Imperial College London

Returning To campus – The Estates Operations quick guide

Estates Operations look forward to welcoming you either back on campus or joining us for the first time and will be happy to help with any questions or queries that you may have.

To help you we have compiled some useful tips and information. You may find it useful to install the mobile Imperial app on your phone, handy for some of the items mentioned below.

Buildings

You will find information on your Buildings Manager and Assistant Buildings Manager on our website. You should get in contact with them for any issues that you have relating to the building that you are located within.

Defects

If you see anything that doesn't look right or you think is broken we encourage you to please report this as a defect. All defects can be logged online on the system that we use, Planon, or you can **call the Estates Operations Customer Service Centre on 020 7594 8000**.

Safety & security

In an emergency security can be contacted on 020 7589 1000. Please review the Day One Safety form just to make sure that there have not been any changes while you have been away.

Whilst re-orienting yourself with your surroundings we would ask you to ensure you are aware of the closest fire exit. Please remember that the best exit is not necessarily the way you came into the building. Please be aware that things may have changed for yourself or colleagues and if you now need assistance in evacuating a building you will need a Personal Emergency Evacuation Plan. Please contact the Fire Safety team.

If you need new keys or colleagues have lost theirs over the past 18 months please contact the ID Card office.

As people start moving around Campus again we would also encourage you to please report any near misses or accidents that you notice on the SALUS system. Everyone with a College username and password can access this system to report an incident.

Cleaning & waste

All you need to know about waste within the buildings and what you need to do for different collections is detailed on our website. This can include things like confidential waste, WEEE waste and furniture collections. You can also note any cleaning issues on Planon by raising a Soft Services request.

General

Finally, for the happiness and safety of everyone, we would like to refer you to the respect on Campus guidelines which have been circulated within the staff briefing.

Estates Operations