

22. Visitors on Society Premises

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Policy

The Board of Directors and the Chief Executive of the Society recognise their responsibility for protecting the health & safety of visitors to Society premises. In order to fulfil their responsibilities, they have adopted the following procedures.

Definition

‘Visitors’ are considered to be those people who are not employed by the business but enter the Society premises in a capacity other than that of customers. All colleagues who visit sites other than their regular place of work must sign in and will be classed as ‘visitors’.

Drivers making deliveries or collections are excluded.

Procedure

Visitors should report to reception / customer services, who will ensure the details of their name; vehicle and who they are to visit are entered in the visitors’ book. There may be times when additional contact details will be required, and this will be outlined in the visitor log.

The receptionist / customer services will inform the visitor’s host, and he / she will meet the visitor in the reception / customer service area. Under no circumstances will unaccompanied visitors be allowed to enter beyond the reception / customer service area.

Visitors are the responsibility of the person with whom they have an appointment. This person, or a second competent person, will accompany the visitor at all times and ensure that the visitor is issued with and wears the appropriate PPE, where required.

The Society representative will also ensure that visitors follow Society health & safety rules at all times, including emergency and accident reporting procedures.

On leaving the site, the visitor will be escorted back to the reception / customer service area, where they will book out.

Copies of the ‘Visitor Sign-In Sheets’ are located on the Health & Safety Intranet page under ‘Forms & Information’.