

King's Service Centre

Quintdown Industrial
Estate, Newquay

KCL Site Induction

King's Service Centre

Welcome

Thank you for reading this induction. All information should be read and understood prior to commencing work at King's. If you have any questions, please feel free to contact us at Permits@kcl.ac.uk.

Campus Specific Information: **red** boarder at the top of the page

All Sites General Information: **blue** boarder at the top of the page

About King's Service Centre Newquay Site

The King's Service Centre site consists of several buildings which are King's Service Centre (KSC) provides first-line IT support to King's College London 24 hours a day, 7 days a week, 365 days a year. It is also home to King's Estates & Facilities Service Desk and other technology teams.

Location:

King's Service Centre
Quintdown Business Park
West Road
Quintrell Downs
Newquay
TR8 4DS

King's Service Centre Newquay

Buildings in this campus

- Unit 3B
- Unit 2C

King's Service Centre Newquay Map



King's Service Centre Newquay – Key Contacts



Estates & Facilities Desk: 0207 848 9041

Other Useful Numbers: 0207 848 8888

Permit Requests

Local Asset Maintenance Team:

0207 848 9041



Site Information

**Buildings are typically open between 8am and 6pm, Monday to Friday.
Access outside of these hours is only with prior agreement.**

- You must access the building via the designated entrance and exit only.
- Welfare facilities: This is a private residence, please check with the occupier prior to the use of any facilities
- All deliveries must be received and handled by yourself.
- No storage of materials/tools is permitted unless by previous agreement with your King's Service Centre contact.

Parking

- Parking on-site is restricted and should only be arranged through your King's Service Centre contact who will arrange parking with the local security.
- Parking is limited and cannot be guaranteed.

Emergency Arrangements

For Accidents/Incidents Including:

- Suspicious packages.
- Chemical, biological or radiological spillages
- Discovery or accidental damage of suspect asbestos containing materials

Local A&E Hospital:

[Royal Cornwall Hospital](#)

Treliske

Truro

Cornwall

TR1 3LQ

Tel: 01872 250000

Fire Alarm Bell Test

Fire Alarm Tests are carried out every Tuesday in 2C and Friday in 3B.



Fire and Evacuation

The Fire Alarms across all sites are audible sounders.

In the event of a fire or alarm please:

- If the fire alarm sounds for more than 30 seconds, **Stop work** immediately, ensuring the area is left safe for other evacuee's and evacuate.
- Follow the fire action notices that are displayed in prominent places.
- Follow fire exit directional signage to your nearest fire exit.
- Foreman/Supervisors to ensure all personnel have been accounted for.
- When leaving the building, personnel must safely disperse and distance themselves from the immediate area.
- Please return to building's main entrance 30 mins after being evacuated.
- Do not re-enter the building until you're told it is safe by an Evacuation Marshal or Evacuation Controller (wearing a high-vis jacket/vest).
- **Always keep fire escape routes clear.**
- **Never prop a fire door open.**
- **Fire Safety Systems must not be tampered with or disabled without a valid work permit.**



Please ensure you familiarise yourself with the emergency procedures for the building/buildings you may be working in.

Accidents/Incidents

Accidents/Incidents Reporting:

- Advise your King's Service Centre (KSC) / King's College London (KCL) contact for support and where applicable contact the emergency services as directed.
 - Contact your KSC representative to inform them of accident/incident.
 - You must ensure all accidents or incidents, including near misses, are reported through your own company's system.
 - The KSC representative will ensure and record on KSC's Accident Management System (AMS).
- Suspected RIDDOR events should be brought to the attention of your employer, KSC and KCL as soon as possible via the following:
Permits@kcl.ac.uk / safety@kcl.ac.uk / contractors@ksc.ac.uk
- Reporting of a RIDDOR event will be agreed and coordinated between H&SS and the Employer/Contractor.



