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Visitors to Police Premises
Standard Operating Procedure

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Version	History of Amendments	Approval Date
1.00	Initial Approved Version	27/03/2013
2.00	Full cyclical review of SOP incorporating grammatical and formatting changes; inclusion of associated reference documents and Equality legislation. Additional information in relation to contractor access; visitors requiring specific arrangements and Personal Emergency Evacuation Plans.	07/10/2016
3.00	Update of information relating to contractor/visitors arrangements	18/09/2018

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1. Purpose

- 1.1 This Standard Operating Procedure (SOP) supports the Scottish Police Authority (SPA) and Police Service of Scotland (hereafter referred to as Police Scotland), Policy for Health and Safety and is in accordance with the Equality Act 2010 and Equality Act (Specific Duties) (Scotland) Regulations 2012.
- 1.2 The Health and Safety at Work etc. Act 1974 places duties on Police Scotland to ensure the safety of persons in its employ and those who may be affected by its operations. This includes all visitors to Police premises.
- 1.3 Visitors also have duties imposed on them under the Health and Safety at Work etc. Act 1974 to comply with the arrangements that are in place.
- 1.4 This SOP outlines the standards that are expected by all visitors to police premises to comply with such legislation, to follow site rules and to act responsibly at all times. Hosts should ensure visitors adhere to the Visitors Guidance to Police Service Premises document and meet the responsibilities set out in Section 4.5 of this SOP.

2. Application and Scope

- 2.1 This SOP applies to all Police Officers; members of Police Staff; staff of the SPA, and to all visitors to Police premises. For the purposes of this SOP, "Police premises" encompasses premises used wholly or partly by either Police Scotland or the SPA.
- 2.2 For the purposes of this SOP, persons in police custody are not categorised as 'Visitors' and persons in police custody should be managed in accordance with the Care and Welfare of Persons in Police Custody SOP.

3. Responsibilities

- 3.1 The Head of Estates has ownership of this SOP and is responsible for ensuring it is monitored and reviewed.
- 3.2 The Health and Safety Department is responsible for providing advice and guidance to the Estates Department.
- 3.3 Employees have a duty to co-operate with Police Scotland to enable them to comply with this SOP.
- 3.4 Staff should ensure that this SOP is adhered to and staff should be aware of visitors not wearing appropriate passes and be prepared to challenge or notify Senior staff of identified non-compliance of individuals (subject to an assessment of risk).

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4. Visitors Passes and Supervision

- 4.1 In most instances visitors, unless accredited by Police Scotland, will require to be supervised/escorted **at all times** by a member of Police Staff. In certain circumstances contractors carrying out work for Police Scotland will be permitted unescorted visiting if they comply with the Contractor Code of Practice for Contractors See also:
- Vetting SOP;
 - Information Security SOP;
 - Management and Control of Contractors SOP; and
 - Building Security at Police Premises – Counter Terrorism Threat and Response Levels SOP.
- 4.2 All visitors to the Police premises must be signed into the Visitors' Book at the Public Office (or Premises Reception) by the receiving staff and issued with a Visitor's Pass. Visitors' Passes must be worn conspicuously at all times when on the premises. In certain circumstances, Contractors who have passed vetting criteria, will be provided with access and keys/fobs etc. by Estates staff to certain properties in order to carry out works. It is possible that these contractors will not be received by staff initially at these properties. In these circumstances, the contractors will be required to sign for and return the keys/fobs within a specified timescale from where they are collected from the Estates Department.
- 4.3 Visitors must sign out and return their pass to the Public Office (or Premises Reception) on departure.
- 4.4 The Visitors Guidance to Police Service Premises information sheet can be provided to all visitors. Staff should assist, where practical, to communicate this Visitor's Guidance to visitors having particular requirements. Examples of this may include reading this Guidance, or providing this Guidance in a larger print version to a Visitor with a Visual Impairment. In terms of visitors whose language is not English reference should be made to the Interpreting and Translating Services SOP.
- 4.5 The host has specific responsibilities regarding the visitor and in particular should ensure visitors (except contractors – see Section 4.2) are:
- Signed in and issued with a Visitor's Pass;
 - **Escorted/supervised at all times;**
 - Given appropriate information on Fire, Evacuation, First Aid and Welfare arrangements; and
 - Signed out with Visitor's Pass to be returned.
- 4.6 Visitors' Passes are available at all Police premises. Passes can be ordered via the Procurement Department (Stores). These passes should be retained for a period in accordance with the Police Scotland Record Retention SOP.

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- 4.7 Visitors Passes differ from a Temporary Pass for officers who are not in possession of their Warrant Card.
- 4.8 Specific Access Requirements in relation to the Scottish Crime Campus (SCC) is as detailed in the SCC Access Control Policy (a copy of this document can be obtained from the Estates department when required).

5. Contractor Access

- 5.1 If a contractor has successfully undergone Police Scotland vetting, that contractor need not be escorted as outlined in Section 4. Before unescorted access can be given, the contractor's vetting status must be confirmed.
- 5.2 A contractor's vetting status should be confirmed by following the undernoted process:
- Access the Force Intranet
 - On the Home page, find 'Applications' and hover the mouse over this
 - Click on local applications
 - Scroll down to 'Corevet' and click on it
 - On the new page shown, click on the Corevet icon
 - Once you are on the main login screen, click on Logon.

