

SOP 0031 CODE PINK

Title: Code Pink (Lockdown) During Business Hours

Created by:	Security Manager	Issue Date:	12/03/2021
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SOP 0031 – CODE PINK Procedure:

SCOPE	All Staff at 140 William St.
OBJECTIVES	To ensure that security personnel are competent in recognizing an emergency that requires the building to be placed under partial or full lockdown.
OCCURRENCE	As needed
RELATED PROCEDURES & TRAINING DOCUMENTS.	SOP 003 – Revolving Door Locking Procedure CAPACITY – Workplace Intrusion
EQUIPMENT	Two-way radio Site Mobile Phone Security PC Security Key Set Security Personnel

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Process 1: RECOGNISING THE EMERGENCY

Step 1.	<p>There are many types of emergencies that may require security to place the building in a lockdown the most common ones are:</p> <ol style="list-style-type: none"> 1. External threats such as: <ol style="list-style-type: none"> a. External armed individual(s) b. External Bomb threat
Step 2.	<p>Recognizing the threat is not always clear cut and immediate but Building Security are to be aware of what is happening in the vicinity of the building as well as other factors that can be communicated from time to time such as:</p> <ul style="list-style-type: none"> • News alerts of developing situations in the area • Suspicious vehicles or vehicle activity • Notification of direct threat to the building or one of the building tenants • Police notification of direct threat to the building or to the surrounding area.
NOTE:	<p>ALL ACTIVITY OR INFORMATION THAT IS OBSERVED OR COMMUNICATED TO SECURITY PERSONNEL HOWEVER TRIVIAL IT MAY SEEMS IS TO BE COMMUNICATED TO THE SITE SECURITY MANAGER AS SOON AS IT IS SAFE TO DO SO.</p> <p>IF THE SITE SECURITY MANAGER IS UNAVAILABLE THEN THE INFORMATION SHOULD BE PASSED ON TO THE BUILDING MANAGEMENT TEAM ON SITE.</p>

Process 2: ESCALATION PROCESS

Step 1.	<p>In the circumstance that a threat is identified and communicated to the Site Security Manager, which may require a lockdown to be considered or initiated, the Security Manager (or the Security staff member in charge) must:</p> <ol style="list-style-type: none"> a. Communicate with the relevant Emergency services by calling 000. b. Inform the Building Services Manager on 0400 943 562 or if not available the Manager on duty at the time. Advise them if additional Support will be required.
Step 2.	<p>Once the matter is communicated a collaborative decision is to be taken if the site will be placed under a partial or full lockdown.</p>
NOTE	<p>A DECISION TO PLACE THE BUILDING IN LOCKDOWN MODE WHETHER PARTIAL OR FULL IS ONE OF A SERIOUS NATURE AS IT WILL DISRUPT THE DAY TO DAY ACTIVITIES OF THE BUILDING OCCUPANTS. THUS IT CAN ONLY BE INSTIGATED BY BUILDING MANAGEMENT ONCE THE INFORMATION IS ACQUIRED AND COMMUNICATED, WITH AN EXCEPTION OF IMMEDIATE REAL AND IMPENDING LIFE THREATENING SITUATION,</p>