Site Safety Rules

Whilst on site, contractors are expected to:

- Behave in a respectful manner towards staff, students and visitors at all times. Any inappropriate dress, language or behaviour (e.g. lewd/aggressive) is not acceptable under any circumstances.
- Contractors are not permitted to access any areas (other than public areas) that are outside their working boundaries. King's College London also reserves the right to remove any operative from its site for breaching these rules or other unacceptable behaviours.
- **Sign IN** and **OUT** every day. If you do not, we cannot implement our security and emergency procedures which enables us to ensure your safety.
- If you are required to work "out of hours" signing in/out arrangements must be agreed, in advance with the appropriate Estates and Facilities Office.

Information for contractors may be found on the KCL website:

<https://www.kcl.ac.uk/aboutkings/orgstructure/ps/estates/contractors>

SITE SAFETY RULES

Every year thousands of people are injured on construction sites. Follow these rules and stay safe.

- 1 ALWAYS WEAR PPE**
PPE is your last line of defence against danger. It protects you if something goes wrong, and helps make sure you are seen. Wear it. 
- 2 GET YOUR INDUCTION**
Make sure you know what is happening on site so you can work safely. Your induction is important, don't start without one. 
- 3 BE TIDY**
Construction work is messy. Keep your work area tidy to reduce the risk of trips and slips, and fire hazards. Keep access routes clear.
- 4 ACT SAFE**
Construction sites are dangerous places to work. Think safe and act safe throughout your shift. 
- 5 FOLLOW SIGNS**
Follow signs and procedures. Check risk assessments and systems of work. Control measures are put in place for your safety.
- 6 DO NOT ENTER**
Never work in unsafe areas. Don't work at height without suitable fall prevention. Don't enter unsupported trenches. Don't work below crane loads or other dangerous operations. 
- 7 REPORT**
If you notice a problem, don't ignore it, report it to your supervisor immediately.
- 8 DON'T TAMPER**
Never remove guard rails or scaffold ties. Do not remove guards. Do not attempt to fix defective equipment unless you are competent to do so. Do not ever tamper with equipment without authorisation.
- 9 USE THE RIGHT EQUIPMENT**
Use the right equipment for the task. Check and test for defects before use. Use 110v equipment only, suitable for use on a construction site. 
- 10 IF IN DOUBT, ASK**
Better safe than sorry. Mistakes on construction sites can cost lives - don't let it be yours. If you need help or further information speak to your supervisor. 

Site Safety Signage

You may see these signs throughout the buildings that King's manage. There are others so please ensure you familiarise yourself with the health and safety signage that you may come across and **ensure that signage is followed at all times.**



Work Permits

All contractor or consultant activity is managed by King's ePermit System.

Information and guidance on use of the ePermit System may be found at:

<https://www.kcl.ac.uk/aboutkings/orgstructure/ps/estates/contractors>



How to request a permit:

Permit requests may be made in one of the following ways as applicable: -

1. If your work requests have been made through a KCL Project Manager, then please liaise through them for the Permit requests.
2. Company must be set up on the ePermit system and a Business Profile up to date.
3. RAMS must be uploaded to the ePermit system for the planned activity and accepted by an authorised KCL person.
4. Once RAMS are approved then a permit request can be made, by the company, via the ePermit system.
5. For further information please see the above link:

Who to send requests to:

- All Permit Requests must be submitted via the ePermit system.
- If unsure of your King's Client Representative/approval team, then please contact Permits@kcl.ac.uk

Please allow **5 working days' notice** to review planned works against known hazards and raise the permit.

No such work should commence without authorisation from Estates & Facilities.

Sub-Contractors

If your contract with King's allows the use of subcontractors, the following is required:

- It is the Principal Contractor's responsibility to ensure that all subcontracted personnel have completed a contractor's site induction (this document) within the last 12 months. This should be sent to Permits@kcl.ac.uk
- All subcontracted personnel must be covered by a valid Permit or Permission To Access which may be issued to the Principal Contractor.
- All risk assessments and method statements must be received from and accepted by the Principal Contractor, to include a counter signatory or cover letter.

