

**BUILDING SECURITY AND VISITOR
MANAGEMENT POLICY AND
PROCEDURE**

This is a core policy that forms part of the induction for all staff, volunteers and Trustees. It is a requirement that all members have access to this policy and sign to say they have read and understood its contents.

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This policy will be reviewed and ratified:

- **at least annually;**
- **following any updates to national/local legislation/guidance;**
- **in the event of significant incidents; and/or**
- **in the event of a change to threat level of national/local security.**

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1. Scope and Purpose

This policy applies to all staff, trustees and volunteers and sets out Circomedia’s commitment to enable the appropriate and safe management of building security and visitors to our premises.

Circomedia welcomes visitors, contractors, students, class attendees, professional members, and the general public to its facilities, offices, performances and events across both our Kingswood and Portland Square sites. It is therefore of paramount importance that we maintain safe and secure premises, whilst raising awareness of security management arrangements with our staff, and appropriately manage our property and visitors.

Policy requirements are in accordance with the Management of Health and Safety at Work Regulations 1999. This policy and procedure will be reviewed in line with Circomedia’s Health and Safety Policy.

2. Responsibilities

CEO and Senior Management Team (SMT)

- The Chief Executive is the Responsible Person for the organisation and holds overall responsibility for health and safety across both sites.
- The SMT will ensure that appropriate building and visitors security systems and procedures are in place in all areas.
- The HR Specialist is responsible for ensuring that local security and evacuation procedures are maintained, and the coordination of the evacuation of persons from the building during a security, fire and or other emergency.
- Line managers will ensure local building security arrangements are communicated to all staff, to include details of any signals used to indicate evacuation from the building as a result of a security issue.

All Staff

- All staff must always carry their staff identification, be vigilant and adhere to local security arrangements in place.
- All staff must direct their visitors to use the main entrance intercom system to access the site upon and follow proper sign in procedure (as below), even if they have attended site before. They must also be directed to sign out when leaving site, even if temporarily.

- All staff must act as a host to any guest, visitor or contractor and accompany them at all times, unless they have been given express permission to work alone by a member of the SMT.
- All staff must, wherever possible, notify core office staff of expected visitors before they arrive so they are expected and can be properly received.
- All staff must, if answering the intercom, ask the person who they are here to visit and what is their purpose.
- All staff must not let in persons without a valid requirement or purpose for entry and seek assistance from a colleague and greet outside premises on doorstep if in doubt of legitimacy.
- All staff must not allow anyone to enter the building at the same time as them without enquiring who they are and why they are visiting. If concerned, ask them to gain access by the normal visitor route (e.g. intercom system) and be prepared to escort them to the person they state they are visiting.
- All staff must keep confidential any door access codes, or intruder alarm details and not share these in any way with unauthorised individuals.
- All staff must report any breaches of security or concerns to their line manager and the HR Specialist or CEO immediately.
- All staff must be alert to suspicious packages, parcels, bags, etc, left lying unattended around the building. Suspicious items must not be touched.
- All staff must take care of personal belongings and ensure that valuable items and equipment belonging to the company are not left unsecured or lying around

Please refer to guidance in the Appendix for the management of specific security threats.

3. Staff Identification (ID)

All staff will be issued with an identification badge or clothing that identifies them as a staff member when they first join Circomedia. Staff members must always carry or wear their staff identification and be able to produce these on request when on Circomedia property.

Staff working directly with students must always wear their ID (unless involved in physical activities during classes) to ensure they can be clearly identified as staff.

Identification badges must be returned to the line manager when the staff member leaves Circomedia employment.

4. Security Requirements

Senior management will ensure that the same arrangements will be in place at each location. We will:

- consider the security of persons and property as part of the risk assessment process, with appropriate preventative measures and controls put in place as appropriate.
- have arrangements in place for managing visitors and for ensuring that all visitors can access properties, services and facilities, to include visitor's logbook, issue of name labels/VISITOR badges, an allocated visitor waiting area, information on evacuation procedures, specific arrangements for disabled persons.
- provide staff with information on the local security measures and arrangements in place as part of induction process.

- maintain the property security systems and arrangements in good working order and a good state of repair and review these on a regular basis (at least annually) and in line with any specified maintenance schedule; and
- cooperate as necessary with other non-Circomedia related building tenants to maintain a secure workplace.

