**HEALTH AND SAFETY – VISITORS POLICY** 

**Aims and Objective**

The Union has a legal duty of care for the heatlh, safety, security and wellbeing of all visitors, students and staff on the premises. Also, in the event of an emergency and/or evacuation of the Union, it is imperative that Reception Staff are aware of visitors in the building.

For the purposes of this policy, “visitor” is either a Counsellor using the Student Support Room on one or two days a week or a person with an appointment for a meeting scheduled to take place within the Union Building. This meeting may be with a member of staff, a Sabbatical Officer or Office Bearer of the Student Union. Please note also included in “visitor” category are the owners and dogs participating in the Therapets project.

University and / or outside workmen and contractors are also classed as “visitors” for the purposes of this policy and the same procedures apply to them.

Currently enrolled Heriot-Watt University students and members of University staff and individuals specifically in the Union to use the bar and catering faciliteis are exempt from this policy.

The objective is to ensure that all Union staff working in the Union Building are aware of this policy and procedures.

**Procedures**

**Prior to Arrival**

Where approrpaite, could all staff inform Reception of expected visitors.

**On Arrival**

The standard procedure is for all visitors to report to Reception first. All visitors will be asked to sign the Visitors Log whch is kept at Reception at all times, and make note of their name, organisation, who they are visiting, purpose of visit, time of arrival and visitors badge number. All visitors will be requried to wear a visitors badge, the badge must remain visible throughout their visit.

Visitors will then escorted to their point of contact OR their point of contact will be asked to come to Reception to receive their visitor. The contact will then be responsible for them while they are in the building.

Any member of staff encountering a visitor who has entered the building through any other door than the automatic soors at Reception is personally responsible for escorting the visitor to Reception.

**On Departure**

On departing the building visitors must leave via Reception and leave their departure time in the Visitors Log alongside their entry and return the visitors vadge to Reception.

**Procedure Responsibility**

It is an individual staff member’s responsibility to inform Reception of any expected visitors.

Prior to 9am any member of staff who encounters a visitor on the premises MUST escort the visitor to Reception and ensure that the visitor fills in their details in the Visitors Log and issue the visitor with a badge. Between the hours of 9am and 8pm, Reception staff are responsible for implemetning this procedure and at 8pm responsibility shifts to the Team Leaders.

**In an Emergency**

The evacuation procedure must be explained by Reception Staff to any contractors or visitors who are not on site to meet with a specific contact and, also, the visitor must be informed of any planned fire alarm test durign their visit (for example, the weekly fire alarm test carried out on a Tuesday, mid morning). Otherwise it should be confirmed that, if the alarm sounds, the visitor must evacuate the building and prcoeed to the assembly point so that Reception staff can account for their whereabouts.

If the visitor is visiting a staff member it is the staff member’s responsibility to ensure the visitor knows the evacuation procedure and to proceed with them to the assembly point and, also, to inform the visitor of any planned fire alarm test during their visit.

**Visitors Parking**

All visitors (except disabled) are to park in car parks A, B or C on Campus. Disabled visitors may park in the laoding bay, with advance notice to ensure there is space and no deliveries are due. Otherwise, the loading bay is not to be used for visitor parking.

The Student Union accepts no responsibility for any theft of vehicles, or any loss from or damage to vehicles parked on campus.