Personnel found working on site without having attended an induction and not covered by a valid permit will be suspended from site.

Site Security

ACCESS CONTRL

- You may be issued with a Photo ID card on your first day on site working at King's College London.
- Your ID card must always be visible whilst on the estate and kept on your person at ALL times.
- Keys and other means of access will only be issued to contractors where a clear need is identified and confirmed on the issued permit.
- Contractors will be charged for lost keys and any security related works e.g. changing locks etc
- **DO NOT** leave external doors open and unattended.
- **DO NOT** permit anyone to enter behind you.

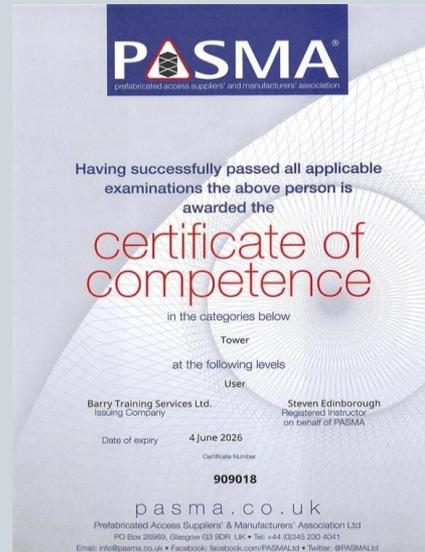
**Just because someone has an ID Card does not permit them access.
Kindly remind visitors to tap in, and advise Security of any concerns.**

SECURITY

- At no time may your works structure be permitted to compromise the existing Security without due authorisation from KSC.
- Doors may not be propped open without being monitored.
- Security measures must be agreed before sites are set up.
- Access equipment, materials and tools must be locked and secured when not in use to prevent unauthorised use.
- If you see something suspicious then please advise Security immediately.

Training & Competence

- King's College London is committed to having a fully trained, competent and professional workforce which as a contractor, includes you.
- Under **NO** circumstances should any task or process that is perceived a risk, be carried out without suitable controls in place.
- All individuals **MUST** provide proof of their competence for the tasks being undertaken prior to the commencement of works.
- If you feel your safety is being compromised, that you do not have sufficient information or training then immediately **STOP** what you are doing and raise the issue with your King's representative.



Equipment

Do NOT move or disconnect any security devices without prior notification and approval of the Estates & Facilities and Security Departments.

- All tools and equipment used on site must be fit for purpose and meet the relevant legislative requirements.
- Consideration must be given to hazards relating to all tools used on suite and should be covered by a Risk Assessment for its intended use. Control measures must be communicated to employees prior to the work commencing.
- **Methods of working equipment not covered by the Risk Assessment should not be used and may result in termination of works.**
- Contractors must not borrow King's College London equipment unless they have express permission to do so.
- Equipment/materials may NOT be left in any building (unless approved by Estates & Facilities).
- Hand tools and plant must be 110v and PAT tested.
- Trailing leads must be covered in high visibility tape and suitably fixed to prevent trip hazards.
- Lifting equipment including harnesses must be tested and test certification available on site for review.
- Mobile plant must be suitably maintained and routinely inspected.
- All access equipment (ladders, scaffolding etc.) must be inspected and inspections recorded and held on site for the duration of the works.

No noisy works are to be carried out unless prior authorisation has been confirmed.

Travel & Driving

Parking on-site is restricted and should only be arranged through your KCL contact who will arrange parking with the local security.

Parking is limited and cannot be guaranteed.

