30 Churchill Place

Orientation guide for delegates
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1. Welcome from Guido Rasi

Welcome to the new European Medicines Agency offices at 30 Churchill Place.

Following almost five years of planning and construction, our new premises are now ready to offer us a modern office environment with a wealth of bright, open spaces. The new building has been specifically designed for our delegates and staff so we can foster an atmosphere of increasing openness, interconnectedness and collaboration at the EMA.

As a delegate you are at the heart of our operations, so it is crucial for us that the office move goes smoothly for you and that you notice the benefits. The new EMA offices have been designed with your activities and requirements in mind. Above all, we aim to support your work as a member of a regulatory scientific network that makes a vital contribution to the protection of public health in Europe and beyond.

You may already be aware that 2014 is an exciting year for the EMA. The office relocation is part of a wider programme of organisational change, which has been helping to transform the EMA into an agency that can meet the major challenges of the future and support our partner organisations in working increasingly closely together. The move is an opportunity for us to reinforce our reputation as a trustworthy partner for the regulatory network we belong to and to become a reference authority for patients, healthcare professionals and other stakeholders.

We have planned the move to ensure minimal inconvenience to your routine arrangements for attending EMA meetings and we want to ensure you have all the information you need to start working efficiently in the new setting. This guide aims to provide all the essential information including on location and access, services, facilities and equipment available to you in the new building as well as the local surroundings. If you have further questions, EMA staff are available to help you during the transition period so please don’t hesitate to ask.

I would like to thank all those who have worked hard to make the relocation possible and to thank you personally for your continued support. I hope you will be satisfied with your first experience of the new building and I look forward to continuing to work closely with you in the years to come.

Guido Rasi  
Executive Director
2. Your first day at 30 Churchill Place

On arriving for your first meeting at 30 Churchill Place, please report to the main reception, where you will be issued with a new building pass. If required, your photo will be taken before your new pass is issued. The procedure should not take long, but we recommend arriving in good time before your meeting starts to reduce any possible inconvenience. Please also make sure you have a valid declaration of interests, as this is needed for obtaining a building pass.

If you currently hold a permanent EMA building pass, please bring this with you. The old one will be deactivated and you will be given a new one. If your old pass was used for making cashless payments at the EMA restaurant and coffee bar, your account balance will be automatically transferred to the new pass.

If you do not hold a permanent building pass, please bring an identity document with you (as this enables quick and accurate recognition of your name).

Please keep your new building pass in the lanyard provided and wear it for the duration of your visit to the EMA offices.

You will use your building pass to enter and exit via the turnstiles in the lobby area by reception. You will also use it to enter other floors and areas of the building, including the delegate lounge on the 2nd floor, the restaurant area on the 4th floor and the meeting room areas.

The meeting room areas used by delegates are on the 2nd and 3rd floors, which can be accessed using the lifts beyond the turnstiles. Your meeting room details will have been provided to you in advance. You can proceed directly to your meeting room, following the signage on the digital display screens on the different floors.

Luggage and coats can be stored in the wardrobes in the delegate lounge on the 2nd floor, or in any of the wardrobes outside the meeting rooms on the 2nd and 3rd floors. Despite the high level of security in the building, since these wardrobes are not locked we would recommend keeping smaller valuable items with you rather than leaving them unattended.

You will be given a short induction presentation at the start of your first meeting in 30 Churchill Place to highlight important details including fire evacuation procedures, security matters and other key information.

Tea and coffee will be available in the breakout area next to your meeting room. Lunch is available in the 4th floor restaurant and bar area, where you will use the cashless payment system by loading credit onto your building pass.

We hope you enjoy your first visit to 30 Churchill Place. Please take a moment to check the rest of this guide, as it may contain useful information for future reference and contact details for any questions.
3. Overview of 30 Churchill Place

3.1. Address

30 Churchill Place
Canary Wharf
London E14 5EU
United Kingdom
Tel: +44 (0)20 3660 6000
Fax: +44 (0)20 3660 5555

3.2. Switchboard and opening hours

The switchboard is open Monday to Friday from 07:30 to 19:00. To contact the switchboard:

- Tel: +44 (0)20 3660 6000
- Internally you can contact the switchboard by dialling 0 from an EMA landline.

Please note that EMA business hours are Monday to Friday from 08:30 to 18:00.

