



RUGBY SCHOOL THAILAND



VISITOR POLICY AND CODE OF CONDUCT

THE WHOLE PERSON THE WHOLE POINT

The health, safety and well-being of young people are of paramount importance to all the adults who work at Rugby School Thailand. Children have the right to protection, regardless of age, gender, race, culture, sexual orientation, or disability. They have a right to be safe in our school. Members of staff in the school have a legal and moral obligation to safeguard and promote the welfare of the pupils, taking all reasonable steps to protect them from harm whether from physical injury, abuse, neglect, emotional harm or from anything that interferes with their general development.

Version Control

Policy number: RST_022	Version number: 3	Effective Date: 1 st November 2022
Responsible:	Reviewed by: COO	Date last reviewed: August 2025
Approved by Sub-Committee: Gov & Compliance	Approval Date: November 2025	Date of next review: August 2026

This policy relates to:	On site visitors and expected behaviour
Responsible Department(s):	Heads
Other standards:	
Legislation or other requirements:	

Review process

Policy review frequency: Annually or as required	Responsibility for review: COO
Review process: <ol style="list-style-type: none"> I. COO to conduct policy review. II. Modification will be made where appropriate. III. Submit for review and approval by the School Leadership Team. 	
Documentation and communication: Document decision changes will be written in as addition and approved via SLT. There will be an update on the Version Number of the Document.	

1. AIMS

- 1.1. The RST community warmly welcomes visitors to our campus.
- 1.2. As a school we have a legal duty of care for the health, safety, security and wellbeing of all pupils and staff. This incorporates the duty to “safeguard” all pupils and staff from subjection to any form of harm or abuse. It is the Governing body and the Senior Management’s responsibility to ensure that there is no complacency where child protection and safeguarding procedures are concerned. The School therefore requires that ALL VISITORS (without exception) comply with the following policy and procedures.
- 1.3. To ensure that the pupils at RST can live and work in a safe and secure environment where they are protected, supported and guided both inside and outside of the classroom. To ensure that visitors to the school are aware of our policy and expectations with regards to the safeguarding of the pupils. To ensure that visitors comply with our guidelines.

2. OBJECTIVES

- 2.1. To have in place clear protocols and procedures to ensure that our school is a safe and secure environment for all our pupils and staff.
- 2.2. To ensure visitors, staff, parents, pupils are aware of and conform to child protection and safeguarding guidelines.
- 2.3. The policy applies to:
 - All external visitors entering the school site during the school day or for after school activities (including visiting music teachers, sports coaches, activity providers and topic related visitors e.g. authors, journalists);
 - All Governors of the school;
 - All parents;
 - All pupils;
 - Other Education related personnel (Child Psychologists, Inspectors, Book Fair staff) - Building & Maintenance and all other Independent contractors visiting the school premises.

3. VISITOR TYPES

- 3.1 There is a distinction between the types of visitors that may come to the School and this is identified by the colour of the lanyard.

The following table is for reference only. For the most updated Lanyard colours, please refer to the [Lanyard Guideline & Access Rights](#) protocols.

Lanyard Color	Personnel	Department
Light Blue	RST Staff	Human Resources
Gray	RST Parents, Yr 9+ Students, Prep + Pre-Prep Students (specify)	Admissions (Parents), School Secretaries (Students)
Yellow	RST Residential Partners/Spouses	Human Resources
Red	RST Visitors, WeFit Visitors	Security Guards, Admissions, School Secretaries (Pre-Prep and Senior), WSA, WFit
Dark Blue	Regular Sub-Contractors (e.g., Catering Staff, Gardener, Security Guards) Nannies on Site and Home Cleaners, School Shop, Scrummies Visiting Music Teachers (everyone with a police check), CCA Contractors	Human Resources
Black	VIPs	PA to Principal, PA to COO
Dark Green	Wisdom Sports Academy Staff (non-contractual coaches), Coaches Signed to RST - WSA visitors to create their own Lanyards	WSA through RST IT

3.2 Access to areas of the School is restricted according to the colour of the lanyard:

The following table is for reference only. For the most updated Lanyard colours, please refer to the [Lanyard Guideline & Access Rights](#) protocols.