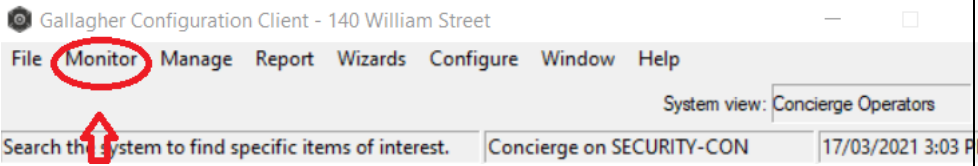
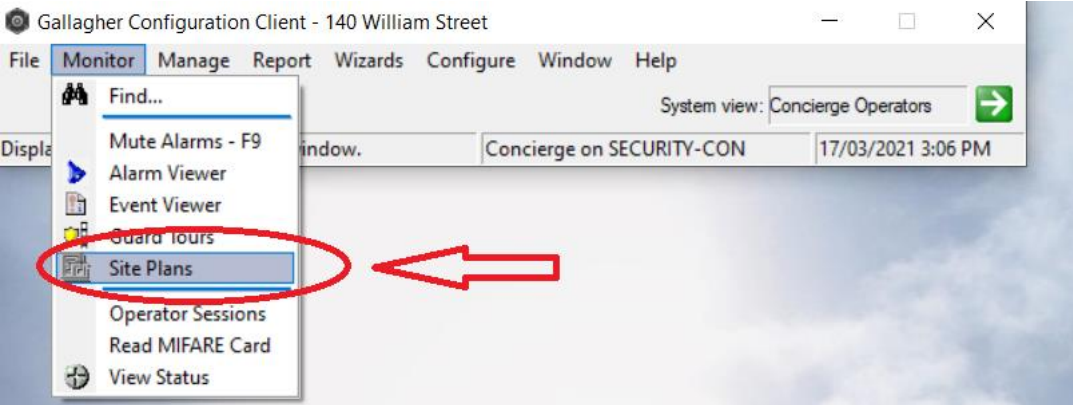
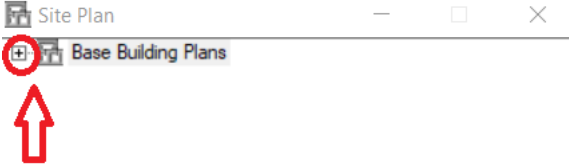
	WHERE THE SITE SECURITY MANAGER (CHIEF WARDEN) MAY INSTIGATE THE LOCKDOWN IF IT IS THE ONLY SAFE OPTION AVAILABLE.
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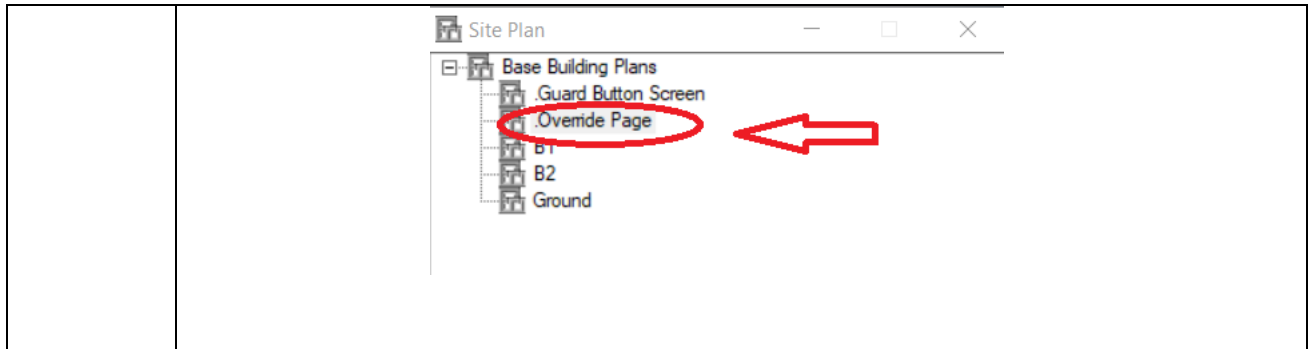
Process 3: Types of building Lock down through the security system

Step 1.	There are three (3) types of lockdown available to this site at this point in time: <ol style="list-style-type: none"> 1. Soft Lockdown – External Doors on Secure mode 2. Medium Lockdown – Building Secure mode. 3. Hard Lockdown – External Doors Lockdown
Step 2.	Soft Lockdown – External Doors secure can be used once the decision is made to secure all perimeter doors and only access card holders can access the building.
Step 3.	Medium Lockdown - Building Secure mode. Can be used once the decision is made to restrict access to all doors and lifts in the building that are attached to the security system, to access card holders only.
	Hard Lockdown – All External doors are placed into lockdown mode and only Authorised staff with Lockdown Override access on their access cards can access the building externally.
NOTE	<p>AT THE ACTIVATION OF ANY OF THE LOCKDOWN TYPES, THE LOCKDOWN MUST BE COMMUNICATED TO ALL TENANTS IN THE BUILDING, EITHER VIA A PA ANNOUNCEMENT WHERE THE WARDENS ARE ADVISED OF A CODE BROWN (EXTERNAL THREAT) AND THAT THE BUILDING HAS BEEN PLACED IN ONE OF THE TYPES OF LOCKDOWN,</p> <p>OR BY A MESSAGE TO THE TENANT REPRESENTATIVES BY PROPERTY MANAGEMENT THROUGH THEIR COMMUNICATIONS SYSTEM.</p> <p>THE DECISION OF THE TYPE OF ANNOUNCEMENT DEPENDS ON THE SITUATION AND DIRECTIVES FROM PROPERTY MANAGEMENT.</p>

