

Visitors Guide

Business Name

Guide for site visitors during the COVID-19 pandemic.

During this time we are committed to preventing the spread of the Coronavirus and to protecting the health, safety and welfare of our employees, customers and visitors.

As such **only business critical visitors are permitted to enter the site at this time.**

COVID-19 summary

Coronavirus disease (COVID-19) is an infectious disease. The coronavirus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes.

Symptoms and illness

The main symptoms of coronavirus are:

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms. **If you have symptoms of coronavirus infection, however mild, you must not visit our site.**

Current NHS guidelines for checking symptoms and the requirements for self-isolation can be found here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Duty of Care

We have considered appropriate controls to protect our staff, customers and other visitors from foreseeable hazards: including Coronavirus. The following measures stipulate key controls present at this site following a risk assessment. You must familiarise yourself with these controls and take any precautions outlined.

COVID-19 Controls – Core Principles

At the heart of our control measures is the requirement to maintain social distancing (Keep a distance of 2 metres from all employees/ staff and other visitors), and to ensure high standards of personal hygiene.

COVID-19 Visitor Site Safety Measures

For your safety, and to protect our employees, customers and other site visitors, we have introduced new controls at this site.

[Insert your further controls here e.g. Signage, points of access and egress, etc. - refer to your COVID-19 risk assessment]

NOTE: The below are examples of relevant controls. You should amend/add controls having completed your risk assessment.

Deliveries	<p>Non-food: All non-food deliveries are to be taken to [insert procedure e.g. reception/ security desk and placed on the table marked deliveries. If a signature is required to confirm receipt: Place the form on the table and step back two metres to allow the reception/security member to sign.]</p> <p>Food: For food deliveries please [insert procedure e.g. phone [] to confirm your arrival. Food deliveries should be taken to location [insert location] as marked on the plan attached and placed on the tables marked for deliveries.]</p>
Visitor Health	<p>You must not visit our site if you</p> <ul style="list-style-type: none">• have symptoms of coronavirus infection, however mild, or• have been in contact with some with confirmed or suspected COVID-19 in the last 14 days or• should be self-isolating* <p>*If you are unsure of the current guidelines on self-isolating we would ask you to review them here prior to attending site. https://www.nhs.uk/conditions/coronavirus-covid-19/</p>
Handwashing	Hand wash stations have been provided at entrances and exits. Wash your hands for at least 20 seconds using soap and water, dry your hands with the disposable paper towel provided upon entry and exit, and after to touching your face or visiting the toilet etc.
Social Distancing	<p>You must maintain a 2 metre distance from all persons at all times.</p> <p>If you are unable to comply (i.e. manual handling of heavy package) you must first report this to a site manager and subsequently implement safe precautions.</p>
Movement on site	<p>To enable social distancing and reduce footfall in high movement zones, we have introduced a directional flow system on site.</p> <p>e.g. Vehicles must follow the brown directional arrows to move around the site. Please park at the parking area closest to your destination.</p> <p>e.g. People must follow blue directional arrows attached to walls to move around the buildings.</p>

Emergency

In the event of an emergency (Fire/ explosion), as safely as possible please report to assembly point [insert here] as marked on the below plan.

Plan [Example- insert yours here]