Lanyard Color	Access Rights
Light Blue	<p>Academic Staff</p> <p>Full access to the respective schools' areas, as well as to the general access points.</p> <p>Note: General access points being Security barriers, Admin Block (except Finance offices , IT offices, and security control room), Boat House access gate, Medical Centres (within access timings), WEC Pool access and Fitness Centre (within access timings), Senior Lecture Theatre, Pre-Prep entrance, and Senior Reception areas.</p> <p>Specific areas for restricted personnel: Boarding Houses (Marshall House, School House,</p>

	<p>Rupert Brooke), D&T labs, Art labs, Music Tech lab, Sports Equipment rooms.</p> <p>Operations Staff Access varies depending on the respective teams.</p> <p>Admissions and Marketing team - Full access to every other SALTO gates, except for Science Prep Rooms, Electric Rooms, School Shop, Villa A and Villa B, Exams storage rooms, the Maintenance block, and the security control room.</p> <p>Estates team - Full access to every other SALTO gates, except for School Shop, Villa A and Villa B, and the Exams storage rooms.</p> <p>Finance and Procurement team - Full access to every other SALTO gates, except for Science Prep Rooms, Pre-Prep libraries and certain classrooms, Electric Rooms, School Shop, Villa A and Villa B, Exams storage rooms, the Maintenance block, and the security control room.</p> <p>Nurses - Full access to every other SALTO gates, except for School Shop, Villa A and Villa B, Exams storage rooms, and the security control room.</p>
Gray	<p>Parent</p> <ul style="list-style-type: none"> - Access to the security barriers throughout the day. - Access to school grounds through the Admin flap gates at specific hours. <p>(Mon-Thurs) 15:55PM to 16:05PM (Mon-Thurs) 17:00PM to 17:10PM (Mon-Thurs) 17:35PM to 18:00PM (Fridays) 15:30PM to 16:30PM</p> <ul style="list-style-type: none"> - Access out from both Admin and Senior flap gates throughout the day. <p>Student</p>
Yellow	<p>Access to residential areas and common spaces.</p>
Red	<p>Visitor badge issued from the Security points, Pre-Prep Reception, and Senior Reception</p> <ul style="list-style-type: none"> - No access to all areas of school. <p>Admissions' visitor badge</p> <ul style="list-style-type: none"> - Access to school grounds through the Admin flap gates at specific hours.

	<p>(Mon-Thurs) 15:55PM to 16:05PM (Mon-Thurs) 17:00PM to 17:10PM (Mon-Thurs) 17:35PM to 18:00PM (Fridays) 15:30PM to 16:30PM</p> <p>- Access out from both Admin and Senior flap gates throughout the day.</p>
Dark Blue	Access to specific areas based on job duties and security requirements.
Black	Highest level of access to all areas.
Dark Green	Access to WSA facilities and areas related to coaching activities.

4. PROCEDURE for VISITORS

To maintain a secure and orderly environment, Rugby School has implemented the following Visitor Procedure. These guidelines ensure the safety of our students, staff, and all guests on campus. All visitors are required to follow the procedures outlined below to support our commitment to a safe and welcoming school environment.

- 4.1 All visitors must state the purpose of their visit. They should be ready to produce formal identification upon request.
- 4.2 Formal identification can include: driving licence, ID card, passport, (copies not accepted), ID documents issued by the Government.
- 4.3 Cars arriving at the main security gate are stopped by a barrier unless the plate is registered with the school.
- 4.4 Number plate recognition is run. For unauthorised cars (visitors) to school, ID is collected from the driver.
- 4.5 Security issues an Visitor ID badge (with a red lanyard) to the driver of the vehicle and followers.
- 4.6 The visitor is directed to the Senior Reception, Admin office, Pre-Prep office or staff accommodation as appropriate.
- 4.7 Upon arriving at either office the visitor(s) should:
 - Sign the visitor code of conduct
<https://docs.google.com/forms/d/e/1FAIpQLSecDkl9Gc4FR5GciSgv0bXr9k3veveYN2V6F4ratQs6gLSz4A/viewform>
 - Sign in the visitor book/sheet stating their ID badge number, name, purpose of visit and time. At ADMIN office these apply to only visitors who don't have RST badge with them such as parent and followers
 - At the end of their visit they should sign out and return their badge.

- 4.8 All Visitors must wear their badges in a visible place. No one will be given entry to the School without identification.
- 4.9 Contractor **visitors /delivery personnel** sign in at Guards' house. After signing in and surrendering ID contractors receive a contractor badge. Following this they receive safety induction and training prior to entering the School.
- 4.10 Visitors include Admissions Tours, assessment groups, other Heads of school, family members. Delivery personnel will be dropping items and leaving and therefore, unless entering either building will not need to sign the Visitor Log.