Process 4: INITIATING THE LOCKDOWN PROCESS (CODE PINK)

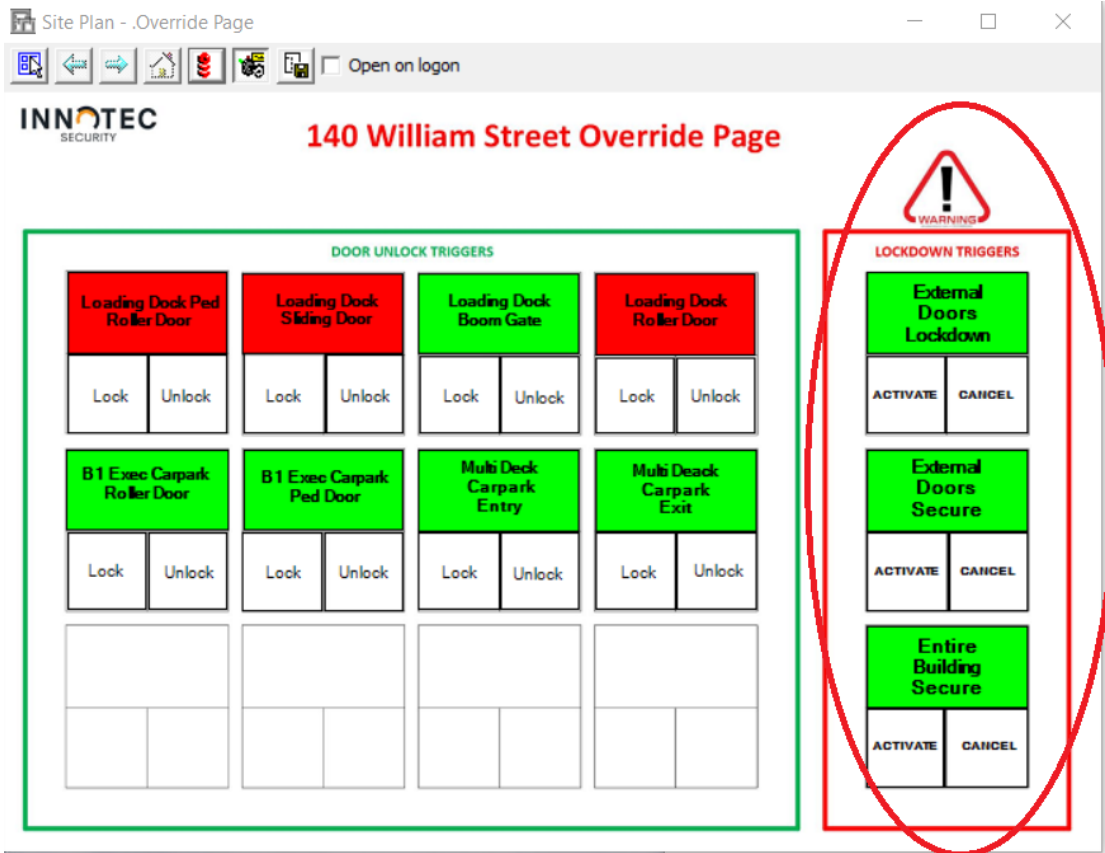
Step 1.	When a Lockdown is decided the following process is to be followed: <ol style="list-style-type: none"> 1. Site Security manager is to call 'CODE PINK' to all staff on the two way radio system and repeat twice, as follows: 'SIERRA 1 TO ALL STAFF CODE PINK. I REPEAT SIERRA 1 TO ALL STAFF CODE PINK, PLEASE ACKNOWLEDGE' 2. All Staff are to acknowledge the radio call and remain on standby for further instructions.
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	<p>3. The Dock Master is to respond with Acknowledge and on Standby for instruction.</p>
<p>Step 2.</p>	<p>The Security Manager then is to advise the Dock Master by two way radio or site phone of the type of lockdown required:</p> <ol style="list-style-type: none"> 1. Soft Lockdown – External Doors on Secure mode 2. Medium Lockdown –Building Secure mode. 3. Hard Lockdown – External Doors Lockdown
<p>Step 3.</p>	<p>The Dock Master is to activate the lockdown required by following the process below:</p> <ol style="list-style-type: none"> 1. On the Gallagher Security system select command banner left click on the Monitor command:  2. From the menu that appears select the Site Plans option:  3. In the window that appears click on the + sign to expand your selections  4. Once expended select the Override page option by left double clicking it:

