

5.3.6 Visitor Control

Purpose

To ensure the health and safety of visitors to the 'back of house' areas of the Park by specifying the general controls that must be implemented.

Scope

This procedure applies to all employees, contractors and visitors.

References

Nil

Definitions

A visitor – includes, but is not limited to, family members, representatives of other companies, interview candidates, and inspectors from official authorities, media, educational groups, etc.

Procedure

Under the Work Health and Safety Act, the Park has a legal obligation to ensure the health and safety of visitors and other non-employees to the 'back of house' area of the parks.

All visitors, contractors and guests of employees who enter the 'back of house' area are required to sign in the relevant Visitors/Contractors Book at either Security or main Reception. For visitors requiring access to 'back of house' areas, a pass must be issued and worn at all times whilst within the 'back of house' areas.

Department Managers /Supervisors or delegate must approve in writing all visitors to back of house areas of the Park prior to their arrival on site. This approval must be copied to the security gate house/reception.

All visitors to the Park must report to the main Reception or Security gate to sign the Visitors Book. The Security Officer or Receptionist on duty will issue the visitor with a visitors pass.

Visitors must be accompanied at all times by a Company employee within 'back of house' areas.

If a visitor brings children into the 'back of house' area, the Security Officer or Receptionist must advise the visitor and the escorting employee that the visitor will be responsible to supervise the children at all times while they are in the 'back of house' area. Note also that before any program or activity involving groups of children back of house, an assessment of risk must be performed taking into consideration the type of proposed activities, age group of children and amount of supervision available

General Safety Precautions

To minimise risks to visitors access to high risk areas will be prevented by locked doors and/or signs prohibiting entry to unauthorised personnel. An example of this type of area is back of house for the animal enclosures, where only trainers or handlers are permitted and within ride operating envelopes which can only be accessed by authorised staff after rides have been isolated, locked and tagged out. For authorised areas, by providing proper access and entry facilities, issuing relevant personal protective equipment (PPE), training and supervision if needed and ensuring that visitors are wearing substantial, enclosed footwear if in workshop or hazard areas (not thongs or sandals), advising visitor of rules and evacuation points and other health and safety procedures, providing first aid facilities, providing toilet facilities and access to them

Visitors Leaving the Park Premises

All visitors and contractors must surrender their visitors pass as they leave. The Security Officer or Receptionist on duty will sign the visitor out, recording the time of departure.