

# **MALVERN HILLS SCIENCE PARK – VISITOR POLICY DOCUMENT**

## **1. Overview**

Malvern Hills Science Park (MHSP) is committed to ensuring the health and safety of its employees, subcontractors, and visitors to its premises, as well as the protection of MHSP's property and assets.

The company is responsible and liable for all contractors/visitors on the property. MHSP is not responsible for any injury or illness suffered as a result of a violation of this policy.

## **2. Purpose**

The purpose of this document is to provide guidance for any person visiting MHSP.

## **3. Scope**

This policy applies to all staff and visitors at MHSP. In the context of this policy the term "visitor" applies to friends and family (personal visitors), contractors, external vendors, stakeholders and members of the public.

## **4. General Policy**

All visitors, no matter the purpose of their stay, must abide by the following rules:

- Visitors must sign in at reception, doing so allows MHSP staff to know who is on site in the event of an emergency.
- Visitors will be provided with a visitor pass which should be worn throughout the duration of their stay.
- Ideally visitors should be accompanied by a member of the hosting company whilst moving in the common areas around the site.
- In the event of large numbers of visitors coming for the same event, tenants can pre-register arrivals with reception to make the sign-in process more efficient.
- **Visitors arriving by car are to be encouraged to use the visitor parking spaces.**

## **5. Privacy**

MHSP uses confidential visitor books that cover previous entries with a security sheet, preventing visitors from seeing other visitors' personal details. Visitor records are retained for a maximum of 12 months after which time they are destroyed by shredding.

## **6. Whistleblowing**

MHSP is committed to fostering an open and transparent culture where all visitors, staff, volunteers, and employees feel confident to raise concerns about safeguarding practices or the welfare of individuals, without fear of reprisal.

All individuals who report concerns in good faith are protected under the organisation's Whistleblowing Policy. This policy ensures that:

- Concerns can be raised confidentially and, if preferred, anonymously.
- Individuals will not face discrimination, harassment, or victimisation as a result of raising a concern.
- All reports will be taken seriously and investigated appropriately.
- Support will be provided to whistleblowers throughout the process.

MHSP recognises whistleblowing as a vital component of effective safeguarding and encourages anyone with concerns to speak up, knowing they are legally and ethically protected.

## **7. Sexual Harassment**

Sexual harassment is defined as any unwanted conduct of a sexual nature that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment. A person can be sexually harassed by someone who is of the same or different sex or orientation.

All individuals on the MHSP grounds must take steps to ensure that sexual harassment does not occur and therefore report any incidents that occur to a member of MSHP staff. Should anyone believe they are being subjected to sexual harassment then they should speak with a member of staff at MHSP who will offer support and advise on next steps.

## **8. Complaints procedure**

If you have a complaint to raise about any matter, please report this to a member of staff at MHSP.

## **9. Equal opportunities**

The MHSP organisation is committed to eliminating discrimination. The provisions of The Equality Act 2010 are to be adhered to. Discrimination, either directly or indirectly, is unacceptable and will not be tolerated.

## **10. Bullying/harassment**

Bullying/harassment is defined as any unwelcome or unsolicited act that humiliates, intimidates or undermines the individual involved.

All visitors irrespective of race, religion, gender, sexuality or physical ability, have the right to be treated with respect and dignity. Bullying or harassment will not be tolerated.

*Last reviewed 9 Apr 2026*