



Order of Mr Justice Thompsell dated 30 October 2024 amended on 13 November 2024 pursuant to CPR 40.12

IN THE HIGH COURT OF JUSTICE

Claim No: PT-2024-000893

BUSINESS AND PROPERTY COURTS OF ENGLAND AND WALES (ChD) PT-2024-000893

PROPERTY, TRUSTS AND PROBATE LIST

Before: Mr Justice Thompsell

On: 30 October 2024

B E T W E E N:-

THE UNIVERSITY OF LONDON

Claimant

-and-

(1) ABEL HARVIE-CLARK

(2) TARA MANN

(3) HAYA ADAM

(4) PERSONS UNKNOWN WHO, IN CONNECTION WITH BOYCOTT, DIVESTMENT, AND SANCTIONS PROTESTS ON THE LAND (DEFINED IN SCHEDULE 1) BY THE ‘SOAS LIBERATED ZONE FOR GAZA’ AND/OR ‘DEMOCRATISE EDUCATION’ MOVEMENTS, ENTER OR REMAIN WITHOUT THE CONSENT OF THE CLAIMANT UPON ANY PART OF THE LAND

(5) PERSONS UNKNOWN WHO, IN CONNECTION WITH BOYCOTT, DIVESTMENT, AND SANCTIONS PROTESTS ON THE LAND (DEFINED IN SCHEDULE 1) BY THE ‘SOAS LIBERATED ZONE FOR GAZA’ AND/OR ‘DEMOCRATISE EDUCATION’ MOVEMENTS, OBSTRUCT OR OTHERWISE INTERFERE WITH ACCESS TO AND FROM ANY PART OF THE LAND

(6) PERSONS UNKNOWN WHO, IN CONNECTION WITH BOYCOTT, DIVESTMENT, AND SANCTIONS PROTESTS ON THE LAND (DEFINED IN SCHEDULE 1) BY THE ‘SOAS LIBERATED ZONE FOR GAZA’ AND/OR ‘DEMOCRATISE EDUCATION’ MOVEMENTS, ERECT ANY TENT OR OTHER STRUCTURE, WHETHER PERMANENT OR TEMPORARY, ON ANY PART OF THE LAND

Defendants

INTERIM INJUNCTION

Amended under the slip rule CPR 40.12

PENAL NOTICE

THIS IS AN ORDER OF THE COURT. IF YOU, THE WITHIN NAMED DEFENDANTS AND PERSONS UNKNOWN OR ANY OF YOU, DISOBEY THIS ORDER OR INSTRUCT OR ENCOURAGE OTHERS TO BREACH THIS ORDER, YOU MAY BE HELD TO BE IN CONTEMPT OF COURT AND MAY BE IMPRISONED, FINED OR HAVE YOUR ASSETS SEIZED.

ANY OTHER PERSON WHO KNOWS OF THIS ORDER AND DOES ANYTHING WHICH HELPS OR PERMITS THE DEFENDANTS TO BREACH THE TERMS OF THIS ORDER MAY ALSO BE HELD IN CONTEMPT OF COURT AND MAY BE IMPRISONED, FINED OR HAVE THEIR ASSETS SEIZED

IMPORTANT NOTICE TO THE DEFENDANTS

This Order prohibits you from doing the acts set out in this Order. You should read it very carefully. You are advised to consult a solicitor as soon as possible. You have the right to ask the Court to vary or discharge this Order.

UPON hearing Mr Lees KC and Miss Briggs, both of counsel, for the Claimant, the First, Second, and Third Defendants in person, and the classes comprising Fourth, Fifth, and Sixth Defendants neither attending nor being represented.

AND UPON the Court reading the witness statement of Mr Alistair Jarvis dated 11 October 2024 and the first, second, and third witness statements of Mr Connor Merrifield dated 22 October 2024, 28 October 2024, and 28 October 2024 respectively, together with the exhibits thereto.

AND UPON the Court being satisfied that there is a sufficiently real and imminent risk of the Defendants committing the tort of trespass to justify the grant of a precautionary injunction.

AND UPON the following terms having the following meanings in this Order:

- (1) “the Land” meaning the parcels of land forming part of Title Numbers 325806, NGL376460, LN91321, LN94166, and LN179751 and as more particularly described in Schedule 1 hereto (by reference to the plan at enclosure 1);
- (2) “the Code” meaning Ordinance 24 promulgated by the Claimant titled ‘Code of Practice on Meetings or Other Activities on University Premises’ and dated 15 February 2019, together with Annexes 1 and 2 thereto, a copy of which is appended hereto at enclosure 2;
- (3) “the Appointed Officer” meaning either Alistair Jarvis, Rita Akushie, or Emma Rees (or a person who, at the relevant time, holds the position of the Claimant’s Pro Vice-Chancellor (Partnerships and Governance), Pro Vice-Chancellor (Finance and Operations), or Executive Director, Property and Estates);
- (4) “the Visitor Regulations” meaning the regulations promulgated by the Claimant dated 8 February 2019, a copy of which is appended hereto at enclosure 3; and
- (5) “the Website” meaning <https://www.london.ac.uk/about/policies/core-policies/protest-code-practice-regulations> ;
- (6) “the Alternative Service Application” meaning the Claimant’s application dated 14 October 2024 for alternative service pursuant to CPR 6.15 and 6.27;
- (7) “the Alternative Service Order” meaning the Order of Adam Johnson J dated 16 October 2024 in relation to the Alternative Service Application.

