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| Procedure |
| Office Security |
| May 2024 |



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# Introduction

The Queensland Competition Authority (QCA) leases Level 27 office space at 145 Ann Street Brisbane.

The security and wellbeing of staff and visitors is of the highest priority for the QCA and a range of security measures have been established to ensure only authorised visitors, trades people and contractors including individuals and firms engaged by the building manager, Dexus, are subject to appropriate access restrictions.

The QCA engages consultants from time to time to work with project teams. The engagement of a consultant (legal, engineering specialist etc.) will require a contractual agreement between the QCA and the relevant firm or individual. The relevant access and security provisions detailed in the contract will override this procedure and where aspects are not covered in the contract, then the provisions in this procedure will apply.

# Scope and application

This procedure applies to all permanent, part-time and casual staff, interns, and work experience individuals, consultants, contractors, family and friends of QCA staff and Members. The procedure will operate for the period during QCA's normal business hours when Level 27 Reception is operational. Anyone, other than an employee or Member of the QCA is defined as a visitor.

If a visitor is required to access the QCA outside normal business hours the primary staff member who arranges the access will be responsible for the security of the office space including escorting in, monitoring and escorting out the visitor ensuring the attendance register is completed on entry and exit.

# Daily access

## Business hours

The QCA's normal business hours when members of the public and generally maintenance contractors should require access is 8.30am to 4.30pm. Special arrangements can be made for access outside this timeframe and must be approved by the Director Corporate Services.

## Board members and staff

Board members and staff are issued with 24-hour security access and may access the building and level 27 via the building lifts at any time. Staff should be vigilant when accessing the office outside normal business hours and ensure that all doors are secured and that no other parties gain entry with them.

## Family and friends

The family and friends of staff members are not excluded from QCA offices. All staff members, whether host or otherwise, must be mindful of the necessity to provide extra care and attention to ensure that visitors do not come to harm or interfere with normal work practices.

Family and friends should be accompanied by the relevant staff member and may use the facilities available in the Level 27 lunch room (Skybar).

Family and friends need not be required to complete the visitor registration if the duration of their visit is less than 30 minutes or the individual will be in the company of the staff member at all times.

## Consultants, contractors and maintenance personnel

Subject to any specific contractual arrangements, the consultant, contractors or maintenance personnel are required to go to the concierge desk on the ground floor of 145 Ann Street and undertake the following:

1. identify themselves to the person at the Concierge desk
2. concierge will contact the QCA administrative support officer
3. concierge will swipe the visitor to Level 27
4. the QCA administrative support officer will meet the visitor at reception and complete the Visitor Register
5. the QCA administrative support officer will notify any relevant staff members of the visitor arrival (if applicable)
6. the visitor will receive and wear the relevant QCA Identification Tag and lanyard and undertake their work or attend the meeting under supervision
7. at the completion of the meeting or contracted maintenance work, be escorted to Reception, sign out and hand in the Visitor Identification Tag and lanyard.

## Visitor registration and identification tags

All visitors must register and complete the relevant section in the Visitor Register to be able to access QCA office space away from Reception. Each visitor will be issued with, and must wear the Visitor Access tag at all times while on QCA premises and must identify themselves if requested by a QCA staff member at any time.

At the completion of the day visit, the visitor is to be escorted to Reception to complete the Visitor Register by signing out and returning the Visitor Access tag. Visitors are required to register each time they visit for any purpose even if they may need to visit on consecutive days.

Consultants and others who have been specifically contracted by the QCA to work continuously for the period of time detailed in the contract or agreement and where the contract provides for ongoing access, will not be subject to the Visitor Registration process as detailed in this section.

Some examples of the types of visitors that will be required to register are:

* Plant maintenance
* Air-conditioning maintenance
* Photo-copier maintenance
* Building maintenance (e.g. Amicus)
* ICT maintenance and repairs (e.g. TPG)
* Employee Assistance program specialist
* QCA's Health and Wellbeing contractors including flu vaccinations and other health checks.

### Specialist consultants and contractors

There may be a need to engage specialist consultants that will need unsupervised access due to the length of time of their engagement, and/or the nature of their work.

