Visitors, Contractors and Site Security Policy

Policy date:	September 2026
Date of next review:	June 2027
Owner:	Chief Financial and Operations Officer
Leadership Team:	Operations Leadership Team
Intended audience:	Parents, staff, visitors, contractors
Location:	School Portal, Governor Portal and website

1. Purpose of policy

1.1. Haileybury's aim is to ensure a safe and secure environment for its pupils, staff, and other members of the school community.

1.2. The purpose of this policy is to set out the procedures in place for maintaining the security of the school site and for managing visitors and contractors who may need to access school premises. This document also sets out the safeguarding procedures and checks which will be carried out for any contractors who regularly attend the school site to carry out work. (This policy does not cover the safeguarding checks carried out on Haileybury employees, governors, volunteers, or agency staff, details of which can be found in the Recruitment, Selection and Disclosure Policy on the Policies page of the School Portal.)

2. Responsibility for this policy

2.1. Haileybury's site security arrangements are overseen by the Chief Financial and Operations Officer, the Estate Director, and the Operations Supervisor. Compliance matters relating to security, such as the control and management of visitors and contractors, are the responsibility of the Chief Financial and Operations Officer. The Chief Financial and Operations Officer is ultimately responsible for the operation and communication of this policy, which will be approved by the Executive Leadership Team (ELT) annually. The Chief Financial and Operations Officer, Estate Director and/or Head of Health and Safety will ensure that training is provided to staff as required, on matters covered by this policy.

3. Reception locations and arrangements

3.1. Haileybury is a large campus and there are two Reception areas. In both Reception areas, the School operates an electronic signing-in system, which requires visitors to enter their details electronically and have their photograph taken for identification purposes. The electronic signing-in system also provides visitors with details of general safety and safeguarding arrangements to review and agree to, as part of the signing in process.

3.2. The **Main School Reception** is located in the Quad. Its opening hours are:

- 8.15am to 5.30pm Monday to Friday (during term time and school holidays)
- 8.15am to 12.15pm on Saturdays (during term time only)

Main School Reception can be contacted at reception@haileybury.com or **01992 706200**.

3.3. Any visitors who are coming to see the Master, Deputy Master, Chief Financial and Operations Officer, Admissions team or any teaching or Bursary staff, should report to this Reception on arrival. This includes any visiting families, or candidates attending interviews in the Main School. A Receptionist will check the ID of all visitors when they sign in, issue them with a visitor badge using the electronic signing-in system, and draw their attention to the safeguarding information provided on the reverse of the visitor's badge. The Receptionist will also draw visitors' attention to the Safeguarding and Health and Safety leaflets on display.

3.4. The second area is the **Estate Reception**. This is where any deliveries, contractors carrying out work on site, any visitors to the Catering Department, or any visitors to any of the Estate Departments should report to on arrival. Any visitors outside the above Main School Reception hours should also report to the Estate Reception which is open 24 hours per day, seven days a week. The Estate Reception is staffed by the Estate Helpdesk team.

3.5. The contact email address for the Estate Reception is: estateshelpdesk@haileybury.com.

This email account is monitored between 8.00am and 4.00pm Monday to Friday. If your enquiry or request is outside these times and is urgent please telephone the Estate Reception on: **01992 706225**.

3.6. As in the Main Reception, the Estates Reception staff will carry out the relevant signing-in and checking process for visitors and contractors as appropriate using the electronic signing-in system.

3.7. If any member of staff is expecting a visitor or contractor, they must notify the relevant Reception in advance, providing the details of the person(s) they are expecting.

4. Staff responsibilities

4.1. The Operations Assistants (OAs) reporting to the Operations Supervisor are responsible for maintaining security on site. There is a Duty OA on the premises 24 hours a day, seven days per week (including over Christmas) - they can be contacted at any time on the duty phone - **07827 344184**. **It is recommended that staff save this number in their mobile phone for use in an emergency.** Additional OAs are on the premises between 6.00am and 7.00pm Monday to Friday, and 8.00am to 4.00pm Saturday and Sunday. The School (via the Operations Supervisor) also engages an external security company to carry out patrols and to provide extra security presence both during the day and overnight, Additional security personnel are arranged when needed e.g. during significant school events.

