern arises:

- Address it calmly and directly with the individual involved before escalating.
- Ensure any discussion leads to a shared understanding and prompt resolution.

#### **Office Moves**

Should the need arise, and staff are required to move offices or workstation locations, please notify both the QMUL Malta FM Helpdesk and the IT Department in advance. They will coordinate and provide the necessary assistance to ensure the move is conducted safely and efficiently.

#### Important Reminders:

- Do not move any furniture or computer equipment yourself. This is to avoid injury and ensure equipment is handled correctly.
- All proposed office layouts or furniture changes must be approved in advance by the Director of Operations and the Facilities and Resources Department. This is to ensure compliance with space planning guidelines and health and safety regulations.

#### **Travel to Campus**

#### **QMUL Campus Location**

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

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 for approximately 5.8 km, until you reach the first roundabout in Victoria.

At the roundabout, take the first exit on the left onto Triq I-Arcisqof Pietru Pace.

Proceed for about 0.4 km, then take the first left, following the signs to Gozo General Hospital.

#### By Bus: 301, 303, 323

From Mgarr Harbour to Victoria. Bus Stop name BORG or GONNA. Proceed by following the signs to the Gozo General Hospital.

#### Car Parking:

There is no reserved parking available on campus. The public parking lot is located just outside the entrance gate of Gozo General Hospital.

Specific parking arrangements can be made for visitors and persons with disabilities, subject to availability. To request assistance, please contact the FM Helpdesk at least **three (3) working days** in advance.

#### **Bicycles:**

On-site bicycle racks are available on the east side of the QMUL Malta Main Building. Bicycles must **not obstruct pathways or emergency evacuation routes** under any circumstances.

Please note that the University accepts no responsibility for loss, damage, or theft of personal transportation. Users are strongly advised to lock their bicycles securely and refrain from leaving them on campus overnight.

Electric scooters, bicycles, or any other mode of transportation that requires charging are **not permitted** <u>inside</u> any QMUL buildings due to safety and fire risk concerns.

## **QMUL Facility Services**

The following is to help you understand and make the best use of the facilities and services available on the Queen Mary University of London (QMUL) Malta Campus.

#### **Maintenance Services**

- Responsive Repairs: Unplanned repairs
- Planned Preventive Maintenance (PPM) including regular statutory checks
- Additional Works: Projects outside the main scope of work
- Room setup

#### **Housekeeping Services**

Operating Monday to Friday (07:00–15:30), housekeeping staff:

- Clean common areas
- Restock and maintain restrooms
- Clean fridges weekly
- Respond promptly to spills
- · Garbage collection and removal

#### **Security Services – QMUL Malta**

QMUL Malta Security staff are fully trained and licensed professionals who fulfil a wide range of responsibilities critical to maintaining a safe, secure, and well-managed campus environment.

The Security Team is based at the QMUL Malta Main Building reception area on the ground floor and operates **24 hours a day, 7 days a week** from the main entrance.

#### Core responsibilities include:

- Key management
- CCTV and fire alarm monitoring
- Securing all buildings
- Out-of-hours response and routine patrols
- First Aid response
- Bulk delivery handling
- · Contractor access checks
- Postal collection and delivery
- Monitoring access to the premises
- Managing visitor registration and issuing access cards
- Supporting fire and evacuation procedures
- Conducting general facility checks
- Responding to incidents and emergencies
- Liaising with emergency services
- Providing support to staff, students, and visitors

#### For security assistance, contact QMUL Malta Security immediately at:

(+356) 2156 4686. Please save this number on your personal device for quick access.

#### Facilities Management Helpdesk - QMUL Malta

QMUL Malta provides a centralised Helpdesk service to manage all building repair and maintenance requests. The Helpdesk logs each request and routes it to the appropriate members of the on-site Facilities Management (FM) Team or external service providers.

When a request is submitted, an automated confirmation email is generated and sent to the relevant team for prompt action.

