

# CTC Visitor Control Procedure

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## Purpose

The purpose of this document is to provide guidance for visitors to CTC's premises, as well as for CTC's employees or tenants who are hosting or otherwise engaging with visitors.

## Objective

The objective of this procedure is to manage the risks associated with visitors to CTC, in keeping with the company's duty of care under relevant work health and safety legislation.

## Scope

This Procedure applies to all visitors at all premises operated by CTC and over which it has ownership or control, as well as its tenants, and to hosts who sponsor visitors.

## Background

CTC is an employment, recruitment and human services company, delivering quality support services to our customers and clients. As such, we have a significant investment in Intellectual Property. Also, our premises have areas that could be considered hazardous to uninformed, untrained or unequipped personnel. This document provides the mechanism to protect both our visitors and the company, while still enabling us to conduct our day to day business.

## PCBU (Person Conducting a Business Undertaking)

As the PCBU (reference: Qld Work Health and Safety Act 2011) the General Manager must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace, and will therefore have the final determination about and responsibility for all matters related to visitor security at all CTC work sites.

## Visitor Safety Management

CTC has a duty of care to eliminate or minimise risks to health and safety for visitors so far as is reasonably practicable. CTC's duty with regard to visitor health and safety is set out in the Qld Work Health and Safety Act 2011. In accordance with the Act, visitors must take reasonable care for their own health and safety and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and comply, so far as they are reasonably able, with any reasonable instruction that is given to allow CTC to fulfil its legislated obligations.

## Liaison with Non-CTC Personnel Located at CTC

Unless this task is delegated to another CTC employee, the General Manager of CTC will be the primary liaison with tenants or persons who hire meeting or training rooms regarding Visitor Control Procedures at CTC's premises and negotiate any revision of, or arrangements additional to, any current lease agreement or room hire contract.

# Primary Location

The primary location of CTC's premises is at 38 Armstrong Street, North Rockhampton as depicted on the map on our website at: <http://www.ctcql.com.au/contact-us/>. All visitors should enter and depart the site via the front entrance.

## Car Parking

- Off street parking is available on the CTC site as well as in Armstrong Street itself.
- Vehicles should use only one car park and ensure their vehicle is parked well within both outside lines.
- All drivers should ensure their vehicle is locked before leaving it unattended.
- Cyclists should not leave their bicycle in a car parking bay but rather prop it against the bollards that separate the car park and the building. Bicycles should not be left at the front entrance to the CTC building.
- Drivers should not exceed 10kph when on CTC property.

## Wheelchair Access

- The site has limited wheelchair access – via the front door to the lower level and via the ramp on the eastern side of the building. The door at the top of this ramp is kept locked so access to the upper floor via the ramp must be pre-arranged to ensure entry is possible.
- There is a dedicated wheelchair accessible car park – closest to the front entrance.
- There are presently no wheelchair accessible toilets.

## Smoking

- CTC has only one designated smoking area, located at the far eastern corner of the site.
- Visitors should not smoke at any other part of the CTC site, particularly in front of the building or the car park.
- Hosts and other CTC staff should diplomatically request that anyone smoking outside the designated smoking area, move to that area until they have completed their cigarette.

## Definitions

**Employees/Staff** – those persons who are directly employed by CTC, excluding apprentices, trainees, labour hire staff or any person who is engaged via a third party to undertake work at locations other than CTC's main site in Armstrong Street, North Rockhampton.

**General Manager** – is the senior office employed by CTC and ultimately responsible for all workplace health, safety and security issues at the work site.

**Host** – the person being visited or who is delegated responsibility for the visitor during their visit.

**Location** – is the physical address at which CTC can be found.

**Site** – is the entire premises including main building, rear storage, and off-street carpark.

**Tenants** – those organisations (and their staff) who are co-located, and who conduct their day to day business, from CTC's premises.

**Visitors** – persons who do not work at the premises but visit for the purposes of:

- Participating in a meeting or event hosted by CTC, a tenant or a room hirer
- Attending an appointment to discuss or receive services from CTC or a tenant
- Making inquiries about services provided by CTC or a tenant
- Registering for employment with CTC
- Undertaking cleaning, repairs and maintenance, work as a contractor, or to provide a quote
- Undertaking voluntary work at CTC or with a tenant

- Undertaking work experience or practicum placement at CTC or with a tenant
- Attending classes/instruction/assessments as a student, trainee or apprentice
- Making payment of invoices
- Providing services or assistance to staff of a professional nature
- Delivering or picking up equipment, goods or mail
- Undertaking their business as a provider of emergency services eg. Ambulance, Fire, Police, SES etc.