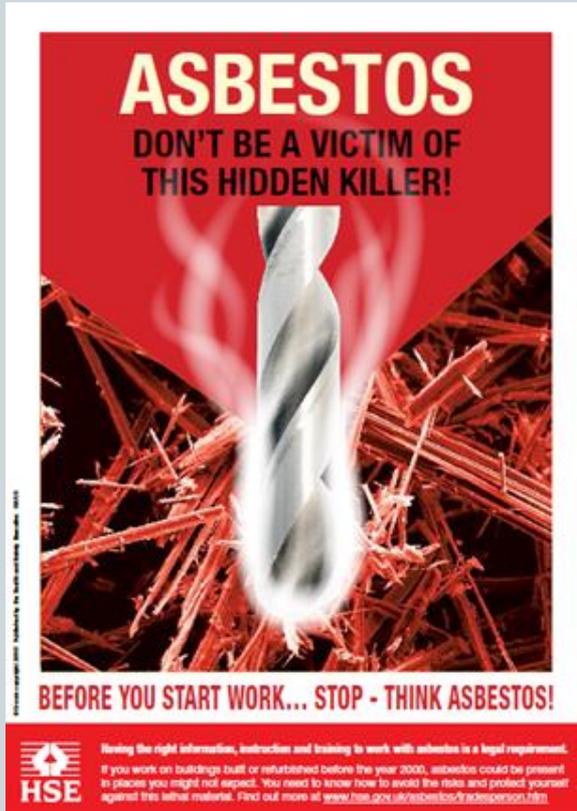
Driving on campus

The need to segregate vehicles and pedestrians on site is essential at all times and vehicle/pedestrian routes must always be adhered to.

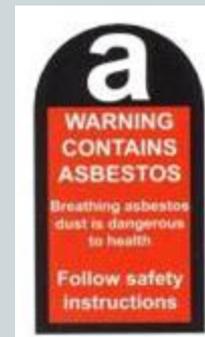
If there is an unavoidable vehicular operation, that poses a risk to the public (e.g. crossing footpaths) this must be assessed and controlled by using a vehicle banksman, or restricting delivery times etc.

Please also familiarise yourself with any fire routes within your work area.

Asbestos Warning



- Due to the age and nature of our buildings many of them contain asbestos containing materials (ACMs).
- Request a copy of the asbestos register for the area where you are working.
- Signage may also be present on doorways or panelling to prohibit access due to asbestos contamination.
- Asbestos warning labels are used throughout the estate, however in all cases the Asbestos Register must be consulted prior to commencing work.



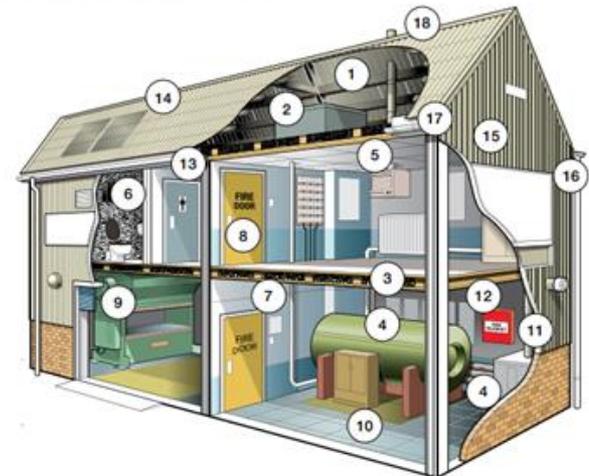
Asbestos Information

In the event of an unplanned disturbance of suspected (ACM) asbestos containing material

STOP WORK

- Evacuate all personnel from the immediate area to a suitable waiting area nearby.(E.g., a suitable place to minimise/confine potential contamination, where communication by phone is possible. Avoid populated areas).
- As you leave, close windows, doors etc. only if this is possible without causing further disturbance to the material or delaying evacuation.
- Leave all tools and belongings behind.
- Invoke a “stay put” protocol i.e., do not wander from the waiting area until help.
- arrives and any decontamination process is actioned.
- Immediately report to the manager of the works by phone.

