



SECURITY PROCEDURES



CAMBRIDGE

October 2017



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SECURITY PROCEDURES FOR CONTRACT GUARDING

1.0 Introduction

The BAS Cambridge site is manned 24 hours a day. During the normal working day, this cover is provided by a receptionist. Outside the normal working day (or at other times by request) the site is manned by a security company.

This document sets out the scope of duties and procedures security guards are required to follow on this site.

1.1 Objectives

The security Guard will be based at the main reception desk at all times unless on patrol or on an authorised meal break. The Security Guard will ensure that they do everything in their power to meet the following objectives whilst on duty:

- Prevent events leading to crime and report any likely breaches to the physical/technical security of the premises.
- Prevent events leading to fires; acting quickly and appropriately should a fire be discovered.
- Prevent any unauthorised persons entering the premises at any time.
- Prevent the events that lead to accident/personal injury by reporting health and safety hazards.
- Monitor plant systems and report all alarms.
- Complete log books, reports etc as required.
- Be the first responder to emergencies outside normal working hours.
- Deal with staff and visitors in a professional manner.
- Maintain a smart appearance and wear full uniform at all times.
- Provide a prompt and polite telephone answering service.
- Respond to the front door bell promptly.

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2.0 Contact Information

2.1 Hours

Security cover is normally provided by a rostered pattern of guards and their hours are:

	Main Cover	Weekend Cover	Reception Cover (within Main Guarding)
Monday to Thursday	1715 - 0800	N/A	1715 - 1930
Tuesday	1715 - 0800	N/A	1715 - 1930
Wednesday	1715 - 0800	N/A	1715 - 1930
Thursday	1715 - 0800	N/A	1715 - 1930
Friday	1715 - 0800	N/A	1715 - 1930
Saturday	0800 - 2000	2000 – 0800	
Sunday	0800 - 2000	2000 – 0800	

A total of 10.5 public and privilege holidays are taken during the year and 24 hour cover is required during these periods, as well as potentially the 3 day period between Christmas and New Year. Dates will be notified under separate cover when they are published.

2.2 Out of Hours Contact Information

1st point of contact for emergencies and alarms	BAS Estates On-Call Phone If no response Head of Estates
If a caller needs to get a message to the Antarctic	HR On-Call Phone
If there is a message regarding transport to and from the Antarctic	Operations Travel On-Call Phone
Messages regarding the ships	Operations On-Call Phone
Problems with SP2 aquarium and cold storage	Science On-Call phone
SB3 Clean Room and lab	Refer to the board outside the laboratory

If in doubt phone the Estates On-Call phone and the On-Call staff member will instruct you.

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If you are contacted by a member of the public trying to reach someone who works for BAS (either in Cambridge or Antarctica) inform the caller that you will be contacting the Human Resources 'On-Call' Team and that they will telephone them straight back. You will need to make a note of the following:

- Name of BAS employee
- Name of caller
- Telephone number of caller
- Details of message

2.3 Restricted Information

The following codes and passwords are confidential and must be kept secure at all times. **No unauthorised person should be informed of these codes or passwords at any time**

2.3.1 Access Codes

Code numbers for key pad locks on the following rooms:

- Aquarium area =
- All plant rooms =
- Engineers workshop (room 75) =
- Garage =
- Logistic store =
- CEF side door

2.3.2 Reception Computer Passwords

The computer and system passwords are as follows:

- From 7pm – To view CCTV on Reception Computer:
Shut down and log off before logging back in as "Computer Only"
ID
Password =
- From 7am – To receive visitors on Reception Computer:
Shut down and log off before logging back in at the "Novell Login"
Username =
Password =
- VisitorNet System: Username =
 Password =

3.0 Duties

3.1 Reception Specific (morning and evening):-

- Allow authorised access into the building.
- Answering telephones.
- Issuing visitor passes and notifying staff that visitors have arrived.
- Co-ordinating emergencies.
- Log in overnight cars and lock away keys.
- Key Control.
- Managing postal collections / deliveries.
- Raising / lowering of flags.

3.2 General Guarding Duties –

- Carrying out patrols of the site.
- Monitoring CCTV.
- Monitoring plant alarm systems throughout the building.
- Completing log books.
- Co-ordinating emergencies

SECURITY PROCEDURES FOR CONTRACT GUARDING

3.3 Patrols

FIRST PATROL

INTERMEDIATE PATROL

<p>All offices</p> <ul style="list-style-type: none"> close windows and switch off lights (leave stairwells on PIR) 	<p>Internal Rooms to be locked</p> <ul style="list-style-type: none"> 263-266 100-102 83 & 85 76 & 78
<p>Non office to be locked</p> <ul style="list-style-type: none"> Kitchen Stores and Garage 	<p>Scientific areas to be locked</p> <ul style="list-style-type: none"> SB1 Ice Cores Controlled Environment Facility Side Door (access to freezers)
<p>External Areas</p> <ul style="list-style-type: none"> Lock Main Yard Gate Check Padlocks on Hazardous Compound Gate Check Padlocks on North Car Park Gate 	<p>SCAN ALL ACTIVE GUARD POINTS (See attached sheet)</p> <p>INTERNAL FIRE DOORS ARE NOT TO BE PROPPED OPEN</p>

Every 1½-2 hours	SCAN ALL ACTIVE GUARD POINTS
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LAST PATROL

<p>Internal Rooms to be unlocked</p> <ul style="list-style-type: none"> 263-266 100-103 83 & 85 76 & 78 	<p>Non Office to be unlocked</p> <ul style="list-style-type: none"> Kitchen Stores and Garage
<p>Scientific areas to be unlocked</p> <ul style="list-style-type: none"> Aquarium SB1 Ice Cores CEF side door 	<p>External areas to be unlocked</p> <ul style="list-style-type: none"> Unlock Main Yard Gate <p>CHECK ALL ACTIVE GUARD POINTS</p> <p>ALL FIRE DOORS TO REMAIN CLOSED</p>

GUARDS TO MONITOR CCTV BETWEEN PATROLS

AREAS NOT TO BE PATROLLED:

