



VISITORS POLICY



Visitors Policy

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Introduction

This policy sets out the process for the booking in and out of visitors to any Gloucestershire police premises and what form of identification they should display at all times while on site.

Purpose

To advise staff working for the Constabulary and the Office of the Police and Crime Commissioner (OPCC), including Tri-service Officers/staff and partner agency staff, to comply with this policy. Failure to comply may result in disciplinary proceedings or contractual arrangements being reviewed.

This policy could change in line with Alert status.

This policy does not cover Gloucestershire Tri-Service Centre (GTEC) and Compass House as they have their own visitor's procedures which are to be followed.

Policy should enable consistent and effective decision making. Where operational or managerial circumstances require any decision making that would adversely affect adherence to the policy or procedure, in line with the 'Statement of Intent' of the constabulary and the police service 'Code of Ethics', if an officer/ police staff member believes that they need to make a decision that steps outside of policy and procedure they should do so, provided that:

- The officer/ police staff member raises the matter at the earliest opportunity (and ideally before any such decision is made) with their line manager declaring their intended (or actual) course of action if notification is made after the decision is taken.
- Produces, in a timely manner, a signed and dated written explanation of why it is/was deemed necessary to step outside of policy and procedure.
- Maintain an adequate record of this written rationale for audit purposes appropriate to the circumstances/contravention.

Visitors Process

For security, and health and safety reasons, the Constabulary needs to know who is visiting their premises. This will mean that **all** visitors will be recorded (via a booking in procedure) when in **any** police premises.

The Constabulary has reception's that are staffed during the normal working day and premises with no receptions. When the reception is not staffed or does not exist then visitors still have to adhere to this policy. A flow chart has been produced, at Appendix A, outlining the procedure to follow.

If the premises has a staffed receptionist then the host must inform them, in writing (e-mail is acceptable) in a timely manner prior to the visitors arriving. See Section 7 for details of what will be required by receptionists.

It is the responsibility of the host or staffed receptionist to verify the visitors ID prior to booking them in.

All premises will have the same style visitor's book and two types of visitor's lanyards with the wording visitors embossed within it. A green coloured visitors lanyard for appropriately cleared visitors, (which can be unescorted within the premises) and a red coloured lanyard for non-cleared visitors (which will required to be escorted at all times).

All visitors must be entered into the approved visitor's book with all the fields being completed, issued with a pass and appropriate coloured lanyard and informed to wear this lanyard at all times and to surrender when leaving the premises.

The issued visitors pass can be used throughout the estate.

Once the visit has concluded then it is the host's responsibility to ensure that the visitor is taken back to the reception where they were originally booked in. The visitor's book is to be updated and the pass and lanyard returned.

Section 1- Definition of a Visitor

A visitor will be defined as anyone who has not been issued a Constabulary ID card.

Members of the TriForce Officers and Major Crime Investigation Team (MCIT), will be issued with Constabulary proximity cards so will not be identified as visitors.

Any Police Officer or Police staff from any other Force will be required to be booked in and issued with a green lanyard, the host or receptionist is to check their identity and the visitor must display the visitors lanyard at all times.

Section 2 - Contractors

Non permeant contractors are classed as visitors, and will follow this policy and adhere to the Management of Contractor Policy with regards to the Health and Safety and Environmental information and instructions that will be given to them upon booking in.

Contractors must read the R76 leaflet prior to signing in

Section 3 - Authorised means of identification

The receptionist or host must clearly identify the visitor by confirmation of proof of photographic identification, if none available then it is the hosts responsibility to check their identity before booking them in, issuing a visitors pass and allowing access to the premises.

Section 4 - Visitors passes and lanyards

The Constabulary is going to issue two types of lanyards with the word visitors embossed: green lanyards will be issued to visitors which are appropriately cleared and red lanyards for visitors that are not cleared.

Section 5 - Visitor's book

An approved visitor's book will be kept at each Police location.