## Behavioural Standards

- CTC operates a professional workplace. All staff, tenants and visitors are expected to behave with courtesy and respect towards others, and generally behave appropriately to a professional workplace environment.
- All persons present on CTC premises are expected to behave lawfully and abide by the laws applicable within the jurisdiction where the site is located i.e. Queensland and Federal laws, as well as Local laws.
- Visitors to CTC premises should not present for appointments in a drug or alcohol affected manner.
- Visitors to CTC premises should not carry any weapons including knives, firearms or other apparatus intended for use as a weapon.
- Visitors to CTC premises should not engage in pranks, foolish or silly behaviour,
- Hostile or threatening behaviour including abuse, shouting, bullying, harassment, intimidating or other negative or offensive behaviour will not be tolerated.
- Failure to abide by the expected behavioural standards may result in a visitor being asked to leave the premises, and if he or she fails to do so, the police being called to remove such visitor.
- Any visitor who has previously been removed or excluded from CTC's premises will only be welcome to return with the approval of the General Manager.
- Violation of any of the Behavioural Standards in this policy by any employee will result in suitable disciplinary action, up to and including prosecution and / or termination.
- Violation of any of the requirements in this policy by any visitor may result in termination of services with any associated consulting organisation or prosecution in the case of criminal activity.
- A set of guidelines regarding acceptable visitor behaviour is to be developed so that all CTC staff, tenants and room hirers are familiar with what will happen should any visitor/s engage in behaviour considered undesirable for this workplace.

## Children

- Children under the age of 12 must be supervised at all times by a responsible adult and never left alone in any room.
- Children must be accompanied by an adult at all times when using restroom facilities. That adult will be responsible for the child's safety and for leaving the restroom in a clean and tidy state.

## Sign In and Out Log

- The visitor log will be in electronic format and will self-generate a time and date. The visitor should enter their first and last names, their mobile phone number and email address, as well as who they are visiting.
- The visitor log will be used to identify visitors remaining on site during an emergency evacuation, so all visitors are required to sign out when they leave.
- Visitors who have failed to sign-out should be identified. The employee who sponsored/hosted the visitor should be contacted to confirm that their visitor has left the premises, and reminded that they are responsible for ensuring that visitors follow the proper procedures.

# Room Identification

Each room at CTC will have a name and a sign on the door will indicate its name or use. Name changes or room purposes may only be approved by the General Manager, and new signage will be arranged to depict any such changes.

## Restricted Access

- Some rooms may not be accessible to visitors due to access being restricted to certain individuals or for certain purposes. This will usually be indicated by signage on the door or by the room being locked.
- Wherever a “No Admittance” sign (or a sign with a similar message) is present, such signs should be obeyed, unless access has been granted by the General Manager.
- Only CTC staff and tenants will be provided with any keys, entrance codes or alarm codes and these must be recorded in CTC’s Management drive.

## Basic Visitor Procedure

- All CTC staff and employees, tenants and room hirers should advise reception staff of their expected visitors at least 10 minutes prior to their expected arrival.
- Upon arrival, all visitors to CTC must report to reception and advise whom it is they are visiting (host).
- The receptionist will advise the host via phone or bell that their visitor is waiting in the reception area.
- The host will come to reception so they can escort their visitor to their meeting room.
- The receptionist will ask the visitor to sign in electronically and offer a seat in the reception area until the person they are visiting arrives to escort them to their meeting room.
- The host is responsible for their visitor whilst in the building.
- Where a meeting room door is closed, the protocol is to knock and wait to be invited before entering, unless you are the person hosting the visitor.
- The host will ensure that all safety, security and evacuation procedures are well known so that they can be confident of their response to all eventualities whilst being responsible for their visitor/s.
- Once the visit is concluded, the host will ensure the visitor does not leave behind any property and then escort their visitor back to reception and ask them to sign out electronically.
- The host is responsible for offering refreshments to their visitor/s and for ensuring the room is left in a clean and tidy state afterwards.
- Visitors bringing child/children to an appointment remain responsible for them at all times and should take them in to the appointment. Where this is considered inappropriate, the children should be left in the care of a responsible adult accompanying the visitor, or provided by the host.
- A tenant might provide a separate Children’s Room where the children can be supervised. The door to this room is to remain open at all times.
- Visiting clients of tenants in the upper level should use the upstairs toilets if required.
- No children under the age of 12 should be left alone in the toilets or any other part of the building.
- If there is any unacceptable behaviour by visitors, or any concern for their own safety or wellbeing or that of others present, the CTC receptionist will activate their Duress Alarm so that other CTC staff can come to his/her assistance. Assisting staff should seek to de-escalate the behaviour to return the site to a professional workplace. Where this cannot be achieved, the visitor Police should be called.