3.3. Security office (emergency contact number)

The Security office is located on the ground floor, near the entrance to the industry lounge. It is staffed 24 hours a day, 7 days a week. If you urgently need to contact the EMA when the switchboard is closed, or if you need to inform the EMA of or enquire about a security matter, call the Security office.

To contact the Security office:

- Tel: +44 (0)20 3660 8888
- E-mail: security@ema.europa.eu

3.4. Contacting EMA staff

In the new building, staff will retain their telephone extension number (the last four digits of their telephone number) preceded by +44 (0)20 3660.

Example:

Old phone number: +44 (0)20 7523 7628
New phone number: +44 (0)20 3660 7628

A call re-direction service will be in place until the end of October 2014, so you will still be able to contact EMA staff and services if you use their old phone number. From 1 November 2014, the re-direction will be replaced by a recorded message informing the caller that the number has changed.

The EMA’s email contact details are not affected by the office move.
3.5. General floor guide

Key to Divisions

A: Administration
B: Procedure Management and Business Support
DED: Deputy Executive Director
ED: Executive Director
P: Inspections and Human Medicines Pharmacovigilance
V: Veterinary Medicines
AF: Advisory Functions
D: Human Medicines Research and Development
E: Human Medicines Evaluation
I: Information Technology
S: Stakeholders and Communication
3.6. General office environment

Lifts

There are ten passenger lifts, which can be accessed from the ground floor lobby on entering the building.

Air conditioning

The air conditioning system operates Monday to Friday from 07:00 to 19:00. There is normally no air conditioning during the weekend, EMA holidays or UK bank holidays (although this can be adjusted to suit the Agency’s requirements).

Office lighting

Lights on all floors are controlled by switches and/or sensors that detect movement and body heat in open space areas and corridors. In offices you will need to switch the lights on manually if required. To save energy, the system is set to switch lights off when not needed. Lights will go off in offices after 20 minutes in offices and after 10 minutes in open space areas/corridors if no movement is detected.

4. Arrival information

4.1. Getting to Canary Wharf

Please find below the public transport options for travelling to Canary Wharf together with the approximate journey times.

From Heathrow airport:

- Take the London underground Piccadilly Line to Green Park, change to the Jubilee Line to Canary Wharf (journey time around 1 hour 20 minutes);
- Alternatively, take the Heathrow Express train to Paddington, then the Circle or Bakerloo Line to Baker Street, then the Jubilee Line to Canary Wharf (journey time around 1 hour 20 minutes);
- Alternatively, take the Heathrow Express train to Paddington, then the District or Circle Line to Tower Hill then the Docklands Light Railway (DLR) to Canary Wharf (journey time around 1 hour 30 minutes).

From Gatwick airport: take a mainline train to London Bridge then the Jubilee Line to Canary Wharf (journey time around 50 minutes).

From London City airport: take DLR City Airport to Canary Wharf (journey time around 20 minutes).

From Luton airport: take a first Capital Connect train to London Bridge then the Jubilee Line to Canary Wharf (journey time around 60 minutes).

From Stansted airport: take the Stansted Express to London Liverpool Street then the Circle Line to Tower Hill and change onto the DLR to Canary Wharf (journey time around 70 minutes).

From St Pancras International train station: take the Northern Line to London Bridge then the Jubilee Line to Canary Wharf (journey time around 45 minutes).
4.2. Finding 30 Churchill Place

4.2.1. Location map

![Location Map](image)

4.2.2. Directions from Canary Wharf station

Canary Wharf station is very close to 30 Churchill Place and, if travelling by public transport, it is advisable to arrive at this station. It may already be familiar to you. It is served by two lines: the Jubilee line and the Docklands Light Railway (DLR). These lines use different parts of the station so your orientation upon arrival depends on which line you use.

- **From the Jubilee line**
  
  From East exit (NB this is the closest exit to 30 Churchill Place): exit the station and turn left into Upper Bank Street, turn right at Canada Square and continue straight into Churchill Place.
  
  From West exit: exit the station and turn right into Canada Place, turn left into The South Colonnade towards Canada Square and continue straight into Churchill Place.

- **From the DLR**
  
  Exit into South Colonnade, turn left towards Canada Square continuing straight into Churchill Place.