AND UPON the Court accepting the Claimant’s undertaking that the Claimant will comply with any order for compensation which the Court might make in the event that the Court later finds that this Order has caused loss to a Defendant and the Court finds that the Defendant ought to be compensated for that loss.

AND UPON the Court accepting the Claimant’s undertaking to publish the Code and Visitor Regulations on the Website and to keep the Website updated with any changes to the identities of the Appointed Officers.

AND UPON the Court accepting the Claimant's undertaking, upon the provision of written confirmation from one of the Appointed Officers that permission has been granted for a planned protest in connection with boycott, divestment, and sanctions protests on the Land by the 'SOAS Liberated Zone for Gaza' and/or 'Democratise Education' movements, to publish that written consent promptly on the Website.

IT IS ORDERED THAT:

1. With immediate effect until final disposal of the claim or further order (or, if earlier, 30 October 2025), the Defendants, and each of them, are forbidden from undertaking or engaging in any or all of the following activities:
 - a. Entering onto any part of the Land for the purpose of collective or public protest
without first complying with the terms of the Code and the Visitor Regulations, specifically:
 - i. by notifying one of the Appointed Officers immediately if they consider that the Code applies to the planned protest and, thereafter, complying with the procedure laid down therein, and
 - ii. by notifying the Claimant's Head of Hospitality and Conferencing Services at least 72 hours in advance of the planned demonstration in accordance with Regulation 15.2, and
 - iii. by complying with any conditions imposed on any such demonstration by the Claimant pursuant to Regulation 15.3~~2~~, and
 - iv. only upon receipt of written confirmation from one of the Appointed Officers that permission for the protest is granted; for the avoidance of doubt, this sub-paragraph shall not preclude any Defendant from wearing a pin badge or item(s) of clothing which bears a slogan(s) and/or symbol(s) and/or which otherwise endorses or supports boycott, divestment, and sanctions protests by the 'SOAS Liberated Zone for Gaza' and/or the 'Democratise Education' movements,
 - b. Obstructing or otherwise interfering with access to or from the Land,
 - c. Erecting any tent or other structure, whether permanent or temporary, on any part of the Land,

- d. Causing, assisting or encouraging any other person to do any act prohibited by sub-paragraphs (a) to (c) above, and
 - e. Continuing any act prohibited by sub-paragraphs (a) to (c) above.
2. The Defendants or any other person affected by this Order may apply to the Court at any time to vary or discharge it, but, if they wish to do so, they must inform the Claimant's solicitors immediately (and in any event not less than 48 hours, excluding weekends and bank holidays, before the hearing of any such application).
3. Any person applying to vary or discharge this Order must provide their full name and an address for service in the United Kingdom.
4. Any person who applies to vary or discharge this Order shall file a skeleton argument and any evidence to be relied upon no later than 48 hours, excluding weekends and bank holidays, before the application hearing.
5. The Claimant has permission to apply to extend or vary this Order or for further directions. The Claimant must give the Defendants at least 48 hours' notice, excluding weekends and bank holidays, of any such application.
6. Pursuant to CPR r.6.15 and r.6.27, the Claimant shall serve this Order on the Defendants by:-
 - a. Leaving copies of the Order at the following locations upon the Land in transparent plastic boxes and/or plastic wallets as appropriate marked for the attention of "Persons Unknown in connection with boycott, divestment, and sanctions protests on the Land by the 'SOAS Liberated Zone for Gaza' and/or 'Democratise Education' movements":-
 - i. That part of Byng Place, London occupied by the Defendants the approximate location of which is marked in red and as location "A" on the plan at Enclosure 4 hereto (the "**Alternative Service Plan**") and which is present the site of the Defendants' protest encampment;
 - ii. The gates on Malet Street, London (the "**Malet Street Gates**"), which give access and egress to that part of the Claimant's land known as

Torrington Square, the approximate location of which are marked in red and as location “B” on the Alternative Service Plan; and

iii. The gates on Thornhaugh Street, London (the “**Thornhaugh Street Gates**”), which give access and egress to that part of the Claimant’s land known as Torrington Square, the approximate location of which are marked in red and as location “C” on the Alternative Service Plan;

- b. Positioning a warning notice advertising the existence of the Order upon, at, or nearby to the Malet Street Gates and the Thornhaugh Street Gates, which states that an interim injunction affecting “Persons Unknown in connection with boycott, divestment, and sanctions protests on the Land by the ‘SOAS Liberated Zone for Gaza’ and/or ‘Democratise Education’ movements” and ensuring that this remains in place and contains a QR code linking to the Website as well as the web address of the website;
- c. Uploading a sealed copy of the Order to the Website; and
- d. Sending a link to the Website by email to:
 - i. 669841@soas.ac.uk and abel.harvieclark@gmail.com (Abel Harvie-Clark);
 - ii. 700495@soas.ac.uk (Tara Mann);
 - iii. 709237@soas.ac.uk (Haya Adam)
 - iv. soasliberatedzone4gaza@proton.me (general encampment e-mail address).

