

MARKET BULLETIN

From Head of Property Services Property Services (extn 6548)

Date 19 December 2005

Reference Y3700

Subject **Visitor Guidelines**

Subject areas Guidelines for Visitors to the Lloyd's Building

Attachments

Action points

Deadlines

Guidelines for Visitors to the Lloyd's Building

Lloyd's recognises that market practitioners may wish to bring visitors into the Lloyd's building, however, it is important that there is no disruption to business and that standard of behaviour and dress are maintained at a high level.

The following guidelines will apply to anybody taking visitors around the underwriting room or elsewhere in the building.

Security measures for all visitors

- Hosts and sponsors are asked to notify their visitors before arrival that they should bring suitable means of identification, such as passport, driving licence, credit cards or preferably a pass with their photograph. Should visitors not have satisfactory proof of identity; the host will have to collect the guest from reception in order to verify their identity before the visitor's pass is issued. Hosts are encouraged to collect and escort first time visitors to the building. Hosts should also advise their visitors that bag searches are an ongoing procedure on entry into the building. Visitors will also be requested to show their personal identification if they leave and re-enter the building.
- The host must remain with visitors at all times while in the building and accompany them out of the building at the end of the visit. All visitors' passes must be surrendered upon leaving.

- Hosts should make visitors aware of the emergency and evacuation procedures which are set out on the reverse of the security pass.

Booking for Group and Individual visitors

- Visiting groups are restricted to a maximum of 24 people. When visiting the underwriting room large parties should be divided into groups of a maximum of 8 people, each being accompanied separately; no two groups to occupy the same location in the room simultaneously. Both the Liveried and Security staff have been advised that these numbers should be strictly adhered to. Access will be denied if the numbers are exceeded.
- To book a group visit, hosts should contact Group Bookings on 020 7327 6565 and supply the facilities department with a guest list in alphabetical order 48 hours in advance of the visit. The hosts must arrive at the Concourse Reception Desk at least 10 minutes before the guests and make themselves known to the receptionists. To avoid congestion in the reception area, larger groups should congregate outside the building.
- To book a pass for an individual guest or a group of less than 8 people in advance contact Group Bookings on 020 7327 6565. On the day requests should be booked directly with reception on 020 7327 6007.

Dress code

- Lloyd's dress code applies to all visitors entering the underwriting room – suits or smart jackets, trousers and ties for men; smart business style for women. Jeans, trainers and t-shirts are not acceptable. Lloyd's reserves the right to refuse admission to anybody not complying with this requirement.

The Underwriting Room

- Visitors are requested not to eat, drink, smoke or take photographs using flash.
- The privacy of Market users must be respected at all times.

The Adam Room

- There is no access for unauthorised personnel to The Adam Room and Gallery 11 and the floor is security-locked 24 hours a day. However, Lloyd's pass-holders may be admitted with their visitors and should contact the Council Waiter in advance on 020 7327 6732 to check availability and access.

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