- **Step-free access**
  
  To leave Canary Wharf station, there is a lift service at both the East and West exits of Canary Wharf station (NB the East exit is closest to 30 Churchill Place). There is also a lift service from all DLR platforms.
Step-free access route

Once you have exited the station, the recommended route is to take the East exit onto Upper Bank Street; cross onto Montgomery Street, then to take the lift up to the footbridge, which allows you to reach the entrance to 30 Churchill Place without any steps.

4.3. Local surroundings – useful links

The following links provide useful information on the services available in the Canary Wharf area.

- Canary Wharf services:
  www.canarywharf.com
- Canary Wharf area guide (bars, restaurants, shops, etc.):
  www.allinlondon.co.uk/regions/canary-wharf
- Canary Wharf magazine:
  www.rwmg.co.uk/website/index.php

4.4. Hotel accommodation

The EMA Meeting and Conference Management Department maintains a list of hotels that can be booked by the EMA on behalf of delegates.

The Department can provide information and advice on hotel locations and facilities, getting to-and-from the EMA, and other accommodation options.

For more information, please contact the Meeting and Conference Management Department (see section 5.1) or check the Meetings Portal: https://mmse.ema.europa.eu/delegate_information.html.
5. Locating key EMA services

As a delegate, you will mainly use the building areas and EMA services found on the ground and first four floors of 30 Churchill Place. The upper office floors are mainly used by the EMA secretariat.

5.1. Meeting and Conference Management Department

The Meeting and Conference Management Department is located on the 1st floor. The Department is responsible for the organisation and support of meetings at the EMA as well as travel arrangements for delegates including reimbursements.

To contact the Meeting and Conference Management Department:

- Tel. +44 (0)20 3660 7700
- E-mail: bookings@ema.europa.eu

5.2. IT service desk

The IT service desk is located on the 4th floor, just past the double doors opposite the entrance to the restaurant. It handles questions relating to IT equipment and services, audio-visual (AV) systems and telephony.

To contact the IT service desk:

- Tel. +44 (0)20 3660 8520
- E-mail: itservicedesk@ema.europa.eu

Please note: although the IT service desk can help with the installation of print drivers on a non-EMA laptop, general support for using the printer/photocopier machines is provided by the Reprographics team, not the IT service desk. For more information on printing, copying and scanning see section 6.6.

5.3. IServ helpdesk

The IServ helpdesk is located on the 1st Floor. It handles questions relating to building services that do not involve IT equipment and services, audio-visual (AV) systems or telephony.

To contact the IServ helpdesk:

- Tel. +44 (0)20 3660 7000
- E-mail: iservhelpdesk@ema.europa.eu

5.4. Restaurant, deli bar and coffee bar

The restaurant, deli bar and coffee bar are located on the 4th floor opposite the lift lobby, next to lifts A & J. Lunch is served in the main restaurant from 12:00 to 14:30 on weekdays and a breakfast service is also available from 7:30.

In the afternoon and early evening, light food and drinks are also available in the Promenade Lounge, which is located on the Promenade level.

The catering facilities operate a cashless payment system. This speeds up till transactions and is very easy to use, requiring no PIN numbers or codes. Just tap your building access card on the till reader whenever you wish to purchase something in the restaurant or deli bar.
The cashless vending card machines are located at the entrance to the restaurant and coffee bar.

There are three ways to load credit onto your cashless payment card:

- Cash
- Credit or debit card
- Online

If you are a permanent badge holder, your building pass functions as your cashless payment card. We recommend using the online system ‘Upay’ to manage your cashless payment account. It allows you to create an account and to buy credit with a credit or debit card. It also offers auto top-up, reminders, balance check and other features. To set up a ‘Upay’ account, go to www.upay.co.uk and follow the instructions.

The cash and credit/debit card terminals are available in the 2nd and 3rd floors and 4th floor Restaurant area. The terminals accept both Sterling (£) and Euros (€). The terminals can issue you with a cashless payment card with a balance of the money paid minus a £3 deposit (e.g. if £10 is paid, you will receive a cashless payment card containing £7 credit).

At the end of your visit, you can simply re-insert the card into one of the card terminals. The £3 deposit plus any unused credit will be refunded.

If you visit the EMA regularly, you may wish to retain your cashless payment card for future use.
6. Facilities and equipment for delegates

6.1. Meeting rooms

The meeting rooms are located on the 2nd and 3rd floors. The largest meeting rooms are 2A and 3A. There are breakout areas outside the main meeting rooms on both floors.

The below table gives an overview of the meeting rooms used for delegate meetings, with the room number, floor level, total capacity and number of display screens in each room.