Central Services: Main IT Hub Rooms 6-8 and Archive Store

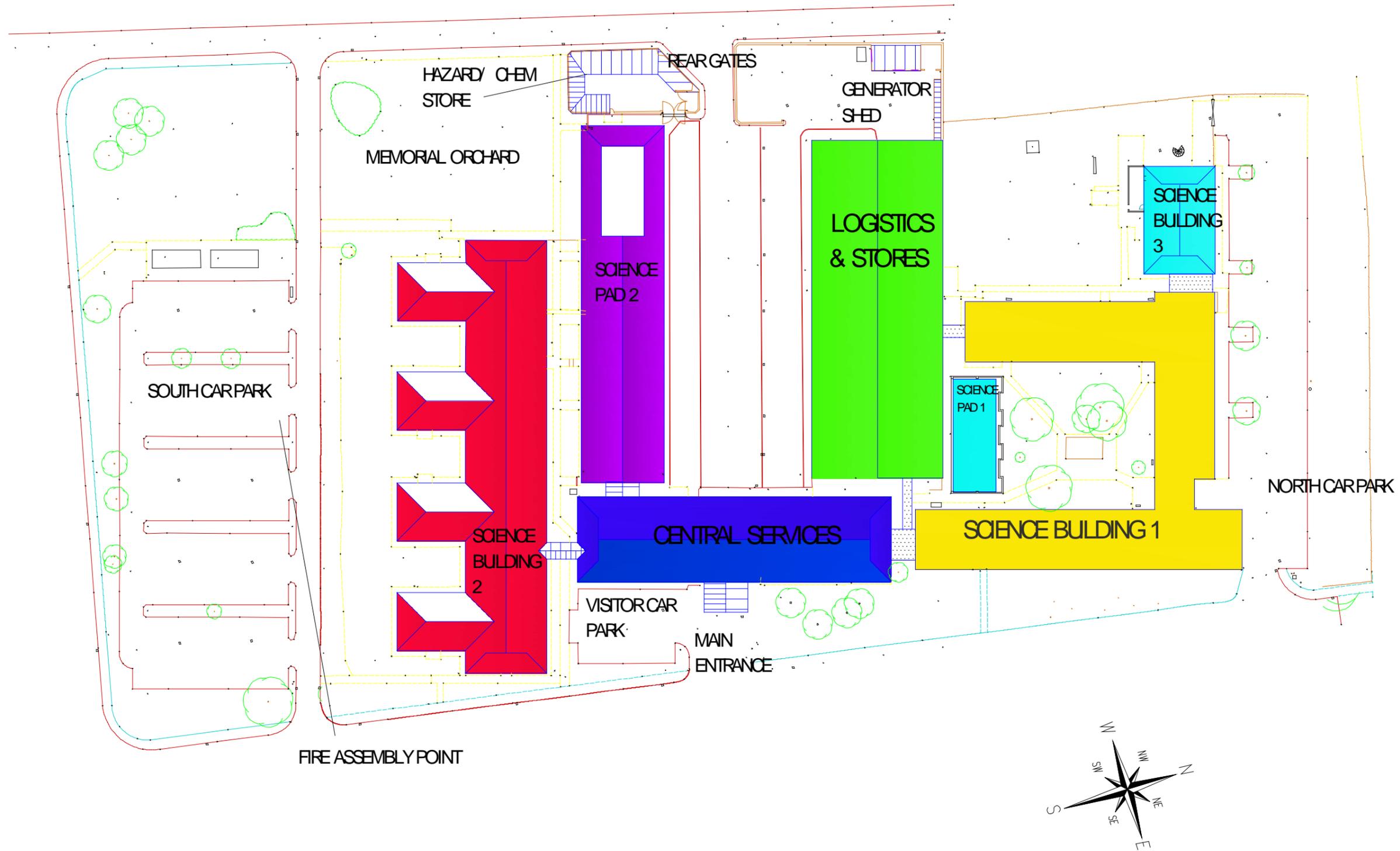
SB1, SB2 and SP3: All laboratories

Other Restricted Areas: Chemical Store, Hazard Compound and Main Stores area.

3.4 Cambridge Deister Patrol Check Point Locations

1	Security Office
2.	Fire Exit onto road in SB2
3.	Fire Exit 1st Slip Corridor
4.	Fire Exit 2nd Slip Corridor
5.	Fire Exit 3rd Slip Corridor
6.	Fire Exit 4th Slip Corridor
7.	Fire Exit Garden Slip Corridor
8.	Fire Point 21A First Floor
9.	Fire Point 23G First Floor
10.	Fire Point 2B Plant Room
11.	Fire Point 24A First Floor
12.	Fire Point 26E First Floor
13.	Fire Point 28A First Floor
14.	Fire Point 3C Ground Floor Science Building
15.	Old Reception
16.	Science Pad 1
17.	Fire Point 15G C.E.F Aquarium
18.	Rear Yard Gate
19.	Fire Exit 4B Ground Floor
20.	Fire Exit First Floor SB3
21.	Plant Room 186 First Floor SB3
22.	North Car Park Gate
23.	Fire Exit Ground Floor Between SB1 & SB3
24.	Fire Exit Ground Floor SB1 Before First Aid Room
25.	Fire Exit Between Central Services & SB1
26.	Logistics Boiler Room
27.	Generator Shed near Garage
28.	Memorial Orchard Exit via Hazardous Store
29.	Memorial Orchard Exit via SB2
30.	Sediment Core Alarm SP3

3.5 Full Site Overview



3.6 Structural/Plant Failure

If the Security Guard is aware of any structural/plant alarms failure to the building they should ring the Estates On-Call Phone. See 4.9 Plant Malfunction

3.7 Security Overnight Facilities

- The Security Guards will have access to the kitchen facilities within the Innovation Centre and this must always be kept in a clean and tidy condition.
- Food is not to be consumed at the reception desk, there are facilities within the Innovation Centre Kitchen which may be utilised for meal breaks.
- The Security Guards lockers will be located in the former security office, room 203
- Personal televisions/DVD players/computers are not to be brought in or used, however A radio is permitted.
- No personal DVD's/CD etc. are to be played on BAS computers or equipment.
- Cooking equipment is not to be used.
- Access to the internet on BAS computers or equipment is prohibited.

3.8 Telephone System

A professional approach to answering the telephones is required. The system operates on a reduced night service when a Security Guard is on duty. The system is connected to the pager carried by the Security Guards to allow calls to be answered when on patrol of the building.

At the commencement of the security shift the BAS receptionist will place the telephone system into 'night service' mode. This immediately places a bar on a number of phones in the building so they can only make local calls.

To obtain an outside line dial 9.

Most, but not all, BAS extension numbers can be reached by 'Direct Dial'. Press 'directories' button on phone and then choose option 5 – corporate directory. This will allow you to search by first name, surname or number.

Answer the phone with 'good morning/afternoon/evening' followed by 'British Antarctic Survey'. Do not leave the telephone ringing, if somebody is talking to you, excuse yourself as soon as possible and answer the telephone.

If the night service phone rings at reception and is not picked up it will transfer to the pager.

- **To answer a call from any other phone in the building do the following:**
Pick up the receiver; press 'more', press 'G. Pickup', dial 8518 and press 'answer'.
- **To transfer a number to an extension do the following:**
Pick up the receiver, press 'transfer', dial extension number, press 'transfer' again and then put the receiver down.

