

Visitors and Premise Access Arrangement

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1.0 Statement of purpose/objectives

This arrangement will assist in meeting Shropshire Council's core value to care for all employees and also meet the legislative requirements. The main requirements are to create a safe working office environment by ensuring effective control measures are provided for all office staff.

2.0 Scope

The scope of this arrangement is to promote an active safety culture whilst working in an office environment and applies to all Shropshire Council office staff. Shropshire Council has a general duty of care to protect the health, safety and welfare of its office staff so far as is reasonably practicable by ensuring safe working conditions for all office staff.

3.0 Definition

For the purpose of this arrangement, office safety can be defined as; "Management of health, safety and welfare of all staff in an office environment, where all potential hazards have been identified and all risks controlled as far as reasonably practicable and all staff have a safe working attitude towards their office environment".

4.0 Assessment of Risk at the Workplace

Managers and staff must work together to identify potential hazards and the subsequent risk from the working environment. A suitable and sufficient risk assessment must be carried out for all workplace activities.

5.0 Managing Office Safety

It is very important that all staff feel safe in their work environment and if anyone considers that their work environment is unsafe strategies should be adopted to manage their workplace safely. These strategies should be controlled by managers using the risk assessment format. See the frequently asked questions for details.

6.0 Information, instruction and training

Appropriate information and training are essential components in enabling staff to establish and maintain safe working activities within their office environment. Managers must ensure training needs for office staff are identified. For example, during induction, appraisal or risk assessment.

7.0 Implementation

Management guidance in the form of Frequently Asked Questions will be provided and updated to support the implementation of the arrangement.

8.0 Compliance

This arrangement will enable Shropshire Council to conform to statutory requirements and current best practice. Further information and references are provided in the frequently asked questions section of the arrangements.

9.0 Review of Arrangement

This arrangement will be reviewed by the Health & Safety Team every three years or if legislative changes occur.

Approving Body

Consultation and Approval Health, Safety and Welfare Group
Reviewed by the Health & Safety Team

24th January 2014
April 2020

Visitors and Premise Access Arrangement

Frequently Asked Questions

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1.0 Roles and responsibilities/who does what?

1.1 Shropshire Council as a local authority employer, through its elected members, has ultimate responsibility for compliance with Health and Safety legislation.

1.2 The Chief Executive and Corporate Management Team are responsible for ensuring:

- The implementation of the Visitors and Premise Access arrangement across all service areas to ensure consistency of approach.
- The allocation of suitable and sufficient resources.

1.3 Directors and Heads of Service are responsible for ensuring:

- The implementation of the Visitors and Premise Access arrangement and that all staff are familiar with the contents of the arrangement insofar as it is relevant to their role and responsibilities.
- Service area health and safety standards and performance are monitored.
- Suitable levels of competency for managers, supervisors and staff, enabling them to undertake work activities safely.
- The allocation of sufficient service area resources to effectively manage the Visitor and Access Arrangement requirements.

1.4 Line Managers/Supervisors are responsible for:

- Identifying and implementing the visitor and access arrangements within their areas of responsibility
- Ensuring that where risk assessments are undertaken for visitor arrangements, that control measures are communicated to the appropriate people.
- Ensuring that all staff receive appropriate information, instruction and training relating to their workplace activities.
- Reporting any workplace issues to the service area health and safety coordinator.
- Reporting any work-related accidents/incidents, in accordance with the Council Accident Reporting System (CARS).
- Ensuring that risk assessments are reviewed annually or more frequently where there has been any significant change or incidents, or if new legislation requires change to best working practice.

- 1.5** The Health and Safety Team is responsible for:
- Providing advice and guidance to enable managers to carry out their duties and responsibilities effectively.
 - Providing advice and guidance to managers on specific training available.
 - Ensuring, in conjunction with managers, that workplace activities are monitored on a regular basis via self-auditing and auditing processes.
- 1.6** Health and Safety Co-ordinators are responsible for:
- Assisting the service area(s) HSW Group in the monitoring process, to ensure risk assessments are undertaken by managers for all workplace activities and the results are communicated to the appropriate persons.
- 1.7** All Shropshire Council employees are responsible for:
- Complying with the requirements of the Visitors and Premise Access arrangement
 - Assisting with the risk assessment process, as required.
 - Co-operating with the safe systems of work as identified to enable Shropshire Council to comply with its health & safety responsibilities.
 - Reporting immediately to their line manager, any adverse incidents that have arisen within their work environment.
 - Employees must seek approval from a responsible person before arranging for a visitor to come onto site.
 - Employees must take responsibility for visitors in their care and should ensure that the requirements of this arrangement are adhered to at all times.
 - Additional care and attention must be taken where children or disabled visitors enter the premises.

