

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 securely manage visitors to the office, while also maintaining a welcoming environment for guests.

Roles and Responsibilities

- Directors have an ultimate responsibility to ensure this policy is activated.
- Senior managers are responsible for familiarising themselves with this policy and advocating the principles to staff
- All staff have a responsibility to ensure that visitors are welcomed and managed safely whilst in the office. It is essential to ensure the guidance within this policy is applied equally to all visitors

Types of visitors

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

- Staff employed by Sport Structures.
- Individuals applying for vacancies
- Associates of Sport Structures.
- External visitors i.e., guest speaker, individuals representing organisations inside of outside of sport.
- Work experience / placement students.
- Building and maintenance contractors.

Procedures for visitors

Sport Structures has a warm and friendly office environment and all visitors to the office should be greeted in such a way. Visits should be **planned** to ensure they run smoothly and do not clash with any other events or commitments (such as the use of a meeting room). Please see below additional considerations:

- All staff must ensure visitors are made aware of how to access the office, transport links and parking facilities prior to visiting. Please check parking facilities are available at the office prior to communicating with a visitor.
- All visitors must report to the office where they will be greeted by a member of staff. They 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 or disclose confidential information.
- Visits should also consider any safeguarding or wellbeing needs.

- For visitors hiring our meeting rooms and not specifically meeting with a Sport Structures member of staff, they must be made aware of key information such as our emergency procedures and housekeeping facilities.

Unknown visitors

If there is a situation where a visitor is unknown;

- Establish the reason for the visit and ask who their point of contact is at Sport Structures
- Speak to the relevant member of staff to confirm that the visitor
- Request photo ID/formal identification if required

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 a visitor, 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 all staff accordingly.

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 the Chief Executive or Operating Officer.

Safeguarding advice for visitors

We are committed to safeguarding and meeting the needs of staff and learners. All those who 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](#).