



**THE BIRMINGHAM & MIDLAND INSTITUTE**  
**9 Margaret Street**  
**Birmingham**  
**B3 3BS**

## **VISITOR POLICY & PROCEDURES**

### **Policy Statement**

The Board of Trustees assures all visitors a warm, friendly and professional welcome to The Birmingham & Midland Institute, whatever the purpose of their visit.

The Institute has a legal duty of care for the health, safety, security and wellbeing of visitors, volunteers and staff. This duty of care incorporates the duty to “safeguard” all visitors from subjection to any form of harm, abuse or nuisance or in the event of an emergency situation. It is the responsibility of the Board of Trustees and senior staff to ensure that this duty is uncompromised, at all times. In performing this duty, the Board of Trustees recognises that there can be no complacency where safeguarding procedures are concerned. The Institute therefore requires that **ALL VISITORS** (without exception) comply with the following policy and procedures. Failure so to do may result in the visitor’s escorted departure from the Institute site.

### **Policy Responsibility**

The Operations Manager is the member of staff responsible for implementation, co-ordination and review of this policy. This person will also be responsible for liaising with the Institute’s staff and volunteers as appropriate. All breaches of this procedure must be reported to the Operations Manager.

### **Aim**

To safeguard all visitors, volunteers and staff which are arranged by the Institute and external organisations and individuals. The ultimate aim is to ensure that all visitors at Birmingham & Midland Institute can learn, in an environment where they are safe from harm.

### **Objectives**

To have in place a clear protocol and procedure for the admittance of visitors to the Institute which is understood by all staff, trustees and visitors and conforms to safeguarding, health and safety and fire safety guidelines.

### **Where and to whom the policy applies**

The Institute is deemed to have control and responsibility for its visitors anywhere on the Institute site, during normal Institute hours.

The Policy applies to:

- All staff employed by the Institute
- All visitors entering the Institute site during the Institute day
- All trustees of the Institute
- All volunteers
- Independent contractors

## **Protocol and Procedures**

### **Visitors to the Institute**

All visitors to the Institute may be asked to show their Membership Card.

- All visitors must report to reception first. No visitor is permitted to enter the Institute via any other entrance under any circumstances.
- All visitors will be asked to sign the Visitors Record Book which is kept in reception at all times making note of their name, organisation, who they are visiting. They MUST record the time they entered the building and the time they left.
- Visitors may then be escorted to their point of contact **OR** their point of contact will be asked to come to reception to receive the visitor. The contact will then be responsible for them while they are on site.
- Notwithstanding the above, organised events by external parties may submit a list of attendees to their events, where it exceeds 10, so that they may be recorded as entering the building and leaving it, as the standard procedure dictates.

### **Visitors Departure from Institute**

On departing the Institute, visitors **MUST** leave via reception and enter their departure time in the Visitors Record Book alongside their arrival entry

### **Staff Development**

As part of their induction, new staff and volunteers will be made conversant with this policy for visitors and asked to ensure compliance with its procedures at all times.

### **Linked policies**

This policy and procedures should be read in conjunction with other related Institute policies, including:

- Healthy and Safety Policy
- Security Policy
- Fire Safety Policy

Approved by the Board of Trustees: 23<sup>rd</sup> March 2020

Next Review Date: March 2021