#### What Can Be Reported

You may use the Helpdesk platform to:

- Report building-related faults or issues (e.g., lighting, plumbing, fixtures)
- Request additional services or minor works
- Submit maintenance enquiries
- Request additional furnishings or room setup

#### **How to Submit a Request**

There are three options to report an issue or request support:

- Complete and send the online request form at: Campus Maintenance Request
- Scan the QR code below using your mobile device
- Download the app and save to your home screen for quick and future access.



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.



All requests will be logged and managed by the Facilities and Resources Team, who will coordinate with relevant service providers as necessary.

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

- Your name
- Email address
- Contact number

- Indicate the relevant building
- Room Number

Facilities and Resources can also be contacted by email at FM Helpdesk or Edgar Mercieca

#### **IT Technical Support**

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

For technical support, you may:

Call: +44 0207 882 ext. 8888

Visit: its.qmul.ac.uk

Alternatively, scan the QR code below to access the IT support portal:



All IT-related issues must be reported by submitting a ticket through the IT support channels above.

#### Additional Works - QMUL Malta

Additional works refer to services requested that fall outside the standard scope of Facilities Management (FM). These works require additional planning, resources, and approval.

Examples of additional works include (but are not limited to):

- Building modifications or specialised repairs
- Installation of additional services (e.g., equipment, furniture, fixtures)
- Labour-related support (e.g., room setups, internal relocations)
- Temporary or additional staff support
- Support for large-scale events (e.g., logistics, setup, technical assistance)

If you require any additional work, please submit a detailed request to the QMUL Malta FM Helpdesk.

Requests will require prior approval from the Director of Operations and may incur additional costs.

#### Request & Approval Process for Additional Works - QMUL Malta

To ensure safety, compliance, and proper coordination, all additional works must follow the process below:

#### **Step-by-Step Process**

- Initial Review- Any request outside the FM scope will be identified and reviewed by the Director of Operations and the Facilities and Resources Team.
- Quotation- If approved to proceed, a quote will be prepared within 10 working days of the request submission.
- Quote Review- The quote will be shared with all relevant parties for review and feedback.
- Final Approval- The quote will be submitted to the Director of Operations for final approval.

#### **Important Notes**

- No additional works should be undertaken without following the above approval process.
- Installation of notice boards, whiteboards, paintings, or any wall-mounted items must be reported to the QMUL Malta Helpdesk.

This ensures:

- Hidden services (e.g., wiring, plumbing) are not damaged.
- o Appropriate wall fixings are used for safety and structural integrity.

#### **Health & Safety and Compliance**

QMUL Malta will oversee the entire process to ensure:

- Compliance with all Health & Safety regulations
- Controlled access to critical areas (e.g., electrical distribution boards)
- Minimised disruption to building occupants (e.g., power, water, noise)
- Updates to Manuals and CAD building plans, where applicable

If you are unsure or require further guidance, please contact <u>Edgar Mercieca</u>, who will assist with your enquiry and provide the appropriate support.

#### **External Contractors – QMUL Malta**

External contractors are occasionally engaged to carry out work on campus. To ensure safety, compliance, and minimal disruption, strict procedures must be followed at all times.

#### **QMUL Malta Oversight**

QMUL Malta will oversee the entire process to ensure:

- Compliance with all Health & Safety regulations
- Controlled access to critical areas (e.g., electrical distribution boards)
- Minimal disruption to operations (e.g., power, water, noise)
- Updates to building manuals and CAD plans, where applicable

If you are unsure or require further guidance, please contact **Edgar Mercieca**, who will assist you and provide the appropriate support.

#### **Pre-Work Requirements**

Before the commencement of any work, the requesting department or individual must ensure the following:

- A full scope of work is submitted to the Facilities and Resources Team. This must include:
  - Technical plans or drawings (if applicable)
  - o Health & Safety Risk Assessments
  - Method statements
- Upon completion of work, any statutory certification (e.g., electrical safety, pressure testing) must be submitted.

Failure to provide this documentation before work begins may result in the contractor being denied access to the premises.

#### **On-Site Requirements**

All contractors must:

- Complete a QMUL Malta Health & Safety Induction
- Obtain a Permit to Work issued by QMUL Malta
- Adhere to all safety protocols and instructions issued by Facilities and Resources

#### **Access Arrangements**

To gain access to restricted areas (e.g., Loading Bay or Service Elevator), contractors must submit a request via the QMUL Malta Helpdesk, including:

- Company name
- Full names of operatives
- Estimated time of arrival
- Purpose of access

Access will only be granted upon confirmation by Facilities and Resources.

