

Visitor and Contractor Policy



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Policy Summary

- Before allowing visitors into Releasing Potential, staff must ensure that the identity of any visitor has been confirmed by checking of photo ID badges or otherwise checking with an appropriate person or organisation (e.g. contacting the company head office, parent or member of staff expecting the visitor, if that visitor is already known to them).
- All visitors will receive a **Red** visitor badge and remain under the supervision of a designated member of staff whilst on site
- All contractors carrying out work should be met and a site induction carried out by the Site Manager or Business Manager before work commences.

Introduction

The purpose of this policy is to safeguard all pupils, staff, governors, parents, visitors and on-site contractors while they are on Releasing Potential premises.

The Policy applies to:

- All staff employed by Releasing Potential
- All external visitors entering Company premises during the day
- All parents, pupils and Governors
- Building maintenance contractors

Visitors Invited to Releasing Potential

- a) Before a visitor is invited to Releasing Potential a Charity Senior Member of Staff must be informed, with a clear explanation as to the relevance and purpose of the visit and intended date and time of the visit. Permission must be granted by the senior member before a visitor is asked to come into school. Staff will provide details of visitors to the main office.
- b) Maintenance contractors will primarily be engaged to work during out of school hours. They must meet with the Facilities Manager when they arrive on site. They must complete the Contractors Induction and be shown the Asbestos Policy for Releasing Potential, approve hot works and issue permits. Contractors should also supply a copy of their insurance documents prior to commencement of work. All contractors carrying out emergency work during term time will be accompanied by site staff at all times.
- c) Visitors must report to main reception to sign in first via the main entrance. Access via any other entrance is not allowed and this will include excluded or suspended pupils who are escorted by staff when on site.
- d) All visitors must report to a member of Staff and state the purpose of their visit and who has invited them. This will be verified by the receiving member of staff. The receiving member of staff must ensure that they have confirmed the identity of the visitor. For example, for a contractor, the member of staff will confirm identity via a company ID

badge, or by ringing the company head office. If the visitor is a member of a pupil's family who is unknown to the organisation, their identity should be verified by the parent of the pupil.

- e) All visitors will be asked to sign a Visitor/Contractor Logbook.
- f) Visitors must be escorted to their point of contact by a member of staff (if prior notice of the visit has been received), OR their point of contact will be asked to come to receive their visitor (if the visitor is unexpected).
- g) If the alarm sounds all staff must immediately escort their visitors to the designated assembly point.
- h) On departing Releasing Potential, visitors should leave via the main entrance and:
 - Enter their departure time in the Visitors Logbook alongside their arrival/ entry.
 - Return identification badge to a member of staff.

Visitor Health and Safety Information

- As a visitor you have a legal responsibility to care for the health and safety of yourself and others around you
- Any accidents, near misses or defects you observe must be reported to the site office
- Visitors must be accompanied at all times
- Releasing Potential operates a strict no smoking policy, this includes the use of e-cigarettes
- The fire alarm is a continuous siren If this should sound, leave the building by the nearest exit and proceed to the assembly point in the car park
- Should you discover a fire, operate the nearest alarm and follow the above mentioned exit procedure

Unknown/Uninvited Visitors to Releasing Potential

- a) Any visitor to Releasing Potential site who is not wearing an identity badge, or if wearing a red badge and unaccompanied, should be challenged politely to enquire who they are and their business on Releasing Potential site.
- b) They should then be escorted to sign the Visitor's Book and be issued with an identity badge. The above procedures then apply.
- c) If the visitor refuses to comply, they should be asked to leave the site immediately and a member of senior leadership team should be informed promptly.
- d) Charity SLT will consider the situation and decide if it is necessary to inform the police.

- e) If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave, police assistance will be called for.

Parent Helpers/Volunteer Staff, Trustees and Governors

- a) All parent/ helpers, volunteers, Trustees and Governors must comply with Criminal Records Bureau procedures, completing a CRB disclosure form (if not already held) via HR.
- b) HR must check all helpers and volunteers DBS certification is in date at the beginning of the academic school year.

Thereafter, procedures as above should apply.

- c) New helpers will be asked to comply with this policy by the member of staff who they first report to when coming into Releasing Potential for an activity or class supporting role.