7. Paragraphs 4 and 6 of the Alternative Service Order shall be varied as follows:

- a. The Defendants have permission to file and serve a Defence by 4pm on 11 December 2024.

8. This matter shall be listed for an in-person case management conference on the first open date after 18 December 2024, with a time estimate of half a day.

9. Costs reserved.

NAME AND ADDRESS OF CLAIMANT'S SOLICITORS

The Claimant's Solicitors are: Pinsent Masons LLP, 55 Colmore Row, Birmingham, B3 2FG.

Service of the Order:

The Court has provided a sealed copy of this Order to the serving party's solicitors:-

Pinsent Masons LLP

55 Colmore Row

Birmingham

B3 2FG

Reference: AF02/630232.07557/CM80

Email: connor.merrifield@pinsentmasons.com

Email: alicia.foo@pinsentmasons.com

SCHEDULE 1 – THE LAND

The land shown edged red on the plan at enclosure 1 (the “**Plan**”), which comprises the following parcels of land:

1. Those parts of title number 325806 which are shown shaded yellow, cross hatched yellow and hatched yellow on the Plan;
2. Those other parts of title number 325806 and which are shown cross hatched orange on the Plan;
3. The other parts of title number 325806 and which are shown cross hatched aqua on the Plan;
4. The garden of Gordon Square, London, which forms part of title number LN91321 and is shown cross hatched blue on the Plan;
5. The gardens known as Malet Street Gardens, London, which form part of title number LN94166 and are shown cross hatched green on the Plan;
6. The land at Woburn Square, London, which forms part of title number NGL376460 and is shown cross hatched purple on the Plan; and
7. Part of the land known as and situated at 52 to 60 Gower Street, London, being Bonham Carter and Warwickshire House, which is registered under title number LN179751 and shown cross hatched red on the Plan.

[illegible]

ENCLOSURE 2 -THE CODE

ORDINANCE 24

CODE OF PRACTICE ON MEETINGS OR OTHER ACTIVITIES ON UNIVERSITY PREMISES

DEFINITIONS

'Central Academic Body' means an educational, academic or research institution established in accordance with Statute 17.1.

'Central Activities' means those activities, operations and services which the University carries out and provides centrally for the benefit of the Member Institutions and of students registered with the University itself.

'University premises' means the Senate House, Stewart House, Student Central, Halls of Residence, ULIP and any premises occupied by a Central Academic Body or Central Activity, including sporting activities undertaken by students on University premises. Premises occupied by Member Institutions or other third parties are excluded. If any doubt arises about the meaning of 'University premises' as those to which this Ordinance applies, the Vice-Chancellor shall resolve the matter and the Vice-Chancellor's decision shall be final.

INTRODUCTION

- 1.1 In pursuance of the duties of the Board of Trustees as laid down in Section 43 of the Education (No. 2) Act 1986 (see Annex 2 of this Code) and to meet the responsibilities imposed by the Counter-Terrorism and Security Act 2015 (the "Prevent Duty") and with a view to taking steps which are reasonably practicable to ensure that freedom of speech within the law is secured for members, students and employees of the University and for visiting speakers, the Board of Trustees of the University has made the Procedures at Annex 1.
- 1.2 This Ordinance and the Procedures appended apply to all members, students and employees of the University, and to visiting speakers, and to all premises defined above.

PRINCIPLES

- 2 The University shall not, so far as is reasonably practicable, deny access to any University premises to any individual or body on grounds connected with the beliefs, views, policies or objectives of that individual or body, unless the University reasonably concludes, acting through the appointed officer (see procedure at Annex 1) that it has obligations which make it prudent and in the public interest to deny access.
- 3 These will include obligations to secure participants' safety, to avoid public disorder and breaches of the peace, and to avoid transgressions against lawful freedom of speech.
- 4 The University will have regard to its responsibilities in relation to gender segregation, as outlined in the guidance produced in 2014 by the Equality and Human Rights Commission.