#### **Works Affecting Building Services**

If the proposed work involves any of the following:

- Electrical distribution boards
- Fire safety systems
- Main services (e.g., power or water)
- · Any activity that may pose Health & Safety risks or hazards

Then the Facilities and Resources Team must be notified at least one week in advance. This is to allow for proper coordination and mitigation of potential disruptions.

#### **Important Notes**

- Service elevators may only be used by contractors under the supervision of QMUL Malta staff.
- Passenger elevators must never be used by contractors to transport tools, equipment, or perform service-related activities.

#### **Booking Process for Internal/External Meetings and Special Events**

#### **Event Booking Request Form**

#### **Booking Process for Internal/External Meetings and Special Events**

QMUL Malta requires all internal and external organisers to follow the appropriate procedures when booking space for meetings, functions, or special events.

#### **Booking Timeframes**

To request a function or meeting space, the organiser must complete an <u>Event Booking</u> <u>Request Form</u> within the following timelines:

- Standard Events: Submit at least 10 business days prior to the event.
- Large Events/Conferences or Events Requiring Catering: Submit at least 30 calendar days in advance.

#### Submissions outside of these timeframes may result in the event not being approved.

#### **Approval & Confirmation**

- If approved, confirmation will be issued within 3 working days of the request.
- Do not use any space without receiving a confirmed booking notification.

#### **Cancellations**

• Please cancel any bookings that are no longer required by email as early as possible to free up space for others.

#### **Special Considerations During Lockdown Periods**

If planning an event during a Partial or Full Lockdown, note that additional staffing or precautionary measures may be required to ensure compliance with health and safety guidelines.

#### **Risk Assessment Requirements**

All event requests are subject to a Risk Assessment, which will evaluate:

- Whether individuals requiring evacuation assistance will be present
- Availability of trained Fire Marshals
- Specific areas/rooms requested for use
- · Building occupancy during the time of the event
- Staffing availability
- Any special set-up or support requirements

Events will only be approved if risk levels are within acceptable thresholds under university policy and if the organiser agrees to manage the space in accordance with approved occupancy limits.

#### **Campus Environmental Impact and Waste Disposal**

QMUL Malta is committed to maintaining a clean, sustainable, and environmentally conscious campus. All staff, students, and visitors are asked to observe the following guidelines:

#### Waste Disposal and Recycling

- General Waste is centrally collected. Waste bins are available in every room across campus.
- Recycling Bins for paper and general recyclables are located in staff kitchens and student common areas.
- Confidential Waste must be shredded.
  - o Shredders are available in key locations and are emptied twice daily.
  - Departments are responsible for ensuring confidential documents are properly destroyed.
- If you require additional waste or recycling bins, please contact the QMUL Malta Helpdesk.
- Waste removal requests can also be submitted via the Campus Maintenance Form.

#### **Energy and Water Conservation**

Help reduce our environmental impact by:

- Switching off lights, air conditioning units, and other equipment when not in use
- Ensuring all taps are properly closed after use
- Reporting leaks or maintenance issues to the QMUL Malta FM Helpdesk immediately

#### **Sustainability Commitment**

Every small action contributes to a greener future. We encourage all members of the QMUL Malta community to:

- Consider the waste generated by their choices
- Use the recycling and shredding facilities provided
- Opt for sustainable commuting options whenever possible
- Be mindful of energy and resource usage

Together, we can create a cleaner, more sustainable campus for everyone.

