

## **Introduction**

The Company has a Site Visitors Policy in which all employees must adhere to at all times. This company policy outlines the steps required in which employees must take in the event a visitor appears at the site or any of the offices.

## **Scope**

This policy applies to all of our employees. Whether you work at a site or in an office the following policy applies.

## **Policy Elements**

The following rules always apply;

- If someone asks to speak with the manager you must take the persons full name and their reason for visiting.
- The visitor must sign the Visitors Book on arrival and then sign out when they leave.
- If the manager is not available to take the visitors query there and then you must ask them politely to wait and inform them that the manager will be with them as soon as possible.
- If the manager is not working that day you must inform them that at this time all you can do is take down their information and pass it on. Please ensure you do this with respect and highlight to the visitor that their enquiry will be dealt with.
- Do not allow someone to come behind the till area or back area without prior authorisation. Even if they present identification to you. Keep yourself right and get the authorisation first.
- If you are new to the business and are not aware of the Head Office staff then politely ask them to prove their identification. All Head Office workers will carry some sort of pass on them when at the site.
- If a visitor comes to the office door please follow the same steps as above. Do not allow someone to enter without gaining proper identification and clearance.
- If someone visits our site and there is a scheduled fire alarm drill please advise them of all the details, they will be required to know i.e. the time of the alarm, location of the meet up point, fire exit points.
- Do not give a visitor other employee information. This include the managers telephone numbers. If you need to provide a telephone (which includes the Police) then you are instructed to only give the number for Head Office.
- All visitors to our site who are here for metre readings are not permitted unless this has been prior booked with Head Office. If you are unsure of this booking then call 0141 319 8451 immediately. Do not allow access unless you have approval first.

## **Disciplinary Consequences**

When an employee disregards this policy, the appropriate disciplinary action will be taken. In the first instance you will be (depending on what element of the policy you have disregarded) given a verbal reminder of the policy. This will be kept on file and could be used as further evidence if employees continue to repeat this failure to comply. Should there be any recorded repeat of this conduct, this may be subject to formal disciplinary action.