<http://www.equalityhumanrights.com/publication/gender-segregation-events-and-meetings-guidance-universities-and-students-unions>

PROCEDURES

- 5 There will be procedures, approved by the Board of Trustees, to be followed by all members, students and employees of the University, and by visiting speakers, in respect of:
 - 5.1 meetings or any other activities which are to be held on University premises where there is a real likelihood that the speaker may not be able to enter or leave the building safely and/or deliver a speech; or where there is risk of the University being unable to carry out its legal obligations, including those described in paragraph 3;
 - 5.2 the conduct required of all persons in connection with any such defined meetings or activities;and
 - 5.3 any other related or ancillary matters which the Board of Trustees declares to fall within this Ordinance.
- 6 Infringements of, or departures from, these procedures in whatever respect will render those responsible subject to disciplinary proceedings and may constitute misconduct.
- 7 Additionally, if any such actions involve breaches of the law, University authorities will be ready to assist the prosecuting authorities to implement the processes of law and, if charges are preferred, will stay disciplinary proceedings pending the outcome of any such proceedings.

15 February 2019

ORDINANCE 24 ANNEX 1

PROCEDURES ON MEETINGS OR OTHER ACTIVITIES ON UNIVERSITY PREMISES

MEETINGS OR OTHER ACTIVITIES TO WHICH THIS PROCEDURE APPLIES

1. This procedure shall apply only to meetings falling within the meaning of Ordinance 24, i.e. any meeting or other activity where there is a real likelihood that the speaker may not be able to enter or leave the building safely and/or deliver a speech or where there is risk to the University of being unable to carry out its legal obligations, including those described in Ordinance 24 paragraph 3;
2. Any person who believes that a meeting might fall within the terms of this Ordinance must inform the appointed officer immediately. The appointed officer shall contact the principal organiser and seek further information as set out in paragraph 9 below.

APPOINTED OFFICER*

3. The Board of Trustees, in laying down the following, authorises the Vice-Chancellor to appoint an officer or officers who shall act on its behalf to ensure as far as is reasonably practicable that all members of the University, students and employees of the University and visiting speakers, comply with the provisions of this Procedure.
4. If the meeting or other activity is to be held at the University of London Institute in Paris, the Chief Executive Officer of ULIP, or in his/her absence a delegated individual, shall be the appointed officer.
5. For all other premises the Pro Vice-Chancellor (Strategy, Planning and Partnerships) and Director of Property and Facilities Management shall be the appointed officer. In the case of the School of Advanced Study, s/he may delegate the role of appointed officer to the relevant Institute Director where appropriate. In the case of the premises occupied by Student Central (including the sporting activities), s/he may delegate the role of appointed officer to the Acting General Manager of Student Central.
6. The Pro Vice-Chancellor (Strategy, Planning and Partnerships) and Director of Property and Facilities Management shall, as appropriate, inform the Vice-Chancellor.

BOOKING MEETINGS OR OTHER ACTIVITIES ON UNIVERSITY PREMISES

7. Bookings must be made as far in advance as possible, and *at least* 10 clear working days before a meeting or activity is to be held. Accommodation bookings, hiring to outside persons or organisations and the attendance of members of the public at University meetings may be confirmed only by the appointed officer or an officer authorised to act on the appointed officer's behalf. The name, address, organisation if relevant, and telephone number of an individual who is the principal organiser must be provided.

PROCEDURES

8. If the organisers of a meeting or activity have grounds for believing that the meeting or activity falls within the terms of paragraph 1, the principal organiser shall immediately ensure that notice of the proposal is given to the appointed officer containing:
 - 8.1 Date, time and exact place of meeting or activity.
 - 8.2 Name of speaker(s) or alternative speaker(s).

- 8.3 Precise timing of expected arrival and departure of speaker(s).
 - 8.4 Information on the subject of the meeting or activity, which may include drafts, in English, of any speeches to be delivered.
 - 8.5 Draft copy in English of any proposed notice, leaflet or other material announcing or advertising the meeting. The University reserves the right to require change to or withdrawal of publicity material if in the opinion of the appointed officer it appears to breach the terms of Ordinance 24.
 - 8.6 Name, address and telephone number of a member of the University or other person responsible organising the meeting or activity.
 - 8.7 Whether the audience may include persons who are not members of the University; whether it is intended that the meeting or activity be open to the public or is by named invitation only.
 - 8.8 Details of any circumstances which give rise to concern about possible disturbance which could be caused at the meeting or activity or which might give rise to difficulty in a speaker entering or leaving the premises or being able properly to deliver his or her speech.
 - 8.9 Name and appointment or designation of the chair or alternative chair of the meeting.
 - 8.10 Any further information reasonably required by the appointed officer in order for the latter to reach a decision.
9. Within three working days of receiving such notice or further information, the appointed officer shall issue a statement to the principal organiser which shall either grant or withhold permission for the use of University premises as proposed for the conduct of the event.
 10. Permission so granted may be granted subject to such conditions as the appointed officer considers reasonably necessary to secure fulfillment of the University's legal responsibilities.
 11. Late substitution of speakers, topics or text of speeches or publicity material may be refused by the appointed officer if s/he has reason to believe that the substitution may fall within the terms of paragraph 1.
 12. The principal organiser and every other person concerned with the organisation of an event for which permission has been granted shall be required to comply with any and every condition laid down by the appointed officer under the provisions of this Procedure. Such conditions may require:
 - 12.1 That the public shall be neither invited nor admitted.
 - 12.2 That a meeting or activity shall be declared to be open to the public.
 - 12.3 That any advertisement or notice be amended or withdrawn.
 - 12.4 That if guests are to be allowed to attend, only those whose identity is known to the organisers shall be admitted.
 - 12.5 That admission be restricted and controlled by ticket, identity card or both.

