



CEME Cross-Campus Code of Conduct

This Code of Conduct is necessary to ensure a shared understanding of the required conduct of all who use the Campus facilities and CEME expects all those who come onto the CEME Campus to read and abide by our Code of Conduct as set out here.

1. About CEME

CEME, Centre for Engineering and Manufacturing Excellence, is a charity operating a world class education and business park in the London Thames Gateway, promoting innovative and stylish solutions for the engineering, manufacturing and technology sector.

We have all types of people working, studying and visiting CEME and we ask that you behave at all times with tolerance and mutual respect.

2. Our Mission

With a focus on supporting the engineering, manufacturing and technology sector, CEME brings together a range of organisations to deliver education, training and skills for students at school and college. We are passionate about providing solutions for the needs of the local community, industry and business

Our Customer Service Charter sets out our guiding principles and the standards of service you can expect. If you would like to give us your feedback on any of the services we offer, your experience here, or if you wish to make a suggestion that you think will help to improve CEME, please contact us at: info@ceme.co.uk. We will respond to your comment within 2 working days

3. Opening Hours

For information regarding opening hours and the times when we are closed for holidays, please consult our website: www.ceme.co.uk

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4. General Regulations

In order to help us make CEME a welcoming place for you to work, train, visit and study, we ask you to read our Code of Conduct and ensure that you are familiar with it. Everyone who uses the CEME campus is expected to abide by this Code of Conduct and the associated Acceptable Use Policies, as it helps everybody enjoy their time with us and creates a welcoming environment for all users.

We therefore ask our employees, tenants, workers, contractors, students and visitors to observe the following general rules:-

- 4.1 All visitors are asked to report to CEME Reception where we can assist you in contacting the person or group you have come to visit. We will also issue you with a yellow visitor's pass which we ask you to display on your person for the time that you are in the building. Please return the pass to our Receptionist when you leave.
- 4.2 CEME is a non-smoking facility. If you wish to smoke, please do so in the designated outside covered smoking area, which is located adjacent to the main car park, and identified on Campus maps. Smoking is not permitted in any other area, either inside or outside, on the entire Campus.
- 4.3 We ask that you take the time to read and observe any information notices placed around the building – they will help you get the most from the facility and inform you of specific procedures within the building.
- 4.4 When using CEME facilities we ask that you take the time to read and understand any associated Acceptable Use Policies and abide by their content – they will help you get the most from the facility and inform you of specific procedures that apply.
- 4.5 Please place all litter and unwanted items in the litter bins provided. For recycling purposes (paper, glass, cans), there are containers available outside room 272 on the first floor and elsewhere throughout the Campus buildings.
- 4.6 We have a designated parking area at CEME - cars, motor cycles and cycles must only be parked in the permitted places. Do not park in Disabled Parking Bays unless you have an appropriate certificate. Please comply with the 5 mph speed limit and security checks upon entering and leaving the parking areas. Storage and responsibility for contents and vehicles is at the owner's risk.
- 4.7 Please keep noise to a reasonable level and be mindful of other Campus users at all times. Music must not be openly played on Campus unless for an authorised event.

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- 4.8 Campus users must refrain from running through corridors and also from misusing furniture or other facilities on site.
- 4.9 Please refrain from using offensive or abusive language on the Campus at all times, this behaviour will never be tolerated on the Campus.
- 4.10 The use of video, radio, photography or sound recording equipment is prohibited at all times while on campus, unless prior permission is granted by the Head of Operations. Likewise, permission must also be gained from the Head of Operations before leaving or displaying any brochures, leaflets, posters, signage or other promotional or directional material.
- 4.11 Please ensure that all overalls or protective clothing required in the Workshop are sufficiently removed, before using any of the furniture in The Street or the Café area.

5. Respect for Others

- 5.1 We ask that all individuals be treated on their own merits, irrespective of race, religion, gender, age or any other factor. Regular users of the Campus should make themselves familiar with our Equal Opportunities Policy and must conduct themselves in accordance with this at all times. You can find a copy of the policy on the CEME website.
- 5.2 In line with our Equal Opportunities Policy, we ask that you treat fellow users of CEME with courtesy and respect at all times. We do not tolerate racist, sexist or abusive behaviour; any behaviour which affects the dignity of those working, studying or visiting CEME may result in exclusion from the campus.
- 5.3 Act in a respectful and appropriate way to members of staff and other users. Please comply with any requests or instructions issued by CEME staff in the event of an emergency.

6. Security

- 6.1 All guests, visitors, students and employees must display their ID at all times and show this to any member of CEME staff who requests to see it. CCTV recording equipment is in use throughout the Campus and will be operated and used in accordance with SIA CCTV Code of Practice
- 6.2 Please enter the Campus through the main public access doors or designated entry/exit doors only and do not enter any area designated for staff or private use.

