



**Flight Services**

# London-Gatwick Campus Welcome Guide







# Welcome to the Flight Services London-Gatwick Campus



Our mission is enabling safe and efficient operations. Our mission describes the essence of what Boeing Flight Services stands for and what drives our actions and decisions every day. Our focus is always on serving our customers and the safety of air travel.

Our staff would like to help make your training as pleasant and as productive as possible. This Welcome Guide will give you the basic information that you need while you are in training. If you have any questions that are not answered by this guide, please call Guest Services at +44 (0) 1293 819000.

Thank you for choosing Boeing to provide your training services. We look forward to meeting and working with you while you are here. Enjoy your stay!

# Guest Information

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## Banking

Please contact Guest Services for banking information. The staff at your accommodation can also advise you about bank hours and services. There is a machine in the Café where notes can be exchanged for coins for use in the vending machines.

## Boeing Store

Merchandise is available to purchase from the Boeing Store at the campus. Details of the products available are in our catalogue and on the price list, available from Reception. Guest Services are happy to help with any purchases. Payment is by cash only.

## Café

The Café serves breakfast and lunch between 0830 and 1530, Monday through Friday. The selection includes a main hot meal, cold meals, jacket potatoes, salads, sandwiches, and baguettes. On Saturdays between 0830 and 1400, hot sandwiches and soup are served. Outside of these times, sandwiches, baguettes, salads, and snacks are available from the vending machines, together with hot and cold drinks. Guest Services can provide details of takeaway services and local eateries.

## Cameras

The use of personal cameras, including phone cameras and tablets, is not permitted at the Gatwick campus. The only exception is the use of personal cameras to take pictures of fellow classmates in the reception area on the ground floor and immediately outside the entrance to the campus. Requests for pictures outside of these areas require special permission.

## Dry Cleaning and Launderettes

Apex Dry Cleaners are a local company providing a dry cleaning and laundry service for our customers. They collect cleaning from the campus and return it to the campus in two working days (one working day for an extra charge). Forms are available from Guest Services at Reception. The following launderettes are close to the campus:

### Horley Launderette

45, High Street, Horley, RH6 7BN; +44 (0) 1293 771147

### Crawley Launderette

2 Broadfield Place, Crawley RH11 9BA; +44 (0) 1293 530231

### Gatwick Launderette

5 Gossops Parade, Crawley RH11 8HH; +44 (0) 1293 544033

## Lounges

In addition to the Café services and vending machines on the ground floor, there is a drinks machine and seating area on the first floor. Also, there is a lounge and beverage machine on the second floor.

## Mail and Messages

We recommend that your personal mail be sent to your accommodation address. While you are at the Gatwick campus, messages may be left for you at Guest Services on +44 (0) 1293 819000 or at Reception.

## Medical Services

If you become ill during training, please notify your instructor or Guest Services at Reception, who will call for the assistance of a First Aider or give details of medical services in the area. If you become ill before you arrive for training, please notify Guest Services at Reception, who will inform your instructor. For medical emergencies that occur away from Boeing, call 999. For emergencies within the Gatwick campus, dial 0.

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### Non-medical Emergencies

#### Crawley Health Centre

Cross Keys House, 14 Haslett Avenue, Crawley RH10 1HS  
+44 (0) 300 999 3000

Open: 0800 to 2000 including Bank Holidays  
Charges apply for non-EU residents.

#### Crawley Hospital Accident & Emergency Department

West Green Drive, Crawley, RH11 7DH  
+44 (0) 1293 600300

Charges may apply for non-EU residents.

### Passes and Security

When you arrive at the campus, you will be required to produce photographic identification to enable you to have access to the building (e.g., passport, driving licence, or airline ID).

You will receive your security pass on the first day of training, which will allow you access to the specific areas of the campus you need to. Please wear your pass at all times. If you visit other areas of the campus, please be aware that you should be escorted by a Boeing employee, both for your safety and for security reasons. We appreciate your willingness to abide by this policy.

Please check in and out at Reception on entering and leaving the building every day. If you are driving to the campus, the pass will allow access to the car park.

