

# POLICY P2.1.3

## HEADQUARTERS SECURITY

ITEM	DESCRIPTION
Version Number	3.0
SOPs	<ul style="list-style-type: none"> <li>&gt; SOP P2.1.3 - 1 Alarm Activation, After Hours Access and CCTV Monitoring</li> <li>&gt; SOP P2.1.3 - 2 Security and Visitor Passes</li> <li>&gt; SOP P2.1.3 - 3 Management of Visitor Safety</li> </ul>
Owner	Executive Director, Infrastructure Services
Contact	Director, Assets and Infrastructure
Approved Date	18 October 2018
Effective Date	2 November 2018
Next Review Date	2 November 2019
Document Control	Electronic - Printed Copies are Uncontrolled

### 1 Purpose

- 1.1 The NSW Government requires agencies to ensure appropriate physical and electronic security measures are adopted to prevent unauthorised access, damage, loss or interference to agency personnel, information, services or equipment.
- 1.2 The purpose of this policy is to ensure:
  - a) All members of the NSW RFS are aware of the security arrangements and procedures for accessing the Headquarters building (4 Murray Rose Ave, Sydney Olympic Park) during normal office hours, after hours and on public holidays;
  - b) The continued operation of a system for the issue and authorisation of security access cards that includes access to the secure car parking areas and end of journey facilities;
  - c) Compliance with the requirements of the *Workplace Surveillance Act 2005* and its application in the NSW RFS; and
  - d) Staff are aware of NSW RFS Headquarters emergency evacuation procedures in regard to visitor safety.

### 2 Policy

- 2.1 The NSW Rural Fire Service Headquarters Emergency Response Plan sets out the procedures to be followed in the event of an emergency at Headquarters.
- 2.2 The NSW RFS Emergency Control Organisation (ECO) is the group of wardens and officers responsible for initiating an appropriate response to an emergency e.g. building evacuation. All staff and visitors are to comply with the directions of ECO personnel.

- 2.3 A NSW RFS closed circuit television (CCTV) and access control system is located at Headquarters and recordings are made of persons whilst on site. Appropriate signage is located throughout the building, in accordance with the *Workplace Surveillance Act 2005*.
- 2.4 In addition to this, the Building Owner maintains CCTV coverage of public and shared areas e.g. parking areas and thoroughfares.
- 2.5 Visitor access control passes are issued to authorised persons for access to Headquarters. These passes are to be displayed at all times.
- 2.6 During major operations, security at Headquarters may be heightened by the addition of static security guards strategically located throughout the building.
- 2.7 In the event of any access or security issues, the contacts in priority order are as follows:
- a. During the period 0800-1700 hours
    - i. Supervisor, Building Services – 0418 112 175
    - ii. Manager, Fixed Assets & Infrastructure – 0413 383 571
    - iii. State Duty Operations Officer (SDOO) – as per roster
  - b. Out of hours
    - i. State Duty Operations Officer (SDOO)
    - ii. Manager, Fixed Assets & Infrastructure
    - iii. Supervisor, Building Services
- 2.8 For any severe and immediate security concerns, NSW RFS members should dial 000 in the first instance, prior to contacting relevant staff as per clause 2.7.
- 2.9 The provisions of P2.1.3 Headquarters Security and Parking v2.1 will also remain in place until the premises at 15 Carter Street, Lidcombe are fully vacated by the NSW RFS.
- 2.10 This policy will be reviewed 12 months from the effective date of the policy.

### 3 Related documents

- > [Government Sector Employment Act 2013](#)
- > [Privacy and Personal Information Protection Act 1998](#)
- > [Work Health and Safety Act 2011](#)
- > [Workplace Surveillance Act 2005](#)
- > NSW RFS HQ Emergency Response Plan (in development)
- > AS3745: Planning for emergencies in facilities

### 4 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
24 July 2007	1.0	Initial release
6 November 2012	2.0	<ul style="list-style-type: none"> <li>&gt; Repealed and remade P2.1.3 v 1.0</li> <li>&gt; Updated to reflect current practices and position titles</li> </ul>
2 December 2016	2.1	<ul style="list-style-type: none"> <li>&gt; Repealed and remade P2.1.3 v 2.0</li> <li>&gt; Updated to reflect current practices and position titles</li> </ul>
18 October 2018	3.0	<ul style="list-style-type: none"> <li>&gt; Repeals and remakes P2.1.3 v2.1</li> <li>&gt; Change of title to “Headquarters Security”</li> </ul>

		<ul style="list-style-type: none"><li>&gt; Removal of content relating to Headquarters parking arrangements – moved into new policy P2.1.7 Headquarters Parking v1.0</li><li>&gt; Updated to reflect requirements and processes relating to new HQ location, and position titles</li></ul>
--	--	--

## **SOP P2.1.3-1**

# **ALARM ACTIVATION, AFTER HOURS ACCESS, CLOSED CIRCUIT TELEVISION MONITORING AND RELATED SECURITY**

## **1 Purpose**

- 1.1 This Standard Operating Procedure (SOP) provides the procedures to ensure that:
- a. the security status of Headquarters is maintained;
  - b. afterhours access to the building conforms to security requirements;
  - c. staff and visitors are aware of CCTV surveillance; and
  - d. the safety and security requirements of staff are met.