5. Overnight Visitors to the Accommodation Areas

5.1 For visitors staying on site at the accommodation blocks:






- No more than 30 overnight stays they must complete Appendix D
- More than 30 overnight stays a year a request form must be completed -Appendix F

5.2 All staff and visitors staying more than 30 nights per year should sign the Appendix E Accommodation on School Premises agreement

5.3 If RST staff have a visitor to stay at their accommodation they must inform the Head of Security and complete [the Visitor Stay Overnight Form](#) 3 days in advance, available from the Guards' House, HR department and in Appendix D.

All visitor lanyards are printed with the following guidance visual.

โรงเรียนนานาชาติรีกบี้ – ข้อมูลผู้มาติดต่อ

<p>Always wear your ID badge. กรุณาติดบัตรผู้มาติดต่อตลอดเวลา</p>  <p>Do not take any photographs or videos of children. ห้ามถ่ายภาพหรือวิดีโอของเด็ก ๆ</p>	<p>Use the designated adult toilets only. กรุณาใช้ห้องน้ำสำหรับผู้ใหญ่เท่านั้น</p>  <p>Ensure you are not alone with a child กรุณาอย่าอยู่ลำพังกับเด็ก ๆ</p>   <p>If you see or hear anything that concerns you, contact a member of staff. ในกรณีที่ท่านพบเห็นหรือได้ยิน ข้อกังวล ข้อสงสัยใดๆ กรุณาติดต่อเจ้าหน้าที่</p> 
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Thank you for following our Visitor Code of Conduct
ขอขอบคุณสำหรับการปฏิบัติตามข้อกำหนดของผู้มาติดต่อ

RST VISITOR CODE OF CONDUCT

<https://docs.google.com/forms/d/e/1FAIpQLSecDkl9Gc4FR5GciSgv0bXR9k3veyeYN2V6F4ratQs6qLSz4A/viewform>

RST values and welcomes the rich learning experiences the wider community provides for all of us. The following code outlines the general minimum conduct expectations for ALL visitors to RST. This code is intended to promote a positive environment which supports our child safeguarding policies and practices.

1. Visitors are expected to wear their ID badge so that it is clearly displayed at all times.
2. Visitors must not be alone with any students.
3. Visitors must avoid physical contact with students.
4. Visitors are expected to act and speak in a kind and respectful manner, particularly around young people.
5. Visitors are expected to use designated adult facilities, not pupil facilities (e.g., toilets, changing rooms).
6. Visitors are expected to treat others in a professional manner and with respect, upholding high standards of personal behaviour.
7. Visitors must report concerns about a young person's welfare, or if a young person discloses that they are suffering abuse or reveals information that gives grounds for concern. Visitors must pass on the information immediately to a member of staff.
8. Visitors should not accept money or gifts from students, or offer money or gifts to students.
9. Visitors are expected to seek permission from a member of staff before taking images / videos of students.
10. Visitors are responsible for their own actions and behaviour, and should avoid any conduct which would lead a reasonable person to question their motivation or intentions.

By signing below, you acknowledge your agreement to the RST Visitor Code of Conduct as outlined above. If there is any violation of this Code of Conduct, you may be asked to leave the campus.

If you have any questions or concerns related to child safeguarding, please contact safeguarding@rugbyschoolthailand.ac.th or see a member of staff at Reception.

SAFEGUARDING:

All children have the right to grow up safe from harm. No child should suffer harm, either at home or at school. Rugby School Thailand is determined that everyone who visits or works here is aware of their responsibility to make sure that all our young people are safe.

Depending on the role you are carrying out, you may get to know some of the children whilst visiting or temporarily working at the School. Children often perceive adults, and especially familiar ones, as being trustworthy. To protect yourself and children, you should remember the following:

- If you are a boarding parent visiting your child at the School please introduce yourself to a member of the House team when entering your child's House;
- You must never be alone with a child who is not your own;
- If you find that a child seeks to talk to you on a regular basis, please inform DSL. - Never touch a child – unless there is immediate danger;
- Never exchange phone numbers or agree to contact a child whom you have met through your visit to the School.

Knowing if a Child is being harmed

If you are visiting or working in the School for business reasons, you are very unlikely to be engaged in any conversations with children. If, however, the purpose of your visit is to work with children, you may find that conversations with them result in concerns about their safety.

Young people will sometimes tell an adult if they are being harmed. They could tell you that they are being bullied at school, or even that an adult was treating them badly. It is also possible that you might notice something that made you think a child might be being harmed. Should this happen, listen but do not give advice.

If you think that a child might be being harmed, you must not keep it a secret, even if the child asks you to do so. You have a duty of care to pass the information on to protect the child in the future. You will not get into trouble if you do pass the information on.

