

Name of Policy:	Visitors' Policy
Scope of Policy:	To provide guidance and information for all staff, students and visitors to the University regarding the processes and protocol for all visitors
Author:	Rebecca Courtaux, Head of Student Support
Applicable to:	Staff, students and visitors
Consultation Process:	Estates department People, Performance and Culture department Estates and Technology Steering Group
Approval Body:	Senior Leadership Team
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Visitors' Policy

1. Policy Statement

- 1.1. The University of Lincoln is committed to providing a welcoming, safe and inclusive environment for all members of our community which includes visitors to the University estate and online activities.
- 1.2. The primary purpose of the Visitor Policy is to ensure the safeguarding of all by ensuring staff, students (including apprentices) and visitors are aware of the processes that need to be completed when arranging for someone to visit the University and the protocol whilst on the University estate.
- 1.3. The University will not tolerate any form of harassment, inappropriate comments or bullying and is committed to ensuring 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.
- 1.4. This policy aims to set out the requirements to staff and students who may, for a variety of reasons, wish to invite someone on to the University estate or to participate in online activities.
- 1.5. The policy is designed to work in tandem with other University policies including the External Speakers Policy, Room Booking and Events policies and procedures.
- 1.6. This policy does not deal with specific areas or individual visitors, but provides guidance for members of staff.

2. Access

- 2.1. The University of Lincoln allows open access to many areas for members of the public and takes reasonable steps to ensure they are aware of how to keep themselves safe. Members of the public are expected to comply with signage and to follow guidance given by members of staff.
- 2.2. Many areas within the University are for students and staff only, such as lecture theatres, seminar rooms and access, although not restricted is not appropriate for members of the public unless they are invited by a member of staff under the guidance of the Visitor Policy.
- 2.3. Areas that are accessed by security systems are deemed not to be open to members of the public and access is restricted according to the location and purpose of the area, however visitors can be invited in by staff under the guidance of the Visitor Policy. Staff and students should not accept visitors to these areas unless the visit is planned and approved according to departmental protocol, and the Visitor Policy has been enforced.

3. Restricted Areas

- 3.1. It is the responsibility of all to ensure unsupervised or unauthorised visitors are challenged, and where necessary Security are called to escort them from the area.

- 3.2. Where visitors have been invited to restricted areas, it is the responsibility of those who have made the invitation to ensure the appropriate permissions have been approved.

4. The Responsibilities of Staff

- 4.1. A member of staff is expected to take responsibility for any visitor who is invited by students to join online and in person events and activities which includes ensuring they understand and comply with the University's practices, policies and procedures and are supervised appropriately throughout their visit.
- 4.2. Where the visitor is to be greeted by another member of staff, it is the responsibility of the member of staff who arranged the visit to ensure the visitor has full details of where they are being met and by whom, and the member of staff who is meeting the visitor is fully briefed regarding the logistics of the visit.
- 4.3. When the visitor arrives on the University estate or to the online event, it is the responsibility of the organising member of staff or those who greet the visitor to check their ID.
- 4.4. It is the responsibility of the member of staff arranging the visit to ensure the visitor is provided with all the necessary health and safety information and guidance and is fully briefed regarding the areas they can access, and where all the facilities are located such as toilets and catering outlets.
- 4.5. When the visitor is hosted in workspaces, it is the responsibility of the member of staff to ensure that information, including data is secured appropriately and that the visitor only has access to information that is appropriate for their visit. This may include informing other members of the community of the visit to ensure they secure information as necessary.

5. The Responsibilities of the Visitor

- 5.1. All visitors are expected to conduct themselves in a professional and respectful manner, and to ensure their behaviour is inclusive, thoughtful and upholds the University's [One Community Values](#).
- 5.2. When visiting the University estate, visitors are expected to be aware of the areas they are permitted to access and not to enter buildings or areas where they have not been granted access.
- 5.3. All visitors are asked to respect and comply with University signage, and to follow instructions given by members of staff which includes advice and guidance regarding health and safety, and fire safety.
- 5.4. When requested, visitors are expected to produce identification.
- 5.5. Visitors are to ensure the member of staff hosting their visit are aware of any additional support required during their visit.
- 5.6. All visitors are to ensure their personal property is not left unattended.
- 5.7. All visitors are expected not to access information or data that is not relevant to their visit and to respect the privacy of other members of the University community.

- 5.8. Except where directed or agreed by the member of staff hosting the visit, no photography or recording is permitted in University buildings, lectures or for commercial purposes.

6. Personal Data

- 6.1. The University is committed to protecting personal data and being transparent about what information is held. The University of Lincoln's Privacy Policy outlines how it handles and uses the data collected and can be found [here](#).

7. Safeguarding

- 7.1. The University is committed to the safeguarding of everyone within our Community, including visitors. For more information regarding the way we safeguard everyone, please visit [here](#).
- 7.2. Visitors who are under 18 are expected to be supervised continuously by a member of staff.

8. Open Campus

- 8.1. The University of Lincoln is an open estate which means members of the public are able to access many of the communal areas.
- 8.2. Members of the public visiting the communal areas are expected to respect and comply with University signage, and to follow instructions given by members of staff which includes advice and guidance regarding health and safety, and fire safety.

9. Definitions

- 9.1. Visitor: a visitor is someone who is invited to the University and includes interviewees and those from partner organisations.
- 9.2. Members of our Community: this includes staff, students, apprentices, prospective students and visitors.
- 9.3. Members of the public: anyone who is not an enrolled student, member of staff (permanent or temporary) or contractor.

10. Selected relevant University policies

- 10.1. University Regulations
- 10.2. One Community Values
- 10.3. External Speakers Policy
- 10.4. Room Booking & Events policies
- 10.5. Safeguarding Policy
- 10.6. UK VISAs and Immigration Guidance
- 10.7. Framework for Professional Ethics
- 10.8. Research and Participant Payment Policy
- 10.9. Right to Work Guidance
- 10.10. Contract Management Policy (in development)
- 10.11. Freedom of Speech (in development)