**Quick guide to delegate meeting rooms**

<table>
<thead>
<tr>
<th>Meeting room</th>
<th>Floor</th>
<th>Capacity</th>
<th>Display screens</th>
</tr>
</thead>
<tbody>
<tr>
<td>2A</td>
<td>2nd</td>
<td>109</td>
<td>4</td>
</tr>
<tr>
<td>2F</td>
<td>2nd</td>
<td>77</td>
<td>4</td>
</tr>
<tr>
<td>2D</td>
<td>2nd</td>
<td>39</td>
<td>2</td>
</tr>
<tr>
<td>2E</td>
<td>2nd</td>
<td>39</td>
<td>2</td>
</tr>
<tr>
<td>3A</td>
<td>3rd</td>
<td>137</td>
<td>5</td>
</tr>
<tr>
<td>3E</td>
<td>3rd</td>
<td>85</td>
<td>4</td>
</tr>
<tr>
<td>3F</td>
<td>3rd</td>
<td>63</td>
<td>2</td>
</tr>
<tr>
<td>3M</td>
<td>3rd</td>
<td>41</td>
<td>1</td>
</tr>
</tbody>
</table>

There are other, smaller meeting rooms on the 2nd and 3rd floors which are generally used for internal EMA meetings rather than delegate meetings:

- The full list of 2nd floor meeting rooms is: 2A, 2B, 2C, 2D, 2E, 2F, 2G, 2H and 2J. There are also two training rooms: 2T1 and 2T2.
- The full list of 3rd floor meeting rooms is: 3A, 3E, 3F, 3G, 3H, 3J, 3K, 3L, 3M. There are also two training rooms: 3T1 and 3T2.

6.1.1. General meeting room environment

The desks in the delegate meeting rooms provide an 80 cm wide workspace. There are fully adjustable chairs.

The lighting system has four different modes: fully lit; presentation mode; dimmed; and black-out mode.

There are two kinds of curtains in the delegate meeting rooms designed to reduce or block light to different degrees. The black-out curtains are designed to block light; while the sunscreen curtains reduce glare from bright sunlight.

6.1.2. IT equipment, audio-visual systems and telephony

The meeting rooms offer:

- Wi-Fi (see section 6.5 for more details);
- Adobe Connect set-up for running on-line presentations*;
- An electronic voting system;
- Presentation screens and high quality projectors;
Microphones;
Audio- and video-conferencing facilities;
EU and UK power sockets;
PC and phone equipment used by the secretariat.

* Adobe Connect will be used for presentations in delegate meeting rooms as it also allows remote-access for participants not present at the meeting (the system was already in use in 7 Westferry Circus).

### 6.1.3. General best practice advice for presentation slides at the EMA

Some general advice on presentation slides is available based on feedback from committee and working party members, experts and EMA staff:

- Slides should preferably have a white background and be numbered;
- Light background colours for graphs and charts are recommended. Caution should be taken when figures are taken directly from scientific literature as they may not translate clearly when projected;
- For charts, red and green and grey-scale in the same chart should be avoided and font size within charts should not be less than 10pt;
- Ideally, slides should not display more than three levels of information per slide;
- For readability, text should preferably be no smaller than 20pt. Red text can be difficult to read from afar.

### 6.2. Delegate lounge

The Delegate lounge is located on the 2nd floor next to meeting room 2A. It is on the South West corner of the building where it receives plenty of natural light. In terms of equipment and facilities, the Delegate lounge offers:

- Wi-Fi (see section 6.5 for more details);
- 4 offices (each with a PC and a landline phone);
- 4 small meeting rooms (each with a landline phone);
- 14 additional booths for quiet desk-working (each with a landline phone);
- Working area with around 20 seats in an open plan setting;
- A colour printer/photocopier, accessible over the wireless network;
- Tea and coffee point for refreshments;
- Informal seating area (around 15-20 seats) with soft seating by the windows and views of the river;
- Storage space for luggage and coats (6 wardrobes).

### 6.2.1. Other delegate areas

There are other delegate areas located on the 2nd and 3rd floors:
• One breakout space on each floor;
• Seating throughout the open space;
• Two tea and coffee points on each floor.

A multifunctional space on the Promenade level is also available for delegates and staff, with a capacity of around 100 people. This area can be used for formal and social events, with or without catering. On meeting days, the Promenade lounge will offer light food and drinks.