On your last day at the campus, please deposit your pass in the box in Reception.

Absolutely no alcoholic beverages are allowed on Boeing premises.

### Quiet Area

On the first floor, there is a vending machine which sells hot drinks and has a seating area.

### Safety

Your safety while at the London-Gatwick Campus is important to us. If you have any questions or concerns please contact Guest Services.

#### Automatic External Defibrillators (AED)

The campus is equipped with AEDs in the event of an emergency. AEDs are located behind the reception front desk and at the top of the second floor staircase between the 787 suite and Jeppesen. Report any instance of removing an AED from the cabinet to Guest Services so it may be checked before being put back into service. Only trained staff are permitted to use the AED.

### Smoking

Use of tobacco products is permitted only under the smoking shelter at the side of the building.

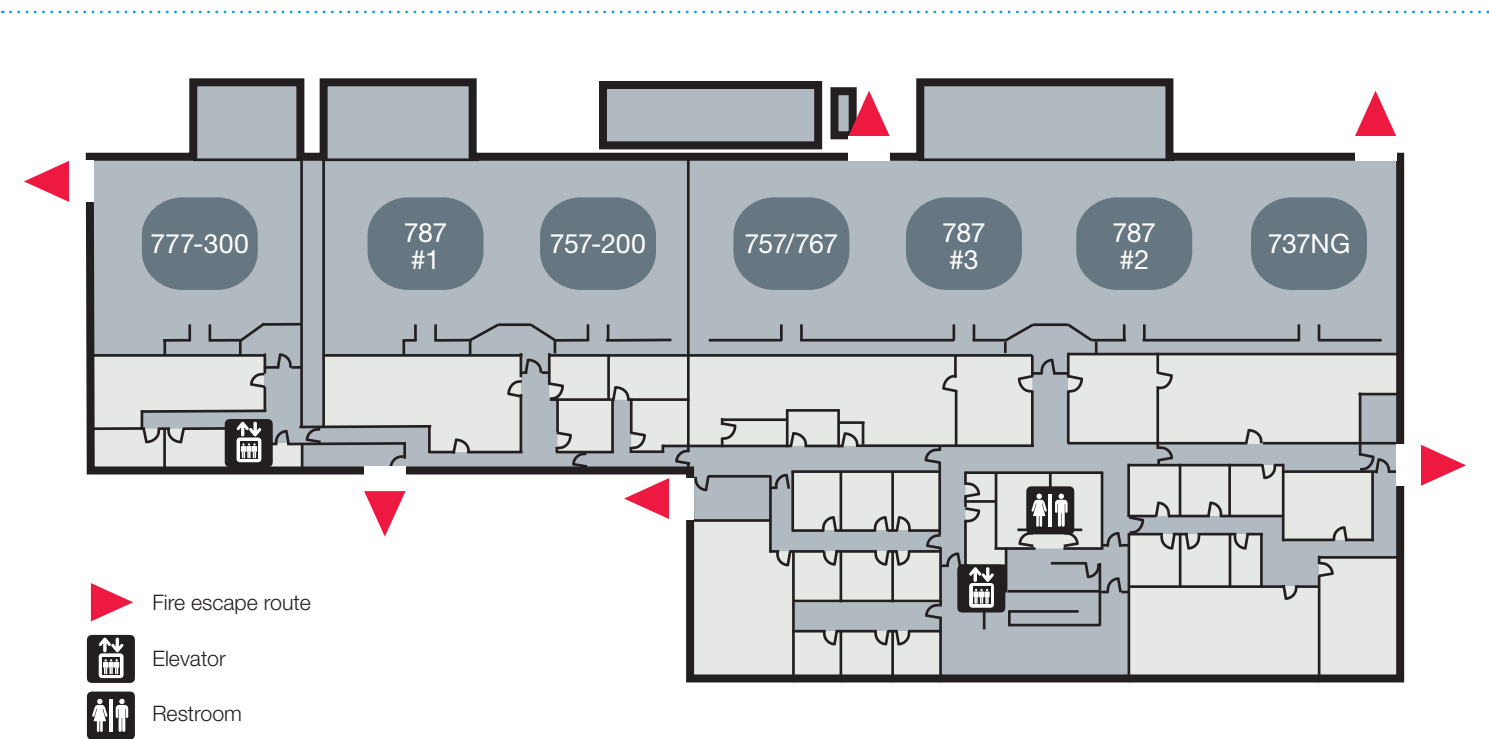
### Student Satisfaction Survey

We are permanently focused on providing the best service possible by listening to and understanding your needs and priorities. When your training has been completed, please complete the Student Satisfaction Survey available via computers in the CBT rooms and in the Sim Halls and the iPad in Reception.

Please take a few minutes to tell us how we are doing. We truly appreciate it!

### Telephones

Any urgent calls can be made by Guest Services at Reception.



# Building Evacuation Plan

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## Fire Drills