In these cases, the staff member engaging the consultants or contractors will need to make arrangements and register their accommodation, technology and access card requirements at least five working days before visitor arrival. A consultant or contractor access card will permit entry and exit between the hours of 7am and 7pm. The staff member engaging the consultant or contractor will be directly responsible for monitoring the individual/s to ensure the individual/s only accesses the areas necessary for their work.

* While daily visitor registration is not required in these instances, it is a requirement that the relevant Manager
	+ creates an intranet post advising of their engagement
	+ arranges for them to be added to the Staff Directory (with photo)
	+ ensures they have signed a Confidentiality Agreement or are similarly contractually obligated to maintain the QCA's security
* This will ensure staff awareness of the consultant's legitimate attendance at the QCA, avoiding staff challenging them as per security procedures.

Some examples of the types of visitors that fall into this category are:

* management consultants engaged to complete specialist reviews and have contracted with the QCA
* seconded legal officers.

### Special arrangements

Special arrangements have been put in place due to the nature of the service being provided.

The following arrangements will apply until further notice.

Secure Document Bin Collection (Iron Mountain)

1. Contractor will report into Dexus ground floor reception and receive Dexus ID card
2. Dexus Reception will contact QCA reception to advise and confirm contractor will take the Goods Lift to Level 27.
3. QCA staff member will escort contractor to replace the security bin with an empty bin and return to the Goods Lift.
4. Contractor will proceed to the Ground Floor and hand in Dexus ID card at ground floor reception.

Horticultural Services Contractor will report to reception

1. Upon their first visit:
	1. They will complete a confidentiality agreement prior to receiving their visitors pass.
	2. They will then be escorted around the office and instructed on which areas they may and may not access.
2. Upon subsequent visits, they may conduct their services unescorted after obtaining a visitors pass.

# Unauthorised access

## Intruder and unknown person protocol

Whilst this procedure is intended to reduce or minimise the risk of unauthorised entry beyond the reception area, the threat of intrusion cannot be completely eliminated. Staff are to remain vigilant and should challenge individuals who do not exhibit a Visitor Tag. It is important that staff do not put themselves at risk when challenging individuals and should take precautions if they suspect the individual may seek to harm the staff member challenging the individual or any other staff member or authorised visitor.

## Challenging an unknown person

As a guide, the following protocol should be initiated:

1. Approach the individual whilst maintaining a reasonable distance
2. Introduce yourself and ask the individual to exhibit the Visitor Tag. (e.g. Hello, my name is Bert, I don't recall seeing you before. Do you have a Visitor Tag?)
3. If the visitor has a tag, ask them to make sure it is displayed at all times otherwise they will be constantly challenged by staff.
4. If the individual doesn't produce a tag but provides a plausible reason for being in the office area, escort the individual to Reception so they may be registered, issued with a tag and the relevant QCA staff member contacted and advised their visitor is waiting in Reception.
5. If in your view, the individual doesn't produce a tag and doesn't have a plausible reason, exercise caution and use your judgement in requesting the individual to follow you to Reception.
	1. Depending on the response and behaviour of the individual, you may need to withdraw from the discussion and if you believe that your health and wellbeing are in jeopardy, do not persist with the challenge and leave the area as quickly and safely as possible.
	2. Once safe, alert the Manager IT (Security Manager) and/or the Director Corporate Services. If they are not available, use your judgement to alert others including senior staff and contact:

**Building Security by phone on 07 3220 1377 or Mob 0423 784 348.**

## Personal safety

The safety of QCA staff and authorised visitors is a priority. If an unauthorised person becomes aggressive or in your view is likely to cause harm, do not put your personal safety or the safety of others at risk. Dexus security personnel or the police will need to be contacted to deal with the situation. Once the situation has been addressed or other security measures have been applied, staff directly involved and those who may have observed the challenge are to be de-briefed.

The debriefing should take place as soon as possible after the incident and the QCA will arrange counselling by its employee assistance program provider should the staff member request this service.

References

The following sources can be found on the QCA Intranet under Policies:

Risk Management Policy

Induction Manual

Physical Security Manual