4.2. As part of their role, OAs carry out daily unlocking and locking-up procedures. They also regularly patrol the site and carry out security checks to ensure, for example, that doors and windows are closed and locked as appropriate.

4.3. All members of staff play a vital role in the security of the School. Staff are required to ensure that the buildings they work in are left secure at the end of the day. Staff should remain vigilant at all times and report any unauthorised visitors, concerns or incidents to the Estate Reception, the Operations Supervisor, Estate Director, or Chief Financial and Operations Officer, as appropriate. A person on school site without a lanyard (and who is not on the public footpath/bridleway - see below) should be challenged politely, but only if that colleague feels it is completely safe to do so. Staff should always contact the Duty OA if there is any concern, using the duty phone number above. If anyone is in immediate danger, please dial 999 for the emergency services.

4.4. Staff arranging and/or hosting visitors to the school are responsible for ensuring visitors are provided with clear instructions of reception locations, times and parking arrangements, along with the requirement for providing ID and wearing of the appropriate lanyard.

4.5. Members of staff who live on site are expected to be aware at all times of the need for safety and security and report to the Estate Reception or a member of senior management any suspicious activity on site during evenings or weekends.

5. Persons on site

5.1. At Haileybury, we operate a lanyard system. **All persons on site must wear a lanyard with their identity badge attached at all times, unless wearing and identifiable in Haileybury school sports or operations staff branded kit, when badges may be carried in a pocket**. Different categories of persons attending site will be issued with specific colour lanyards to indicate who they are, as follows:

BLUE	Staff (including General Practitioners (GPs) at the Health and Wellbeing Centre and Catering contractor staff), volunteers who have been vetted, and core site residents.

	Summer School staff lanyards are light blue
YELLOW	Contractors - approved and DBS checked or permitted to work unaccompanied under a risk assessment
RED	Visitors (must be accompanied at all times)
BLACK	Governors (fully vetted) and Haileybury Parents Association (HPA) members (fully vetted)
WHITE	Security Guards

5.2. Visitors wearing a red lanyard must be accompanied at all times by a member of staff (blue lanyard) or approved contractor (yellow lanyard). Any persons on site who are unaccompanied and are not wearing any lanyard, or who are wearing a red lanyard but are not accompanied, should be politely challenged if you feel it is safe to do so. If you do not feel it is safe, please contact the Estate Reception, the Duty OA, or as above, the police.

6. Parents

6.1. Haileybury welcomes parents of current pupils visiting the School to participate in the regular pattern of school events without the need to wear visitor badges. Parents of current pupils are encouraged to attend sports, music, drama or other school events, but are kindly asked to comply with this policy so that the School can safeguard pupils by controlling visitors.

6.2. When attending events, parents should remain in the designated event location, and use any facilities (such as refreshment or toilet facilities) identified as available for that event. Parents may access the Dining Hall and Grubber for match teas but must not venture unaccompanied into other areas of the School outside these times, including the Grubber coffee area, which is for pupils and staff only, and may only be accessed by parents if it is being used for an organised school event.

6.3. If parents or guardians require access to their child's House they must contact the Housemaster or Housemistress in advance to arrange the visit. Parents may only visit in common areas, and must be accompanied by House staff. The exception to this is at the beginning and end of each half term when parents are permitted to help with moving their children in and out of the House. At such times there will be a number of House staff available to assist and supervise, and pupils will be advised of potential access.

7. Prospective parents

7.1. Prospective parents who are visiting Haileybury for the first time will be asked to report to the Main School Reception. They will be escorted at all times by a member of staff (usually a member of the Admissions team or House staff), or they may be accompanied on a tour of the School by pupils (communal areas only and more than one pupil of suitable age).