The visitor's book **must** be fully completed; the top copy will be detached and placed in a plastic sleeve and an appropriate coloured lanyard given to the visitor. The person issuing the visitors pass must request that the visitor displays this at all times whilst in the premises. An example of the pass can be seen below at Appendix B.

When a visitor leaves the premises and hands in their pass, the time out page is to be completed.

Buildings without a reception will have a local arrangement in place to ensure the visitor's book is accessible 24 hours a day. It will be the senior officer/staff member at that premises who will be responsible for ensuring the book is available and for its effective use.

The completed visitor's book is to be retained for 7 years.

Section 6 - Visitors leaflet

Each visitor will be given a copy of a leaflet explaining their responsibilities while on Police premises, at Appendix C.

Section 7 – Notification for Visitors with a receptionist

Prior to the visitor's arrival, details of the visitor(s) will be provided to receptionist in writing, as soon as possible, ideally more than 24 hours' notice.

It must include:-

- Person's name.
- Organisation (if applicable).
- Date and time / duration of visit.
- Who they are visiting.
- If the visitor is appropriately vetted.
- Host telephone number.
- Another telephone number that could collect the visitor if the host is not available.
- Any Special requirements.

Hosts are reminded to inform their visitors prior to their visit that they **must** bring with them an authorised means of identification.

Receptionists have access to the Constabulary's vetting database, "Core-Vet", which they **must** check to confirm the vetting status of the visitor. If the individual has been through the Gloucester Constabulary vetting process there is often an image of them on Core-Vet.

Warwickshire Police run the National Vetting Scheme. If an individual has been through this process they will have an ID card issued by them. These individuals will not be on Core-vet but are authorised to do the work they are required to do. They must display their ID card at all times.

Section 8 - Buildings without a receptionist

It is the host's responsibility to meet their Visitor and ensure that this Policy is adhered to.

Section 9 - Unexpected Visitors

If an unexpected visitor turns up to see a member of staff then efforts must be made to contact that person and this policy adhered to. If this member of staff is un-available then advise the visitor to contact that person to make an appointment.

Section 10 - Major incident (Police HQ)

If there is a major incident and it necessitates the need for the activation of Gold/Silver Control at Police HQ, agency representatives will be issued, by Tascor staff, with appropriate identification and their access controlled by "Proxy" cards.

There will be no need to escort while on site.

Section 11 – Vetting of Visitors

It is the host's responsibility to ensure that any visitor, non-police personnel, adhere to the Force Vetting policy.

If the host believes their visitor has been through the vetting process, either with Gloucestershire Constabulary or another Force, then clarification needs to be obtained from Force Vetting or by viewing Core-Vet. To conduct the checks you will require the individual's full name and date of birth, along with the relevant issuing authority, which need to be passed to Force Vetting for confirmation. Once confirmation is received this must be presented to the receptionist so that the appropriate lanyard can be issued.

If the individual does not hold a clearance, their access to police assets will be restricted and they will only be given access to police premises as an escorted visitor. This means they must be escorted at all times.

If a Gloucestershire Constabulary vetting clearance has been refused then this will be displayed on Core-Vet and you are to contact Force vetting for further advice. They are not permitted unescorted access. Only the Chief Constable or the SIRO (with advice from the FVM) can authorise unsupervised access to police information, premises or assets if a subject fails the vetting process.

There may be occasions when someone's security clearance has lapsed but their clearance remains, they can be issued with a green lanyard for the duration of the visit. If this individual is to regularly come onto site then Force Vetting is to be informed.

If your visitor holds no vetting clearance then it is very important that you escort your visitor at all times, do not take them to any RESTRICTED areas (without that areas management approval), discuss or show them any protectively marked material during their visit.

Section 12 - Out of hours (premises with reception)

When reception is closed, it is the responsibility of the front of house staff to move the visitors book and a supply of lanyards to a suitable place where staff can access it. Green lanyards are not to be issued out of hours if clearances cannot be verified.