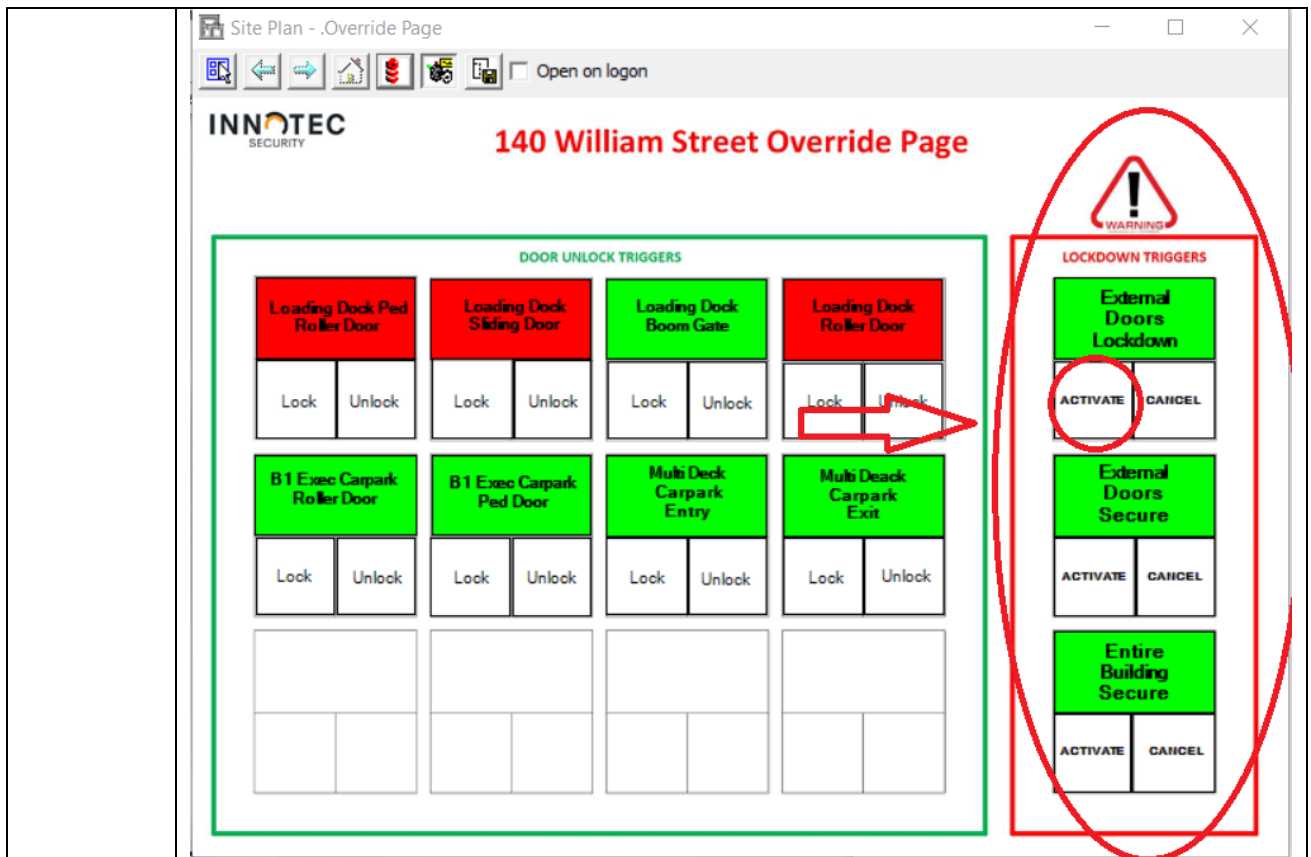


Step 4.