6.3. **Industry lounge and industry meeting rooms**

The Industry lounge and industry meeting rooms are located on the ground floor, to the left of the reception desk as you face it on entering the building. There are four meeting rooms for use by industry (two 8-person meeting rooms and two 6-person meeting rooms).

6.4. **IT equipment available on loan from the EMA**

Laptops are available on loan from the EMA if required. As there is only a small pool of equipment available, please provide as much advance notice as possible if you wish to borrow an EMA laptop. Please contact the IT service desk for further information (tel. +44 (0)20 3660 8520, e-mail: itservicedesk@ema.europa.eu).

6.5. **Wi-Fi**

A dedicated Wi-Fi service for delegates is available that you can access when using a personal device or a borrowed EMA device.

6.5.1. **Connecting to Wi-Fi**

You can access the Agency’s Wi-Fi service by searching for wireless networks, selecting the ‘Delegates’ service and logging in using your ECD credentials.

- **Wireless network name**: DELEGATES (type of network: open SSID)
- **Log-in details**: Your personal ECD credentials

Please contact the IT service desk for further information: (tel. +44 (0)20 3660 8520 or e-mail itservicedesk@ema.europa.eu).

It is possible to connect to the agency’s Wi-Fi network using a Windows laptop, a non-Windows laptop or another personal device (such as a tablet or smart-phone). The IT service desk can only guarantee IT support for EMA equipment, but it will seek to provide all the information needed to allow delegates to configure their own laptop or other device to connect successfully to the agency Wi-Fi.

6.5.2. **Access to EMA network**

You can access the following online services when connected to the Agency’s delegates’ Wi-Fi service using your ECD credentials:

- Public internet browsing;
- Managing Meeting Documents (MMD) system;
- Wireless printing (see section 6.6 for details);
6.6. **Printing, copying and scanning**

Printers are available for use by delegates in the delegate areas on the 2\textsuperscript{nd}, 3\textsuperscript{rd} and 4\textsuperscript{th} floors. The printers are multifunctional devices (abbreviated to ‘MFD’), which means they can also be used to copy and to scan documents.

You can connect to the MFD devices from your personal laptop or borrowed EMA laptop over the Wi-Fi network. If you are using a non-EMA laptop, you need to install the MFD ‘driver’ on the laptop first in order to use the MFD. To do this, please go to [https://wifiprinting.eudra.org/printers](https://wifiprinting.eudra.org/printers) and follow the instructions. After installing the MFD driver, the MFD will be displayed on your list of available printers.

For support with installing print drivers, please contact the IT service desk (tel. +44 (0)20 3660 8520 or e-mail itservicedesk@ema.europa.eu).

It is possible to print over the agency’s Wi-Fi network using a Windows laptop or a non-Windows laptop. The IT service desk can only guarantee IT support for EMA equipment, but it will seek to provide all the information needed to allow delegates to configure their own laptop or other device to print successfully using the agency Wi-Fi network.

It is not possible to print from a personal device that is not a laptop (such as a tablet or smart-phone) over the agency’s Wi-Fi network.

**Please note:** If you are using a non-EMA laptop, you must have admin rights to be able to install the MFD driver on it. If you do not have admin rights, or if you are unsure, you should contact your own IT helpdesk to resolve the issue before visiting the EMA. The EMA IT helpdesk is unable to give you admin rights on a non-EMA computer.

For general support with using an MFD, please ask a member of EMA staff for advice or contact the EMA Reprographics team:

- Tel. +44 (0)20 3660 7177
- E-mail: reprographics@ema.europa.eu

6.7. **Audio-conferencing**

The telephones in the delegate areas can be used for internal EMA calls and external calls in Europe. The switchboard can connect you to other international numbers if needed.

To call the switchboard, dial 0 from an EMA landline.

6.8. **Storage of personal property**

There is ample storage space for luggage, coats, etc. in the wardrobes in the delegates’ area. The storage space is intended for use while attending meetings at the EMA. There is a high level of security in the building, but the EMA cannot be responsible for any belongings left in the building.
7. Security

7.1. Building passes for delegates

Permanent building passes are issued to delegates who attend frequent meetings at the Agency (at least eight times a year). The EMA secretariat is responsible for requesting allocation of a permanent building passes for delegates.