## **2 Procedures**

### **Reception Hours**

- 2.1 Reception hours are 0800hrs – 1700hrs, Monday to Friday.

### **Arming and Disarming the Building - General**

- 2.2 From 1700 hours on weekdays, the front doors of the building are automatically secured.
- 2.3 Any authorised member can swipe access (the doors will only trigger the alarm if forced open).
- 2.4 All swipe-access doors on the premises will trigger an alarm if forced open.

### **Out of Hours Access to the Building, including Weekends and Public Holidays**

- 2.5 Staff accessing the building outside the hours of 0800hrs – 1700hrs, and anytime on weekends or public holidays, are to notify the OCC:
- a. of their arrival;
  - b. the areas they will be accessing;
  - c. the reason for the out of hours access; and,
  - d. the time of their departure.
- 2.6 Staff requiring entry to the building on weekends or public holidays (other than staff rostered to the State Operations Centre) must first obtain approval from their manager.
- 2.7 The OCC must be informed prior to entering the building and when exiting the building in order to prevent unnecessary alarm activations and for compliance with work health and safety requirements.
- 2.8 If staff fail to notify the OCC when either entering or leaving the building, a formal record will be made of the breach. The breach may be referred to the Executive Director, Infrastructure Services for determination as to any required further action.
- 2.9 If any staff have a visitor attending Headquarters outside the Reception hours, it will be the responsibility of that staff member to manage their entry and exit from the building in accordance with SOP P2.1.3-2 Security and Visitor Passes and SOP P2.1.3-3 Management of Visitor Safety.

## Alarm Activations

- 2.10 If the alarm is activated, the security-monitoring company will contact the OCC who will then follow the [OCC Alarm Activation Procedure](#).

## Use of Fire Stairs/ Fire Exits

- 2.11 The central tenancy fire stairwell and fire exits are signposted and alarmed, and must only be used in an emergency and as directed.
- 2.12 The fire stairwells adjacent to the State Operations Centre (i.e. north-eastern/Bennelong Parkway end) may be used between Floors 3, 4 and 5 at any time by using the swipe card security access. Note: exiting via the ground floor will activate alarms.

## Closed Circuit Television System (CCTV) and Access Control System

- 2.13 The CCTV and access control system continuously record activity and are part of the integrated Headquarters security system. Cameras are strategically located throughout the building, in areas such as entry points to the building, lift foyers, secure areas, collaborative and parking areas.
- 2.14 The system complies with the provisions of the *Workplace Surveillance Act 2005* with adequate and appropriate signage located at all entrances to Headquarters.
- 2.15 Information recorded by the Headquarters Access Control System and CCTV is only to be accessed to review security breaches and security matters or other related incidents.
- 2.16 Information will only be released on written approval from the Executive Director, Infrastructure Services and a record of the request is to be retained on a registered file.

## Use of End of Journey Facilities

- 2.21 The 'end of journey facilities' within the Headquarters building basement carpark includes the bicycle parking facilities, lockers, showering and changing rooms.
- 2.22 The 'end of journey facilities' are within an access controlled area and are provided to support those members who wish to use non-motorised transport such as to cycle/ jog/ walk to work as a priority.
- 2.23 Secure lockers have been made available for use by the building owner within both the male and female change rooms and are allocated on a daily basis and automatically open/ unlock for clean out each evening.
- 2.24 The NSW RFS may, should the need be identified, permanently allocate a locker to an individual staff member. Director approval is required and such an allocation will be reviewed every 6 months.
- 2.25 Requests should be forwarded to the Supervisor Building Services.

## 3 Related forms

- > None

# SOP P2.1.3-2

## SECURITY AND VISITOR PASSES

### 1 Purpose

- 1.1 This Standard Operating Procedure (SOP) provides the procedures to ensure:
- a. The safety and security requirements of staff are met; and
  - b. Visitors to NSW RFS Headquarters are clearly identifiable.

