

Visitor Policy

Policy

Visitors are rare at Epcotec, and that is exactly why this policy is short. Most client contact happens over video; an in-person visit is the exception. When someone does enter space we control, we need to know who they are, why they are there, and how to reach them in an emergency. The premises involved are few: our small office hubs in Sydney, Canberra, Vancouver and Toronto, and our applied R&D lab.

Scope

This policy applies to:

- Epcotec employees, and independent contractors and labour-hire contractors engaged by Epcotec ("contractors"), who are authorised to access Epcotec premises, have been inducted, and are authorised to occupy the premises; and
- clients, subconsultants, tradespeople, suppliers and any other invitees, including children ("visitors").

Visitor rules

A visitor must:

- be accompanied by an inducted Epcotec employee or contractor at all times;
- sign in on arrival, complete any induction or safety screening as directed, and wear any visitor pass issued;
- follow all signage and the reasonable instructions and directions of Epcotec employees or contractors;
- comply with emergency procedures, fire alarms and warnings as directed by Epcotec, by the landlord or property manager responsible for the building, or by any emergency services officer; and
- abide by our [Code of Conduct](#), [Work Health and Safety \(WHS\) Policy](#), [equal employment opportunity and anti-discrimination policy](#), [Privacy Policy](#) and [Personal Protective Equipment Policy](#).

Copies of these policies are available on request from the People & Compliance lead.

An employee or contractor who has not been inducted and authorised to occupy the premises cannot host a visitor. Evacuation plans and exit lighting are displayed throughout our premises and apply to everyone on them, including during practice drills and training.

Epcotec may revoke a visitor's permission to remain at any time, and the visitor must leave immediately, if:

- an emergency evacuation or other health or safety incident occurs;
- the visitor breaches any Epcotec policy, is disruptive, or fails to follow reasonable and lawful directions;
- the reason for the visit is complete; or
- a risk to safety or confidentiality is identified.

Visitors may not remain on the premises without an Epcotec host present, including at the end of the day when the premises close. On leaving, a visitor signs out, returns any Epcotec property and departs; a return visit the next day means signing in again. Visitors are liable for damage caused by non-compliance with this policy or by reckless, irresponsible or wilful conduct.

Confidentiality

Much of what sits on our screens and desks is covered by confidentiality obligations to clients. Visitors must not view, photograph, record or remove client work, code, documents, whiteboards or screens without prior written approval. In open working areas, hosts position visitors so they cannot see client work on screens or desks, and laptops are locked or their screens turned off while visitors are present. Where Epcotec requires it, a visitor who may see confidential material signs a confidentiality undertaking before entry.

Visits to data centres and client sites

When Epcotec people attend a data centre, client site or telecom facility on a client's behalf, that facility's access, security, induction and health-and-safety requirements apply, including its visitor sign-in and escort rules and any PPE requirements under our [Personal Protective Equipment Policy](#). Visitors we host on Epcotec premises are managed under this policy.

Health and safety induction

Before entering any Epcotec premises, a visitor completes a short induction covering emergency procedures, evacuation points, first-aid locations and the hazards of the areas they will visit. The lab is stricter: visitors to the applied R&D lab receive a lab-specific induction covering laser and electrical hazards, restricted areas and required PPE, and are escorted by an authorised lab user at all times.

Children

Children are not ordinarily permitted on Epcotec premises. Where an employee or contractor needs to bring a child, they obtain prior written approval from the People & Compliance lead, stating the reason and proposed duration. The parent or guardian supervises the child at all times, signs them in and out as a visitor, keeps them away from secure areas, technology and lab equipment, and is responsible for the child's behaviour and safety. Permission may be revoked at any time.

Failure to comply

An employee or contractor who permits a visitor to enter in breach of this policy, or a visitor who breaches this or any Epcotec policy while on the premises, may face disciplinary action. Where a visitor causes loss or damage, Epcotec may seek to recover it from the responsible employee, contractor or visitor.

Approved: Eugene Pivnev, Founder & Managing Director, Epcotec

Version 1.2, 2 October 2026