

NEW CASTLE COUNTY

PERSONNEL POLICY

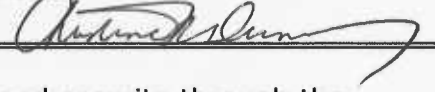
NUMBER 5.17

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DATE 07/29/14

SUBJECT: BUILDING SECURITY/EMPLOYEE IDENTIFICATION AND VISITOR MANAGEMENT

APPROVED:



OBJECTIVE: To establish policy for maintaining building safety and security through the proper identification of New Castle County employees and managing visitors within New Castle County facilities.

STATEMENT: It is the policy of the New Castle County Government to provide a safe and secure workplace for all County employees, as well as for the general public that visits our government offices and other facilities to conduct official business. A variety of safety and security measures have been implemented at County offices, which include access controlled entrances/exits, internal office areas throughout our County facilities, and emergency plans. Security is maintained by designating building access and internal area access to those employees that have a business necessity to access certain New Castle County buildings and designated areas within those buildings according to their job description and responsibility. Thus, maintaining effective access control is a key element of workplace safety and security. In addition, limiting and monitoring visitors within our buildings is also an essential element of employee safety, security of New Castle County assets, and sensitive information.

The individual County employee's New Castle County ID card is a key component of our workplace safety and security strategy. The New Castle County ID Card establishes who is a County employee.

PROCEDURE:

1. EMPLOYEE IDENTIFICATION DISPLAY:

All New Castle County employees shall display their official New Castle County issued ID card when entering any New Castle County government building, and shall ensure that the ID card is readily available when operating within the building. New Castle County employees shall display their ID Cards upon the request of building security staff, supervisors, and law enforcement personnel. This policy applies at all times, including beyond normal and customary business hours, weekends, and holidays.

2. SECURED DOORS

All secured doorways (entrances/exits with controlled card readers) must be closed at all times other than when entering or exiting. Doors should not be left or propped open. Employees must ensure that all secured doors close when entering or exiting. If a door must be propped open for an extended period of time, an employee must notify the front lobby desk of the appropriate facility. The employee must provide the time period the door will remain open.

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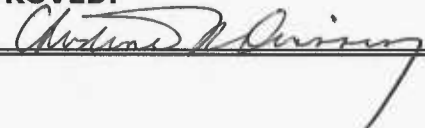
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3. VISITOR MANAGEMENT

A. Contractors, Vendors, Post and Parcel Delivery/Pickup

All contractors, vendors, USPS letter carriers and commercial parcel delivery personnel are required to sign in/sign out at the reception desk. Contractors and vendors shall be escorted to their work site by a representative of the New Castle County Department or Division for which they are providing service, and they should be accompanied by the department representative. Certain Contractors may require a more permanent access card issued, and all aspects of this policy will apply to those contractors. General Managers and Department Directors shall develop such policies and procedures as may be necessary and proper to ensure adequate monitoring is maintained, taking into account the type of contractor/vendor and service being performed.

Uniformed USPS letter carriers and commercial parcel delivery personnel may proceed unescorted to designated mail rooms provided their movement through the building can be adequately monitored by building security personnel by remote means.

B. Visitor Protocols

Employees are required to follow all security procedures when working with customers, the general public or when expecting visitors. This section does not apply to the public areas of libraries or activity centers. A visitor is considered to be any individual who is not employed by New Castle County, and New Castle County employees who do not possess the authorized level of access within a particular building.

Visitors shall be provided an identification badge and relevant personnel shall instruct visitors that the badge must be worn at all times while in the facility.

All New Castle County employees who have visitors shall be notified by the receptionist and they or their designee shall come to the reception area to greet the visitor and escort them to the appropriate destination in the building. At no time shall any visitor proceed through the building unescorted. Employees shall not open locked doors for visitors unless authorized. Visitors, including New Castle County personnel without proper access levels, must wait in designated areas until a New Castle County employee escorts them to the appropriate destination in the building.

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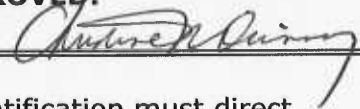
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An employee who observes a person(s) without proper identification must direct them to the front lobby desk and inform the Building Site Facilitator (designated by the New Castle County Threat Incident Management Plan/Facility Evacuation plan) taking their personal safety into account. Should the person(s) refuse to comply, the employee must immediately notify 911 and the Building Site Facilitator or the front desk of the building.

REQUIRED ACTION: General Managers and Department Directors shall ensure that their personnel comply with this Policy. General Managers and Department Directors are authorized to determine the specific level of building access their employees need to perform the normal and customary functions of their particular job, and shall arrange to have their employees' ID Cards appropriately programmed. General Managers and Department Supervisors shall ensure that visitors are properly identified, checked in, and escorts are maintained.

ENFORCEMENT: Failure to abide by this policy will be subject to Discipline Policy 1.00, County Work Rule #8.

Established:

07/29/14