If the telephone system fails, outgoing calls can be made from Directorate which has a separate line.

All calls are logged by the BAS telephone system. Personal calls are not permitted.

3.9 Passes

Security Guards must control access to these premises, checking that all entrants are authorised persons. Any person in the building is expected to wear, in a prominent position, an official staff pass or a temporary visitors/contractors pass. Security Guards will check all passes for validity and allow access and issue passes in accordance with BAS Policy. Basic instructions on how to log a member of staff, visitor or contractor in/out on the electronic pass system can be found in the BAS Reception Manual on the Reception desk.

Security Guards must wear their official company access passes **and** British Antarctic Survey passes for identification.

3.9.1 Staff Identification

All staff are to carry a British Antarctic Survey ID card.

Any member of staff working outside the normal site working hours of 0700 -1900 must complete Out of Hours log book.

The Security Guard will be informed in writing of anyone expected who does not hold a pass, but is to be given admittance. They will be asked to provide some other form of ID.

If a member of staff does not have a valid BAS pass with them they should not be allowed on site without approval and the issue of a temporary staff pass.

Monday –Friday 0700 to 1900 the Security Guard should allow the member of staff to contact another person in their team to act as escort. If no one is available then contact the 'on-call' Human Resources team to confirm they are authorised to be on site. If allowed on site, a temporary staff pass should be issued.

During the night or at weekends, the member of staff should be asked to either return with a valid pass and/or contact the 'on-call' Human Resources team to confirm they are authorised to be on site. If allowed on site, a temporary staff pass, should be issued.

3.9.2 Children

If they bring children with them, the children's details should be logged in the 'BAS Children's Register' by the parent.

3.9.3 Visitors

Security should be notified of any visitors arriving out of hours and the 'Out of Hours' log book should be maintained. Visitors must be accompanied on site by a staff member. The Security Officer will telephone the visited person and announce their arrival and arrangements will then be made for collection of the visitors.

Visitors' passes will be issued and collected on departure using the 'VisitorNet' system. All visitors are to be reminded to wear the pass when on the premises.

Visitors will always be dealt with in a professional manner and addressed as "Sir" or "Madam".

Should the contractor require an access pass to get through security doors there will be clear instruction in the night diary on the reception desk. Do not issue one of these passes without prior authorisation from the host. All passes must be logged in and out on the relevant sheet in the folder

3.9.3 Contractors

All contractors will be recorded on/off the premises in accordance with the visitor procedures. The security guard must always be alert to the possibility of contractors going into areas they should not be in, or using exit doors other than their designated entrance.

Pending contractors will be added to the VisitorNet system by reception ready for Security Guards to print off access badges when contractors arrive onsite. The Security Guard will telephone the contractors host to collect from reception.

Should the contractor require an access pass to get through security doors there will be clear instruction in the night diary on the reception desk. Do not issue one of these passes without prior authorisation from the host. All passes must be logged in and out on the relevant sheet in the folder.

3.10 Vehicle Access Control

3.10.1 Staff Cars

The Security Guard will enforce the restrictions applying to BAS staff leaving cars on site overnight which are:

- Staff must park in either the North or South car parks.
- Car keys are to be kept in the Office services (205) key cabinet with a note attached:
 - of the owner,
 - registration number,
 - make,
 - colour and,
 - anticipated collection date of vehicle

The car owner should complete the details in the 'Monitoring of Staff Vehicles' log book when the keys are dropped off and sign for the keys upon collection.

3.10.2 Deliveries to Site

Goods in are only accepted by the Stores during the following working hours 0830 – 1700. No delivery vehicles should be admitted by the Security Guard unless given instructions in writing to the contrary. Kitchen deliveries are the only exception and are allowed on site prior 08:30am as they usually contain fresh food for use that day.

3.11 Pager System

No longer applicable.

3.12 Keys

The Security Guard will have control of the master keys and kitchen keys. The master keys will be handed over to the receptionist each morning. The kitchen keys are collected by the Chef Manager/Assistant each morning. These should be signed for in the Security Key log/diary provided. The Security Guard will not issue other keys.

3.13 Lost and Found Property

Items found or handed in will be handed over to Office Services with a note of the date, time and place found.

3.14 Mail Duties

If required, the Security Guard will oversee the collection/delivery of post by the Royal Mail and other courier services from the reception area.

3.14.1 Royal Mail Deliveries and Small Couriered Packets.

These should be accepted, however do not take in large parcels or goods being delivered by commercial firms, these must be delivered to our "goods in" during working hours, except mail from NERC or The Research Councils addressed to the Post Room, which should be accepted.

3.14.2 Personal Deliveries.

Accept these only if the recipient is clearly identified and record the name of the deliverer, date and time on the packet. Contact the recipient by phone or pass to member of Office Services to log.

3.14.3 Next of Kin Deliveries

These are items being delivered by relatives for staff working in the Antarctic. Any arriving out of hours will be pre-advised by a member of the Human Resources Section. In any other circumstances do not accept unless you can contact a member of the Human Resources Section.

CHECK THE SEAL ON ALL ITEMS INCOMING, RECORDED, COURIERED OR HAND DELIVERED ITEMS.
NOTE: When signing for any items make it clear on the delivery note that the contents have not been checked and that you are accepting the package only.

Outgoing mail is left in the Post Room for collection by Royal Mail, Parcel Force, DHL or other express delivery/courier firms. The barcode card for Royal Mail is located in the Post Room.

3.15 Rear Service Yard Gate

The rear service yard gates provide access to the rear service yard at BAS, they are remotely operated. Control of the gates is via the switches in the Logistics Store and also the main Reception desk. A camera and display are also provided to monitor the gate area.

During the working day 0830-1700 hours Monday to Thursday, 0830-1730 hours on Friday, the gates will be operated from the Logistics Store by designated Stores personnel only. Outside normal working hours i.e. 1700 – 0830 hours, the Security Guard will control access to BAS site and the rear yard. Access to the yard area during weekends and Bank Holidays is prohibited.

Drivers of vehicles will request access to the rear yard by using the intercom adjacent to the gates.

Contractors and other personnel driving unpermitted vehicles must visit the main reception desk for authorisation by a BAS staff member and issued with a pass before being permitted entry via the rear gate.

Entry of a vehicle to the service yard must be observed on the monitor until the gates have closed.

3.16 Search Procedures

Searches are not required as part of standard duties, although may be required by request. If the Security Guard is suspicious of a member of staff or visitor/contactor they should note all details and inform the BAS Estates .

3.17 Flags

The flags are to be raised and lowered if required and when advised.

3.18 Newspapers

When delivered, leave on front desk for collection by relevant departments.

3.19 Log Books

The Security Guard is responsible for completing all log books and diaries, which should be checked daily.

