

**CC** CLEVELAND COLLEGE OF  
**AD ART & DESIGN**

<i>Title:</i>	<b>Visitors Procedure</b>		
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## **INTRODUCTION**

Cleveland College of Art & Design will ensure, so far as is reasonably practicable, that health and safety will be managed in compliance with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and other associated legislation and in doing so shall undertake to protect the health and safety of visitors

## **SCOPE**

Staff/Students who are responsible for inviting visitors onto the premises

## **DEFINITIONS**

**The College** – All college premises at Middlesbrough and Hartlepool

**Visitor** – A person, who attends the college to undertake work, meet with college personnel, attend an event, interview etc.

\* **There is a separate procedure for children who visit the college.**

## Visitors Procedure

PROCEDURE	Role / Responsibility of	How
<p>Ensure that all visitors sign in upon arrival.</p> <p>Determine whether the visitor has any special needs.</p>	<p>Reception staff / those receiving visitors</p>	<p>Check whether the visitor has signed in, if not ask them to do so in the visitor's book.</p> <p>Do not allow anyone into the premises if they have not signed in however brief the proposed stay.</p> <p>This may be obvious such as wheel chair users or where a person has impaired vision However other conditions such as hearing problems may not be obvious.</p> <p>In most cases it will not be necessary to ask a visitor if they have any such conditions as this will become apparent during the meeting or event and if an emergency situation was to arise you will be with them to assist.</p> <p>There is, however, a slight possibility that this information will need to be obtained if the visitor will be spending longer periods of time working unaccompanied in the college.</p> <p>Therefore it will be necessary to discretely ask if the visitor will have any problems hearing the fire alarm or seeing fire exit signs should an emergency arise.</p>

<p>Once it has been ascertained that a visitor has special needs determine what procedures need to be applied to ensure the visitor can safely evacuate the building.</p> <p>Advise the visitors of the fire evacuation procedure.</p> <p>Advise the visitors of the smoking rules.</p> <p>Inform the visitors of applicable Health and Safety arrangement appropriate to them whilst on the premises.</p>		<p>Consider the needs of the visitor, e.g. will they be able to hear the emergency alarm and see the fire exit signs clearly? How much time they will be with you (all/some/none of the time, for example is it just a short meeting, or a longer meeting/event or are they here to carry out some kind of maintenance work etc.)? Where will they be located whilst in the premises?</p> <p>Verbally inform the visitor of the emergency evacuation procedure and the location of the appropriate fire exits.</p> <p>Should it be necessary to evacuate the premises in the event of an emergency (or a test drill) ensure that your visitor stays with you during and after the evacuation.</p> <p>Inform the visitor of the smoking policy and location of the smoking area should they wish to use it.</p> <p>Visitors must comply with any health and safety arrangements Advise the visitor of all H&amp;S requirements which will apply to them while they are here. This may include requirements such as the wearing of personal protective equipment in areas where it is required, compliance with 'No Unauthorised Persons' notices etc.</p>
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<p>Ensure that all visitors participate in any emergency evacuation drills should which may occur at the time of the visit.</p> <p>A visitor has an accident request first aid (if needed), ensure the accident is recorded.</p> <p>Ensure visitors sign out.</p>		<p>In the event of an emergency or test evacuation of the building, all visitors shall be required to participate, and be guided from the premises by the member of staff/student who they are visiting, or by another member of staff/student who takes on this responsibility (e.g. a fire marshal).</p> <p>In the event of the visitor being involved in an accident on the premises, the arrangements detailed in the first aid and accidents procedure shall be followed.</p> <p>On leaving the premises the visitor will be required to 'sign out'.</p>
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<b>Monitoring &amp; Evaluation</b>	<b>Role / Responsibility of</b>	<b>How</b>
<p>Monitor and evaluate the effectiveness of the procedure.</p> <p>Review this procedure on a regular basis or sooner if required.</p>	<p>Health and Safety Advisor</p>	<ul style="list-style-type: none"> <li>• Review information on any visitors to the college.</li> <li>• Confirm that the procedures were followed.</li> <li>• Make an informed judgement of the effectiveness of the procedure based on the information gained.</li> </ul>

## **EQUALITY STATEMENT**

This policy will be implemented in line with the principles of the college's commitment to equality and diversity which is: Cleveland College of Art and Design is committed to the principles of equality and diversity and aims to ensure that all employees and college users are treated fairly and equally regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

## **RELATED DOCUMENTATION**

CCAD Child Visitors Procedure