1. **Responsibilities**

All staff who are office-based or who are working in the office have the responsibility to ensure that this Work Instruction is followed.

1. **Work Instruction**
   1. The Reception Area is provided by THIS Workspace.
   2. The procedure for handling visitors is as follows:

when a visitor arrives, they will be let into the building and directed to the THIS Workspace Reception Desk, they will be required to sign in electronically at the desk. The Reception will then contact Retirement Capital and the person hosting the guest will collect them from Reception. Guests must not be left unattended at any time.

* 1. The procedure for handling unwanted visitors is as follows: they will be rejected by Retirement Capital and the Reception Desk will advise the visitor accordingly.

**Document Owner and Approval**

The Premises Manager is the owner of this document and is responsible for ensuring that this work instruction is reviewed in line with the review requirements of the ISMS.

A current version of this document is available to all members of staff on the corporate intranet.

This work instruction was approved by the Director (CISO) on 14th November 2020 and is issued on a version-controlled basis under his/her signature.

Signature: Date: 14/11/2020

**Change History Record**

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| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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