These are:

Security Key Log/Diary

This is used for keeping track of master and kitchen keys. This log/diary is found on the main reception desk.

Out of Hours Book

This is used to record details of staff/visitors/contractors entering or leaving site. This book is found on the main reception desk.

Night Diary

This is used by BAS staff to issue short term special instructions to the Security Guards. The Security Guards should note any alarms or minor events etc in this diary. This diary is found on the main reception desk.

Monitoring of Staff Vehicles

This log book is used to track BAS staff car keys. This A4 binder is found on the main reception desk.

BAS Register of Visiting Children

This log book is used to record and children which come on site and is found on the main reception desk.

4.0 Emergency Procedures

4.1 Fire

The main fire panel is situated in the **guardroom** and will indicate in which area of the site the alarm has been raised.

There are two different alarm sounds/states:

- Intermediate – This is a pulse alarm tone.
This indicates that an alarm has been activated in another area of the building and you should 'get ready' to leave the building although you are not in direct danger at that moment. DO NOT enter an area where the 'Full' (high and low tone) alarm is sounding.
- Evacuation – This is a high and low tone.
This indicates that the alarm has been triggered in that area of the building and you should evacuate the building.

When the alarm is activated the fire brigade will automatically be notified.

The security Security Guard should then:

- Notify the BAS Estates duty person via the On-Call phone
- Remain in reception to meet the Fire Brigade
- Check the location of the alarm to give to the Fire Brigade.
- Have all emergency information ready to give to the Fire Brigade.
- Collect the information on which staff may be on site and where they are.
- Be prepared to open rear gates if required.

In the event the activation was a false alarm, once the fire brigade has attended site, and declared the building safe:

- The alarms can be silenced.
- The building can be re-secured.
- The On-Call Facilities Engineer will reset the alarms.

If there was a fire then additional BAS staff will arrive on site and take over co-ordination of the incident.

The radios at Reception can be used in an emergency by the Security Guards to communicate with the BAS Facilities Engineers.

In the event of a fire being discovered or a fire being reported to the Security Guard, the following action should be taken:

- If the alarm has not already been sounded, break the nearest 'break glass', or use the fire panels to put the whole building into alarm (details of how to do this can be found in the fire panels).
The automatic system will telephone the fire brigade.
- In the event of discovering a small fire, be aware of the location of fire appliances and fight the fire. Do not take any personal risks and still call the Fire Brigade to check the fire has been fully extinguished.
- Admit the Fire Brigade and direct them to the scene of the fire, as indicated on the fire panel and open rear service gate if necessary.
- Do not allow staff back into the building once they have been evacuated until instructed by the Emergency Services.
- Be aware of the possibility of theft during evacuation.
- In the event of the alarm being sounded, any BAS staff present will have exited the building via the nearest fire door. All fire doors should be checked and any broken break glass bolt covers replaced before the alarm system can be reset. Contact the 'Estates On-Call Team' to replace the 'break glass' bolt covers and reset the fire alarm system and other systems around the site

To open the rear gates after removing the padlock:

This is done either from Reception or Stores. There are three 'key points' one in Reception and two in Stores.

The Reception button is located here:



The Stores buttons are located here in 'goods inwards' and 'stores packing':

General view of store area (goods inwards) and the button 'in' on the wall round the corner of this wall, near the CCTV monitor..



Close up view of button in 'goods inwards'.



General view of store area (packing) and the button 'in' on the wall round the corner of this brick wall, near the CCTV monitor.



Close up view.



The key used to 'lock' the gates open can be found on the 'master' set. This is the key....



- If staff are in the building, be aware that they may need the gate leading from the mast training area into the north car park opened to allow them to evacuate to a safe distance.

4.2 Lone Worker System

It is sometimes necessary for BAS staff to work alone either during the normal working day or out of normal hours. Some activities and circumstances carry additional risks if the person is working alone with no help immediately available.

The BAS site is fitted with two types of non-fire safety alarms

- entrapment alarms (for getting trapped in cold rooms etc)
- lone worker alarms (for getting into difficulties when working alone)

Both types of alarm trigger an audible alarm from under the reception desk. When an alarm is triggered, a report of the alarm type and location (in the case of an entrapment alarm) or wearer (in case of a lone worker) should be displayed on the monitor on the far right hand side of the reception desk (if facing the front door).

Lone Worker Alarm – out of normal office hours (1630-0900hrs and weekends/bank holidays)

Night Security Guards should not take a responsibility in directly responding to Lone Worker alarms at the point they are triggered, however it may be necessary for them to investigate/provide assistance in some circumstances.

If someone is authorised to carry out lone working, out of the above hours, they should arrange for a 'buddy' to take an alarm pager so that if it is triggered, they can respond to it. If the alarm triggers and it is a lone worker alarm number for their area, they should go to the check out sheet (if necessary) and find who and where the wearer is. They should then search this area for the wearer. BAS staff will be expected to notify reception on whom their buddy is and their contact details.

When safely able to, reset the alarm on the local panel and reset the alarm in reception

4.3 Entrapment Alarm

Entrapment Alarm Response - out of normal office hours (1630-0900hrs and weekends/bank holidays)

Use the map by the alarm monitor to identify the location where the alarm has been triggered.

Go to the area where the alarm was triggered and discover if anyone is trapped or in difficulties. Release the trapped person and give medical attention if necessary. If the door will not open, check for alternative access doors. If this fails, call the Emergency Services. If first aid is given, complete first aid report.

When safely able to, reset the alarm and return to Reception – resetting the alarm there also.

Notify the Estates Team if doors have been forced open etc.

4.4 Lone Worker/Entrapment Alarm Responder Checklist

Lone Worker / Entrapment Alarm Responder Checklist

N.B. Refer to the full Entrapment and Lone Worker Alarm System Operating Instructions to be found at reception for further information.

Complete the following Actions in the following order		Check
1.	Use the <u>Alarm PC Monitor</u> to find out whether the alarm that has been triggered is a Lone Worker or an Entrapment alarm	<input type="checkbox"/>
2.	Use the <u>Lone Worker Alarm List</u> or the <u>Entrapment Alarm Map</u> to identify the alarm that has been triggered	<input type="checkbox"/>
3.	Contact the relevant <u>Suite Manager</u> using the list below, or if unavailable, an appropriate member of staff. Ensure the person you contact will find the alarm that has been triggered and who triggered it, and will contact a first aider if necessary. NB: If out of hours, the guard will have to attend to the alarm themselves	<input type="checkbox"/>
4.	After the person who triggered the alarm has been attended to, reset the <u>alarm system</u> at the trigger point and at reception	<input type="checkbox"/>
5.	Record the incident in <u>AINME</u> including the details listed below	<input type="checkbox"/>
A	The particular alarm that was triggered	
B	The time and date of the incident	
C	The main responders	
D	Details of any injury or consequences	
NB. If at any time the responder feels it is appropriate to contact <u>Emergency Services</u> then they should do so immediately		

Suite Managers –

Glaciochemistry – L 1381, E 1576.