### 2 Procedures

- 2.1 The following procedures apply to all members and guests visiting NSW RFS Headquarters including:
- a. All NSW RFS staff members;
  - b. All NSW RFS volunteer members;
  - c. Other Government personnel;
  - d. Contractors undertaking scheduled or non-scheduled work;
  - e. Casual or regular visitors.
- 2.2 These procedures do not apply to visitors not entering the secure section of the building unless an emergency evacuation drill is being conducted, or an actual emergency evacuation occurs.
- 2.3 Electronic access passes with photo identification are issued to staff permanently based at Headquarters.
- 2.4 Electronic access passes with photo identification will also be issued to other non-Headquarters RFS staff, government agency staff, volunteers, contractors or temporary staff if there is a demonstrated need based on frequency of use. Such requests are to be recommended in writing by the relevant Manager for the approval of the Executive Director, Infrastructure Services.
- 2.5 Electronic access passes without photo identification may be issued to volunteers, NSW RFS staff, other government agency staff, contractors or temporary staff who are required to attend State Operations during periods of operational activity. These will be issued between 0800hrs and 1700hrs weekdays by Reception or by the OCC senior staff member out of hours.
- 2.6 Visitors who are hosted by an authorised NSW RFS staff member will be issued a visitors sticker on arrival at Reception via the self-serve kiosk or at Reception, in accordance with SOP P2.1.3-3 Management of Visitor Safety. These visitors must be accompanied by a staff member at all times.
- 2.7 All Headquarters staff, contractors and visitors are to display their security pass and/or visitor sticker at all times. Failure to do so may result in the person being asked to leave the building.
- 2.8 All visitors are required to sign out of the building on departure and security passes and stickers returned to Reception. If Reception is unattended, passes are to be deposited into the letterbox located near Reception on the Ground Floor.

### 3 Related Forms

- > None

# SOP P2.1.3-3

## MANAGEMENT OF VISITOR SAFETY

### 1 Purpose

- 1.1 The purpose of this Standard Operating Procedure (SOP) is to ensure the safety and security of visitors to NSW RFS Headquarters.
- 1.2 This SOP addresses in part the requirements of the *Work Health and Safety Act 2011*.

### 2 Procedures

- 2.1 The following procedures apply to all members and guests visiting NSW RFS Headquarters including:
  - a. All NSW RFS staff members;
  - b. All NSW RFS volunteer members;
  - c. Contractors undertaking scheduled or non-scheduled work;
  - d. Casual or regular visitors.
- 2.2 These procedures do not apply to visitors not entering the secure section of the building unless an emergency evacuation drill is being conducted, or an actual emergency evacuation occurs.
- 2.3 Visitors requiring access or invited into access-controlled areas must be hosted by a member of NSW RFS Headquarters staff.
- 2.4 For the duration of a hosted visitor's stay, a staff member acting as a host is responsible for ensuring that:
  - a. Visitors remain in authorised areas only;
  - b. Visitors are accounted for and are provided with clear directions in the event of an evacuation or other declared emergency;
  - c. Visitors receive first aid treatment (if required);
  - d. Visitors display their visitor stickers and/or security access pass at all times; and
  - e. Visitors are signed out of Headquarters prior to leaving the facility.
- 2.5 Visitors who are issued a pass will be requested to view a short site induction video before proceeding beyond Reception. When requested to do so, visitors must comply with this request or they may not be granted access to the building.
- 2.6 Casual visitors and contractors who are assigned an access card must be overseen by an assigned NSW RFS Staff member who will ensure that the appropriate access level is provided and that all site rules are complied with.
- 2.7 Particular vigilance must be exercised when hosting young people under the age of 18 within Headquarters.
- 2.8 All staff, visitors and other personnel present at Headquarters are required to follow any safety alert or instruction to evacuate the premises.

#### **Emergency without alarm being activated**

- 2.9 Certain circumstances may dictate a declared emergency within the building without an alarm being activated. In such situations, wardens will issue specific instructions to staff and visitors.

#### **Activation of Alert Tone**

- 2.10 The NSW RFS Emergency Warning System (EWS) alert tone consists of a 'beep - beep' tone, which will escalate in volume.
- 2.11 Upon activation of the alert tone, hosts must remain with their visitors and await instructions from wardens. Staff hosting contractors working within the facility must locate and brief contractors.

- 2.12 At the discretion of the host or visitor preference, visitors may wish to leave the building upon activation of an alert alarm. In such circumstances, visitors are not to re-enter the building until instructed by a designated warden.

#### **Activation of Evacuation Announcement**

- 2.13 In the event that an evacuation of NSW RFS Headquarters is required, an evacuation announcement will activate. The announcement will consist of the spoken words “Emergency, evacuate now, evacuate” repeated continually.
- 2.14 If an evacuation announcement is sounded, hosts must immediately evacuate the building with their visitors and assemble in the designated emergency evacuation assembly area.
- 2.15 In the event that a host cannot locate or account for a visitor, the host must evacuate without delay and report the missing visitor to a warden, deputy chief warden or the chief warden immediately upon exiting the building. Under no circumstances are hosts to conduct their own search for a missing visitor.
- 2.16 When advised it is safe to do so, hosts may escort visitors back into the Headquarters building.

### **3 Related Forms**

- > NSW RFS HQ Emergency Response Plan (in development)
- > Building Management Tenancy Emergency Procedures (in development)