



# Customer Focus on Loss Control

*Innovative Safety and Health Solutions<sup>SM</sup>*

---

## Safety for Company Visitors

*Your company may occasionally host visitors such as vendors, service providers, customers, student or tour groups, employees' family members, government inspectors, or certification officials. If your company's safety program does not already include guests, take steps now to ensure that it does. Consider these issues in planning for safety and security of visitors to your facility.*

### **Ensure Security for Visitors and Facilities**

- Establish procedures to ensure the security of guests while they are on your premises.
- Establish criteria for who is—and is not—allowed on your premises.
- Encourage visitors to call ahead to make appointments, whenever possible.
- Station a security guard or receptionist in the main lobby to screen visitors and to provide directional guidance. Require visitors to sign in when they first arrive. Give each guest a temporary badge that indicates “visitor” status.
- Have an employee come to the reception area to greet the guest and escort him or her to the department or area which is the target of the visit.
- Train your employees to project a professional image of your company. Instruct them to greet and escort guests courteously, and to issue courteous challenges to unescorted or unidentified strangers, directing them to the appropriate department or to a security officer. Also caution employees to be aware of potentially disruptive visitors, in which case they should avoid confrontation and contact security.

### **Help Visitors Find Their Way Safely**

- Designate an entrance and parking area for visitors, and mark them clearly.
- Be sure that parking areas and entrances are well-lit. Offer escorts to and from parking areas.
- Maintain doors, elevators, and escalators properly, to ensure that they will not cause injury.
- Install attractive, clear signs inside and outside; post maps of the facility and building floor plans.
- Ensure that glass doors and walls are visible by applying decals or by using sand-blasted or etched

- designs. Consider placing large non-poisonous plants in front of glass panels or walls.
- Keep walking surfaces clean and dry. Keep sidewalks and entries free from snow, ice, or accumulated sand or water..
- Keep floors, aisles, sidewalks, and stairs clear of obstructions or conditions that could cause trips or slips. Be sure that rugs and mats are in good condition, without raised or torn edges. Keep electrical cords away from walking areas.
- Be sure that fire and security alarms, and exit paths, are clearly marked.
- Consider visitors and vendors when formulating emergency preparedness plans, especially evacuation and fire drill planning. Establish a procedure to account for all visitors.

### **Protect Visitors' Health and Safety**

- Give each guest a safety and security guide which includes a map of buildings and parking areas, visitor parking and entrances, security stations and phone numbers, evacuation routes, emergency phone numbers, etc. State your policy that all visitors are expected to comply with your security, safety, and health guidelines. Ask visitors to sign to indicate that they have read and understood the information.
- Restrict visitors' access to hazardous areas, such as loading docks, hazardous materials storage areas, or areas where heavy machinery or hazardous processes and materials are used.
- When visitors must enter hazardous areas, provide a brief safety orientation. If a visitor is unwilling to comply with your safety policies, discontinue

---

© 2002 The Hartford Loss Control Department All Rights Reserved.  
CFLC 95 Safety for Company Visitors

*This document is provided for information purposes only. It is not intended to be a substitute for individual legal counsel or advice on issues discussed within. Readers seeking resolution of specific legal issues or business concerns related to the captioned topic should consult their attorneys and/or insurance representatives. For more information, contact your local Hartford agent or your Hartford Loss Control Consultant. Visit The Hartford's Loss Control web site at <http://www.thehartford.com/corporate/losscontrol/>*



activity, or continue the visit in a different part of your facility.