8. Other school visitors

8.1. All other visitors must sign in at the Main School or Estate Reception as appropriate. They will be issued with a visitor's badge (a red lanyard), which must be worn at all times whilst on site. Visitors will be provided with details of the School's emergency arrangements. They must wait in the Reception area to be collected by the person they have come to see. Staff members must escort their visitor whilst they are at the School and ensure they sign out and return their badges on leaving.

8.2. A visitor attending Haileybury once a week or more, or for four or more days a month will be considered to be a regular visitor, and will be required to undergo appropriate vetting checks (see Recruitment, Selection and Disclosure Policy).

9. Ad hoc contractors

9.1. An ad hoc contractor is a contractor who is engaged to carry out work less than once per week or less than four days per month. Ad hoc contractors are not required to undergo vetting or other safeguarding checks, but they must be suitably supervised whilst on site. This means that they will either be accompanied by a member of staff, or they may be unaccompanied but only if a risk assessment has been carried out permitting this. Such a risk assessment must be prepared by the relevant manager on a case by case basis, taking account of the timing and location of the work, and in particular whether there is an opportunity for unsupervised access to children. Managers receive suitable training to carry out such risk assessments, and should consult the Chief Financial and Operations Officer or Deputy Master if guidance is required.

9.2. All ad hoc contractors must sign in at the Estate Reception or Main School Reception, where their photographic ID will be checked. They will then be provided with a security badge (red if accompanied, yellow if risk assessed). Any member of staff engaging an ad hoc contractor must advise the Estate Reception or Main School Reception in advance of their visit.

10. Regular contractors

10.1. Some contractors may provide services or carry out work for the School more regularly than once per week, or for more than four days in a 30-day period, for example:

- Staff employed by the School's catering provider are based at the School as their permanent place of work and they will likely have direct contact with pupils on a day-to-day basis.
- During a building or refurbishment project, construction workers may be on site for an extended period and may have the opportunity for contact with pupils.
- A self-employed coach or tutor may provide coaching or tuition on a regular basis as a self-employed person.

10.2. In these circumstances, staff of the relevant contractor must have undergone safeguarding and vetting checks, which will have been carried out by the contractor firm employing them (or by the contractor themselves if self-employed). The School requires such contractors to provide individual contractors' DBS certificate numbers and dates of issue, and this information is recorded and kept up to date by the Estate Reception or the HR Department (depending on the contractor's area of work). Estates Reception or HR staff will also ask to see a copy of the DBS certificate.

10.3. Contractors and their staff are expected to comply with the School's Contractor Code of Conduct which will be sent to them in advance of their attendance on site.

10.4. Contractors must sign in each day they are working on site at either the Estate Reception or the Main School Reception where their photographic ID will be checked and they will be issued with a contractor badge (yellow lanyard). The badge must be returned at the end of each day. The exceptions to this are 1) regular Catering staff who are based permanently at the school site, and 2) GPs at the Health and Wellbeing Centre. These staff are issued with a blue "staff" lanyard and are not required to sign in each day.

10.5. The electronic signing-in system at the Estate and Main School Receptions is used to manage the details of these contractors to ensure, for example, required DBS checks and risk assessments are in place.

10.6. The Chief Financial and Operations Officer and Head of Health and Safety monitor the activities of contractors and periodic spot checks will be carried out to ensure compliance with this policy. They will report on their checks to the Health and Safety Committee, and to the Operations Leadership Team (OLT), and the Chief Financial and Operations Officer regularly reports on compliance in this area to the Estate and General Purpose Committee.

11. Visitors in Houses

11.1. Pupils visiting Houses other than their own, unless on an organised House event with staff present, must always sign in and out using the House signing-in book and must only visit common areas at the prescribed times.