1. In the window that appears (Below) you will see the Lockdown overriding Triggers in the right hand side column:



2. You must now double click on the activate box of the desired lockdown option (for the purpose of this document we are choosing the Perimeter Doors Lockdown Option):



3. Once this is activated the color of the description box will change to red.
4. You have now initiated the chosen lockdown process.

Step 5.

Once the activation of the desired Lock down option is activated, the Dock Master must announce over the two way radio that 'CODE PINK HAS BEEN ACTIVATED' for all staff to be aware.

NOTE

THE GALLAGHER SECURITY SYSTEM AT THIS STAGE HAS NO CONTROL OVER THE REVOLVING DOORS ON THE GROUND FLOOR.
THESE MUST BE SECURED MANUALLY ACCORDING TO SOP 003 – REVOLVING DOOR LOCKING PROCEDURE, BY THE ROVING SECURITY GUARD AND OR THE SITE SECURITY MANAGER IF SAFE TO DO SO AT TIME CODE PINK IS ANNOUNCED OVER THE TWO WAY RADIO.

Process 5: SECURITY POSITIONS AT CODE PINK

Step 1.

1. Site Security Manager or Eco member to attend Ground level and commence locking of Revolving doors with Security Rover.
2. Site Security manager to Attend Fire Control Room and Use the EWIS system for PA announcements if advised or required.
3. Site Security Manager to liaise with the Emergency Services as required and for updates of the situation.

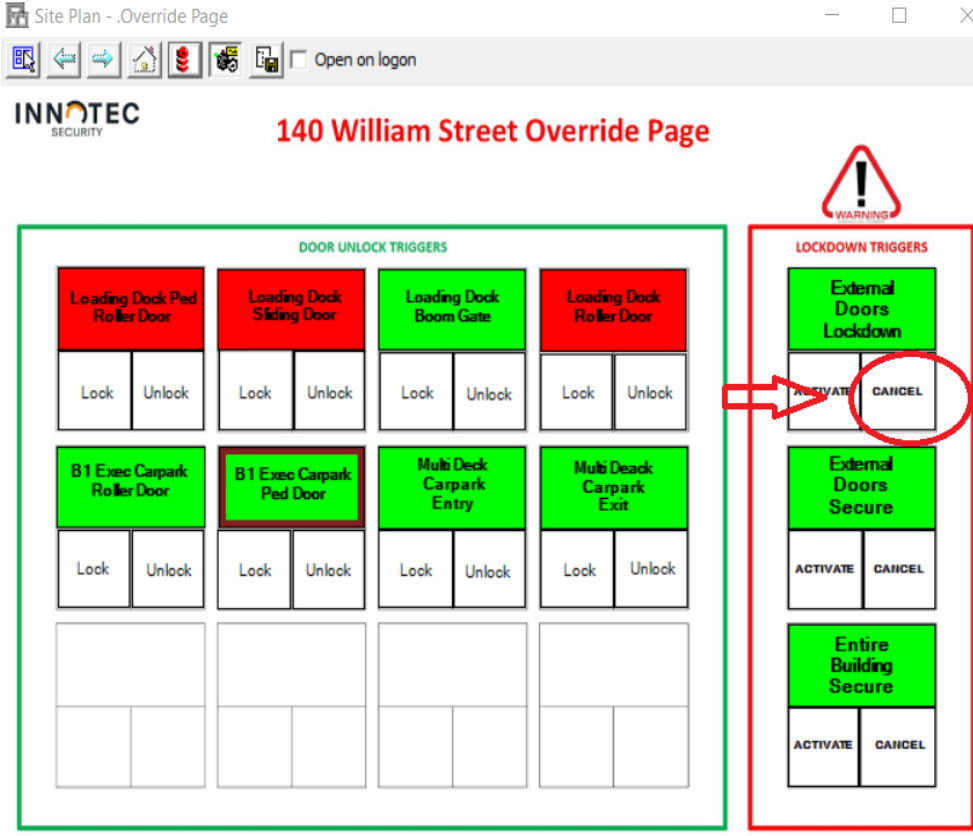
Step 2.

