

## Freedom of Information Request No. 5383

Received 15/8/2019

Responded 21/8/2019

### Request/Response

Can you please provide me with any electronic copies of any policies, procedure or guidance issued to staff in relation to visitors, guests or contractors who access your buildings.

We do not have any written procedures for dealing with visitors. Visitors are asked to sign in on the visitor sheet(attached), ensure they read the fire procedure sheet (attached), they are issued with a visitors badge, we phone the person they are coming to visit.

For example

Do you request all visitors attending for meeting, interviews or other wear a visitor badge and sign-in at reception and do you record details of this?

How do you manage contractors or suppliers who require access to your building?

We would have requested their attendance or have some sort of contract in place for regular contractors such as Legionella man etc. They sign in at Reception and are given an access card which allows them to go where they need to and these areas are always staffed.

Do you have access control on areas of your building where services process or handle very sensitive personal data, how do you manage access control? Yes, need an access card to get in.

Do you have a retention period for visitor records? We keep visitor records for 1 Month