5. Security and Visitor Management Procedures

- Staff are responsible for their visitors at all times and will act as their host ensuring that visitors sign in and out of the building, are accompanied, and informed of any specific safety requirements related to building and/or activities in the space.
- All visitors should use the main entrance intercom system to access the site and sign in upon entering the building and be identifiable through the issue and wearing of a visible VISITOR identification badge, even if they have visited the site before or are well known.
- All visitors should be guided to a site-specific leaflet entitled 'Safety and Security Information for All Our Visitors' which sets out arrangements for visitor requirements, site security, emergency evacuations and welfare facilities.
- Staff in open plan offices should be aware of external visitors or contractors and increase their vigilance for data protection and confidential materials, ensuring information is kept secure from unauthorised persons.
- All visitors must sign out in the main office when they leave the building, even if temporarily. On final exit host must ensure the VISITOR badge is returned and sign out takes place.
- All external doors must always be closed. If required to stay open for access and egress a staff member must monitor the open door to ensure site remains secure.
- Students and Staff are aware of photo identification boards located in every Kingswood space to easily identify other approved site users such as professional members.
- Visiting companies will be hosted by the Technical Team at Portland Square
- Members of the public interested in the history of St Paul's Church will be allowed access as part of the tenancy agreement with Churches Conservation Trust. They must always be accompanied by a member of staff, usually the Venue Administrator. We have a right to refuse those who present as a risk to our activities.
- Contractors booked through Circomedia should always be accompanied by staff member, unless they have been given express permission to work alone by the SMT. Arrangements are in place with respective Landlords of our property to ensure that contractors booked through them adhere to the Landlords H&S procedures and use our security procedure upon entering our buildings.
- Wherever possible contractors should not be booked to work alone alongside students, particularly for our BTEC students who are majority aged between 16-18 years old. When unavoidable contractors should either be able to show they are DBS checked prior to arrival or accompanied by a Circomedia staff member at all times.
- Unaccompanied persons not known to staff or not wearing a labelled VISITOR badge should be challenged but should not be approached alone. Seek assistance from a colleague if you see an unidentified person or someone acting suspicious - see 'unwanted visitor' in the Appendix below.
- Staff must inform the fire marshal if an expected visitor may need additional assistance for safe exit of the building during an emergency evacuation e.g. injury, disability, etc.

6. Working Outside Core Hours

Where it is necessary for an individual to work alone, suitable systems must be in place to ensure their personal safety. Please refer to the Lone Working Policy within the Health and Safety Policy.

Appendix 1 – Specific Action to Security Threats

Use of Code Word “Pineapple”

- Use of the code word means call the police on 999.
- The prearranged code word may be used by staff needing to covertly signal for help from an immediate threat to safety, i.e. aggressive and violent behaviour or person threatening to hurt themselves and/or others, etc.
- Upon hearing this code word, in person or by telephone, staff must covertly call the police, even if a threat does not seem immediately apparent.
- Upon use of code word and police have been called, a manager or another staff member should, if able to and not putting themselves in danger, support the person dealing with the threat until the police arrive.
- No staff member should put themselves in danger to deal with a threatening situation and those involved should remove themselves from the threat as soon as possible.

Unwanted Visitor

- Never approach an unidentified person alone, seek assistance from a colleague and bring a mobile phone. Tell other staff what you are doing so they can stay vigilant in case of further action required.
- Ask the person who they have come to visit or what their purpose is, establish if they have a legitimate reason for their visit.
- If no legitimate reason can be ascertained, politely ask the person to leave the building.
- If person will not leave and present a security risk use agreed code word to signal for help from other staff. They will call the police.
- Upon use of code word and police have been called, a manager or another staff member should, if able to and not putting themselves in danger, support the person/s dealing with the threat until the police arrive.
- No staff member should put themselves in danger to deal with a threatening situation and should remove themselves from the threat as soon as possible.

If a Suspicious Object is Found

- **Never touch any suspicious object.**
- If possible, leave a distinctive marker near but not touching the item.
- Move away from the object to a designated control point.
- Inform the HR Specialist or a member of the SMT, so that they will implement the evacuation plan.
- Stay at the assembly point and draw an accurate plan of the location of the suspicious item.
- Be available for immediate interview by the police.

Evacuation Due to a Security Threat

- Staff should refer to local evacuation procedures.
- In all instances building evacuations will be signalled by the use of the fire alarm.
- If there is a need for a confidential signal to a potential or current security threat staff will alert others with an instantly recognisable pre-arranged code word.
- All staff must be aware of the mechanism adopted and on hearing the relevant signal, staff should evacuate the building quickly and calmly, escorting any clients or visitors via the nearest or most appropriate exit point, and meet at the assembly point.
- Once evacuation has been completed an appropriate person will make the decision when the building can be reoccupied. The decision will be taken after careful consultation with the police and the military bomb disposal team if present. If the police order evacuation they retain primacy and the decision to reoccupy remains solely their responsibility.

Action in the Event of a Bomb Telephone Warning

- Anyone receiving a telephone bomb threat warning should endeavour to capture as much information as possible before the caller rings off to pass to a responsible person to include the CEO or another member of the SMT, and the police. Incident management procedures should be followed.
- Depending on the nature of the call the CEO, or a member of the SMT, will decide on the action to take. This may involve doing nothing if the threat appears to come from, for instance, a drunk, a child or some other obvious prankster or malicious caller. If there is the slightest doubt, one of the following options will be decided upon. These are:
 - Search and then evacuate if necessary
 - Evacuate immediately, then search
 - No search and evacuate immediately
- Note: All decision taken will be made following consultation with the police and or other emergency services as required. Further guidance on searches is provide in Appendix 2.

