

## VISITORS GUIDANCE

### INTRODUCTION

1. For the purposes of this policy, a visitor is anyone 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. 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.

3. It is recognised that 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 to our campuses.
4. 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:
  - Contractors and service providers
  - Academic researchers and human participants
  - Teaching activities
  - Visits to student Halls
  - External inspections from regulators
  - Non-academic visitors
  - Members of the public
5. This guidance does not deal with specific areas or individual people but provides a framework to UoE staff during the planning phase and the visit.
6. These protocols apply to all UoE campus buildings and grounds including Streatham, St Luke's, Penryn (where UoE Staff will follow any FX Plus protocols that have primacy), NHS managed buildings (where UoE Staff will follow NHS Trust protocols), the Science Park and all other buildings managed by third party providers where their protocols must be followed.

### PROTOCOLS FOR ALL VISITORS including additional protocols for specific activities

7. Any member of UoE staff who is planning or hosting a visitor(s) is responsible for ensuring the visitors understand and comply with UoE practices and procedures throughout their visit.

8. Any member of UoE staff inviting a visitor(s) to the University has a responsibility to University staff, students and the visitor to ensure their health, safety and wellbeing. The University employee should make a note of the visitors contact details, those that have contact with the visitor and the time they are meeting.
9. The University employee must meet their visitors at the building entrance. They should be given a brief induction to the building.
10. The visitor should be escorted by the staff member 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 that they don't need to visit.
11. Once the meeting or activity has ended the visitor should be escorted to the exit for their onward journey.

### CONTRACTORS AND SERVICE PROVIDERS

12. It is the responsibility of all staff members inviting contractors or service engineers to UoE campuses to ensure they manage the visitors under their instruction for the entire period they are on campus.
13. Assurances must be gained that all contractors and service providers have got suitable health, safety and operational arrangements in place.
14. In addition, these third-party providers must be informed of the campus protocols they need to adhere to whilst on campus.
15. 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.
16. Contractors, as far as reasonably practicably, should be encouraged to manage their own breaks while on campus.

### ACADEMIC RESEARCH ACTIVITIES

17. All research activities involving human participants must be authorised by the Faculties Ethics Committee including the relevant risk assessments for the activity. Once the activity has been authorised the management of visitors must comply with this Visitor Policy.
18. Visiting academics/PGRs who are based at a UoE location but remain employed by another organisation are expected to comply with the same 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.

19. RD&E employees who have a UoE honorary contract are to comply with the same protocols as a UoE employee when on UoE premises.

### TEACHING ACTIVITIES

20. In addition to the general visitor requirements above, the teaching activity must be in line with the University teaching requirements.
21. All teaching visitors must comply with the teaching guidelines and the visitor protocols.

### STUDENT HALLS

22. Students are 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.

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 live 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.

23. Details of accommodation expectations including the management of visitors will be included in the accommodation induction and welcome/resource pack.
24. Accommodation managers, as far as reasonably practicable, should maintain a record of visitors attending student accommodation to support the safety arrangements in the event of any emergency situations. 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

25. Visits from external inspectors are normally planned as unplanned inspections are rare. 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.
26. 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

27. Non-essential visits are not encouraged. However, there may be justifiable reasons for non-academic visitors to visit UoE staff and campuses.
28. The general principles at paras 9 – 15 above are applicable to all visitors.

### MEMBERS OF THE PUBLIC

29. 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 protocols in place to ensure they are safe while on our campuses.
30. 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 protocols.

### EVENT EXETER

31. Event Exeter staff must ensure that the requirements within this policy are followed as far as is reasonably practicable to do so.
32. The general principles at paras 9 – 15 above are applicable to all visitors.

### BILL DOUGLAS CENTRE

33. Museum staff must ensure that the requirements within this policy are followed i.e. general principles at paras 9 – 15 above which are applicable to all visitors.

### UNIVERSITY SPORTS AND SPECTATORS

34. University sport competitions are run and managed in accordance with the National Governing Bodies (NGB)/Sport England.
35. 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 so while spectators are not encouraged it is not possible to enforce a no spectator rule. All UoE staff and students are expected to follow the NGB protocols for their sport.
36. In the absence of NGB protocols the general principles at paras 9 – 15 above are applicable to all visitors.

## CHANGE MANAGEMENT

Version	Release Date	Originator	Summary of changes
1.0	28 <sup>th</sup> August 2020		
1.1	12 <sup>th</sup> August 2020		Amendment to section 28 to reflect local rules
1.2	25 <sup>th</sup> July 2023		References to COVID-19 protocols removed
1.3	27 <sup>th</sup> October 2025		Minor grammatical errors corrected – no changes to content

## DISTRIBUTION LIST

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Health & Safety website	<a href="#">Health and Safety   Health and Safety   University of Exeter</a>