- 12.6. That checking of admission be extended to the entrance to the building in addition to or instead of the door of a meeting room itself.
- 12.7 That the names and addresses of stewards (including a chief steward) be supplied in advance by the organisers for approval.
- 12.8 That a specified number of stewards shall be provided by the organisers, that they be required to be present throughout the meeting or activity and also while the audience is assembling or dispersing, and that they are briefed by the organisers about their duties and responsibilities including local fire and emergency procedures.
- 12.9 That additional staff or security be provided for the event at a charge to be determined by the appointed officer and paid for by the organiser. In addition, the cost of providing special cleaning, repair or other services shall be met by the organisers.
- 12.10 That certain members of the University shall be present in order to assist in the maintenance of good order.
- 12.11 That any speaker shall enter and leave by specified routes and shall be escorted under specified arrangements to be made by the organisers.
- 12.12 That no food or drink, alcoholic or otherwise, banners, flags, placards or similar items or any items or animals which could be used in a manner likely to lead to injury or damage or cause a breach of the peace shall be brought into the building, taken into a meeting or activity, or used anywhere on the premises.
- 12.13 That press, television, social media or broadcasting personnel be excluded, or otherwise restricted.
- 12.14 That the chair(s) be made aware of a personal duty to ensure that no speaker or other person present at a meeting should infringe the law, and that if in the opinion of the chair such conduct continues after a warning, the chair has a duty to close the meeting.
- 12.15 That the chair(s) be instructed in advance about the chair(s)'s duty to decide whether a meeting should be terminated, and about procedures for requesting police to be summoned in case of breach of the peace or a criminal act, or threat of either occurrence.
- 12.16 That the organiser comply with any other instructions as may be given about the conduct of a meeting or activity or conditions under which it may be held.
13. The University may require a public address or relay system to be provided to an additional hall at the organiser's expense if there is reasonable cause to consider either of these necessary to enable a meeting or activity to take place within adequate hearing for the speaker.
14. Organisers have a duty to see that nothing in the preparations for or conduct of a meeting or activity infringes the law, e.g. by conduct likely to cause a breach of the peace or incitement to hate speech or to other illegal acts, or breach of the Prevent Duty.
15. The chair of the meeting has a duty so far as possible to secure that both the audience and the speaker act in accordance with the law during the meeting (and in particular the provisions of Section 43 of the Education (No. 2) Act 1986). In cases of unlawful conduct, the chair is required to give appropriate warnings and, in cases of continuing

unlawfulness, to require the withdrawal or removal of persons concerned by the stewards or security staff.

16. No article or objects may be taken inside the building where the meeting is taking place, or taken or used elsewhere on University premises, in circumstances likely to lead to injury or damage.
17. Premises used for meetings or activities must be left in clean and tidy condition in default of which the organisers may be charged for any additional cleaning and repairs that are subsequently required. Payment in advance or evidence of ability to pay towards these costs may be required.
18. The sub-letting of rooms or facilities. Infringement will nullify any contract which may have existed, and the University will not be liable for any contingent loss or expense incurred by the organisers or their agents.
19. The Vice-Chancellor may require any conditions to be satisfied in addition to any required by the appointed officer, and in addition to the conditions set out above the appointed officer and the Vice-Chancellor have discretion to lay down further conditions, if appropriate, after consultation with the police. Thus they may, for example, require the designated meeting or activity to be declared public (which would permit a police presence); they may arrange for University staff to be responsible for all security arrangements connected with the meeting or activity and appoint a member of staff as 'controlling officer' for the occasion. If not satisfied that adequate arrangements can be made to maintain good order they may refuse or withdraw permission for the meeting or activity. Such a step would normally only be taken on the advice of the police.
20. Appeals against rulings or decisions of the appointed officer may be made to the Vice-Chancellor whose decision shall be final.
21. Nothing in this Procedure shall prevent the Vice-Chancellor or the appointed officer or any other officer from taking such steps as may be necessary at any time to ensure the safety of members of the University (including employees) or other persons, or to safeguard the property or assets of the University.
22. In meeting its responsibilities under the Prevent Guidance, the University may share information on breaches of the Prevent Duty within the University or with external agencies.

06 April 2020

ORDINANCE 24 ANNEX 2

EXTRACT FROM THE EDUCATION (NO. 2) ACT 1986

PART IV

MISCELLANEOUS

Freedom of
speech in
Universities,
polytechnics
and Colleges

43. (1) Every individual and body of persons concerned in the government of any establishment to which this section applies shall take such steps as are reasonably practicable to ensure that freedom of speech within the law is secured for members, students, employees of the establishment and for visiting speakers.