Action in the Event of a Suspect Package

- Handle the item carefully, DO NOT squeeze, press or tamper with it.
- Once you decide that it is suspect, gently lay the package down on a hard horizontal surface in an area where it will not be disturbed by others; do not handle the package again once it has been laid down.
- Contact a member of the SMT or designated other who will decide whether to implement the evacuation plan.
- Get everyone to leave the room, one person should wait outside the room for Senior Manager and police to arrive (and to prevent others entering the area), stand away from any areas of glazing and out of the line of sight of the package.
- The following examples are some of the things you should look out for, but the list is not exhaustive, and individually these examples do not necessarily mean that the package is suspicious. However, if several examples are present, it might be worth considering the package as suspicious:
 - Discolouration, crystals or surface, strange odours or oily stains

- Envelope with powder or powder-like residue
- Excessive tape or string
- Unusual size or weight given size
- Lopsided or oddly shaped envelope
- Postmark that does not match return address
- Restrictive endorsements such as "Personal" or "Confidential"
- Excessive postage
- Handwritten, block-printed or poorly typed addresses
- Incorrect titles
- Title but no name
- Misspellings of common words
- No return address
- Addressed to individual no longer with organisation

Threat of an External Target

- If information is received of a bomb threat to an external target the CEO or a member of the SMT may instruct all staff and visitors to move to a safe area within the building. This would normally be an internal room, cellar, or stairwell, where the risk of injury from damage to the external fabric of the building would be minimised.
- When such action is initiated: doors and windows should (where possible) be left unlocked, lights should be left on, and staff and visitors should be instructed not to leave the safe area until the building is declared safe.
- An external target would include adjacent buildings or roads, car parks, grounds, etc., in the vicinity of the building (e.g. from a suspicious vehicle).

Note: All decisions taken will be made following consultation with police and/or other emergency services as required.

Threat of a Terrorist Attack

National Counter Terrorism policing is providing advice to the public on the steps they can take to keep themselves safe in the rare event of a firearms or weapons attack. In the event of a terrorist incident the advice is to **'Run, Hide and Tell'**.

RUN

- Escape if you can.
- Consider the safest options.
- Is there a safe route? RUN if not HIDE.
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you.
- Leave belongings behind.

HIDE

- If you cannot RUN, HIDE.
- Find cover from gunfire.
- If you can see the attacker, they may be able to see you.
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal.
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls.
- Be aware of your exits.
- Try not to get trapped.
- Be quiet, silence your phone and turn off vibrate.
- Lock / barricade yourself in.
- Move away from the door.

TELL

Call 999 - What do the police need to know? If you cannot speak or make a noise listen to the instructions given to you by the call taker.

- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
- Further information – Casualties, type of injury, building information, entrances, exits, hostages, etc.
- Stop other people entering the building if it is safe to do so.

<p>Armed Police Response</p> <ul style="list-style-type: none"> • Follow officers' instructions. • Remain calm. • Can you move to a safer area? • Avoid sudden movements that may be considered a threat. • Keep your hands in view 	<p>Officers May</p> <ul style="list-style-type: none"> • Point guns at you. • Treat you firmly. • Question you • Be unable to distinguish you from the attacker. • Officers will evacuate you when it is safe to do so.
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Appendix 2 – Guidance on Police Search Procedures

It is helpful for you to know and understand Police Policy on ‘Search and Evacuation’ and the Police role in dealing with bomb threats. Normally, the Police will not themselves search a building following receipt of a bomb threat. This is for two good reasons:

1. Police are unlikely to know the layout of the premises and the various places in which a device could be concealed; staff should know the layout and should be able to search more quickly and more thoroughly.
2. The Police, unlike our staff, will not know what should be there. Consequently, they will not so easily be able to spot anything which is out of place.

It is helpful to have search plans prepared in advance and to ensure that staff know them. The objective is to make sure that the whole building is checked as quickly and effectively as possible. The HR Specialist (or another member of the SMT in their absence) must ensure that the search plans are always readily available. A plan view layout of the building is suitable for this purpose. Sufficient spare copies should be available for use during search operations. Searchers and the HR Specialist/member of the SMT can then mark off sections from the plan as they are cleared.

- Search procedures will only be initiated by the Operations Manager, his/her deputy, or by a director.
- Search teams should confine themselves to their own areas and look for:
 - Items that should not be there
 - Items that cannot be accounted for
 - Items that are out of place
- Search teams should:
 - Begin at the entrance to the room being searched
 - First stand still and look around the room making an initial first quick assessment
 - Note any areas that may require attention
 - Listen for unusual noises (ticking, etc.)
- If nothing unusual is noted, begin the search methodically moving in one direction around the area to be searched in three sweeps:
 - First sweep around the edges of the room
 - Second sweep covers furniture and floor – do not move furniture but search drawers and underneath

→ Third sweep covers the ceiling