There is a fully integrated fire alarm system. Regular fire drills take place. Details are available from Guest Services at Reception.

## In the Event of a Fire

On discovering a fire, activate the nearest fire alarm. The fire brigade will be called. On hearing the alarm, leave the building by the nearest available exit. Do not use the lifts, and take personal items with you. Please proceed to the safest assembly point, either in the visitors car park or staff car park.

## Shelter-in-Place

In the event of an emergency requiring shelter-in-place (e.g., toxic release outside the building), please note the following: Fire Wardens and designated personnel will announce a shelter-in-place through word of mouth. Upon notification, move to the designated shelter-in-place location: the maintenance training classrooms on the second floor. Follow directions provided by your instructor or emergency responders, Fire Wardens, or other designated personnel while moving to the shelter-in-place location. Alert other people you see.

## Hazardous Areas

Do not enter the simulator bay floors because they are potentially hazardous areas. Obey all signs and barriers designed to keep you safe from hazards.

## Injuries

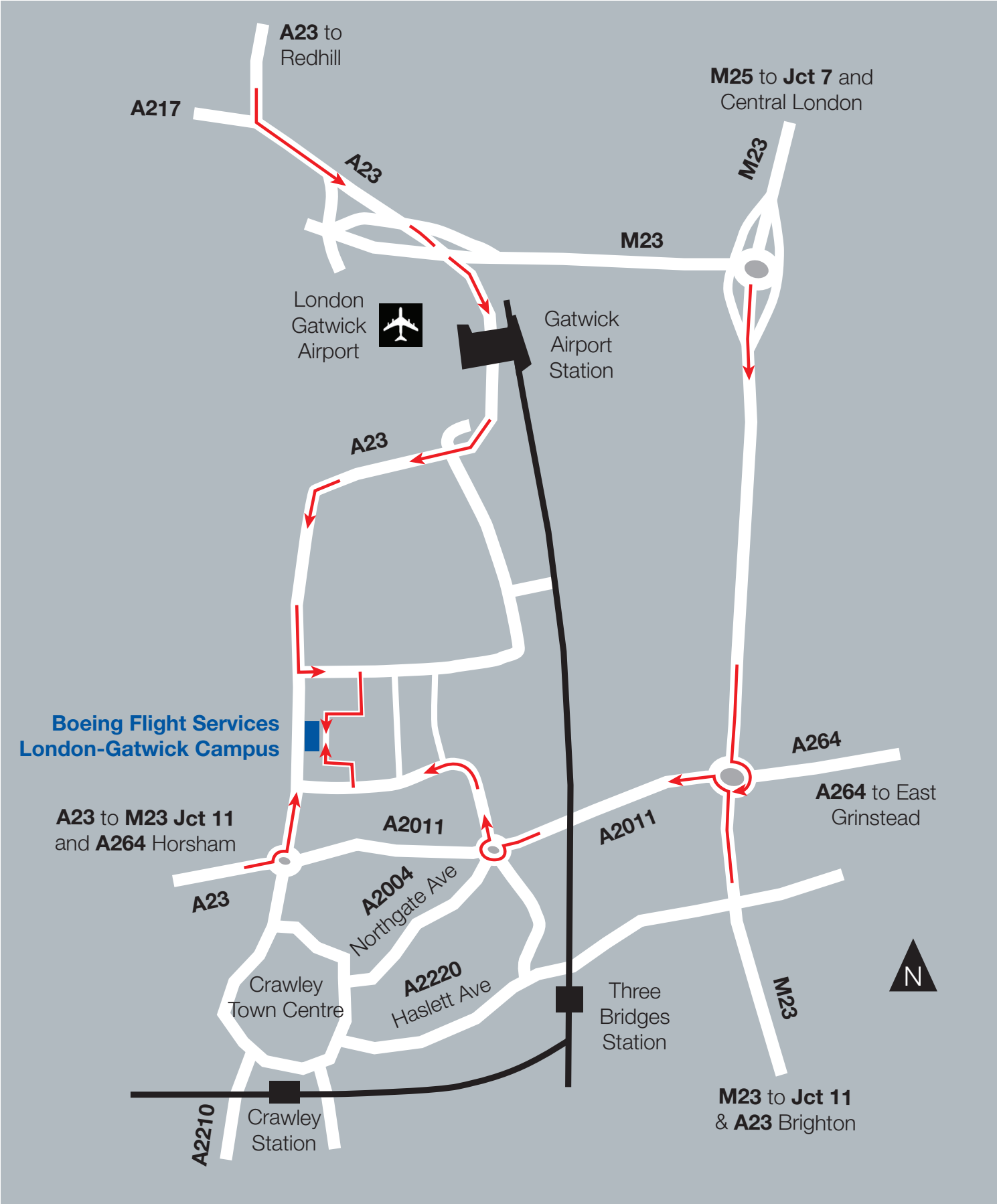
If you are injured while on campus, first aid is available at Reception; dial 0. Guest Services will call a First Aider or Emergency Services. For serious injuries and medical emergencies, 999. Report all injuries to Guest Services.