Asbestos: **Where it hides**



INDUSTRIAL PROPERTY

Inside

- 1 Sprayed coatings on ceilings, walls, beams and columns
- 2 Asbestos cement water tank
- 3 Loose fill insulation
- 4 Lagging on boilers and pipes
- 5 AIB ceiling tiles
- 6 Toilet seat and cistern
- 7 AIB partition walls
- 8 AIB panels in fire doors
- 9 Asbestos rope seals, gaskets and paper
- 10 Vinyl floor tiles
- 11 AIB around boilers, storage heaters and warm air heating systems
- 12 Textiles e.g. fire blankets
- 13 Textured decorative coating on walls and ceilings e.g. Artex

Outside

- 14 Asbestos cement roof
- 15 Asbestos cement panels
- 16 Asbestos cement gutters and downpipes
- 17 Soffits – AIB or asbestos cement
- 18 Asbestos cement flue

AIB = Asbestos insulating board

Drugs, Alcohol & Smoking

Drugs & Alcohol

King's College London has a zero-tolerance policy towards drugs and alcohol.

- No alcohol or drugs should be taken whilst working, operating machinery; or driving.
- Anyone suspected to be under the influence of any substance will be asked to leave site

You or others should:

- Not use, keep, sell or distribute illegal drugs
- Always inform your King's College London representative if you are taking medicine that may influence your performance
- When in doubt always inform your university representative who may seek medical advice

Smoking (including e-cigarettes)

- Smoking is not permitted in any of the university buildings, including any of the roof areas.
- Smoking is only permitted more than 5m away from university buildings.
- Signage will be visible around the campuses.
- E-cigarettes should only be used in the grounds and not buildings. If charged on College premises, like any device that needs to be plugged in, they should only be charged using the appropriate charger and be PAT tested.

Sustainability

Pollution:

- Any activities requiring the discharge of water to the drainage system should be identified prior to the commencement of any work and discussed with the King's representative or the Operations Sustainability Manager.
- Any person discovering a spillage that could cause pollution must take immediate action to contain at source, to prevent the spillage from entering drains. Spillages must not be flushed to drains but cleaned up using appropriate spill kit materials.

Conservation of Biodiversity:

- All trees, hedges, ponds, streams and other wildlife features should be protected from damage during construction works.
- No works to trees should be carried out without prior confirmation that it is not covered by a Tree Preservation Order (TPO).

Sustainability Related Policies:

King's have an Environmental and Sustainability Policy in addition to a Waste Policy. Each policy and strategy and action plan makes clear King's commitment to sustainability, and we expect the same from Contractors and suppliers.

Additional sustainability policies can be found [here](#), please contact us directly if you have any concerns.

- Sustainability Team: sustainability@kcl.ac.uk
- Sustainability: <https://internal.kcl.ac.uk/about/ps/estates/Sustainability/index>

Waste Storage & Disposal

- Every effort should be made to minimise waste and source materials responsibly.
REDUCE. REUSE. RECYCLE
- Contractors are responsible for arranging removal of all waste generated from their works by a registered waste carrier in accordance with duty of care provisions.
- Contractors must **NOT** use University waste bins or skips unless by prior agreement.
- Records including Waste Transfer Notes (or Consignment Notes for hazardous waste) must be kept and provided to the University Contact/Project Manager regularly or upon completion of project works.
- Contractor waste should be reused and recycled where practicable and follow the **waste hierarchy** included in the **Waste and Resources Management Policy**.



King's Service Centre (Newquay) Induction Acknowledgment

Your Company: Principal Contractor:

(Who you work for?)

(Who you are sub-contracted to work for?)

Signing this document confirms that you have read and understood this induction.

First Name (Block Capitals)	Surname (Block Capitals)	Date induction completed	Unique business contact number / e-mail address (Required for Authorised Supervisor / lone workers)	Employer appointed: Team supervisor / Lone worker	Signature Format: - Handwritten - Digital handwritten - Adobe Time Stamp
				<input type="checkbox"/>	
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A copy of this completed page must be returned to Permits@kcl.ac.uk. Please allow 2 working days for processing.
Inductions will be valid for 12 Months.

Thank you

For more information please contact: Permits@kcl.ac.uk