11.2. Parents wishing to visit Houses should refer to paragraph 6.3 above.

11.3. Approved contractors who are needed to carry out work in Houses must first sign in at the Estate Reception where they will be issued an access-controlled card. The Estate Helpdesk will call or email ahead to advise the HM or Matron that a contractor is due to arrive. The contractor should report to the relevant House staff member on arrival at the House to inform them that they are present. The contractor need not be supervised as they are approved and therefore vetted. A contractor who is not approved, and therefore a visitor, should be supervised at all times as above.

11.4. Staff members who are not normally based in a House but are required to work there (e.g. Housekeeping or Maintenance staff), must tap in and out on entry and exit, using their security card. The Estates Helpdesk maintains a record of works scheduled in Houses and will advise the Matron or HM when a member of Maintenance staff is due to attend.

11.5. Occasional guests or visitors of staff residents of Houses, must be treated as unchecked visitors and will be issued with a red lanyard badge by the House staff member, which must be worn at all times when walking around the school site. Overnight guests must be recorded on the Private Side Visitors' Log by the resident member of staff. House staff are responsible for ensuring that their guests or visitors are supervised at all times and that the School's policy is followed.

12. Visitors to Haileybury core site residents

12.1. Regular visitors to the homes of Haileybury residents on the core site (for example, private cleaners, babysitters, grandparents, childminders, other family members) must have completed the relevant vetting checks. Staff members resident on the core site are required to notify the Bursary Manager of all regular visitors so that checks can be carried out. The Bursary Manager maintains a record of such checks, and reminds staff annually to provide any updated information. Such visitors are not required to sign in at either Reception or collect a lanyard as they go directly to private residences and should not access any other areas of the school site unaccompanied.

12.2. Occasional visitors to Haileybury residents on core site, must be accompanied at all times.

13. The school site

Public rights of way

13.1. There are a number of public rights of way through the school campus, which creates a potential security risk. Staff are made aware of these access routes and are asked to discourage unauthorised access to non-public areas around the campus by being vigilant and

reporting concerns promptly to the Estate Reception. Pupils are also aware of the public rights of way and made aware of the security risk these routes could present.

13.2. Haileybury will use a variety of means e.g. clear signage, maps and information on its website to advise visitors and the general public of the need to report to the Estate Reception or Main School Reception to sign in, or to follow the designated rights of way through the campus, in order to control these security risks.

General building security arrangements

13.3. All Houses have electronic door security systems which are programmed by the Computer Support Department (CSD). The CSD is able to monitor these electronic door security systems centrally from their offices. All staff are provided with an electronic ID card which links to this door security system and will provide access to the appropriate areas. Pupils are provided with electronic wrist bands to be able to access their house. The Estate Department will use the electronic door system to provide contractors and those hiring facilities with a different code to pupils. The contractor/hirer code is programmed to only be active when the contractor/hirer requires access i.e. the code will only work for the period of hire, and not at any other time.

13.4. Most school buildings have electronic door security systems which are programmed by the Computer Support Department (CSD). The CSD is able to monitor these electronic door security systems centrally from their offices.

13.5. Access to other buildings (without an electronic door system) is controlled locally by staff working in the building as key holders. Access to spare keys and any master keys is controlled by the Estate Reception.

13.6. Unauthorised access to workshops, laboratories, high risk operational areas or storage areas may present a risk to safety. It is the responsibility of the Head of Department to ensure that the risk of unauthorised access to the department or to storage areas within the department is assessed, and suitable measures are in place for safety and security. Risk assessments will be stored on iProtectU.

14. Security during school events

14.1. Security risks increase during school events, and event organisers must ensure the event risk assessment considers the security risk and that suitable controls are put in place, e.g. notifying key staff or departments across the School of the event and authorised areas for guests, arranging for additional supervision and signage for guests or arranging for nearby buildings to be secured earlier in the day. Risk assessments will be stored on iProtectU.