Geology – H 1378.

Biology – P 1568, E 1372, G 1624

4.5 Unauthorised Persons

No unauthorised persons are to be allowed in/out of the building. In the event of an intruder being discovered the Police are to be informed.

- Inform the Police by dialling “(9)999”. Ensure the operator confirms the name and address of the premises before ringing off.
- Admit the Police to the premises and direct them to the scene of the crime.
- Notify BAS personnel as indicated on the Site Contacts List
- Record all relevant details in the ‘Security Guard Log Book’ and write a full report for the BAS Estates Team, to include:
 - Area of entry.
 - Method of entry.
 - Names of individuals involved.
 - Names and numbers of Police Officers.
 - Nature of crime.
 - Times.
 - Dates.
 - Damages or losses.
- Always be careful not to destroy evidence at the scene of the crime which could be used as evidence by the Forensic Department.

4.6 Bomb Threat / Call or Suspect Letter / Parcel and Threatening / Suspicious Phone Calls

4.6.1 Bomb Threat

Should the Security Guard receive a bomb threat call, they will :

- Complete the form located within the Emergency Folder on main Reception
- Immediately contact the Estates On-Call telephone
- Call the Police by dialling “(9)999”. Ensure the Operator confirms the names and address of the premises before ringing off
- Inform the BAS Estates On-Call Phone
- If staff still are working on the premises, notify the Directorate or Head of Estates for a decision to evacuate the building. This is done by sounding the fire alarm
- The Security Guard will enter details in the ‘Security Guard Log and submit a full written report, giving the completed ‘Bomb Threat/Call or Suspect Letter/Parcel and Threatening/Suspicious Telephone Calls Form’ and any other relevant details, to The Head of Estates

4.6.2 Suspect Letter/Parcel Bomb

DO NOT TAMPER WITH ANY SUSPICIOUS LETTER OR PACKAGE

Should a letter/parcel bomb be suspected, the Security Guard will:

- Clear everyone and all easily moveable items away, leaving the package prominently on a clear table/desk
- Notify **BAS staff as on the Site Contact** List (DO NOT take personal risks, notify the Police if necessary)
- DO NOT use mobile phones or Radios near it.
- DO NOT attempt to:
 - Open
 - Squeeze
 - Place object in water
 - Place inside a container
- Enter details in the 'Security Guard Log Book' and submit a full written report, giving relevant details, to the Estates Team.

NOTE: Pointers to look for in determining a suspect letter or package:

- Unusual point of origin or sender.
- Letter or package is lop-sided.
- Excessive weight for the size of letter/package.
- Springiness in top, bottom or sides.
- Protruding wires.
- Small hole (pin hole) in envelope or package wrapping.
- Greasy marks on envelope or package.
- A smell of almonds or marzipan.
- Flap of envelope completely stuck down (usually there is a gap of 4mm (1/8 inch)).
- Use of 'Letterset' or 'Uno stencil'.
- Contents are unusually stiff.
- Excessively wrapped with tape, string or padding.
- Letters labelled 'personal' or 'private' addressed to Senior Management by job title not name.

4.6.3 Threatening / Suspicious Telephone Call

If you received one of these calls complete the 'Bomb Threat/Call or Suspect Letter/Parcel and Threatening/Suspicious Telephone Calls Form.

- Call the Police by dialling "(9)999", ensure the operator confirms the name and address of the property before ringing off
- Immediately inform BAS Estates On-Call
- If staff are still working take advice from Directorate or The Head of Estates

4.7 First Aid

The Security Guard should be a trained First Aider and take appropriate action, either contacting the BAS First Aider (if on duty) or take appropriate action themselves and/or contact the Emergency Services if necessary. If during normal working hours, the First Aiders can be contacted via the mobile phones.

The current positions of BAS First Aid boxes are shown in [5.8, page 65 & 66](#).

The red phone on the reception desk (extension **1321**) is used in all case of emergency situations and should be answered immediately it rings.

Should any person on the premises have an accident or fall ill, the Security Guard will:

- Notify the approved First Aider if on site. (This is unlikely due to the hours of duty, but the First Aid pager should be contacted/paged)
- Give first aid if you are a qualified First Aider
- Telephone an ambulance, if necessary, depending on the injury concerned by calling “(9)999” or use the red phone on Reception. Ensure the operator confirms the name and address of the premises before ringing off. Meet or arrange for the ambulance crew to be admitted to the building.
- Enter details in the ‘Security Guards Log Book’) and submit, to the Estates, a full written report recording all the relevant details, including:
 - Time.
 - Date.
 - Name(s) of casualty(s).
 - Nature of accident.
 - Treatment given.
 - Outcome (returned to work, sent home, taken to hospital etc.) and,
 - Names of officers.
- If out of hours, administer first aid and make an entry in the night diary for BAS staff to follow up on during the next working day

4.8 Lift Alarm

If anyone becomes trapped in the lift they should use the emergency call button inside the lift and say they require help. This button places a call straight through to the lift operator who will send an engineer to open the doors.

Should the situation get worse, the Emergency Services should be called and they will open the lift doors and assist the people inside.

4.9 Disabled Toilet Alarm

If anyone becomes trapped in one of the disabled toilets they can raise the alarm by pulling the RED cord. This will sound an alarm and activate a light outside the toilet door.



RED emergency cord

If you are informed that one of the toilets alarm has been activated contact a BAS First Aider (if any are present on site) and ask them to accompany you. If a BAS First Aider is not on site you will need to deal with the emergency yourself. The Emergency Services may also be needed.

The alarm for the disabled toilets in Central Services will sound both in the toilets and reception.

The alarm for the toilets in SB2 will sound only outside the toilet in question.

To reset and silence the alarm press 'reset' on the front of the alarm control box found inside the toilet.

'Reset' button.

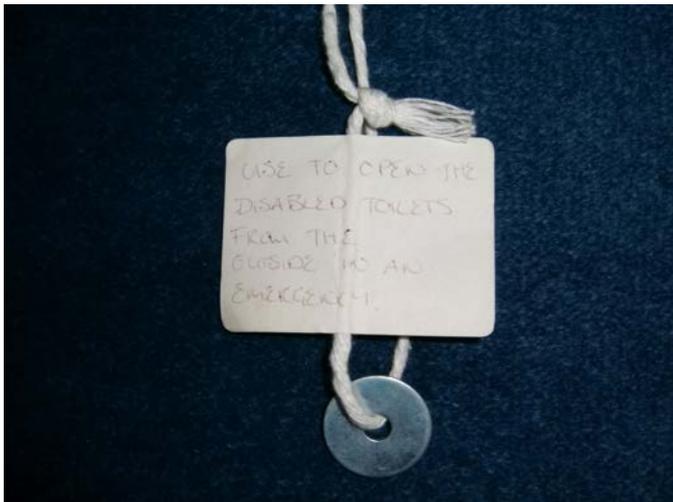


The toilet door will be locked, however a 'key', which is found on Reception by the coat hooks, can be used to open the door.