Section 13 - All Staff Responsibilities

It is the responsibility of everyone to be aware of visitors in their location and follow the need to know principle.

If there is any visitor who is displaying a red visitor's lanyard with no escort, then they must be challenged and their visitors pass examined to find out who should be chaperoning them.

If anyone wearing a Green lanyard is acting suspiciously and unescorted then they should be challenged and their host identified.

Section 14 - Hosts Responsibilities

Because of the importance of the host's responsibilities this section briefly describes their responsibilities:

- Vetting - Obtain the full details of the visitor and check Core-Vet.
- Advise the visitor to bring some form of Photo identification.
- Advise the receptionist of the visit (ideally more than 24 hours' notice).
- Meet the visitor at the appropriate Reception.
- Make sure that the visitor is booked in.

- Ensure the visitor has been issued a lanyard.
- Ensure your visitor is aware of the Health & Safety Visitors leaflet.
- Un-vetted visitor, it is important that you escort them at all times.
- Vetted visitors, you are responsible for the visitor whilst they are on our premises.
- At the end of the visit escort take visitor back to the reception that they were booked in at.
- Ensure the visitor's lanyard is returned.
- Ensure the visitor is booked out of the visitor's book.

Appendix A – Visitor's flow chart.

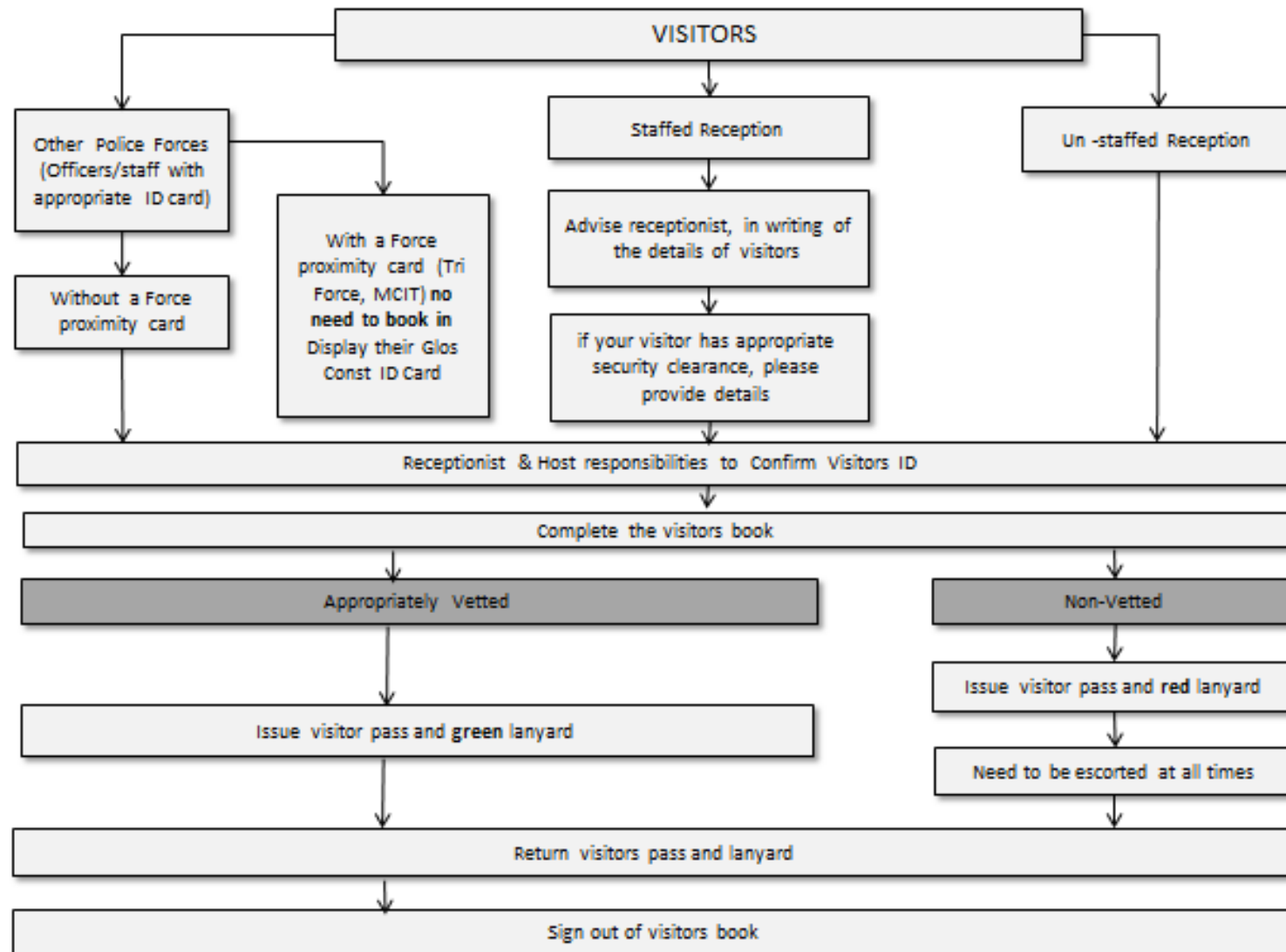
Appendix B – Example of a Visitor's pass.