(NB Further details of logon for username and password can be obtained from the Estates department)

- 5.3 Once you are logged on, you will see a selection of search choices - Forename, Surname, Date of Birth and Organisation. Enter the relevant personal details provided by the contractor.
- 5.4 If the contractor has a common name and more than one record comes up, use the contractor's date of birth to identify the correct record. Click on that line and the contractor's vetting status will show.
- 5.5 Details of whether they have been 'Approved' (with clearance dates included) or 'Refused' will appear. If they have been approved then unescorted access can be given. If the contractor has been refused vetting then unescorted access cannot be given.
- 5.6 Where the contractor's details appear on Corevet but there is no information shown for the vetting status or 'Incomplete Vetting Form - Form Returned' is shown on Corevet, this means the contractor is currently being vetted but the process is not complete. You can confirm this by calling the Force Vetting Unit on **Information has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 30, Prejudice to Effective Conduct of Public Affairs**. Contractors who do not show as 'approved' on Corevet should not be granted unescorted access unless confirmed by the Force Vetting Unit that clearance has been given.

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6. Restricted Areas

- 6.1 Visitors are prohibited from entering restricted areas within Police Scotland premises. All restricted areas should be clearly identified and visitors advised that they cannot enter, or they should be informed of the rules that apply if there is a requirement for them to enter.

7. Specific Arrangements

- 7.1 The host should ascertain whether a visitor requires any specific arrangements relating to health and safety and any protected characteristics under the Equality Act 2010 and Equality Act (Specific Duties) (Scotland) Regulations 2012 for example, in relation to disability requirements, or interpreting or translating requirements.
- 7.2 Further information can be found within
- Diversity Booklet – A Practical Guide
 - Interpreting and Translating Services SOP
 - Appropriate Adults SOP
- 7.3 It may be the case, a 'needs assessment' or Personal Emergency Evacuation Plan (PEEP) (Form 076-033) is required. The PEEP should be undertaken by the escorting SPA/Police Scotland member of staff escorting the visitor to ensure:
- Appropriate access/egress to and from the premises;
 - Adequate private meeting arrangements
 - Adequate toilet facilities;
 - Adequate prayer facilities and dietary considerations; and
 - Arrangements are in place for an evacuation in the case of a fire or security alert.
- 7.4 Any assistance required on preparing a PEEP should be obtained from the Health and Safety Department (**Information has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 30, Prejudice to Effective Conduct of Public Affairs**).

8. Fire Procedures, Evacuation Arrangements and First Aid

- 8.1 Hosting staff must ensure that visitors are fully briefed in fire procedures and evacuation arrangements pertaining to the premises. Such fire safety and evacuation procedures are prominently displayed in fire safety notices in Police premises. Refer to the Joint SPA and Police Scotland Fire Safety Manual.
- 8.2 Arrangements for persons who need additional assistance should be identified

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in the PEEP and the SPA/Police Scotland staff member escorting that person to the premises will be responsible for providing such additional assistance.

8.3 In particular, visitors are required to comply with the following.

- No Smoking Policy
- No naked flames, flammable materials or substances must be used without the express permission of a senior member of staff, and
- Where work is liable to cause sparks, smoke or flames or generate heat (e.g. via a contractors work) the Estates Department must be advised before any such work commences and the contractor must have a 'hot' work permit authorised and adhere to control measures identified.

8.4 Details of qualified First Aiders and First Aid arrangements are displayed on notices within Police premises.

9. Action on a Fire Incident

9.1 In the event of a fire:

- Raise the alarm by activating (breaking and pressing) a break glass fire alarm panel;
- Evacuate the premises and proceed to the assembly point;
- Follow fire evacuation direction signs and proceed to the assembly point (ask a member of staff if unsure);
- Do not stop or return to collect personal belongings;
- Do not use lifts;
- Do not panic or run; and
- Do not re-enter the premises until advised to do so.

10. Visiting Parties

10.1 Where pre-planned external visits have been arranged, e.g. school parties, public open days etc, a 'suitable and sufficient' risk assessment should be undertaken by the organiser in conjunction with the visiting organisation. The assessment should identify potential hazards that may be introduced as a direct result of the visit and ensure appropriate controls are in place. Further guidance is available from the Health and Safety Department (**Information has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 30, Prejudice to Effective Conduct of Public Affairs**).

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11. Incidents, Dangerous Occurrences, Near Misses

- 11.1 All incidents, dangerous occurrences or near misses should be reported at the earliest opportunity (irrespective of whether an injury has been sustained), in line with Section 3 of the joint SPA and Police Scotland Accident/Incident/Near Miss Reporting and Investigation Guidance Document.

List of Associated Legislation

- Health and Safety at Work etc. Act 1974
- Equality Act 2010
- Equality Act (Specific Duties) (Scotland) Regulations 2012

List of Associated Reference Documents

Policy

- SPA and Police Scotland Health and Safety Policy
- SCC Access Control Policy (available on request)

Standard Operating Procedures

- Care and Welfare of Persons in Police Custody SOP
- Management and Control of Contractors SOP
- Vetting SOP
- Information Security SOP
- Building Security at Police Premises – Counter Terrorism Threat and Response Levels SOP
- Record Retention SOP
- Interpreting and Translating Services SOP
- Appropriate Adult SOP
- Smoking at Work SOP

Guidance

- Visitors Guidance to Police Service Premises
- Contractors Code of Practice
- Diversity Booklet – A Practical Guide
- Joint SPA and Police Scotland Fire Safety Manual
- Joint SPA and Police Scotland Accident/Incident/Near Miss Reporting and Investigation Guidance Document

List of Associated Forms

Forms

- Personal Emergency Evacuation Plan (PEEP) (Form 076-033)