Please remember: if you are worried about the safety of any young person in the School, you must report this concern to Jennie Windsor (Whole School DSL Coordinator) , Jennie Windsor - DSL (Senior), Will Howell- DSL (Prep) , or Sarah Shuttleworth DSL (Pre-Prep). Please do not remain silent – report any concern to any member of staff.

Appendix D - RST Visitor Form (Under 30 days) HRF-017

https://docs.google.com/forms/d/1ThpcRh8xk2VUM780JpPCZhq6u2i4ncbevwpz_bEGYSc/edit

VISITOR FORM

Name of Visitor <small>(ชื่อ-สกุล ผู้เข้าพักในโรงเรียน)</small>		
Staying with staff name <small>(ชื่อ-สกุล พนักงาน/บุคคลอ้างอิง)</small>		Staff phone Number:
Intended Date of Stay <small>(วันที่เข้าพักในโรงเรียน)</small>		
Intended Date of departure <small>(วันที่ออกจากโรงเรียน)</small>		
Proof of ID shown (photocopy given) <small>(หลักฐานยืนยันตัวตน)</small>	<input type="checkbox"/> Passport <input type="checkbox"/> ID Card or Driving Licence (Thai Citizen)	

Please return the visitor card within 7 days after departure. Failure to do so will incur a charge of THB 500

Signed Staff Member:

Signed Visitor:

Name:

Name:

Date:

Signed Security:

Name:

Date:

Appendix E - Living in Accommodation on the School Premises



RUGBY SCHOOL
THAILAND

Living in accommodation on School premises

Agreement

Statutory regulations relating to the safeguarding of young people and national minimum standards for boarding schools place certain responsibilities on all people aged over 16 who live on the premises of a boarding school but who are not employed by the School.

For all persons over 16 (not on the roll of the School) who live on the same premises as boarders but are not employed by the School, must undertake all relevant police checks, at an enhanced level.

It is a requirement that there is a written agreement between the School and any person over 16 not employed by the School but living in the same premises as boarders (for example, members of staff households). This specifies the terms of their accommodation, guidance on contact with boarders, their responsibilities to supervise their visitors, and notice that accommodation may cease to be provided if there is evidence that they are unsuitable to have regular contact with children. They must be required to notify an unrelated designated senior member of staff if they are charged with, or convicted of, any offence.

Such residents should be aware of the following:

- Although contact with boarding students may unavoidable on occasion, where contact does arise it should always be maintained on a polite, yet formal, basis. Socialising with boarding students is not recommended.
- Any visitors you may invite onto School premises should be supervised to prevent entry into the boarding parts of the School. You are responsible for them whilst they are on School premises. Staying overnight occasionally does not amount to 'living on the premises' and such people should be treated as 'visitors'. A grandparent staying in the accommodation as an infrequent and irregular babysitter, for example, might be treated as any other visitor, but for a person staying overnight every weekend during term-time, the expectation is that they would, according to the Visitor Policy and Code of Conduct fall within this definition of living in accommodation on School premises and, consequently will be required to complete enhanced police checks.

- The accommodation in which you live is provided on certain conditions. Even if you are not the licence holder, any behaviour that is deemed by the School leadership to be potentially threatening to the safety of its boarding students may result in the licence for the accommodation being withdrawn.
- You should immediately notify the relevant Head or Deputy Head (Designated Safeguarding Lead), if at any time you are charged with, or convicted of, any criminal offence.
- You are given notice that accommodation may cease to be provided if there is evidence that you are unsuitable to have regular contact with students.

I have read this agreement and accept the terms specified for living in School accommodation.

Name:

Signature:

Date:

LONG-TERM VISITOR ACCOMMODATION REQUEST FORM

Name of Visitor (ชื่อ-สกุล ผู้เข้าพักในโรงเรียน)		
Staying with staff name (ชื่อ-สกุล พนักงาน/บุคคลอ้างอิง)		Staff phone Number:
Intended Date of Stay (วันที่เข้าพักในโรงเรียน)		
Required Documentation (เอกสารที่ต้องการ)	<input type="checkbox"/> Passport <input type="checkbox"/> ID Card or Driving Licence <input type="checkbox"/> Police Check from passport held <input type="checkbox"/> Police Check from Thailand <input type="checkbox"/> Digital Photo (send via email boonyaporn@rugbyschool.ac.th)	

Visitor’s Signature:

Name:

Date:

Staff Member’s Signature:

Name:

Date:

Acknowledged by HR:

Name:

Date:

Final Approval COO/Principal:

Signature:

Date:

Please return this form to the HR department for further processing.