

# Visitor Policy

## 1 Policy

- 1.1 The ACOR Group of Companies ("ACOR") is committed to ensuring the health and safety of all employees and any other persons who enter an ACOR controlled premises.
- 1.2 For security, safety and in the event of an emergency, ACOR must be aware of everyone who is on ACOR premises at all times.

## 2 Scope

- 2.1 This Policy applies to:
  - a) all ACOR employees as well as independent contractors and labour hire contractors engaged by ACOR ("contractors") who are authorised to access an ACOR premises or office and have been inducted and are authorised to occupy the ACOR premises;
  - b) clients, subconsultants, tradespeople, suppliers and any other invitees, including children ("visitors").

## 3 Visitors

- 3.1 Visitors must:
  - a) be accompanied by an employee or contractor of ACOR at all times;
  - b) sign in at reception and complete any induction or safety screening, as directed by ACOR, before receiving a visitor badge and entering the premises;
  - c) follow all signage as well as instructions and directions of ACOR employees or contractors;
  - d) comply with emergency procedures, fire alarms and warnings as and when directed by ACOR, by the landlord or property manager responsible for the building within which ACOR's premises are located or by any emergency services officer (including police, fire or other personnel); and
  - e) adhere to ACOR's policies and procedures, including:
    - *Code of Conduct (BSS-POL-NAT-HR001)*
    - *Occupational Health and Safety Policy (BSS-POL-NAT-HR004)*
    - *EEO Discrimination Bullying and Harassment Policy (BSS-POL-NAT-HR007)*
    - *Privacy Policy (BSS-POL-NAT-HR002)*
    - *Personal Protective Equipment Policy (BSS-POL-NAT-HR005)*
    - *Alcohol, Smoking and Other Drugs Policy (BSS-POL-NAT-HR009)*
    - *Dress Code Policy (BSS-POL-NAT-HR006)*.

Copies of all ACOR policies are available on ACOR's website at [www.acor.com.au](http://www.acor.com.au).

- 3.2 ACOR employees or contractors who have not been inducted or been given permission to occupy the ACOR premises without supervision, are not permitted to accompany a visitor into the particular ACOR premises.
- 3.3 Emergency evacuation plans and exit lighting are displayed throughout ACOR's premises and must be followed in the event of an evacuation, including practice drills and training events as directed by ACOR, the landlord or property manager or emergency services officers.
- 3.4 ACOR may revoke permission for the visitor to be on ACOR's premises any time, and the visitor must leave immediately, if:

- an emergency evacuation or other health or safety incident occurs (including if other visitors, employees and contractors are also required to leave);
  - the visitor is in breach of any ACOR policy;
  - considered disruptive or not following directions and instructions including reasonable and lawful directions of ACOR regarding safety and security of ACOR's premises;
  - the reason for the visitor's attendance at the premises is complete; or
  - a risk to safety is identified;
- 3.5 A visitor may not remain in an ACOR premises without an ACOR employee or contractor being present, including at the end of the day when the premises are closed.
- 3.6 At the conclusion of the visitor's attendance at the premises or at the end of the day, the visitor must sign out, return any ACOR property not authorised to be removed from ACOR's premises, and leave. If the visitor wishes to return to the ACOR premises on the following or subsequent day, the visitor must sign in again in accordance with this Policy each day at the commencement of each visit.
- 3.7 Visitors are liable for any damages caused by a visitor failing to comply with this Policy or follow the directions of ACOR, the landlord or property manager or for conduct that is considered reckless, irresponsible or wilful, whilst on ACOR's premises.

## 4 Children

- 4.1 Generally, ACOR does not permit children to enter to ACOR premises.
- 4.2 An employee or contractor seeking permission to bring a child must submit a written request and obtain prior written approval from the Office Manager. The written request must detail both the reason and the proposed length of time that the child will be on ACOR premises. ACOR may approve or reject the request, at its discretion. The child must be signed into the ACOR premises by the parent or guardian as a visitor in accordance with section 3 of this Policy.
- 4.3 Children are not permitted to visit any ACOR premises for the purpose of being supervised by their parent or guardian (or any other employee or contractor) while the employee or contractor is working (especially if the child is unwell and unable to attend school or childcare). Childcare or carers leave is to be arranged.
- 4.4 Children must be supervised at all times by their parent or guardian who is an employee or contractor of ACOR, including when using common area facilities such as toilets, kitchens, lifts and other building services. The child is not permitted to remain on ACOR premises if their parent or guardian leaves.
- 4.5 The parent or guardian is responsible for all aspects of the child's behaviour while on ACOR's premises, including:
- health and safety of the child;
  - minimising disruption of other employees and contractors or other visitors such as clients;
  - restraining the child from accessing any areas of the ACOR premises that are secure (including fire stairs, locked rooms or cupboards, technology and audio-visual equipment or other areas which may contain potential safety or other risks to a child);
  - avoiding unauthorised or inappropriate use or wastage of ACOR resources; and
  - prevention of any damage to property and/or equipment.
- 4.6 ACOR may revoke permission for a child to be on ACOR's premises any time, (and the child must leave immediately) if:
- an emergency evacuation or other safety incident occurs (including if other visitors, employees and contractors are also required to leave);
  - the child is considered disruptive or not following directions and instructions;

- a risk to safety is identified;
- the child is not being supervised.

4.7 The parent or guardian must sign the child out of ACOR's premises in the same way a visitor would sign out.

## **5 Failure to Comply**

If an employee or contractor permits a visitor (including a child) to enter an ACOR premises:

- a) in breach of this Policy, or the visitor or child breaches this Policy or any ACOR policy whilst on ACOR's premises, the employee or contractor may be subject to disciplinary action; and
- b) if the visitor or child or causes loss or damage to ACOR, the premises or any property of ACOR, ACOR may seek to recover the loss or damage from the employee or contractor.