Security Rover to relay information and updates to Building Management as required.

Step 3.	Dock Master is to remain in the Loading Dock Office and: <ol style="list-style-type: none"> 1. Monitor the CCTV System of all Perimeter areas and advise Site Security Manager of any changes or other relevant observations. 2. Be prepared to either escalate the lockdown by taking further action on the Gallagher Security System upon request by Site Security Manager or Property Management. 3. Be prepared to contact further requested communications by Site Security Manager. 4. Instigate the cancellation of the CODE PINK by canceling the lockdown activation upon advice by Site Security Manager or Property Management. 5. Maintain a log of activities from the start of CODE PINK to its Cancellation.
NOTE	<p>UNDER NO CIRCUMSTANCES ARE SECURITY PERSONNEL TO BE INVOLVED IN CONFRONTATION WITH INVOLVED PEOPLE AND NEWS CREWS UNLESS THERE IS REAL AND IMPENDING THREAT TO LIFE AND IT IS SAFE TO DO SO.</p> <p>ANY ESCALATION OR CONCERN MUST BE ESCALATED TO THE SITE SECURITY MANAGER SO THEY CAN BE RELAYED TO THE EMERGENCY SERVICES.</p>

Process 6: DEACTIVATING THE LOCKDOWN PROCESS

Step 1.	At the completion of the event that required the CODE PINK to be Initialised and after consultation with the Emergency Services and Building Management, The Site Security Manager will initiate the cancellation of the CODE PINK alert.
Step 2.	The Site security Manager will announce via the two-way radio "CODE PINK IS TERMINATED" "I repeat CODE PINK is now terminated", "All staff please acknowledge".
Step 3.	<ol style="list-style-type: none"> 1. All Staff to acknowledge code termination message via two-way radio. 2. Dock master to respond with "Commencing CODE PINK cancellation.
Step 4.	The Dock Master must now cancel the CODE PINK lockdown that was previously initiated by: <ol style="list-style-type: none"> 1. On the Gallagher Security System screen that shows the override window double click the cancel area as depicted below:

	 <p>The screenshot shows a web interface for '140 William Street Override Page'. It features two main sections: 'DOOR UNLOCK TRIGGERS' and 'LOCKDOWN TRIGGERS'. The 'DOOR UNLOCK TRIGGERS' section contains a grid of buttons for various door types, each with 'Lock' and 'Unlock' options. The 'LOCKDOWN TRIGGERS' section contains three green buttons: 'External Doors Lockdown', 'External Doors Secure', and 'Entire Building Secure', each with 'ACTIVATE' and 'CANCEL' options. A red box highlights the 'External Doors Lockdown' section, and a red circle highlights the 'CANCEL' button. A red arrow points from the 'CANCEL' button to the 'DOOR UNLOCK TRIGGERS' section.</p> <ol style="list-style-type: none"> When Double clicked the red colored label above the command will then turn to green. The Lockdown has now been cancelled.
<p>Step 5.</p>	<p>The Site Security Manager is at this stage to check that all affected entries have returned to normal and report the completion of CODE PINK and any arising issues to Building Management.</p>
<p>Step 6.</p>	<p>An Incident Report must be raised by Site Security Manager with all relevant details and together with any available footage to be communicated to Building Management.</p>

JLL OPERATIONS MANAGER ONLY

BUILDING MANAGEMENT	APPROVED DATE	SIGNATURE

JLL ALTERATIONS/UPDATES SIGNOFF

BUILDING MANAGEMENT	ALTERATION DATE	SIGNATURE

**SECURITY OFFICER READ AND UNDERSTOOD SOP
ACKNOWLEDGEMENT**

SECURITY OFFICER	DATE	SIGNATURE