King's College London Code of Conduct for Visitors

Principles

We welcome visitors to King's College London (King's), in line with our commitment to delivering an exceptional experience for our students, staff, and the broader community, including encouraging external communities to engage with our work.

We aim to provide a safe, respectful, and inclusive environment for everyone. To help maintain this, all visitors are expected to follow this Code of Conduct during their time on our premises.

Public spaces, including publicly accessible areas adjoining King's campuses, are not governed by King's. Incidents that occur in these spaces should be reported directly to the police.

This Code of Conduct is aligned with the King's Community Charter. In common with all members of the King's community, visitors are expected to play a part in creating a community where everyone feels a sense of belonging and safety.

We want our community to be a place where everyone is treated fairly and with dignity, and where our differences are welcomed. We strive for a community where inequality and discrimination are not tolerated and where we actively work to eliminate them.

For the purposes of this Code, the term visitor is defined as anyone who:
- is not a student[1] or a member of staff; and
- has the use of or access to any facilities, buildings, land or services, provided by or on behalf of the University, whether in person or remotely. This includes external venues, hired by King's for the purposes of hosting events, for the duration of that hire period.

As an indicative (but not exhaustive) list, 'visitors' may include alumni, volunteers, guest speakers, employers, corporate partners, and members of the public who are attending King's events.

Process and decision making for raising and addressing concerns

The remainder of this Code sets out the process for taking action in cases where there are concerns that behaviour of a visitor or visitors is not consistent with the Code. Where the behaviour of a visitor could constitute a criminal offence, the matter will normally be reported to the police.

1. If a **student, or visitor,** believes that a visitor (or visitors) has caused or may cause damage to property or disrupts, disturbs or interferes with others' valid use, that student/visitor should contact King's security team.

2. If a member of King's **staff** believes that a visitor (or visitors) who has the use of or access to any facilities, buildings, land or services (including digital infrastructure) provided by or on behalf of the University, has caused or is likely to cause damage to property or disrupts, disturbs or interferes with others' valid use, that member of University staff may make a complaint to a decision-maker who shall be:

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[1] NB: King's Alumni are defined as visitors once their period of study has come to an end.

> i)   the relevant Head of Department, Associate Director, or equivalent; or
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> ii)   where there is no clear King's lead/organiser for an event or activity, the decision-maker may be the Catering lead, Head of Security, or an appropriate senior staff member responsible for the area affected.

3.   All ongoing exclusions should follow a two-stage process: a decision-maker makes the initial decision (as set out above), which is then ratified by a more senior member of staff to ensure consistency and fairness. In cases where an immediate decision is required (e.g. out of hours) a short-term exclusion can be put in place (i.e. for an evening or weekend) pending review during normal working hours.

4.   A 'more senior member of staff' refers to a Director (or equivalent) within the Students & Education Directorate, Libraries & Collections, Philanthropy & Alumni Engagement, or Estates & Facilities, depending on the area impacted by the visitor's conduct.

5.   The decision-maker has the authority to impose sanctions including, but not limited to, a temporary or permanent ban from the use of or access to the land, building, facilities, or services (including digital infrastructure) in question.

6.   If the member of University staff making the complaint would normally hold the role of decision-maker, the functions assigned to the decision-maker shall instead be performed by that individual's line manager.

Expectations of visitors

RESPECT AND INCLUSION
- Treat all members of our university community — including students, staff, and fellow visitors — with dignity, civility, and respect.
- Discrimination, harassment, bullying, or any other form of inappropriate behaviour will not be tolerated.
- To engage with civility, being mindful of our common humanity and the dignity and privacy of others, and tolerant of the right of others to exercise their freedom of expression.

HEALTH, SAFETY, AND SECURITY
- Follow all university safety procedures and signage, including fire evacuation protocols and any site-specific rules.
- Do not enter restricted or staff-only areas unless explicitly authorised. Some areas will require escort, local induction, and/or personal protective equipment.
- Always carry your visitor identification while on university premises, e.g. your badge, lanyard, or King's Connect digital profile.

CAMPUS PROPERTY AND FACILITIES
- Treat university property with care and do not remove or damage any items.
- Use shared spaces and facilities respectfully, leaving them clean and tidy for others.
- Smoking and vaping are permitted only in designated areas.

DIGITAL AND DATA CONDUCT
- Respect the university's digital safety and privacy policies.

- Do not record, photograph, or film others without permission.
- Do not access or attempt to access university systems or confidential information without authorisation.

