

# VISITORS GUIDE

Welcome to Recipharm  
in King's Lynn

*SAFE BY CHOICE, NOT BY CHANCE*



Reception opening hours are:  
Monday to Friday 08.30–17.00

Recipharm

# General



If you feel unwell, have a contagious illness, such as a cold, please advise your host. This may restrict access into a manufacturing area.



Information that you are provided with or are privy to during your visit is strictly confidential unless permission has been granted for you to use this information elsewhere. Do not take photographs or video footage unless your host has given you permission to do so.



It is prohibited to smoke or vape anywhere on site. Please speak to your host for guidance.



We are a drug and alcohol free site.



Please make sure that your visitors badge is visible at all times.



Please advise your host if you are pregnant as there may be restrictions on the areas that you can visit.



We host visitors and customers from diverse backgrounds and have a quiet/prayer room available. If you would like to use this facility, please speak with your host.



Stay with your host at all times.



The site speed limit is 5mph. Please reverse park into the marked spaces.

# Health and safety

Health and Safety is our number one priority. Your safety whilst on our site is important to us so please make sure you follow the key rules and procedures.



Do not enter any manufacturing area or prohibited area without getting permission first.



Report any accidents or incidents to your host immediately. We have trained first aiders and also mental first aiders on site to help you.



Near misses are those opportunities to prevent an accident from happening; if you see something you believe could cause harm, injury or damage please report this to your host.



Ensure that any PPE (personal protective equipment) provided is worn correctly at all times necessary.



Be aware that forklifts operate around site.



Wear high-viz clothing and use the pedestrian walkways and crossings when walking around site.



Hold the hand rail while using the stairs.



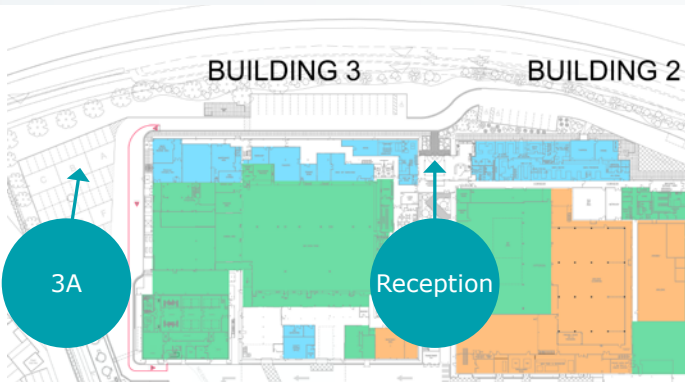
Do not use your mobile while walking.

# Fire alarm and emergency evacuation

Ask your host to explain the evacuation process to you.

Fire alarms are tested early every Thursday morning. Any fire alarms that you hear, unless otherwise advised, should be treated as real. Your host will ensure that you take the appropriate action.

If you are separated from your host and you hear a continuous bell, please leave the building by the nearest exit and head to main reception. If reception is in continuous alarm, go to assembly point 3A.



## Key phone numbers

Facilities **01553 693600**

Reception **01553 691000**

Head of EHS **01553 693503**

# Environment

Recognising that protecting the environment that we live in is important. We are proud to be certified to ISO 14001.

Our employees understand the role they have to play; this role also extends to you as a visitor to our business.

## Our objectives are simple:

- Reduce waste; this includes the unnecessary use of energy
- What waste we do produce; recycle as much as possible and dispose of it responsibly
- Comply with legislation.

## As a visitor, here's what you can do to help us:

- Dispose of any waste correctly. If you are unsure, ask your host
- Report any environmental incidents i.e. spill to your host
- Adhere to our policies, procedures and guidelines; your host will advise you on which ones apply
- Do not waste water and electricity with unnecessary use.



# Quality and GMP

Of equal importance to the health and safety of our employees, contractors and visitors, is the safety of the people who use the products we manufacture. To ensure that our products are manufactured to the highest possible quality therefore making them efficient, safe and reliable, we ensure that all employees are competent in their activities and understand the importance of quality throughout all we do.

As a visitor, your host will ensure that you are aware of our quality and GMP requirements. Here are a few to begin with:

- Adhere to the codes of practice at all times; your host will advise you of these
- Strictly no eating or drinking in a manufacturing area
- No jewellery or make up in a manufacturing area
- Consider your attire if you wish to enter a cleanroom. Trousers would be advisable and please do not wear open-toed shoes. Safety shoes must be worn in operational areas.

