

## VISITORS / APPOINTMENT PROCEDURE

During the COVID-19 Pandemic, only essential contractors or visitors may attend site.

Essential is defined as contractors / visitors that are identified to assist with current research and teaching, as well as maintenance / soft services of the building outside the remit of the on-site maintenance / cleaning / security contractor.

Staff are responsible for their visitors or contractors whilst on SGUL premises and must ensure that they comply with Health and Safety, the current social distancing requirements as well as ensuring they are aware of SGUL's site specific policies and procedures that are in place to minimize the risk of infection from COVID-19.

**Prior to attending site SGUL staff should make their visitors / contractors aware of the following:**

- Visitors / contractors **must not** visit the university if the following applies:
  - a. As per Government advice if you consider yourself to be or are extremely clinically vulnerable (have received a shielding letter) or clinically vulnerable  
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
  - b. If you are unwell or have any symptoms of COVID-19  
<https://www.gov.uk/coronavirus>
  - c. If you have been in contact with anyone in the last 14 days who has tested positive for COVID-19 or is symptomatic
- Please read any information sent to you by the university regarding the processes and policies in place to protect both yourself and others on the site.
- Where possible try to avoid public transport or alternatively travel during non-peak times

### **When on the university site:**

- Enter and exit the building through the designated entrances and exits only (you will be advised on these prior to your arrival)
- **Report to university reception to collect a visitors' badge and wait to be collected by your host**
- **Visitor badge must always be visible**
- Follow the flow route systems in place.
- Use the hand sanitisers provided on entering the building and wash/sanitise your hands regularly.
- Wear a face coverings / masks in the appropriate areas when advised.

- Wear the necessary PPE provided if you are participating in practical sessions.

When leaving the university site:

If you have been involved in any practical sessions requiring PPE, please remove and dispose of it appropriately prior to leaving the session.

Once you have finished you must return to reception to return your visitors badge and then leave the university promptly through the designated exits using the hand sanitiser provided at the exits.

The University have put in place a number of measures to minimise risk. Those on site are expected to adhere to them. If for any reason guidance is not followed visitors may be asked to leave the site immediately.

#### Visitors Process:

- When a building occupant arranges for a visitor to attend site, they are requested to complete an appointment form on-line at <https://portal.sgul.ac.uk/services/visitors/> or email reception on [receptsgul@sgul.ac.uk](mailto:receptsgul@sgul.ac.uk) with the following information:
  1. Name of host and ext
  2. Date and time of appointment
  3. Visitors Name and Company Name (if applicable)
  4. Location of meeting
  5. Alternative contact's name and ext
  6. Any additional information required.
- Notification should be given to Reception by **4pm the day before** the meeting.

If this is not possible, email to Reception at least 30 minutes prior to the meeting, and follow up with a telephone call to ensure receipt. This is to ensure we can prepare the visitors badge, welcome your visitor and the host contacted as quickly as possible to avoid the visitor / contractor be held in the foyer.

If it is a last-minute arrangement, the arranger should contact Reception on extension 5556 or 6499 with details of the visitor(s) (as per form) and who they are visiting, along with **at least two contact numbers** for Reception to call. **This must be followed up with an e-mail.**

- All visitors are requested to announce themselves to Reception where they will be given a pre-prepared visitors badge. This must be worn visibly at all times whilst on site.
- When the visitor arrives, Reception will contact the given numbers and notify the relevant person(s). (Please note) It is the responsibility of the individual host who has arranged the meeting to ensure that staff are available on the contact numbers to collect visitors from the Reception.

Reception staff can only try these numbers for up to 15 mins due to other responsibilities. **If you are expecting a visitor make yourself available.**

- It is preferable that visitors / contractors are collected by the host or nominated contact as Reception staff and security will not be able to escort people. Reception / Security staff can direct visitors / contractors to designated meeting points but please note that these meeting points must be outside of the security doors of the building (public areas) as **visitors must be escorted, adhering to current social distancing guidelines whilst in the building at all times.**
- When the visitor leaves the University, they **must return their pass** and its holder to the Reception desk. This enables us to use the visitor's book as a role call during a fire alarm activation if necessary.
- The Reception staff will note the return time in the book.

This procedure applies 24 hours a day, 7 days a week.

**APPOINTMENTS / VISITORS FORM**

<b>NAME OF ORGANISER:</b>	
<b>EXT:</b>	
<b>DATE OF APPOINTMENT:</b>	
<b>TIME:</b>	
<b>NAME:</b>	
<b>EXT:</b>	
<b>VISITOR'S NAME:</b>	
<b>LOCATION OF MEETING:</b>	
<b>ALTERNATIVE CONTACT:</b>	
<b>NAME:</b>	<b>EXT:</b>
<b>COMMENTS:</b>	
<b>SIGNATURE:</b>	

Please email ([receptsgul@sgul.ac.uk](mailto:receptsgul@sgul.ac.uk)) or complete this form via the intranet 24 hours prior to the meeting or hand deliver to the Reception desk at least 30 minutes before your visitor arrives.