

## Visitor Policy

### Policy Statement

We are committed to ensuring the health and safety of our staff, subcontractors and visitors to our premises as well as protecting company property. This policy is intended to help Sport Structures manage visitors to the office in a secure way, while also maintaining a welcoming environment for guests.

### Responsibilities

The Executive Chair is responsible for implementing the guidance within this policy and managing visitors to the office however the day-to-day visitor arrangements must be understood by all staff. All staff have a responsibility to ensure that visitors are welcomed and managed safely whilst in the office. All staff have a responsibility to ensure the guidance within this policy is applied equally to all visitors.

Visitors will be provided with all the needed information about any hazardous activities taking place on the premises (if any) and safety rules and procedures they must comply with in line with the Health and Safety Act 1974 (HASWA).

### Types of visitors

Visitors are individuals who are temporarily entering our workplace, usually for business purposes. For example:

- Staff employed by Sport Structures.
- Job candidates.
- Associates of Sport Structures.
- External visitors i.e., guest speaker or partner.
- Venue hire client.
- Work experience and placement students.
- Building and maintenance contractors.

### Procedures for visits

Sport Structures is a warm and friendly environment and all visitors to the office should be greeted in such a way. Visits, where possible, should be planned to ensure they run smoothly and take into account any safeguarding needs, the reputation of Sport Structures and the visitor. Visitors will be made aware of how to access the office, transport links and parking facilities prior to visiting.

All staff, where appropriate, should be made aware of planned visits.

Prior to the visit taking place a visitor form must be obtained to establish details of the visit and any requirements the visitor may have. See Appendix 1.

- Visits should be pre-arranged where possible.
- All visitors must report to the office where they will be greeted by a member of staff.
- They will be asked to sign in using the visitor book.
- The visitor will then be escorted into the office.
- Data Protection and Confidentiality Policies temporarily cover our visitors while they are on company premises. Visitors must not misuse our internet connection, disclose confidential information or take photographs of restricted areas.
- The fire safety procedures and basic housekeeping rules must be explained at this point.
- On departure, the visitor must sign out of the visitor book and leave the building.

#### Unknown visitors to the office

- Establish the reason for the visit and if another member of staff is expecting a visitor.
- Request photo ID/formal identification.
- Follow the steps above and request that future visits are pre-arranged.

#### Unauthorised visitors

If any staff member violates this policy by bringing in a visitor to the office without prior authorisation or shares the office security codes with visitors this may result in disciplinary action.

#### Unacceptable behaviour

All visitors are expected to treat staff and company property with respect. Visitors who act inappropriately i.e., cause disruption, use inappropriate language, are physically aggressive or damage company property, etc. will be asked to leave the office immediately. If appropriate the matter will be taken further.

#### Building and maintenance contractors

For office building and maintenance work, Sport Structures will establish a formal schedule of work ahead of the work commencing and notify staff working in the office.

#### Concerns relating to a visitor

Staff will be reminded regularly about whom they can report concerns regarding a visitor to this office. All issues regarding a visitor must be reported to Managing Director, Katherine Percival.

#### COVID-19

Please refer to our separate COVID-19 visitor policy for further information relating to visits during the pandemic and periods of restrictions.

#### Safeguarding advice for visitors

We are committed to safeguarding and meeting the needs of staff and learners. All those that visit Sport Structures have a duty to safeguard and promote the welfare of learners. Sport Structures has a Safeguarding and Prevent Policy available on our [website](#).

Appendix 1

Visitor Form

Name	
Company (if applicable)	
Email address	
Telephone number	
Date of visit	
Purpose of visit	
Is parking space required?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Additional needs or requirements?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please specify
Prayer or faith facilities required?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please specify

More information on Sport Structures and how to find us including transport links can be found at: <https://www.sportstructures.com/about-us/our-office/>.

Please complete and return this form to your Sport Structures contact prior to visiting our office.