(2) The duty imposed by subsection (1) above includes (in particular) the duty to ensure, so far as is reasonably practicable, that the use of any premises of the establishment is not denied to any individual or body of persons on any ground connected with-

(a) the beliefs or views of that individual or of any member of that body; or

(b) the policy or objectives of that body.

(3) The governing body of every such establishment shall, with a view to facilitating the discharge of the duty imposed by subsection (1) above in relation to that establishment, issue and keep up to date a code of practice setting out-

(a) the procedures to be followed by members, students and employees of the establishment in connection with the organisation-

(i) of meetings which are to be held on premises of the establishment and which fall within any class of meeting specified in the code; and

(ii) of other activities which are to take place on those premises and which fall within any class of activity so specified; and

(b) the conduct required of such persons in connection with any such meeting or activity;

and dealing with such matters as the governing body consider appropriate.

(4) Every individual and body of persons concerned in the government of any such establishment shall take such steps as are reasonably practicable (including where appropriate the initiation of disciplinary measures) to secure that the requirements of the code of practice for that establishment, issued under subsection (3) above, are complied with.

(5) The establishments to which this section applies are-

(a) any university;

(b) any establishment which is maintained by a local education authority and for which section 1 of the 1968 (No. 2) Act (government and conduct of colleges of education and other institutions providing further education) requires there to be an instrument of government; and

(c) any establishment of further education designated by or under regulations made

under section 27 of the 1980 Act as an establishment substantially dependent for its maintenance on assistance from local education authorities or on grants under section 100(1)(b) of the 1944 Act.

(6) In this section-

'governing body', in relation to any university, means the executive governing body which has responsibility for the management and administration of its revenue and property and the conduct of its affairs. (That is to say the body commonly called the council of the university);

'university' includes a university college and any college, or institution in the nature of a college, in a university.

(7) Where any establishment-

(a) falls within subsection (5)(b) above; or

(b) falls within subsection (5)(c) above by virtue of being substantially dependent for its maintenance on assistance from local authorities;

the local education authority or authorities maintaining or (as the case may be) assisting the establishment shall, for the purposes of this section, be taken to be concerned in its government.

ENCLOSURE 3 – VISITOR REGULATIONS

Visitor Regulations



Introduction to the Visitor Regulations

We are proud of the University of London's buildings, and are keen for visitors to appreciate their architecture, internal design and associated history. You will appreciate that such buildings can be faced with a broad range of threats. These regulations ensure that adequate protections and security measures are in place to safeguard the buildings and their users.

Which Buildings are Covered by these Visitor Regulations?

The University of London ("UoL") Visitor Regulations operate within Senate House,¹ Stewart House, Student Central, the Institute of Advanced Legal Studies (Charles Clore House) and The Warburg Institute ("UoL premises").

Who is Covered by these Visitor Regulations?

These Visitor Regulations provide for the safety, wellbeing and security of our staff, students, and visitors who are members of the public.

There is no public right of entry into or through UoL premises. We ask that you abide by these Visitor Regulations. If you do not comply with any part of these regulations, you may be asked to leave UoL premises (see regulation 5.1).

1. Admission

- 1.1. We aim to treat visitors with respect at all times, and to help them to access facilities and activities that they are entitled to use.
- 1.2. We regret that it may be necessary, for example in the interests of security or public safety, for us to alter UoL premises opening hours or close specific areas of UoL at any time, and without prior notice.
- 1.3. If it should be necessary to close all or part of any UoL building temporarily for any reason, we may direct you to leave by certain routes, or prevent you from leaving by certain routes.

2. Bag Searches and Other Searches

- 2.1. We regret that it may be necessary, for example in the interests of security or public safety, for us to conduct bag searches at any time, and without prior notice.
- 2.2. If asked, you must allow our security officers to search your bags when you enter UoL premises or when you enter a particular event or exhibition.
- 2.3. At our discretion, and subject to elevated security concerns, we may ask our security officers to carry out pat down searches as a condition of entry to UoL premises. The reason for such a search will be explained and such searches will be conducted by a security officer of an appropriate gender for the visitor who is to be searched.

3. The University as Licensed Premises

- 3.1. UoL has a premises licence for regulated activities under the Licensing Act 2003, pursuant to which we must:
 - a. refuse any person entry (or ask any person to leave), if our security officers believe that person to be intoxicated or behaving antisocially;
 - b. apply age restrictions and/or require proof of age identification for entry to some events or the supply of some services;

¹ In these Regulations, Senate House refers to the South Block of the building, and the North Block entrance to and areas covering the Institute of Historical Research.

- c. limit the number of people permitted into our premises at any time; and/or
 - d. refuse to serve alcohol or to supply other services to any person who is intoxicated or behaving antisocially.
- 3.2. At the end of evening events, you are asked to leave the premises quietly and with due consideration for our residential neighbours.