Location of 'Key'



Close-up of the Key location



Close up of the key

Once the emergency has been dealt with and the alarm 'reset', complete a first aid report for The Head of Estates

Once the emergency has been dealt with and the alarm 'reset', complete a 'first aid report' for the BAS Security Officer.

4.10 Plant Malfunction

A record of **ALL events and actions taken** should be made in the 'Security Log Book' as well as actions below:

General Plant

Power

Fault		Action to take
Full site power failure	<ul style="list-style-type: none"> • Emergency lights come on automatically. • Backup generator comes on automatically within 20 seconds. • Mains power will come back online seamlessly. • SP2 common alarm sounds, located in room 506 (plant room). See figure mnt01 	<ul style="list-style-type: none"> • Silence SP2 common alarm, located in room 506 (Plant Room). See figure mnt02 • Notify Estates team in the morning after the power failure. • If the generator continues to run for over 3 hours call the 'Estates On-Call Team' immediately, see '2.2 Out of Hours Contact Information Page 6'.
Backup generator does not come on in 20 seconds	<ul style="list-style-type: none"> • Main lights and general electrical services do not come back on. 	<ul style="list-style-type: none"> • Call the 'Estates On-Call Team' immediately, see '2.2 Out of Hours Contact Information Page 6'
Power distribution failure	<ul style="list-style-type: none"> • An individual distribution board or electrical circuit failure. 	<ul style="list-style-type: none"> • If no plant equipment goes into alarm due to power loss, notify Estates team in the morning. • If plant equipment goes into alarm due to power lose, call the 'Estates On-Call Team' immediately, see '2.2 Out of Hours Contact Information Page 6'
UPS fault alarm in main computer room		<ul style="list-style-type: none"> • Notify 'Information Communication Technology Helpdesk' in the morning.

Fire Alarm

Fault		Action to take
Fire alarm panel sounds/shows a fault		<ul style="list-style-type: none"> • Cancel the buzzer using the 'cancel buzzer' button as shown in figure mnt03 and notify the Estates team in the morning. • If the system goes back into fault call the 'Estates On-Call mobile' immediately, see '2.2 Out of Hours Contact Information Page 6'

Refrigeration Systems

Fault		Action to take
Temperature warning light flashing on control panel	<ul style="list-style-type: none"> Temperature no greater than 2°C out of set point. 	<ul style="list-style-type: none"> Return in 30 minutes and recheck the temperature. If the system is still outside of the required temperature call the 'Estates On-Call Team' immediately, with the system reference number e.g. '4WR999'. See '2.2 Out of Hours Contact Information Page 6'
	<ul style="list-style-type: none"> Temperature is greater than 2°C out of set point. 	<ul style="list-style-type: none"> Call the 'Estates on-call mobile' immediately, with the system reference number e.g. '4WR999'. See '2.2 Out of Hours Contact Information Page 6'
Refrigeration system failure	<ul style="list-style-type: none"> A refrigeration system shows a fault light but temperature is not in fault and the secondary system is running. 	<ul style="list-style-type: none"> Notify Estates team in the morning, with the system reference number e.g. '4WR999'.
	<ul style="list-style-type: none"> A refrigeration system shows a fault light and the temperature is out of tolerance and/or the second system is not running. 	<ul style="list-style-type: none"> Call the 'Estates On-Call mobile' immediately, with the system reference number e.g. '4WR999'. See '2.2 Out of Hours Contact Information Page 6'

Heating Systems

Fault		Action to take
Lose of heating to part or whole of the site		Notify Estates team the next working morning.

Water Systems

Fault		Action to take
Water leaks or lack of water in building	Loss of water at a tap.	Notify Estates team the next working morning.
	General water leak.	Call the 'Estates On-Call Team' immediately, see '2.2 Out Of Hours Contact Information'. Do not attempt to turn the water off
	Loss of hot water.	Notify Estates team the next working morning.

Plant Failure

Fault	Action to take
Common plant failures	<ul style="list-style-type: none"> See the 'Estates Fault Instruction Label' on the equipment and follow them. If in doubt Call the 'Estates On-Call Team', see 'Section 5.01: Site Contact Details'.

General Building

Fault		Action to take
Damaged/faulty door or door ironmongery (handle, hinge, door closer, catch and lock)	<ul style="list-style-type: none"> External access door, damaged causing a security breach. 	<ul style="list-style-type: none"> Call the 'Estates On-Call team' immediately, see 'Section 5.01: Site Contact Details'.
	<ul style="list-style-type: none"> External access door, damage of a minor nature and the door is still secure. 	<ul style="list-style-type: none"> Notify Estates team the next working morning.
	<ul style="list-style-type: none"> Internal door. 	<ul style="list-style-type: none"> Notify Estates team the next working morning.

