

1. Purpose

We have several planned and unplanned visitors coming to the offices and workshop each day. This policy is to allow staff to receive visitors safely and without granting visitors unauthorised access to important or secure areas of the workshop or offices. Visitors completing works are to have suitable supervision and further detail can be found in the A3D-OPR-MAN-0001 Health and Safety Induction Manual.

2. Applicability

This policy applies to:

- 2.1. All Aurora Labs personnel or contractors

3. Policy

- 3.1. Visitors will not have automatic access to the offices or workshop.
- 3.2. It is our legal obligation to keep non-employees out of workshop areas unless they are properly protected by safety equipment (PPE) before entering i.e. safety glasses and ear plugs and in some cases properly inducted.
- 3.3. If you answer the door of the workshop, don't automatically stand back for the visitor to enter if you do not know of the person or the reason for their visit, question them politely first.
- 3.4. Ask the person who they are, who they are here to see, ask the time of their appointment. Some sales people can be quite forward and ask for a person by name, but have no scheduled meeting with that person, they just might have seen their name listed on the website.
- 3.5. If you know the visitor and who they are here to see and the time of their appointment, show them directly into the ground floor office and then go to get the person they are meeting with. Do not let visitors wander into unsupervised areas. Ask the visitor to remain within the ground floor waiting area.
- 3.6. If you are collecting a visitor from the waiting area, ensure that a NDA has been signed if confidential discussions are going to be had.
- 3.7. Delivery persons should not be allowed into workshop areas. Receive goods at the door. Ask your colleagues to help you if parcels are heavy or large.