Contractors

Contractors include people engaged to perform work who are not directly employed by Releasing Potential. In many instances work processes will be carried out near classrooms or other areas occupied by pupils or staff while the site is in operation.

- a) It is important that good lines of communication between Releasing Potential and contractor are established before work commences to ensure that health and safety issues and supervision are appropriately managed.
- b) Appropriate supervision is deemed to be where the work is either in an area which is constantly supervised or within eyesight of a member of Releasing Potential's workforce, or where the work being carried out is physically cut off from the children by means of closed doors, fencing or gates. There should be no opportunity for children/young people to engage in conversation with a Contractor without being observed by another member of staff.
- c) Each contractor badge includes a 'code of conduct' card which outlines the code of conduct which should be adhered to while on site. Please see appendix A attached.
- d) If Releasing Potential is concerned with inappropriate activities being undertaken these should be raised immediately with the Contractor and the Head of School or Head of Outdoor Education.
- e) The Head of School and/or Head of Outdoor Education are responsible for ensuring that a site induction, including information about safeguarding, is shared with Contractors who visit the site.

- f) The Contractor should also ensure that each employee has identification including the company name and the employees name to be carried at all times on site. Where possible this should include photographic identification.

Typical issues that will need to be discussed with contractors prior to work starting to include: -

- How will the work affect school activities e.g. use of heavy machinery on site, noise, dust?
- Safety arrangements the contractor will have in place.
- Vehicle & equipment movement in Releasing Potential grounds.
- Timing of certain activities e.g. can it be done when pupils have left the grounds.
- Areas of the site that will be affected e.g. appropriate barricading of work areas.
- Maintenance of essential utility services (water, sewerage, electricity, telephone contact etc).
- Managing excessive noise, dust or fumes.
- Protocols for communicating between Releasing Potential and contractor e.g. regular meetings.

Staff Development

As part of their induction, new staff will be made conversant with the policy for visitors and asked to ensure compliance with its procedures at all times.

This policy will be available to all staff and parents on the Releasing Potential website.

Appendix A - Contractor Code of Conduct

Purpose

The purpose of this Code of Conduct is to ensure that all contractors working on Releasing Potential premises uphold the highest standards of safety, professionalism, and integrity while maintaining a safe and respectful environment for children, staff, and visitors.

Scope

This Code applies to all contractors, subcontractors, consultants and their employees engaged in any work or service at any Releasing Potential site.

General Expectations

All contractors must:

- Always conduct themselves professionally and courteously.
- Comply with all school policies, local laws, and regulations.
- Follow all instructions provided by school management or site supervisors.
- Wear identification or visitor badges while on school property.
- Work only in areas authorized for their project or task.

Child Protection and Safeguarding

Because Releasing Potential is an educational environment, **the safety and wellbeing of children is paramount.**

Contractors must:

- Never approach, engage with, or communicate with students unless authorized and supervised.
- Never take photographs, videos, or audio recordings on school grounds without written approval.
- Immediately report any safeguarding concerns or inappropriate behaviour to the organisation's Designated Safeguarding Lead (DSL).
- Have confirmation of enhanced background checks (e.g., DBS or equivalent) where required

Health and Safety

Contractors are expected to:

- Comply with all health and safety regulations and site-specific safety plans.
- Use personal protective equipment (PPE) as required.
- Keep work areas clean, organized and free of hazards.
- Report all accidents, injuries, or near misses to a senior member of staff immediately.
- Ensure that tools, vehicles and materials are safely stored and do not endanger others.

Conduct and Professional Behaviour

Contractors must **not**:

- Use inappropriate language or gestures.
- Smoke, vape, or use alcohol or drugs on school property.
- Bring weapons or hazardous substances onto the premises unless authorized for work purposes.
- Display discriminatory, harassing, or bullying behaviour toward anyone on site.

Confidentiality and Data Protection

Contractors may have access to sensitive information. They must:

- Respect the privacy of students, staff, and the Releasing Potential community.
- Not disclose any personal or confidential information obtained during their work.
- Comply with data protection and privacy laws.

Environmental Responsibility

Contractors should:

- Minimise waste and pollution.
- Dispose of materials responsibly in designated areas