Figure *mnt01*

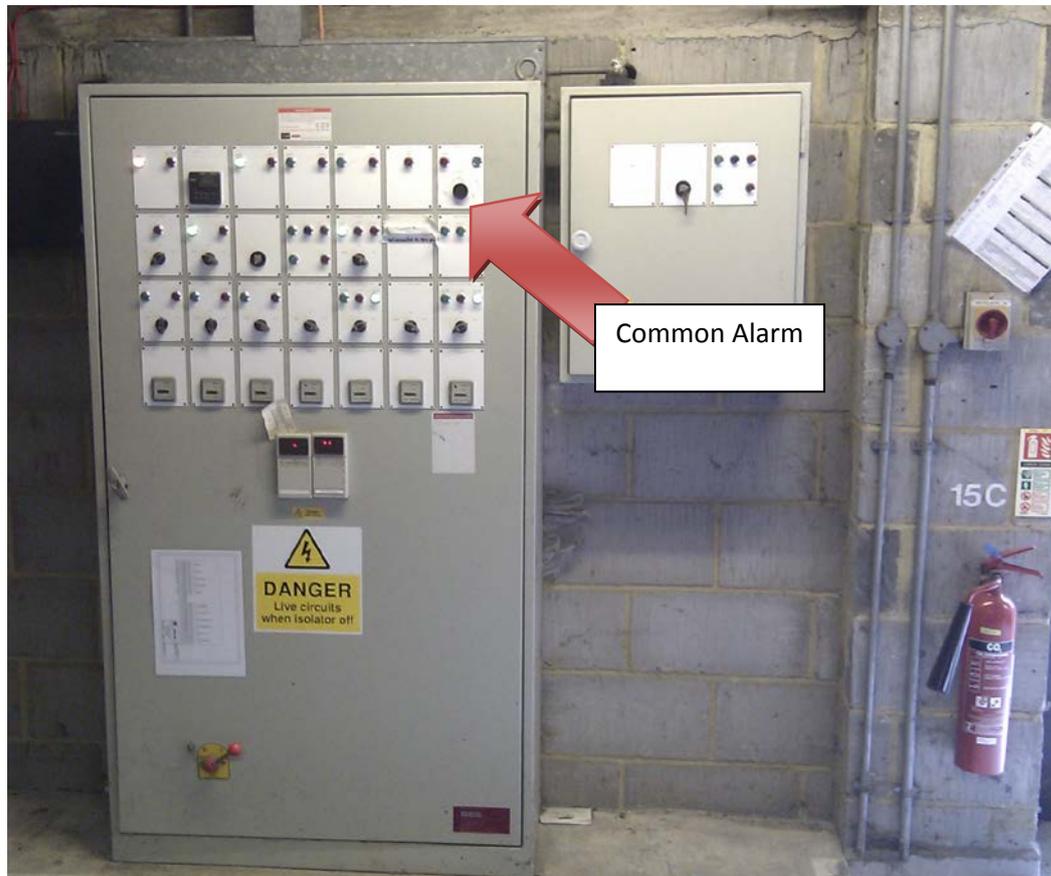


Figure *mnt02*

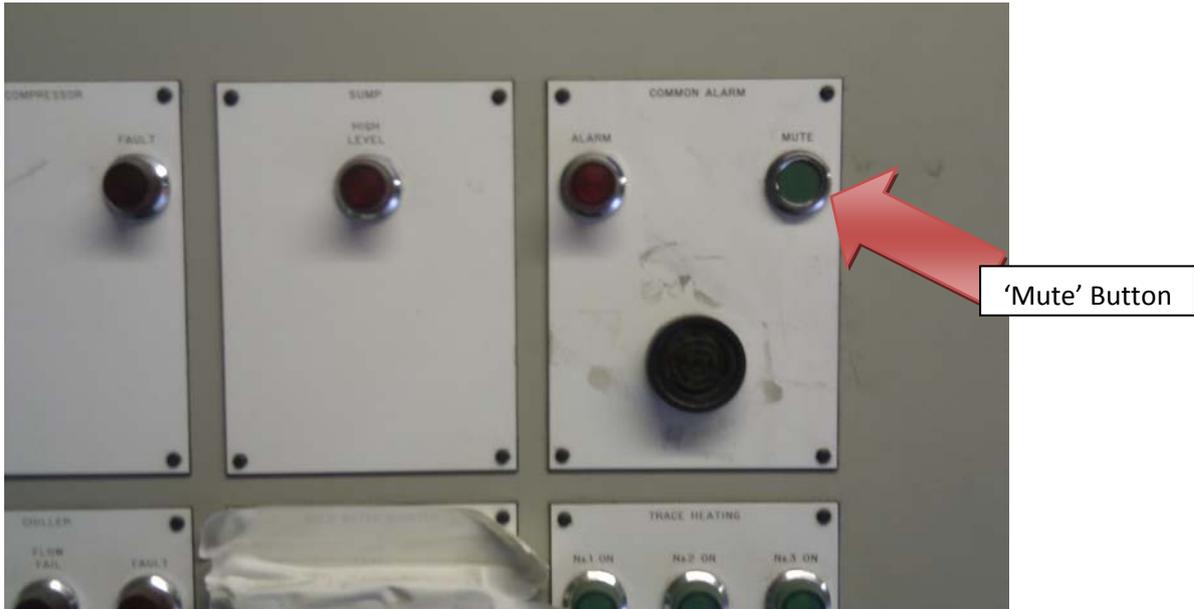
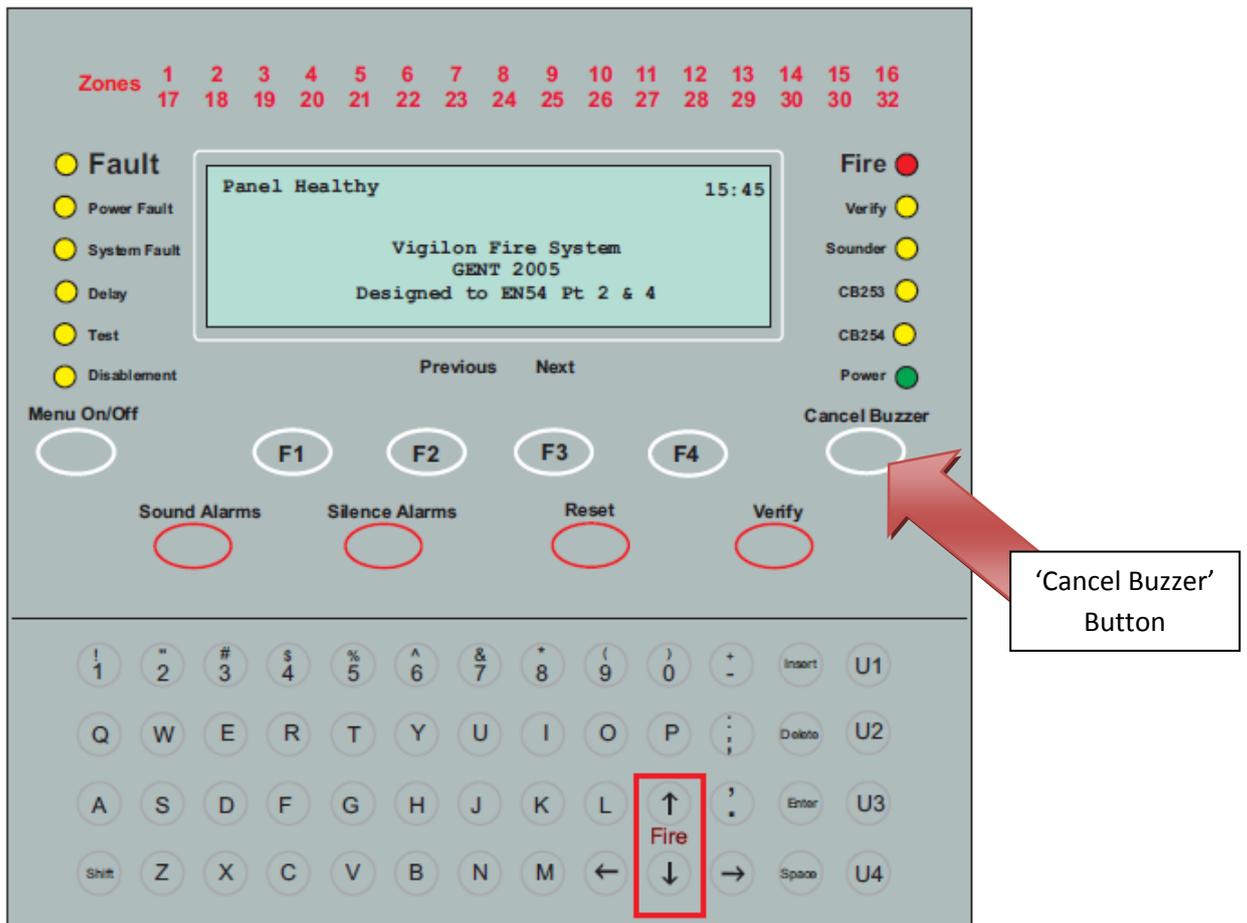


