

Guidance

February 2017

Managing Security Involving Visitors and Contractors

For Administrators in Departments and Facilities

WEB VERSION

Occupational Health and Safety Service
HSD140M (rev 4)



**UNIVERSITY OF
CAMBRIDGE**

VISITORS AND CONTRACTORS

The Health and Safety at Work Act 1974 (HASAWA), imposes a 'Duty of Care' and as an enabling Act, gives rise to several additional Regulations. One of these is the Management of Health and Safety at Work Regulations 1992, which imposes a duty to assess and manage the risk from all work activities.

University departments should ensure that all visitors are directed to an area where they can be met and accounted for. This 'reception area' is the first line of defence against unlawful / unauthorised entry to buildings during normal working hours.

To maximise security at this location it is recommended that:

- the reception area is never left unattended during the working day
- a visitor identification scheme; including visitor / contractor badges and written 'signing in' and 'signing out' procedures.
- visitors are accompanied throughout the duration of their stay or where authorised / appropriate their whereabouts known at all times
- security training is arranged for reception staff
- a secure environment is provided by the inclusion of a monitored emergency alarm (panic button).

The above are also suitable control measures for Health and Safety purposes.

These measures must be applied to contractors coming in to work for you as the department/faculty has a 'duty of care' to protect everyone from harm. Indeed in some circumstances this needs to be taken a stage further and 'Permits to Work' system used, when the work being undertaken, or the area in which the work is to be done, is considered hazardous or sensitive.

It is the basis of good management that you know who is in your building and what they are doing and how their work may impinge on yours and vice versa. You must also have a system in place to account for the safety of all building users in the event of an emergency evacuation of the premises.

In order to restrict unauthorised access a common practice is to create one main entry point in order to reduce the potential for criminal activity. Additional doors can be secured by card entry devices or converted with readily openable panic release devices (crash bars) for use in the event of an emergency. The University's Security Adviser and/or Fire Safety Compliance Officer at EM can advise on these control issues if required.

It is appreciated that due to the configuration of some department and faculty buildings, or depending on departmental policies, it may be difficult to implement all of the best practices described. However advice is available from EM and Security to consider building options or procedures to improve the situation.

Systems for restricting access aid security by allowing only authorised access into a building. This should minimise the opportunity for theft of items such as laptop computers, wallets and bags, or expensive equipment are taken during working hours.

Such systems can also help with personal safety and threats from extremists where the University is the target or student demonstrations. These systems also encourage the proper and safe receipt of deliveries. In addition they will give a good impression of the department or faculty to the outside world, including the management and greeting of visitors in a professional way.

It is important that members of staff do not inadvertently circumvent any safety or security systems /procedures by allowing unreported 'tail-gating' into the building.

Whilst on occasions it may be appropriate to challenge suspicious or unknown people observed within University premises, members of staff should not put themselves at risk. If possible maintain visual contact and notify the Security Control Centre.

DO NOT PUT YOURSELF AT RISK.

Personal safety of staff is an important issue and members of staff and visitors should be encouraged to report immediately any cases of theft, vandalism or any other suspicious activity to a responsible member of staff and ensure any details are passed to the University Security Control Centre and/or the police.

Particular care must be taken when working in buildings of low occupancy, either by building design / use or by virtue of the time of day or week.

Also do not forget to consider your best point of entry and/or exit under these circumstances.

In the case of actual incidents, a standard University accident / incident report form must be completed.

This guidance note was produced by the Safety Office following consultation with the University Security Adviser and the University Fire Safety Compliance Officer

**Security Office
New Museums Site
Pembroke Street
Cambridge**

Phone: 01223 339513

**University Security Control Centre (USCC)
01223 (3)31818**

Fire Safety

UniversityFireSafety@admin.cam.ac.uk

Phone: 01223 337822

**Occupational Health & Safety Service
Safety Office
Greenwich House
Maddingley Road
Cambridge
CB3 0TX**

Phone: 01223 333301

Fax: 01223 330256

Email: safety@admin.cam.ac.uk

www.safety.admin.cam.ac.uk/