## Invitations to Visitors

- Any CTC employee or tenant or person/organisation hiring a room for a specific purpose may invite and authorise a visitor to the premises where such visit is related to the company’s business, or the business being undertaken by the tenant or room hirer.

- Visitors to the premises are authorised during standard office hours (Monday to Friday 8am – 5pm). Approval from the General Manager is required should anyone need to visit the premises out of standard working hours eg. weekends or night time.
- Visitors must be escorted at all times by an employee of CTC, the tenant, or room hirer's delegate.
- Staff affiliated with CTC via the IntoWork Group are not required to be escorted when on the premises.
- CTC staff may bring their family members onto the premises however all visitor requirements will still apply, and in the case of children, they must be supervised by a responsible adult at all times.

## Building Orientation and Emergency Evacuation

- Evacuation Signs and Diagrams are located throughout the CTC site.
- Visitors attending training or other events will be given a safety briefing including evacuation procedures as part of the "housekeeping" and welcome.
- In the event of an emergency, it is the host's responsibility to ensure that the visitor/s remain in the Emergency Assembly Area. Emergency Coordinators will tally all visitors using the Visitor Check-In information (using either the preferred online method or the fall-back paper sheets). Visitors will not leave the property until it is confirmed with the Emergency Coordinators that they have successfully evacuated the building.

## Security of Confidential Information and Property

- The host must ensure that visitors do not have the opportunity to:
  - view or overhear confidential information
  - steal, vandalise or otherwise damage property;
  - leave behind their own property or rubbish, or
  - leave the area/s visited in an untidy or dirty state.
- The host will be responsible at all times for their visitors and the visitor's behaviour. Damage or loss will result in consideration of a civil action being pursued against the visitor.
- Packages carried by visitors, including briefcases and purses, will not ordinarily be subject to inspection as the visitor leaves the premises.
- Should a host have reasonable grounds to suspect that a visitor has stolen property, this should be reported immediately to the General Manager, preferably whilst the visitor is still on the premises.
- The General Manager will determine what course of action should occur in the above circumstances.
- Visitors should not request information that does not pertain to their visit or the work being performed.
- Visitor requests for corporate documents, customer information, financial projections, comments on any matter currently under litigation, future products or future corporate direction, or requests for information or statements in the name of the company (as might be requested by a reporter or a lawyer) will be reported to the General Manager at the earliest opportunity.

## Safety and Security Infrastructure

CTC provides a range of infrastructure related to visitor safety including:

- Security access systems (key and push-pad control)
- Security alarms with personalised codes
- Closed-circuit television (CCTV) camera
- Personal and duress alarms
- External lighting and signage

## On-Site Hazards and Incidents

- All hazards and incidents should be immediately reported to the General Manager for the most appropriate response.
- First Aid Kits are located in the kitchens on both the upper and lower levels of the building as well as at least one other well used area of both levels.

## Animals

Animals, including pets are not permitted on site unless authorised by the General Manager; however, appropriately trained and registered assistance animals such as Guide Dogs are permitted when accompanying their owners.

## Photographs and Cameras

- It is accepted that photographs are sometimes required for documentation purposes or to have a memento or record of an event. Unless discussed specifically with the host and approved by the General Manager, visitors are not permitted to take photographs inside the premises.
- Cell phones and laptops equipped with cameras are permitted, but as previously stated photographs are not permitted without permission.

## Distinguished visitors

- Visits by distinguished visitors are managed in accordance with appropriate CTC protocols and will involve the General Manager acting as host.

## Multiple Day Visits and Longer Term Contracts

Visitors who are at for multiple days must follow all procedures associated with this policy (Check-In, Check-Out, etc.) on each day of their visit.

## Network or System Access

- Visitors who require internet network access can freely access the Visitor Wireless once they have been given the visitor code.
- Access to this network requires on-line agreement to the terms and conditions of network use.
- Visitors who require access to the CTC network will need permission from the General Manager, who will arrange temporary credentials with the Helpdesk.
- Part of this procedure will require the Visitor to review the Acceptable Use Policy. After credentials are arranged, activities on the network will be subject to the Acceptable Use Policy. Visitor use of CTC employee credentials is not permitted under any circumstances.

## Visitors/groups attending CTC events eg. Open Day

- During visits by large numbers of people, visitors must be escorted in guided groups by a nominated person, but will otherwise have access to the CTC's facilities.
- Visitors should follow directions provided by an appointed tour group leader, or meeting conveyer.
- Visitors should respect all signage regarding restricted access areas.