4. Visitor Conduct

- 4.1. All visitors are expected to conduct themselves in a professional and respectful manner to match the theme and tone of the institution/event they are visiting.
- 4.2. UoL does not abide or tolerate any form of harassment, victimisation or discrimination in any form, including where it is verbal, physical, or on the basis of age, disability, ethnicity, gender reassignment, marital status, pregnancy or maternity, religion or belief, sex, or sexual orientation.
- 4.3. You are asked to be mindful of signs requesting silence outside of rooms where indicated, and to turn your phone to silent during speaker events and in the libraries.

5. Security Staff

- 5.1. Our Security staff are identifiable by their UoL identity passes. They are authorised by UoL to require you to comply with these visitor regulations or any directions given under them. If our security officers believe you are behaving antisocially or that your conduct causes or is likely to cause risk or disturbance to other visitors, to our staff or to property, you may be refused admission to UoL premises, you may be asked to leave, and/or you may be escorted from the premises.
- 5.2. Please be aware that we will not tolerate violence or abuse to any member of our staff, students or other visitors. Failure to cooperate with the lawful directions of our security staff may put you at risk of committing an offence.
- 5.3. Security staff may use body worn cameras where deemed necessary in relation to elevated security concerns. When they are in use, cameras are visible on the staff member using them and highlighted with a badge or sign. Where possible, security staff will announce when their camera is being activated and turned off. All images are managed in line with UoL's CCTV policy which can be accessed through the [Data Protection page](#) on our website.

6. Parking of Vehicles and Provision for Disabled Visitors

- 6.1. We do not provide parking facilities, although some sites have limited parking spaces for people with disabilities.
- 6.2. If you have a disability, you and anyone accompanying you may park your vehicle within designated car parks by prior arrangement with UoL's Conference Office.

7. Health and Safety

- 7.1. In the event of an accident, please contact the reception desk of the relevant UoL premises or a member of our staff who will help to arrange assistance.
- 7.2. In the interests of health and safety, you must not:
 - a. smoke anywhere within or at the entrances to UoL premises (and this extends to the use of electronic cigarettes and vaping products);
 - b. sit on any stairs or on parapet walls;
 - c. block or obstruct entrance doors in any way;
 - d. leave any children in your care unattended, or allow them to behave antisocially;
 - e. climb on any part of the building including walls, barriers and columns;
 - f. disregard any safety signs or barriers put in place for public protection;
 - g. disregard fire alarms or any directions for the evacuation of UoL premises; or
 - h. follow (tailgate) any member of staff into a restricted area.

8. Fire Alarms

- 8.1. Fire Action Notices displayed throughout UoL premises explain how you should raise the alarm in the event of a fire or suspected fire.
- 8.2. A constant audible alarm signal means that you must evacuate the building and leave by the nearest fire exit immediately. Our staff will ensure you are aware of the alarm and direct you away from any fire-affected areas. If you require help to evacuate UoL premises, you should seek the assistance of a member of our staff.
- 8.3. In the event of a fire evacuation, you should not attempt to retrieve personal possessions from lockers, cloakrooms or study spaces if this will delay your evacuation. Our staff will help to retrieve your items from the premises as soon as possible after the building reopens.

9. Access to Restricted Areas

- 9.1. If you are found by our staff in a restricted or closed area without authority, you will be required to explain your presence and provide proof of identification. You may also be escorted from UoL premises. Please be aware of regulation 5.1 above.

10. Unattended and Lost Property

- 10.1. Any unattended property on UoL premises is left at your own risk. We reserve the right to have unattended property removed without warning in the interests of safety and security. We will not be held liable if we remove any property that you have left unattended.
- 10.2. If it is handed in to us, we will keep your lost property for three months in accordance with our lost property operating procedure.

11. Film, Photography, and Audio Recording

- 11.1. Except where directed by our staff, where indicated by notices, or during commercial filming activities, you are permitted to use handheld cameras (including phones) with flash, and audio and film recording equipment not requiring a stand, solely for your own private and non-commercial purposes. This includes use in personal, non-commercial social media profiles, blogs and websites provided that no further commercial reuse of the content is permitted by the terms of use of the social media platform or website.
- 11.2. Some events may be photographed and/or filmed. UoL will ensure they or the event organisers have provided advance warning and clear signage to indicate this. If you have any questions or concerns about appearing in images taken at an event please speak to the event organisers.
- 11.3. You must make arrangements in advance with our Conference Office or relevant Institute of the University's School of Advanced Study if:
 - a. you need to use a stand or special lighting or other equipment for filming, photography or audio recording within UoL premises; and/or
 - b. you wish to take any commercial or professional film or photography.
- 11.4. If an individual complains that your photography is intrusive, you may be asked to stop or leave UoL premises. Please be aware of regulation 5.1 above.

12. Personal Data

- 12.1. UoL is committed to protecting your personal data, and being transparent about the information held about you. The [UoL Privacy Notice](#) outlines how it handles and uses the data it collects.