Appendix C – Visitor leaflet.

Identification, Monitoring and Review

Document Title			
VISITORS POLICY			
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Policy		260	Information Governance Board
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1.0a	09 Mar 16	Final	
1.0b	17 May 16	Policy Approved at CC weekly executive meeting but still requires SLB approval	
1.0c	14 Jul 16	Approved by SLB, Minor amendments.	
1.0d	27 Jul 16	Minor changes to flow chart and sect 2	
1.0e	04 Aug 16	Changes to section 6.	
1.0f	09 Aug 16	Contractors section inserted.	
1.0g	20 Apr 17	GSC review, added ACC Ops comments	
1.0g	9 May 17	Approved by IGB	
1.0h	12 Oct 17	Typo on page 2	
1.1	9 Apr 18	Insertion of Hosts responsibilities, sect 14, a change for visiting Police Officer's and staff from other constabularies to be booked in and issued a lanyard.	
1.2	29 May 18	Minor typo's	
1.3	10 June 19	Added to the Contractors section - <i>Contractors must read the R76 leaflet prior to signing in.</i> MG	
Next Document Review Date:			Jul 2020
EIA		EIA Sign Off	EIA Review
Approved by the IGB		9 May 17	8 May 20
SIA		SIA Sign Off	SIA Review

Appendix A – Visitors Flow Chart



Appendix B – Example of the Visitors Pass

VISITOR PASS		086
Name	CAROL STOKES	
Company	TASKOR	
Visiting	1.1A	
Time In	13.29	Time Out
Vehicle	N/A	Date 18/12/14

PLEASE RETURN THIS PASS TO RECEPTION AFTER USE

DURABLE

Appendix C – Visitors Leaflet



INFORMATION FOR VISITORS

When entering the building you will be given a visitors badge and a red or green lanyard.

If you are given a red lanyard you must be accompanied by a member of our staff at all times.

Fire alarm

A continuous bell/siren or announcement will indicate an emergency.

- Leave the building by the nearest available exit as quickly as possible.
- Do not use the lift
- Remain with your host or follow other police staff to their assembly point and await further instructions.
- Do not return to the building to retrieve personal belongings.
- You must not re-enter the building unless instructed to do so.

If you discover a fire summon help and activate the nearest fire alarm.

First Aid

There are First Aid trained staff on site. If you feel unwell or have an accident, please inform your host.

We have a no Smoking Policy

You must wear your badge at all times when on our premises.

