



# VISITOR HEALTH AND SAFETY INFORMATION

VERSION 2, SEPTEMBER 2024, HEALTH AND SAFETY



UNIVERSITY OF  
**SURREY**



Welcome to the University of Surrey. As your health and safety is important to us, please familiarise yourself with the information contained in this guidance leaflet. Your host will be able to answer any additional queries that you may have regarding your visit. We hope you have a safe and enjoyable visit to the University.

## Fire Safety

If the alarms sound continuously, you must leave the building by the nearest available exit and proceed to the assembly point. Fire Wardens are available to assist you during the evacuation.

### If you discover/or suspect a fire

Activate the fire alarm by using one of the red break-glass call points (situated at all staircases and final exits). Leave the building and proceed to the assembly point indicated on the fire action sign (found next to each red break-glass call point). At the assembly point, report your actions to the Fire Marshal.

Remain at the assembly point until told it is safe to return to the building.

## Security

Campus Safety staff are available 24 hours a day to help and support you during your visit. For general enquiries, Campus Safety can be contacted on 01483 682002 or via the Security Office located on the ground floor of Senate House.

The University Emergency contact number is 01483 683333. The Emergency line is available 24 hours a day, 7 days a week and is for emergency use only.

### If you require First Aid

All Campus Safety staff can provide first aid in the event of any emergency, which can be requested using the University Emergency number. Campus Safety will arrange for an ambulance to be called if it is necessary.

In addition, each of the Faculties/ Departments have their own trained First Aiders who are available to help, as required.

The University has invested in multiple AED machines across all its campuses as well as

two mobile units carried by our Campus Safety Teams. All our AED machines are voice instructed and do not require training to be effectively used in an emergency.

## Additional Requirements

If you have a disability or long-term health condition, please visit our [accessibility information](#) and do not hesitate to raise this with your host before your arrival to enable them put in place appropriate adjustments.

## Smoking

The University operates a 'No Smoking Policy' within its buildings, (including e-cigarettes), in accordance with smoke-free legislation.

If you wish to smoke, please use one of the smoking shelters provided across our campuses, with designated cigarette waste bins. If you cannot find one of these shelters, please ensure you smoke at least 5 metres from any building and that the cigarette is extinguished fully before discarding in the waste facilities provided.

## Specific Risks

There are certain areas within the University where access is restricted to authorised persons only. Safety signs, notices and instructions are provided to protect you; we require that you comply with these at all times, along with any additional instructions provided by your host. Please ask a member or staff if you are unsure of what action to take.

## Contractors

All contractors are required to sign in at reception in the Estates Building. For outside normal working hours, contractors must report to Campus Safety.



### Traffic

The campus roads are used by a variety of vehicles. Please use the marked crossing points and maintain a high level of awareness when crossing roads. If you drive on campus, please keep to the speed limits identified.

If you come across a vehicle barrier or bollard, slow down as you approach, stop, and wait for the barrier to respond. In some cases, you may need to request access via an intercom. Under no circumstances, attempt to go around the barrier/bollard, or tailgate other vehicles.

### Lakes

The University lakes are a very attractive feature of the campus; however, these areas are not suitable for children to play unsupervised. Swimming and fishing are prohibited.

### Children

Please ensure that any children brought onto the campus are closely supervised at all times. Children are not permitted to enter workshops or laboratories unless they are attending an officially organised event (e.g., Open Day).

### Pets

Pets and other assistive animals on site must be always kept under control. Only ADUK accredited assistance dogs are allowed into areas of the University, including but not limited to office areas, library, food outlets and university accommodation. Any unregistered therapy and/or emotional support animals are not allowed inside any University premises.

We are committed to providing a safe campus, so we require all visitors to report any safety or environmental hazards, accidents, incidents or near misses to their host or alternatively contact the Health and Safety Department on [safety@surrey.ac.uk](mailto:safety@surrey.ac.uk)



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[surrey.ac.uk](http://surrey.ac.uk)