14.2. For large-scale events such as Speech Day or the Model United Nations weekend, the School will arrange for additional staff (e.g. Event Assistants) to assist with the smooth running of the event and to operate as an extra security presence. These staff will provide guidance for visitors/guests, discourage access to unauthorised areas of the School and report concerns to the Estate Reception for monitoring or assistance. Security risks will be included in the dedicated event risk assessment, in line with the requirements of The Terrorism (Protection of Premises) Act 2025 (Martyn's Law). Where required additional external security personnel will be arranged to cover the event.

15. Use of school facilities by external organisations and local community

15.1. Local community groups may use school facilities outside school hours, at weekends and in the holidays. Haileybury regulates their use by hire agreements that cover practical matters such as hours of usage, insurance and security. The Sports Complex Manager and Commercial

Operations Director have overall responsibility for external let arrangements and will liaise with the Sports Complex and Operations teams to ensure clear communication with regard to security and supervision. A member of the Operations team is always on site when outside groups are present.

15.2. These external organisations will be advised on areas they are permitted to access, of general security arrangements and their responsibility for the security of the buildings or facilities they are using. A suitable member of staff will provide supervision whilst the let/hire is taking place to ensure it runs smoothly and security arrangements are being adhered to.

15.3. Any use of facilities by individuals or groups does not allow members of the public (including members of organised groups using school facilities) unsupervised access to boarders, or to boarding accommodation while occupied by boarders.

16. CCTV system and dealing with security incidents

16.1. Haileybury has CCTV cameras installed across the campus. The cameras are monitored centrally in the Estate Reception, which ensures limited access to the images. The CCTV cameras on the main campus entrances have car number plate recognition capabilities, which is used to alert OAs if suspicious vehicles enter the campus. The CCTV system is used for general monitoring of activities across the campus to assist with ensuring the safety and security of pupils, staff and visitors, and it is used in accordance with the School's CCTV Policy.

16.2. Any OA(s) on duty will respond to and notify a relevant member of the OLT of any activity which causes concern or threatens the School's security.

16.3. The OA(s) will undertake a dynamic risk assessment when dealing with a security concern; if it is appropriate they will challenge unauthorised individuals, alternatively they will observe from a safe distance and contact management and/or the police. The CCTV will be used to assist with observing security concerns in these circumstances.

17. Managing security risks

17.1. The Estate Director chairs a Security and Access Control Sub-Committee, which reports to the Estate Health and Safety Committee. The School engages external consultants to carry out security audits and to provide ongoing advice and guidance on security measures. Security risks are assessed and recorded in the School risk register. This sets out details such as external lighting and external door security systems. In addition, the Head of Maintenance and Compliance maintains a summary security risk assessment that considers how Haileybury is managing security risks and includes a dedicated action plan for security improvements across the School, with reference to the advice obtained from external consultants.

17.2. The School's Health and Safety Committee and the Estate Health and Safety Committee regularly review the above risk assessments. Concerns, improvements and updates to security are a standing item on these committees' termly agendas. These committees also review reports from the Operations team of any security incidents and concerns. Any issues of significance are reported to the OLT.

Version history		
Date	**Reviewed by**	**Notes**
August 2021	SLT	New policy
May 2022	Health and Safety Committee	Reviewed; amended
June 2022	SLT	Reviewed
September 2022	SLT	Reviewed; minor updates
May 2023	Governors' Safeguarding and Wellbeing Committee	Reviewed
September 2023	SLT	Reviewed; and updated
June 2024	Health and Safety Committee	Reviewed; minor updates
September 2024	SLT	Reviewed
April 2025	Governor Support	Updated
May 2025	SLT	Reviewed
June 2025	Health and Safety Committee	Reviewed; minor updates
September 2025	HR Manager, Head of Maintenance and Compliance	Reviewed and updated
September 2025	Executive Leadership Team (ELT)	Reviewed and approved
June 2026	Health and Safety Committee	Reviewed and updated
June 2026	Operations Leadership Team (OLT)	Reviewed and updated
June 2026	ELT	Reviewed and approved
September 2026	HR	Updated to include reference to security staff lanyards
September 2026	OLT/ ELT	Reviewed and approved