13. Mobility Scooters, Bicycles and Scooters

- 13.1. Visitors using mobility scooters should contact the Conference Team at conference@london.ac.uk or the relevant Institute of the University's School of Advanced Study in advance of travel for advice on how to access the event or function that they wish to attend. Information on accessibility is available on our website.

- 13.2. You are not permitted to cycle or ride a scooter (other than a mobility scooter where permitted) inside UoL premises or on paved areas within UoL grounds.
- 13.3. You may leave your bicycle in the racks provided at your own risk.

14. Animals

- 14.1. Animals are not allowed on UoL premises under any circumstance, unless you have a disability, when you may be accompanied by a guide, assistant or companion animal.

15. Demonstrations

- 15.1. UoL recognises the rights to freedom of expression and to peaceful protest. It also has a responsibility to its staff, students and visitors to provide an environment that is free from disruption, intimidation and harassment. Demonstrations are therefore not permitted within, or obstructing the entrance to, any UoL building. Please see regulation 5.1 above.
- 15.2. If you are proposing to demonstrate in the external part of any UoL premises, you should notify Head of Hospitality and Conferencing Services at least 72 hours in advance. UoL may set conditions on such events in the interest of safety, security and other visitors' enjoyment of their visits. If you are planning to demonstrate in the external part of any UoL premises, please be aware of regulation 5.1 above.

16. Closed Circuit Television

- 16.1. You should be aware that we operate a secure, closed circuit television system throughout UoL premises in the public interest for the protection and safety of our visitors, staff, collection and property. UoL maintains a CCTV policy in line with its data protection obligations. Please see regulation 5.3 for information about accessing this policy.

17. Enquiries

- 17.1. We welcome enquiries from visitors. You can:
- a. email reception@london.ac.uk or ials@sas.ac.uk for the Institute of Advanced Legal Studies or warburg@sas.ac.uk for The Warburg Institute.
 - b. leave a message on facebook.com/unioflondon
 - c. tweet @UoLondon
 - d. write to:
The Head of Hospitality and Conferencing Services, University of London
Senate House
Malet Street
London WC1E 7HU

18. Amendments

- 18.1. We may change our service provision or amend these Visitor Regulations from time to time and we recommend that you check the UoL websites for our latest visitor information before visiting.

19. Use of UoL Facilities

- 19.1. Separate regulations may apply to your access and use of our facilities, such as Senate House Library, any of the libraries and Institutes of the University's School of Advanced Study, and Student Central's Energybase gym. Please check UoL websites for this information before visiting.

20. Complaints Procedure

- 20.1. UoL aims to provide excellent service to all the users of UoL premises. However, we recognise that sometimes things can go wrong and we always try to resolve any issues as quickly and

smoothly as possible. This procedure sets out how you can make a formal complaint in relation to your visit to UoL premises under these Visitor Regulations.

- 20.2. Separate procedures apply for academic complaints, Freedom of Information complaints or complaints associated with use of particular facilities within UoL premises, including Senate House Library and libraries of the University's School of Advanced Study.
- 20.3. If you are a contractor, supplier or other individual or organisation which conducts business with us, please refer to the dispute resolution procedure in your contract with us.

How to Make A Complaint

If you wish to complain about your experience in visiting UoL premises, please speak to a UoL staff member on duty who will try to assist you directly.

A. Formal Complaint

1. If it is not possible to speak to a UoL staff member on duty, or if you have spoken to them and you are still not satisfied, please email feedback@london.ac.uk. Please set out as much relevant detail as you can and include the outcome that you are hoping to achieve.
2. We will acknowledge your complaint within three working days of receiving it. The respective Head of area will look into your complaint and will offer the option of a meeting or phone call if they believe that this would be helpful.
3. A response will normally be sent to you within ten working days. It will include an explanation of how to take matters forward if you are still dissatisfied.

B. Appeal Process

The majority of complaints can normally be addressed as indicated above. However if you are unhappy with the response provided under section A (3) above, you may appeal against the response by submitting a summary of your complaint and why you believe the response was not satisfactory. Your appeal must be submitted to the Director of Compliance and Secretary to the Board using the [attached form](#) and within ten working days after the response has been received.

1. We will acknowledge receipt of the written appeal within three working days of receiving it.
2. The Director of Compliance and Secretary to the Board (or his/her nominated substitute) (referred to hereafter as the "Director") will investigate and respond within twenty working days (excluding UoL closure periods) of receiving the written appeal. If the Director's investigation takes longer than the agreed timescales, the complainant will be informed and revised time limits will be agreed with the complainant, who will be updated on progress.
3. The Director will consider all the documents relating to the case including any statement from the complainant in order to make a decision.
4. The Director's decision shall be final.

IF YOU NEED A COPY OF THIS DOCUMENT IN AN ALTERNATIVE FORMAT, PLEASE CONTACT THE PROPERTY AND FACILITIES MANAGEMENT TEAM ON reception@london.ac.uk or 020 7862 8880.

ENCLOSURE 4 – THE ALTERNATIVE SERVICE PLAN