EVENTS AND MEETINGS
- As per section 10.21 of the [Procedures for events, protests and open space gatherings at King's](). "On King's premises, protests are only permitted to be conducted by King's staff or students, unless the protest has been booked as a formal event, in which case the normal requirements and restrictions will apply."
- If attending a university-hosted event, whether at King's, online, or off campus, adhere to the behavioural expectations set by event organisers.
- Participate constructively and respectfully in all discussions, debates, or question and answer sessions.

RAISING CONCERNS
- If you observe or experience behaviour that breaches this Code, report it as per sections 1 and 2 above.

Examples of unacceptable behaviour

The following behaviours are considered inappropriate and will not be tolerated while visiting the university:

a) Visitors using the university in a way that disrupts, disturbs or interferes with others' valid use.
b) Abusive or violent behaviour towards King's staff, students and/or other visitors
c) Creating, transmitting, storing or displaying indecent, obscene or defamatory material, or material which risks bringing the University's name into disrepute.
d) Engaging in unlawful forms of expression that may amount to harassment, discrimination or hate speech.
e) Limiting others' lawful freedom of expression.
f) Deliberately wasting staff effort or University resources.
g) Deliberately corrupting or destroying another user's data, or violating of their privacy.
h) Deliberately using the University's facilities or resources in a way that denies or disrupts services to others.
i) Deliberately using the University facilities in a way that causes unwarranted expense, liability, or disruption to services.

Discrimination and Harassment
- Using offensive, derogatory, or abusive language or gestures
- Making discriminatory comments or jokes about race, gender, disability, sexual orientation, religion, age, or any other protected characteristic
- Engaging in bullying, intimidation, or coercive behaviour

Disruption and Disorderly Conduct
- Interrupting or interfering with teaching, events, meetings, or university operations
- Refusing to comply with reasonable requests from staff or security personnel
- Being under the influence of drugs or alcohol in a way that impacts behaviour or safety.

Invasion of Privacy or Personal Space
- Filming, photographing, or recording individuals without their consent.
- Touching or approaching others inappropriately, including making unwelcome sexual advances
- Intruding into private or restricted areas without authorisation

Damage to Property
- Defacing, damaging, or stealing university property or equipment.
- Littering or misusing facilities and shared spaces

Safety of children/young people
- The adult(s) responsible for a child/young person while on campus should follow Health and Safety 'arrangements in respect of the safety of children and young persons on university premises'. This includes risk assessment requirements and formal permission from the relevant Head of Department, Associate Director, or equivalent.

Health and Safety Violations
- Ignoring fire alarms or emergency evacuation procedures
- Failing to follow health and safety signage or instructions (e.g., mask-wearing, hygiene protocols)
- Bringing hazardous materials or prohibited items onto campus.
- Intentionally or recklessly interfering with or misusing anything provided in the interests of health, safety, or welfare.

Digital Misuse
- Accessing university IT systems without permission
- Sending threatening, abusive, or inappropriate messages through email, social media, or any university platform

Further definitions

STAFF MEMBER: Any individual employed by King's, including academic staff; professional services staff; students (including postgraduate research students) who undertake administrative, teaching or supervisory responsibilities; casual or agency workers and contractors; honorary, visiting and emeritus staff. This definition, for the purposes of this Code of Conduct, extends to the staff employed by KCLSU and KCLSU contractors.

STUDENT:
Any individual studying on any course of study at the University, including those who:
- have accepted an offer to a place at the University.
- have arrived on campus to start their programme and have not yet completed the formal registration process.
- are on short courses.
- are studying for an award of the University.
- are spending any time on a work placement, time abroad or summer school.
- are registered as visiting postgraduate researchers.

Further information and support

If you are a member of the King's Community and have been impacted by a visitor's actions support is available through the following services.
- For Students: our support services including Faculty Wellbeing Advisors, our Counselling & Mental Health Service and Spectrum Life are available to all students
- Support for students is also available through KCLSU.
- For staff and postgraduate researchers: support is available through the Employee Assistance Programme (EAP) and Thrive, our Staff Mental Health Support Services.

Other related policies and guidance notes
- Procedures for events, protests and open space gatherings at King's
- Guidance on visitors to Residences:
  - Residential Discipline Policy - Estates & Facilities Directorate
  - Residences Licence Agreement
- Careers & Employability guidance:
  - Statement of Professional Standards, Employer Terms & Conditions and Privacy Statement
  - Policies and Terms & Conditions for Advertising, Attending & Hosting Careers Events with King's College London
- Health and Safety 'arrangements in respect of the safety of children and young persons on university premises'.