

VISITORS POLICY

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 COVID-19 Secure protocols and will be reviewed when government guidelines have changed substantially. Some activities may be exceptionally difficult during this period; to that end, all non-essential visits are actively discouraged. This policy is to be used in conjunction with 1B Getting Workplaces Ready Local Risk Assessment that requires local managers to have plans in place for managing visitors.
3. All UoE staff and students are requested to treat all visitors with dignity and respect, visitors are expected to return the compliment

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.

4. Where possible visitors to the University should be discouraged unless absolutely essential while we gradually open our buildings and campuses to a wider group beyond teaching. 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 and is personally responsible for managing their visitors until they leave the campus.
5. It is recognised that some visits are essential to the ongoing work at the University and can have a positive effect on wellbeing. The guidance aims to provide information to staff and students who may, for a variety of reasons, wish to invite someone on to our campuses.
6. If a meeting can take place online, it should not happen in person. 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

7. This guidance does not deal with specific areas or individual people but provides a framework to UoE staff during the planning phase when considering inviting visitors and during any visit. Specific information about visitor management is included within the building ready and activity specific risk assessments that form part of the COVID-19 Secure building opening and local activity programmes.
8. These protocols apply to all UoE Campuses and grounds including Streatham, St Luke's, Penryn (where UoE Staff will follow any FX Plus protocols that have primacy), Knowledge Spa (where UoE Staff will follow Truro Hospital protocols), RILD (where UoE Staff will follow RD&E Hospital protocols) and the Science Park. Noting that at outlying locations or those run in partnership with a third party 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 and University protocols.

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

9. 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.
10. 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, those that have contact with the visitor and the duration they are on campus, this will support the University' internal track and support process in the event of a positive case.
11. The University employee must meet any academic research or teaching visitors at the building entrance. They should be given a quick induction to the building and the UoE COVID-19 Secure protocols and ensure they have a face covering with them, if they don't have one the University should provide one.
12. The visitor should be escorted by the employee to the location of the meeting, research discussion or teaching activity. The visitor should be encouraged to minimise their contact with any part of the building, maintain social distancing and adhere to good hand hygiene.
13. Any meeting or research discussion should take place at a safe social distance, this will be 2mtrs wherever possible and by exception 1m according to the space and any risks associated with the activities undertaken. There should be minimal contact with persons, infrastructure, equipment and materials. Provision of food and drink should be discouraged, disposable cups, cutlery etc. should be used wherever possible.
14. Once the meeting or activity has finished the visitor should be escorted to the exit, ensuring they maintain social distancing and clean their hands at the exit of the building, for their onward journey.
15. Any extant UoE COVID-19 testing protocols will not apply to any visitor. Though they may be traced as part of PHE tracing activity if there is a positive case if UoE is able to support this.

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 visit our campuses 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 Government guidance.
18. In addition, these third-party providers must be informed of the campus hygiene and social distancing arrangements 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 guidance and signage provided.
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 recall any areas of the University they visited in the course of their work as soon as possible.

ACADEMIC RESEARCH ACTIVITIES

22. All research activities involving human participants must be authorised by Research Restart including the relevant risk assessments for the activity. Once the activity has been authorised then 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 Secure 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 Secure 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.
26. All teaching visitors must comply with both the teaching and visitor protocols.

STUDENT HALLS

27. Students will be discouraged from having large groups of visitors. However, it is also acknowledged that visitors, including family members, provide a benefit to health and welfare. Therefore, providers and students should seek ways to enable visitors to attend properties safely, in line with current guidance, including that relating to physical distancing.

Overnight visitors outside of their households is not permitted in University or UPP operated accommodation. There will be some married students and others in long-term relationships whose partner lives sufficiently far away to merit an overnight stay, if this is the case students should contact the accommodation manager and discuss. However, it should be noted that there might be times when it is not possible to accommodate these visitors due to local restrictions.

28. Details of accommodation expectations including the management of visitors is included in the accommodation induction and welcome/resource pack.
29. Accommodation managers, as far as reasonably practicable, should maintain a record of visitors attending student accommodation, this will be to support the 'Test and Protect' approach in the event of any local outbreak. Any students who receive visitors should support the accommodation manager in keeping such a record while considering their duties under existing data protection legislation in keeping any records.

EXTERNAL INSPECTIONS FROM REGULATORS

30. Visits from external inspectors are normally planned, unannounced inspections are unlikely during the COVID-19 outbreak. As a result, any member of UoE staff who needs to host a visit from an external regulator should comply with the protocols for all visitors outlined above.
31. In the event of an unusual requirement not covered by this Visitors Policy further guidance should be sought from the Health & Safety Team.

NON-ACADEMIC VISITORS

32. Non-essential visits are not encouraged under the existing UoE COVID-19 Secure ways of working. However, there may be justifiable reasons for non-academic visitors to visit UoE staff and campuses.
33. The general principles at paras 9 – 15 above are applicable to all visitors.

MEMBERS OF THE PUBLIC

34. 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 COVID-19 Secure 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 know the current social distancing norms and to comply with obvious signage, to retain a social distance and to follow guidance given by UoE staff.
35. 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. The University will therefore ensure clear directions throughout the open access buildings (e.g. Forum) as well as the grounds.
36. With no control and understanding of the public's movements the University will not be able to support via the track and support processes. Clear signage at building entrances, around the buildings and grounds will be paramount to ensuring they are able to comply with the University's COVID-19 Secure protocols.

EVENT EXETER

37. Under the current government alert levels Event Exeter is not running events. COVID-19 Secure protocols will be considered when events restart.

BILL DOUGLAS CENTRE

38. Under the current government alert level the Bill Douglas Museum is not open but will be included in the Old Library opening plan as such, it will be subject to full COVID-19 Building and Management Risk Assessments prior to opening when the management of visitors will be considered in full.

UNIVERSITY SPORTS - SPECTATORS

39. University sport competitions are being run in accordance with the National Governing Bodies/Sport England and University campus protocols.
 40. Some sports teams play local matches. Access to on-campus indoor venues is closely managed. Access, however, at outside venues e.g. Topsham/Duckes, is more challenging as they are next to public rights of way. All staff and students are expected to maintain social distancing and COVID-19 Secure protocols and follow the NGB protocols for their sport.

CHANGE MANAGEMENT

Version	Release Date	Originator	Summary of changes
1.0	28 th August 2020		
1.1	12 th October 2020		Amendment to section 28 to reflect local rules
1.2	03 rd June 2021		Minor amendments to change tense e.g. from will be in place to in place.

DISTRIBUTION LIST

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