Figure *mnt03*



The Security Guard should be supplied with a torch in case of a major systems failure. A log of all alarms and call outs should also be made in the 'Security Guard's Log Book' and also the 'Night Diary' (see '3.19 Log Books, page 18').

The Security Guard will make sure he is aware of the actions to be taken when equipment fails.

Temporary changes to the arrangements due to annual leave, etc, will be noted in the ‘Security Guard’s Log Book’ and also the ‘Night Diary’ which is held on Reception (see ‘3.19 Log Books, page 18’’).

<u>SUMMARY OF PLANT ROOMS</u>	
SCIENCE PAD 1	BOILER HOUSE
SCIENCE PAD 2	BOILER HOUSE
SCIENCE BLDG 2	SECOND FLOOR PLANT ROOM
SCIENCE BLDG3	FIRST FLOOR PLANT ROOM

Scientific Plant and Equipment Alarms

If the fault is not covered in the above table ‘General Plant’ then see the following details:

<u>SUMMARY OF SCIENTIFIC PLANT ALARMS</u>	
CENTRAL SERVICES	ROOM 06 ROOM 208 ARCHIVE STORE
SCIENCE PAD 1	GLACIOLOGY COLD ROOM
SCIENCE PAD 2	ROOM 501, 502, 504, 505
SCIENCE BUILDING 2	ROOM 253, 261, 262
SCIENCE BUILDING 3	ROOM 84A, 84B, 84C

Controlled Environment Facility

This covers a number of cold rooms and various refrigerated equipment. Live animals and plant material may be at risk in the event of equipment or power failure. All equipment is labelled; alarms may be remote or local. Local alarms should be checked on each round. In the event of an alarm sounding indicating equipment failure, see ‘fault table’ above and follow actions. If there is an ‘On-Call’ rota next to this equipment the appropriate member of BAS staff should be contacted.

Room 253, Science Building 2: Terrestrial Cool Preparation Room
(Asset No. BAS18E94222ES)
Local temperature alarm on control panel outside of cold room.
Panic Alarm (Read instructions by alarm).

*Room 501, Science Pad 2: Life Sciences Freezer Store
(Asset No. BASA94017ES)*

Remote temperature alarm in and outside of security office and local alarm on control panel at rear of cold room. See rota – covered by CEF call out rota list by freezer.
Panic Alarm (Read instructions by alarm).

Marine Aquarium

See rota – covered by Marine call out rota list.

Room 502, Science Pad 2: Small Controlled Environment Cabinets, Cooled Incubators, Freezers.

Alarms are, either, a local bell, buzzer or flashing light.
All are individually marked.
See rota: Covered by CEF call out rota list by freezer.

Room 505, Science Pad 2: Physical Sciences Division

There are local alarms only to the equipment/rooms. These should be checked on each round.

Rooms 261, 262 Science Building 2: Gas Alarm

Local and remote alarm to security office.

Room 504, Science Pad 2 (Zone 15)

Area to be checked on each round for freezer and other equipment failure.

Science Pad 1: Cold Room and Science Building 3 Ground Floor: Clean / Cold Laboratories and Rooms 84a, b and c

See Section 6 – Appendix 6.21 – Glacio Alarm Callouts – What to do if you are called for full details.

4.11 Emergency Shut off Valves

Unless there is an immediate risk to life, or the building, the following should only be shut off under emergency conditions on the advice of the:

- Facilities Maintenance Team or
- Emergency Services or
- Senior BAS staff

In all cases the 'Estates On-call' engineer should be contacted for advice after the shut down has been completed since it will affect a number of systems. The supply should only be reinstated by the 'Estates On-Call engineer'.

Gas

- The main gas isolating valve for the entire BAS site is situated in the 'Gas Meter Room' located outside, near the link between Central Services and Science Building 1. Using this valve cuts the gas off to everything on site. 'See plan 5.10 page 71'
- The isolating valve for Science Building 1 is located in the corridor leading to Stores/Logistics. 'See plan 5.10 page 71'
- The isolating valve for Science Building 2 and Science Pad 2 is located in Boiler House 2, Science Pad 2 on the left hand side. 'See plan 5.10 page 71'
- Each Boiler house has an automatic shut off valve for the gas. This is operated by striking the red mushroom shaped button near the doors. This only shuts off the gas to the boilers.
- The kitchen has one local shut off valve, for its location, see 5.10. The kitchen is supplied via a meter in ground floor plant room 276, and the supply can also be isolated from here. 'See plan 5.10.1 page 72'
- All other rooms, labs, workshops have local isolation points. The pipe work is distinguished by its YELLOW colour.

Electrics

The main switch is adjacent to the Generator Building near the garage. There are also numerous electrical circuits throughout the building all protected by fuses and circuit breakers. In the event of an accident or failure the protection will activate and isolate the circuit safely.

If a situation occurs where all the power in an area is required to be off, then the main switch located adjacent to the distribution board can be turned off. These are located throughout the building and control the building and control the immediate area.

Water

The main water valve is adjacent to cycle rack in North Car Park.

There are also numerous water systems fed from many directions on site. The only means of isolation is by first identifying the type of service (e.g. heating, cold water, mains water etc.) and following the pipe to the valve.

Generator Fuel / Diesel

The generator has two fuel tanks; the main supply tank is in the next room to the generator with a maximum capacity of 4000 litres and a primary tank under the engine with a capacity of 600 litres. The primary tank is bunded and the main supply tank is double bunded.

The fuel pipeline between the main supply tank and primary tank has automatic shut off valves and switches released by weighted fuse-able links.

If there is a major oil spill, call Belfor on **08000 10 66 00** stating you are from British Antarctic Survey and quote Account Number PRE/00357 and call the Estates On-Call Team.

4.11.1 Location of Gas, Water and Electricity Cut-Off Valves - Ground Floor

