

## **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 the premises of MHSP.

### **3. Scope**

This policy applies to all staff working 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.

Rules relating to remote employees, employees from other locations as well as employees currently on leave/sabbatical are covered in section 5d of this document.

### **4. General Policy**

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

- All visitors must sign in at reception. This 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 the stay.
- Ideally visitors should be accompanied by a member of the company hosting said visitor 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.
- Rules related to specific visitor types can be found in section 5 of this document.
- Visitors arriving by car are to be encouraged to use the visitor parking spaces.

### **5. Policies specific to visitor types**

This section covers rules and regulations pertaining to specific visitor types.

- 5a. Personal visitors
  - Specify rules specific to personal visitors.
- 5b. Vendors and contractors
  - Specify rules specific to vendors and contractors.
- 5c. Vendors and contractors
  - Specify rules specific to partners and/or clients.
- 5d. Employees
  - Specify whether employees are allowed access outside of business hours or outside of their work
  - Specify procedures/rules for remote employees
  - Specify procedures/rules for employees from other locations
  - Specify procedures/rules for employees while on leave/sabbatical.
- 5e. Other visitor types
  - Specify rules specific to visitor types not mentioned above.

## **6. Privacy**

If you collect visitor data, use this section to specify data collected, how long it is stored and reference your company's privacy policy.

## **7. Safeguarding**

The policy is also aimed to ensure that visitors of the organisation understand the principles of safeguarding and to be aware of their responsibilities and actions whilst on the premises.

### Core Safeguarding Principles

Our core safeguarding principles are based on the Care Act (2014), as this framework sets out how adults at risk of abuse or neglect should be protected.

- Zero Tolerance for Abuse: We do not tolerate any form of abuse, neglect, or exploitation.
- Empowerment: We support individuals to make their own decisions and give informed consent.
- Prevention: We take proactive steps to prevent harm before it occurs through education, training, and awareness.
- Proportionality: We respond to safeguarding concerns in a way that is proportionate to the risk presented.
- Protection: We take action to protect those in greatest need.
- Partnership: We work collaboratively with individuals, families, communities, and professionals.
- Accountability: We are transparent in our safeguarding practices and hold ourselves accountable for our actions.

## **8. Whistleblowing**

The organisation 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 safeguarding 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.

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

## **9. 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.

### **Employee Responsibility**

All individuals on the MHSP grounds must comply with this policy, take steps to ensure that sexual harassment does not occur and therefore report any incidents that occur to a member of MHSP 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.

## **10. Complaints procedure**

If you have a complaint to raise about any matter, please report this to a member of staff at MHSP, and they will respond to this immediately in a serious manner.

## **11. Social value**

Social impact is a process for planning, measuring, and attributing positive social change to an organisation's work and actions and creates opportunities that are otherwise unavailable to the minorities or underprivileged.

At the heart of MHSP is our engagement and involvement with members and the local business community, in a range of collaborative networks that support the development of opportunities, relationships and the local economy. Through

representation, connections, and promotion, we ensure members increase their profile, gain business and have access to responsive and relevant business solutions to enable them to thrive and grow.

To fully understand the influence the MHSP activities have on the local community, focus on these key areas, and measure their impact more effectively, a social impact strategy has been developed.

We also understand the importance of building employee, customer and community trust, thereby helping to create an environment in which MHSP can thrive and in which employees are proud to work and where visitors are happy to visit.

- Vision:

“Working with the whole businesses community, to build sustainable economic growth in Herefordshire and Worcestershire”.

- Mission:

“To provide access to solutions that local businesses need to achieve their goals, through engaging, influencing and connecting. To be responsive to the external environment, offering responsive and relevant approaches”.

Values:

Nurture  
Passionate  
Colourful  
Unity

The Chamber places a high level of importance on its social impact, demonstrated in the existing business plan, which confirms the organisation’s commitment to:

- Increasing commitment to social impact and sustainability strategies
- Implementing, reviewing, and monitoring a Social Impact strategy and action plan.

## **12. Net zero**

Through our work we seek to share best practice, opportunities and knowledge to positively educate and influence our local businesses to achieve greater net zero results themselves.

## **13. Equal opposites**

The MHSP organisation is committed to eliminating discrimination and encouraging diversity amongst all individuals. Our aim is that all staff members will be truly representative of all sections of society and that each employee feels respected and able to give their best. At all times the provisions contained in The Equality Act 2010 will be adhered to.

To that end, the purpose of this policy is to provide equality and fairness for all on our premises and not to discriminate, either directly or indirectly, on the grounds of the following protected characteristics:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race (colour, nationality, citizenship, ethnic or national origin)
- Religion or Belief
- Sex
- Sexual Orientation

#### **14. Bullying/harassment**

All visitors irrespective of race, religion, gender, sexuality or physical ability, have the right to be treated with respect and dignity. Bullying/harassment is defined as any unwelcome or unsolicited act that humiliates, intimidates or undermines the individual involved. In particular, bullying or harassment will not be tolerated in relation to any protected characteristics – please refer to our Equal Opportunities Policy.

Within our organisation, bullying or harassment will not be tolerated or condoned. The following policy is designed to protect individuals at MHSP from bullying/harassment and to enable them to make a complaint without fear of reprisal.