## Overhead Cranes

The simulator bays are equipped with overhead cranes. In the event of crane use, do not enter the crane operating envelope.

London-Gatwick Campus Welcome Guide

# Building Area Map





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### Boeing UK Training & Flight Services

London-Gatwick Campus  
Boeing House, Crawley Business Quarter  
Manor Royal  
Crawley, West Sussex  
RH10 9AD

Phone +44 (0) 1293 819000

Fax +44 (0) 1293 819009

### Public Transportation

**Gatwick Airport Station:** Approximately 10 to 15 minutes by taxi.

**Three Bridges Station:** Approximately 10 minutes by taxi.

**Gatwick Airport:** Approximately 10 minutes by taxi.

# Guest Information

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## Transportation

Transportation is available to and from accommodations either by using a hotel courtesy bus where available, by taxi, or by public transport. Telephone numbers of taxi firms are available from Guest Services at Reception.

## Hotel Accommodation

Please see Guest Services at Reception for details regarding Boeing-preferred hotels.

## Meet and Greet

You will be met by your instructor on arrival for a tour of the campus, during which you will be shown where the fire exits are located. You will be provided with other information on health and safety in the flight simulator when applicable. Your instructor will provide your course schedule and answer any additional questions that you may have.

## Guest Services Representatives

The Guest Services representatives will give you any help or assistance you require. They are located on the ground floor at Reception. Guest Services can be reached on +44(0) 1293 819000, 0700 to 1900, Monday through Friday, and 0700 to 1700 at the weekends. Security will be able to assist you outside these hours.

Guest Services offers the following services:

- Security passes at the Gatwick campus and directions within the building.

- Organisation of transportation to and from the campus.

- Information on local accommodations, local attractions, entertainment, shopping, and restaurants.

- Printing.

- Photocopying.

- Scanning.

- Faxing.

- Obtaining medical services.

- Access to a PC with printing facilities.

Please complete and present the attached 'Terms of Use' form for access to the complimentary high-speed wireless internet. You will then be provided with log-in details.







# London-Gatwick Campus Welcome Guide

## **Boeing Commercial Airplanes**

Flight Services

Crawley Business Quarter

Manor Royal

Crawley, West Sussex

RH10 9AD