

Security Procedures for Staff, Deliveries and Visitors

A. Staff

1. The main entrance door is locked at all times and a member of the Office Services staff is to be at the reception desk at all times during the hours of 8:00am-5:30pm.
2. Staff is required to wear ID badges while on ACP property. Should an employee forget his/her ID badge, the employee must enter through the front door and sign in at the reception desk.
3. Staff should be aware of surroundings at all times and report suspicious persons or activities to the Security Guard (202-409-0226) or the reception desk.
4. Staff entering the building through one of the access card controlled doors should not hold the door open for individuals they do not recognize. Staff should direct the individual to the reception desk for assistance. Should an employee let someone in the building, they must escort that person to the reception desk for assistance.
5. For security reasons, prior to 6:30am and after 7:00pm weekdays and all day weekends and holidays access to the building will be only through the front doors. Access cards will not work on all other doors during these times. Staff entering the building after 7:00pm on weekdays and on weekends and holidays should sign-in at the reception desk and inform the Security Guard of the floor the employee will be on and how long they expect to be in the building. Staff should also sign out prior to exiting the building.

B. Deliveries

1. The loading dock door to the Mail Center is to be locked at all times and there is to be a member of the Offices Services staff in the Mail Center at all times during the hours of 8:30am – 5:00pm.
2. Delivery persons must ring the buzzer to gain entry to the Mail Center. If a delivery must be delivered to a specific floor, the delivery person is required to sign in (and receive a visitor badge) when they enter the Mail Center (name, company, delivery recipient, date and time). If a member of the Office Services staff is available, they will accompany the delivery person to the appropriate society. If a member of the Office Services staff is not available, the society will be contacted and someone from the society will accompany the delivery person to the appropriate location. Upon completion of the delivery, the delivery person will be escorted back to the Mail Center and is required to sign out before exiting the building.
3. All deliveries are to be handled through the Mail Center, excepting caterers, food delivery, flowers, water delivery, and after hours Fedex and UPS.
 - a. The Manager, ACP Office Services, must approve any other exceptions.

- b. The reception desk is not to be used for deliveries unless absolutely necessary. An example of this would be if a member of the Office Services staff had to leave the Mail Center to make deliveries in the building.
 - c. On the rare occasions that the Mail Center is not attended, a sign will be put on the loading dock door indicating that deliveries are to be made to the reception desk.
 - d. All deliveries made at the reception desk will be logged in and will be kept at the reception desk until another member of the Office Services staff can pick up the delivery. If it is a large delivery, a member of the Office Services staff will escort the delivery person to the Mail Center, wait until the delivery is unloaded and have the person sign out prior to exiting the building.
 4. All repair persons or contractors must sign in at the reception desk (name, company, ACP or society contact person, date and time) and receive a visitor badge. The receptionist will call the contact person and he/she will come to the reception desk to escort the person to the appropriate area. The staff person or representative from Tishman must either stay with the person or let someone in the general area know that a repair person is there. Upon completion of the repair, the repair person or contractor is to be escorted back to the reception desk, return the visitor badge and must sign out (time) before exiting the building.
 - a. Tishman, Office Services, or a resident society should inform the reception desk if they are expecting a repair person or a contractor and let the reception desk know the name of the company or the name of the person who will be here.
 - b. Tishman should inform someone from the appropriate society if there will be a repair person in their suite. The society may choose a contact person or Tishman will notify someone in the general area where the work will be done
 5. No deliveries will be accepted at the loading dock on weekends.
 6. The gates to the loading dock are to be kept down on weekends.

C. Visitors

1. All visitors must sign in at the reception desk. Badges (color coded by floor) will be issued to visitors. Visitors should return badges prior to exiting the building.
2. Host should give the reception desk a list of expected visitors when a large contingent is expected so their names can simply be signed in via a check-off on the list.
 - a. Elevators will remain locked during weekend meetings. The only exception would be if meeting rooms on other floors are being used for the meeting.
 - b. Rotunda doors will remain locked at all times. There will be no exceptions. Host society will be responsible for monitoring the doors during breaks and meals and opening the doors to allow attendees with name badges back into the building.

3. A staff member should generally come down to the lobby to greet and escort visitors. Arrangements with the receptionist to meet and greet at the elevator can be made.
4. Visitors leaving the building must be accompanied to the lobby level by a staff member.
5. Each society will designate a staff member who will be responsible for coming to the reception area to meet unexpected visitors.
6. Visitors who come to ACP to see the artwork must sign in. The reception desk will then inform the Manager of Office Services that a visitor is here viewing the artwork.