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OFFICE SECURITY

1. POLICY

It is the responsibility of company to provide for staff and visitors to the office a safe working environment where they and their possessions will be offered a reasonable degree of protection.

The principal objective is to ensure that unwanted people who would seek to cause harm to individuals or to steal company property, documents and information are stopped from accessing and entering the office.

To ensure that the environment is kept safe everyone who accesses the office must be aware of how they can contribute towards ensuring that the office is a safe place to be.

The guidelines in this chapter are in addition to the security procedure in place by the building and by local administration.

2. SECURITY PRACTICES

All staff is encouraged to be vigilant for threats to security. Following countermeasures should be part of everyday business practices:

- Ensure personal items are locked away or at least out of sight during work hours.
- Doors to maintenance areas, telephone and electrical equipment rooms should be locked.
- A "clear desk" policy is recommended for all staff.
- Avoid loose talk about corporate affairs, especially casual conversations in bars or clubs, or releasing of sensitive information that should be kept confidential.
- The names, positions, home address or phone numbers of personnel, key executives or corporate officials should not be given out over the telephone.
- Keep a low profile about company or personnel information that could be advantageous to criminals, particularly publicity in social columns and trips, memberships, parties, social activities and other indicators of wealth or social status.
- All personal information of all personnel should be treated as security classified information and not made public without proper clearances.
- Good housekeeping is essential in every workplace. Get rid of, old boxes and discarded packaging material.
- Don't leave mobile phones, tablets, keys, wallets on your desk, or in your jacket, coat or purse when you leave your office area.
- Emergency contact details readily available at reception desk – Medical, Fire, Ambulance, Police and Building Manager

- Staff personal information file containing home address and family contact details etc is available with HR Manager for using the information in case of an emergency.
- Emergency exits and building evacuation plan is to be available and known to staff.
- Fire extinguishers to be serviced annually.

3. ACCESS TO OFFICE

- The principle access to the Office premises for visitors should be through the main access controlled entrance doors into the reception area.
- No visitors should be allowed to access the office from the emergency accesses.
- All visitors are to be stopped at reception area, are required to introduce themselves and show their identity and purpose of their visit.
- Visitors are to wait in the reception area until an office staff meets them and subsequently are led to meeting room.
- The access of visitors to office working area is not to be allowed unless accompanied by a member of office staff.
- All entrances doors should be kept locked (auto) so that access to office is via face recognition to office staff.¹
- Entrance door to visitor is to be opened only after interrogating the visitor from reception area.
- No doors leading to the office areas should be left unlocked or propped open.
- The working desk is restricted area for visitors.
- No visitor is allowed access out of office hours.
- Only office staff can enter and stay in the office out of office hours.

3.1. Security of equipment and possessions

- No equipment such as laptops and video conference equipment for example should be left unattended in meeting rooms. Those who use such spaces are responsible for the security and safe operation of the equipment.
- Personal possessions are the responsibility of the individual staff member.
- If a visitor brings an item of value into the office, they must ensure that it is appropriately stored in a safe place. The office staff is not responsible for their personal possessions that go missing.
- Cash records and petty cash will be kept in a locked cupboard / safe within the offices in compliance with company policy.

¹ W 09 / 2024

- Any thefts or losses must be reported immediately to the Office Manager who will take up the matter with the building manager or Police as appropriate.
- Visitors should not be allowed to let anyone else into the office without the prior permission of staff.
- On leaving the office, computer, all filing cabinets that hold sensitive information or material must be locked and keys stored in a secure location. All internal doors should be locked, windows checked and upon departure from office.
- Check out CCTV installed at entrances for its operation and recording.

3.2. Physical Security Features

- Office building reception desk at entrance area is manned at all times and access to building is controlled.²
- Access-control to office is through face recognition installed on the side of access doors.³
- Closed circuit television camera mounted at the access doors.

4. ACTIONS TO BE OBSERVED IN EVENT OF AN EMERGENCY

Following action is to be taken in event of an emergency as listed:

4.1. Earthquake

- If minor, call building security for guidance.
- If significant, shaking causes falling objects, evacuate immediately via stairs to Muster location.
- Report to Fire Wardens and wait for all clear to be announced by Civil Defence

4.2. Fire

- Listen to announcement made by building staff on PA system.
- Cease all activities.
- Do not make telephone calls to verify nature of alarm.
- Lock important files, cash, shut computers.
- Remain alert.
- Be ready for evacuation. Do not panic.

² W 09 / 2024

³ W 09 / 2024

- Follow fire warden's instructions.
- Evacuate to Ground Level via nearest staircase and muster at assembly point.
- Don not use the lifts.
- Report to Fire Wardens at Assembly point.

4.3. Medical

- Give first aid if required.
- Contact medical clinic to request doctor.
- Call Ambulance if needed.

4.4. Security

- If possible, move quietly away and evacuate.
- Call police and Security from secure area.
- Do not agitate intruders.
- Speak softly and be cooperative.
- In case of violence, exit as quickly as possible.

5. REPORTING TO THE EXTERNAL AUTHORITIES

Any untoward incident or emergency in the office premises will be reported to external authorities as appropriate by Office Manager depending upon the nature of incident.