Permanent passes are valid for entry into the EMA building Monday-to-Friday from 07:00 to 22:00. The pass is valid for 12 months unless cancelled, and should be returned to the Security office on termination of the mandate as a delegate.

Delegates with a permanent pass will be given a black lanyard which must be worn around the neck when using the building. They have access to all floors and building areas with certain exceptions (e.g. mailroom and archives).

Delegates who attend less frequent meetings should report to the reception at the start of each visit with an identity document. They will be given a non-permanent building pass with a separate security access card, giving access to the main building areas used by delegates (but not the office floors). These must be returned to the Security office at the end of the visit.

In other situations, including cases when a delegate has forgotten to bring their permanent pass, a visitor pass can be issued.

Lost or stolen building passes must be immediately reported to the Security office (tel. +44 (0)20 3660 8888 or e-mail security@ema.europa.eu).

It is forbidden for any delegate to lend their security pass to any other person including a colleague.

Delegates are required to have their photograph taken to obtain a building pass.

8. Health and safety

8.1. First aid

There are two first aid rooms in 30 Churchill Place:

- On the 1st floor;
- On the 3rd floor.

First aid is available on EMA premises 24 hours a day, 7 days a week. If you need to contact a first-aider within the EMA:

- Tel. 2222 from an EMA landline.

Using the above number will ensure that a first-aider is found promptly to give you assistance. Outside normal business hours, calls to this number will be handled by the Security office.

All first aiders are issued with a first aid box. In addition, every kitchenette is equipped with a first aid box, which is available for use by anybody who needs it.

8.2. Medical emergencies

If urgent medical assistance is needed, you should contact the ambulance service by dialling 999 or 112.
If you call an ambulance, you must inform the Security office on extension 8888 to enable them to assist the ambulance service on arrival.

**8.3. Smoke-free policy**

Smoking of any kind, including electronic cigarettes, is not allowed inside the building. The EMA smoke-free policy is intended to ensure that all staff, contractors, delegates and visitors at the Agency premises benefit from a smoke-free environment. Anyone wishing to smoke may do so in the designated smoking areas outside the building. Further information can be obtained from the reception desk.

**8.4. Fire**

An automatic fire-detection and alarm system with a public address system is provided throughout the premises. Red fire alarm call points are located on the walls next to the fire exits and in additional locations in certain areas on some floors. The glass must be pressed in the centre until it breaks and the alarm sounds.

**Fire alarm call point**

![Fire alarm call point](image)

Alert signal: an intermittent tone followed by a voice message. If you hear the alert message, do not leave the floor but await further instructions. Be prepared to leave if a floor marshal asks you to leave or the voice message changes.

Evacuation signal: a continuous tone with a voice message. If you hear the evacuation signal:

- Evacuate the building by going straight to the **assembly point in Montgomery Square** (see map below);
- Do not attempt to use the passenger lifts;
- Do not stop to collect personal belongings or bring large items (e.g. suitcases) into the staircases;
- The pace of evacuation must not be hasty but should be orderly and without delay;
- On leaving the building you must go directly the assembly point;
- Remain at the assembly point until security staff or floor marshals confirm it is safe to return to the building.
These evacuation procedures, including the requirement to go to the assembly point, apply at all times including out of hours, at weekends and on EMA holidays.

**Use of fire exit staircases – access in non-fire situations**

The green fire exits have an access control system allowing you to use the green staircase to move between office floors in a non-fire situation. However, please note the red and blue fire exits should only be used for exiting the building in an emergency situation as they do not have an access control system: once you are in the red or blue staircase it is not possible to re-enter the office floors, the only exit is on the ground floor via the reception.

**8.4.1. Mobility-impaired persons**

Mobility-impaired delegates who cannot negotiate the stairs will be assisted by EMA staff members who have been designated as “buddies”. Fire-fighting lifts are available in the building and may be used for the evacuation of mobility-impaired persons. Delegates should kindly inform the Agency in advance if they would have difficulty evacuating by the fire exit staircase. A generic Personal Emergency Evacuation Plan (PEEP) will be available for mobility-impaired delegates at reception. For delegates who attend meetings on a regular basis, a specific PEEP will be developed with their input.

Route for mobility-impaired persons from the Promenade level to the assembly point: there are two external lifts, one on either side of the building, which are independent of 30 Churchill Place and connect the Promenade level with the main street level (outside 30 Churchill Place). These can be used by delegates and staff, but priority should be given to mobility-impaired persons in an evacuation.