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- 6.3 No CEME tools, IT or other equipment, workshop machinery or consumables may be removed from the premises without prior, formal authorisation from the relevant CEME department head.
- 6.4 Please treat all equipment and facilities with care. Failure to do so may render the user(s) liable to replacement costs.
- 6.5 Please ensure that when you leave a room you take all your personal belongings with you as we cannot be responsible for the property of third parties.
- 6.6 If you notice that any of the equipment you have used in a training room, meeting room or elsewhere is faulty, we ask that you report this to your tutor, line manager or CEME Reception as quickly as possible.
- 6.7 All Campus users are asked to comply with CEME's dress code. This specifically excludes the wearing of caps, hoods and other articles that might from a security perspective obscure the face whilst on CEME premises – except for safety head wear which may be required in specified areas from time to time [e.g. cafeteria staff, workshops].
- 6.8 We remind you that the consumption of alcohol on the premises is not permitted, unless it is within the scope of a specific licence. Likewise, the consumption of illicit substances is strictly forbidden. You must refrain from coming to the campus while under the influence of alcohol, drugs or other illegal substances

7. CEME Security Procedures for College Students

- 7.1 All students and college employees must display their CEME ID cards at all times and show this to any member of CEME staff who requests to see it. CCTV recording equipment is in use throughout the Campus and will be operated and used in accordance with SIA CCTV Code of Practice.
- 7.2 All students, college employees and visitors must enter the Campus through the main public access doors or designated entry/exit doors only and do not enter any area designated for staff or private use.
- 7.3 All CEME ID cards will be checked by Security or Reception Staff on entry to the Campus.
- 7.4 Where a CEME ID badge is not made available to Security by a student, then Security will contact the College by phone to inform them. A record of the student forgetting their CEME ID badge will be made by Security and also the College.

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- 7.5 On permission from the College the student will be issued with a visitor pass, which they must display at all times and will be allowed access to the Campus and the College. This process will only be followed on two occasions of a student forgetting their CEME ID badge, after which all subsequent occasions when that student does not have their CEME ID badge, Security will automatically refuse them entry to the Campus and will inform the college after the refusal.
- 7.6 This procedure must be made clear to all students and is for the security and protection of all Campus users. This rule will not be deviated from under any circumstances.
- 7.7 Where a College has a visitor the College should wherever possible inform either Security or CEME Reception of the names of all expected visitors to the Campus.
- 7.8 All college visitors will be required to sign in at reception and will be issued with a visitor pass, which they must display at all times while on Campus.
- 7.9 The visitor will be announced to the college and a representative from the college must always come to the main CEME Reception to meet the visitor and take them to the college. This will both assist in terms of general site security and will also ensure the visitor does not get lost on the site.
- 7.10 All college visitors must return their visitor pass when leaving the Campus

8. Health and Safety

- 8.1 All Campus users must comply with the Health & Safety at Work Act 1974 and all Campus policies, procedures and instructions given to them in this regard.
- 8.2 All employees, workers, contractors and students working under the supervision of any CEME tenant or partner are in addition expected to comply with the tenant or partner's specific regulations.
- 8.3 All students working in the workshops must be accompanied by a lecturer at all times and the CEME tenant or partner has full responsibility for the safety of the students at all times while working in the workshops and their compliance with Health and Safety Legislation and the Workshop Safe Working Procedures.

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8.4 Every individual has a legal responsibility to be vigilant for their own and others' safety and security whilst on Campus and we ask that you do not engage in any activity which causes a danger to you or others – in classrooms, training rooms, workshops and CEME facilities.

8.5 Accidents and near misses must be reported immediately to the Departmental Manager concerned or to your host organization and the CEME Head of Operations or Reception if you are unable to locate them. A record will be made in the Accident Book.

9. Breach of this Code of Conduct

9.1 We remind you that any wilful damage to property or facilities constitutes a breach of this Code of Conduct and will be treated as such. Any reparation or replacement costs incurred will be passed onto the individual or organisation in question.

9.2 Anti-social behaviour will not be tolerated and constitutes a breach of this Code of Conduct. Examples of anti-social behaviour include: spitting, swearing, the wearing of hoods/baseball caps while in-doors, depositing objects in the lake or surrounding area, wilful damage to CEME property, abusive or threatening behaviour; failure to comply with any reasonable instruction issued by CEME staff.

9.3 In the event of a breach of this Code of Conduct, we will instigate a disciplinary procedure. For CEME employees, CEME partner or tenant employees and students this will be in line with the procedures laid down in their respective organizational handbooks. Breaches by visitors and guests will be dealt with directly by CEME Security.

9.4 For serious breaches of this Code of Conduct, individuals may be excluded from CEME at the discretion of CEME management. For clarification, serious breaches include illegal activity, abusive behaviour and harassment of any other user, dangerous behaviour, wilful damage to property, unlicensed consumption of alcohol and smoking outside the designated area. Multiple lesser offences may also be considered a serious breach of conduct.

9.5 CEME Campus Management reserve the right to restrict admission to any individual whom they consider to be in breach of this Code of Conduct.

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10. Right of Appeal

10.1 Visitors, staff and students are entitled to appeal against any disciplinary decision taken against them. Any appeal against a disciplinary decision under this Code of Conduct must be in line with the individual organization's own grievance and appeals procedure or within two days of the event concerned. Details of how to lodge an appeal may be obtained from the CEME Receptionist.

10. Complaints

10.1 Students, staff and visitors have the right to complain if they feel they have been unfairly treated, discriminated against, have been subjected to unacceptable behaviour or bad language, or have a specific issue that they wish to draw to the attention of CEME management. If you wish to make a complaint, please contact our staff on the reception desk who will inform you how to do so.

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