#### **Food and Drink Policy**

To maintain hygiene and protect equipment and furnishings:

- Food and drink are only permitted in the cafeteria and designated staff kitchen areas.
- Consumption (excluding water) is strictly prohibited in all:
  - Teaching spaces

- Lecture halls
- Meeting rooms
- Staff workstations

#### **Deliveries and Package Acceptance**

QMUL Malta facilitates the safe and efficient handling of all deliveries to campus. Please review and adhere to the following procedures to ensure smooth operations:

#### **Delivery Hours**

- Accepted: Monday to Friday, 07:00 17:00
- Mail Collection: Daily, held at the Security Desk
  - o Recipients will be notified upon receipt

#### **Courier Deliveries – Advance Notification Required**

To avoid refused deliveries:

- A <u>Delivery Sheet</u> must be submitted in advance
  - This will notify:
    - QMUL Malta FM Helpdesk
    - QMUL Malta Security
    - Student Reception Desk
- Upon arrival: Security logs the item and notifies the recipient
- For recurring daily deliveries, please contact the FM Helpdesk to establish standing instructions.

#### **Delivery Collection Protocol**

If the recipient is unavailable:

- Another person may collect the item with written approval sent in advance to <u>QMUL</u> <u>Malta Security</u> and the <u>FM Helpdesk</u>
- If no one is available, the item will be held in a locked storage area (subject to space availability)

#### **Large Deliveries and Freight**

- Must be directed to the Loading Bay in Zone B (Ground Floor of the Main Building)
- Upon arrival, delivery personnel must:
  - Contact QMUL Malta Security
  - Security will notify the intended recipient
- All large deliveries will be supervised by QMUL Malta staff
  - Assistance with internal transport may be provided upon request
  - o Service Elevator will be used for transporting goods to upper floors

Note: Access to the loading bay and delivery storage areas is strictly by supervision only. Entry without an escort by QMUL Malta Security is not permitted.

#### **Porter Services**

QMUL Malta offers a Porter Service available weekdays to support:

- Helpdesk Work Orders
- Deliveries
- Room or office moves

Minimum Notice Required: 3 business days.

#### **Equipment, Material, or Property Removed from Campus**

No equipment, materials, or property may be removed from university premises without prior written authorisation from the Director of Operations, with the FM Helpdesk copied on the request and approval.

#### Important:

The unauthorised removal of university property is strictly prohibited and constitutes a security breach. Such conduct will be subject to disciplinary action in accordance with QMUL policy and may result in prosecution under applicable law.

#### **Hospitality**

#### Catering

Queen Mary University of London (QMUL) Malta Campus does not provide in-house catering services.

However, a third-party contractor operates and manages the QMUL, Malta Campus cafeteria, located on the third floor. The cafeteria is open:

• Monday to Friday: 08:00 – 18:00

The third-party **contractor** is fully responsible for the quality and safety of all food and beverages served.

#### Disclaimer:

QMUL does not accept liability for products or services provided.

For catering-related enquiries or to coordinate specific requests, please contact the **Business Support Office**.

#### **Staff Kitchens**

Staff kitchens are located on each floor and are stocked with:

- Water
- Tea and coffee
- Milk and sugar

These amenities are available for use by staff and official university visitors.

Weekly Reminder:

All personal food and drink items must be removed from refrigerators by Friday each week to allow for cleaning.

Any items left in fridges after this time will be disposed of.

#### **Water Dispensers**

Water dispensers are available throughout the Campus.

To support sustainability, plastic cups have been removed in most locations.

Please use refillable water bottles, take care when dispensing, and avoid spills. Water is a shared resource; use it responsibly.

#### **Vending Machines**

- · Located on the second floor and in the cafeteria
- Accessible during:
  - Regular opening hours
  - Partial lockdown hours (second-floor machines only)

#### **Showers and Lockers**

Shower facilities are available on the first floor, including an accessible shower.

- Towels and personal products are not provided
- Please ensure the area is left clean after each use

#### Lockers

- Available in the shower room and on the Mezzanine floors
- Keys may be requested from the Security Desk, subject to availability

#### **Complaints, Comments, and Compliments**

We welcome all feedback relating to facilities services.

If you have:

- A complaint
- A suggestion for improvement
- Or wish to commend a team member for excellent service

Please contact the **Director of Operations**, with the **FM Helpdesk** in copy.

All feedback will be reviewed and responded to accordingly.

#### **Updates to This Guide**

To propose updates or changes to this Guide, please contact the **QMUL Malta FM Helpdesk**.

Your suggestions will be reviewed and implemented where appropriate.