

VISITORS GUIDANCE

INTRODUCTION

1. For the purposes of this Visitor's Policy a visitor is someone who is visiting the University of Exeter (UoE) campuses who is neither directly employed by the University nor is a UoE student. They may be visiting the campus for University business, attending a University activity open to the public or using a campus for their own social activity and wellbeing.
2. This policy is designed to work in tandem with the UoE protocols and will be reviewed when government guidelines¹ have changed substantially.
3. All UoE staff and students are requested to treat all visitors with dignity and respect, visitors are expected to return the compliment.
4. The University will not tolerate any form of harassment, inappropriate comments or bullying and is committed to ensuring that staff and students are able to work, live and study without fear of harassment, bullying or victimisation, irrespective of their personal characteristics; recognising its duty of care to staff, students and visitors under health and safety, equality and employment legislation.
5. While visitors to the University campuses are now permitted, our process for opening our buildings and campuses is still paramount so anyone who does invite visitors to the University has a duty to University staff, students and the visitors to ensure the risk of COVID-19 infection is minimised.
6. It is recognised that some visits are essential to the ongoing work at the University and can have a positive effect on wellbeing. This guidance aims to provide information to staff and students who may, for a variety of reasons, wish to invite someone on to our campuses.
7. This guidance covers the following groups who might visit any of UoE Campuses:
 - a. Contractors and service providers
 - b. Academic researchers and human participants
 - c. Teaching activities
 - d. Visits to student Halls
 - e. External inspections from regulators
 - f. Non-academic visitors
 - g. Members of the public
8. This guidance does not deal with specific areas or individual people but provides a framework to UoE staff at the planning phase and during any visit. Specific information about visitor management should be identified in activity specific risk assessments that remain part of the local activity programmes.

¹ The current Government Alert Level is 4

9. These protocols apply to all UoE Campuses and grounds including Streatham, St Luke's, Penryn (UoE Staff will follow any FX Plus protocols that have primacy), Knowledge Spa (UoE Staff will follow Truro Hospital protocols), and the Science Park. Noting that at outlying locations such as leased spaces or those run in partnership (for example RILD), slightly different COVID-19 ways of working may be in place, UoE staff are to ensure visitors are supported to follow the extant government guidelines.

[PROTOCOLS FOR ALL VISITORS – additional protocols for specific activities are below](#)

10. Any member of UoE staff who is planning or hosting any visitor is responsible for ensuring the visitor understands and complies with the UoE practices and procedures throughout their visit.
11. Any member of UoE staff inviting a visitor to the University has a responsibility to University staff, students and the visitor to ensure the risk of COVID-19 infection is minimised. The University employee should make a note of the visitors contact details, to support existing processes in the event of a positive case.
12. The UoE staff must meet any academic research or teaching visitors at the building entrance/reception. They should be given a quick induction to the building and the UoE protocols and ensure they are encouraged to wear a face covering. If they don't have one and they wish to wear one, the University should provide one.
13. The visitor should be escorted by UoE staff to the location of the meeting, research discussion or teaching activity. The visitor should be encouraged to adhere to good hand hygiene and following cleaning protocols in the spaces.
14. Once the meeting or activity has finished the visitor should be escorted to the exit, advising them on access to hand sanitisers at the exit of the building.
15. Any extant UoE COVID-19 testing protocols will not apply to any visitor. Though they may be traced as part of NHS tracing activity if there is a positive case identified.

[CONTRACTORS AND SERVICE PROVIDERS](#)

16. It is the responsibility of any member of UoE staff (including Estates, Technical Services, Colleges etc.) arranging contractors or service engineers to ensure they manage the visitors under their instruction for the entire period they are on campus.
17. Assurances must be gained that all contractors and service providers required to attend the campus have got suitable operational arrangements in place in accordance with the latest Government guidance.
18. In addition, these third-party providers must be informed of the existing COVID-19 arrangements that are in place as they need to adhere to these whilst on campus.

19. It is good practice to share and exchange risk assessments for the activities the service providers will be conducting to ensure that their operating standards both meet the University's operating standards and don't conflict with University procedures so the work can proceed safely with the requirements of all parties taken into consideration.
20. Contractors, as far as reasonably practicably, should be encouraged to manage their own breaks while on campus, while some facilities are open, they should follow the University guidance.
21. If a contractor working in one of our buildings develops COVID-19 symptoms they should immediately return home, report to their manager and inform the University through their University contact. Contractors will be asked to use the NHS codes on each building they visit in the course of their work.

ACADEMIC RESEARCH ACTIVITIES

22. All research activities involving human participants must comply with Research Restart policy including the relevant risk assessments or ethics approvals for the activity. The management of visitors must comply with this Visitor Policy.
23. Visiting academics/PGRs who are based at a UoE location but remain employed by another organisation are expected to comply with the same COVID-19 protocols as a UoE employees. There are many different types of honorary and visiting academic, in essence all these groups/visitors are to comply with their hosts protocols.
24. RD&E employees who have a UoE honorary contract are to comply with the same COVID-19 protocols as a UoE employee when on UoE premises.

TEACHING ACTIVITIES

25. In addition to the general visitor requirements above, the teaching activity must be in line with the University teaching protocols.

STUDENT HALLS

26. Any student wishing to have overnight guests must seek permission in writing, giving 72 hours' notice, from the Residence Management Team by emailing accommodation-guest@exeter.ac.uk, who will take into account fire and safety implications and, in the case of shared rooms, the interests of your roommate. The Residence Management Team will withdraw permission for guests to remain if their behaviour is deemed antisocial or unacceptable in any way.

27. Please note that overnight guests need to be over the age of 18. Permission will not be given for overnight guests over the Arrivals period, during Fresher's week or if the flat is self-isolating.
28. If you wish to have a guest then your email should provide the following information:
- Your name and student ID number
 - Residence – building, block, flat number and room number
 - Guest's arrival date
 - Guest's departure date
 - Confirmation that the guest is over 18 years old

EXTERNAL INSPECTIONS FROM REGULATORS

29. Member of UoE staff who needs to host a visit from an external regulator should comply with the protocols for all visitors outlined above.
30. In the event of an unusual requirement not covered by this Visitors Policy further guidance should be sought from the H&S team: safety@exeter.ac.uk.

NON-ACADEMIC VISITORS

31. Member of UoE staff who needs to host a visit from an external regulator should comply with the protocols for all visitors outlined above.

MEMBERS OF THE PUBLIC

32. The University allows open access to its campuses for members of the public and should take reasonable steps to ensure they are aware of the processes we have in place to ensure they are safe while on our campuses. In reality, these principles will be broadly similar to the protocols across England, though there is some variation for HEIs with which visitors may be less familiar. It is not unreasonable, however, to expect all visitors to comply with obvious signage and to follow guidance given by UoE staff.
33. UoE has no visibility or control over the movements of members of the public and it is therefore difficult to manage them or support them to follow the guidance. UoE will therefore ensure clear directions throughout the open access buildings (e.g. Forum) as well as the grounds.
34. With no control and understanding of the public's movements UoE will not be able to support via the track and support processes.