2. What safety and security information is available for visitors?

When visitors arrive, they must report to reception where they will be asked to sign in and will be issued with a visitors badge, this must be visible and worn at all times, local site-specific safety and security information will be provided.

- It is the responsibility of the member of staff being visited to ensure the visitor(s) is collected from the reception area and escorted at all times whilst in the building. Visitors will not be given access to buildings unescorted.
- Contractors must also report to the reception to sign in and will be issued with a contractor's badge.
- All badges must be returned to the appropriate reception on departure.

3. What supervision is required for visitors?

Managers have overall responsibility for staff, visitors and contractors who enter their areas of authority.

- It is a management responsibility to ensure that this arrangement is fully complied with.
- Ensuring the safe delivery, handling, transport and use of any articles and substances brought on site. Supervision must also be adequate to prevent visitors from straying into hazardous areas and exposing themselves to danger. Details regarding arrangements for this, where applicable, must be ascertained and approved before entry is permitted.
- For working visitors, it may be appropriate to appoint a supervisor in addition to a Host. This will depend upon circumstances (length of stay, complexity of work, personal availability, etc.).
- Children must be accompanied by a responsible person at all times. Permission to bring children onto site must be agreed by a responsible person before they enter the premises (a child is someone who is under the

age of 16 years).

4. What is employee personal security?

It is an integral part of the 'duty of care' to safeguard as far as is reasonably practicable the security of all staff and visitors. For visitors, young persons and children constant supervision should prevent any harm coming to the individual. For visiting workers/contractors, risk assessments relating to their work activity should include consideration of their personal security where appropriate. An example would be if the worker/contractor was required to work onsite alone outside normal working hours.

5. Do visitors need to comply with emergency procedures?

Yes, emergency procedures must be clearly indicated to visitors on entering the premises.

Where required Personal Emergency Evacuation Procedures (PEEP) must be prepared (see Fire Safety arrangement for further details).

If an emergency arises, measures must be taken by a responsible person to ensure visitors are accompanied to a place of safety. Visitors must be accounted for during emergencies and evacuation drills.

6. How do we provide security of premises and property

All visiting workers should be inducted in local practices with respect to security. Access control may be dependent on the nature of the work, the length of stay and completion of appropriate induction. Part of the induction should be to impress upon the visitors their own duty to act responsibly.

If there is any doubt over any visitor on the premises, they should be asked to confirm their identity. In extreme circumstances it may be necessary for them to be required to leave.

7. What action should be taken if a visitor has an accident in the workplace?

Accidents or near misses which occur to visitors must be reported in accordance with the online Council Accident Reporting System (CARS) via Business World

8. How do I maintain safe access and egress at work?

The following points will assist in ensuring that safe access and egress is achieved.

- Do not store objects of the floor or in walkways; return articles or equipment to their designated storage point when they are no longer required.
- Ensure that articles are not stored precariously on top of cabinets or on shelves. These could fall onto a passer-by.
- Carry out regular inspections of walkways to ensure that they are free from obstructions.
- Dispose of obsolete and waste items immediately.
- Regularly check the suitability of lighting.
- Ensure that flooring is suitable for the purpose and is maintained in safe condition.
- Regularly check that there is sufficient space to move freely.
- Closely monitor the working activities of contractors on the site, to ensure that they do not hinder safe access/egress of personnel.
- Ensure that access equipment, e.g. ladders and kick-stools, is suitable for the purpose and maintained in safe condition.
- Comply with safe working arrangements in areas of high risk or security.

9. What Basic precautions should be taken?

Safe access and egress can be achieved by following the basic precautions given below:

- ensure that high standards of housekeeping are maintained
- regularly check access and egress routes, include outside areas, and remove or report obstructions and other slip/trip/fall hazards immediately
- comply with local procedures where limitation of access applies.

10. What fire precautions should be taken?

The building Responsible Person must take such general fire precautions to ensure, so far as is reasonably practicable, the safety of any of employees and visitors to ensure that the premises are safe. This is achieved by carrying out a 'suitable and sufficient' Fire Risk Assessment.

11. Where can I get further information and references?

Health and Safety at Work Act 1974

Essentials of health and safety at work (Third edition) HSE Books 1994 ISBN 0 7176 0716

The Workplace (Health, Safety and Welfare) Regulations 1992 ACOP and guidance L24

COSHH (control of substances hazardous to health) 2002 ISBN 0 7176 2982 1

Management of Health and Safety at Work Regulations 1992

Shropshire Council Fire Safety Arrangement

Shropshire Council Workplace and Working Space Arrangement