

SECURITY GUIDANCE FOR REOPENING FACILITIES

This document focuses on activities organizations can perform above and beyond normal actions due to the COVID-19 pandemic. It also references fundamental practices that facility management should consider in resuming operations. All organizations should also use guidance provided by federal and local health or occupational agencies, and any other agencies that apply to their situation. These agencies should be checked regularly, as guidance can change.

In addition to infectious disease mitigation, the activities in this checklist should also support contact tracing needs. To fully support contact tracing within an organization, efforts towards separation of personnel and documentation of personnel movement (such as through the access control system) should be enacted. Existing physical security systems and technologies may be capable of supporting this effort, but may require enhancements (e.g., reconfiguration, additional reporting, additional readers, etc.).

Process and Personnel

- Establish sanitation and hygiene protocols for individuals and facilities.
- Establish written relevant and measurable policies and procedures for management of health concerns related to COVID-19.
- Return to work process - Reopening facilities must be geared toward determining facility occupancy.
 - Determine if personnel will return to work on site, remotely or a combination of the two
 - Determine appropriate timing and levels of personnel that can return to work
 - Identify personnel who will be allowed to return and conditions for their return
- Employees, contractors, consultants - Consider the interrelationship among different levels of personnel in the organization and the need for each to be physically present during each stage of the reopening.
 - Executives (business line forecasting, budget changes, managing employees through the change)

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- Client-facing personnel (customer training, managing anxiety)
- Non client-facing personnel
- Security personnel
- Supply chain and related personnel – Determine which elements of the supply chain are essential and access requirements for supplier, shipping and receiving, and transportation personnel.
- Human resource issues – Determine if some level of organizational restructuring is necessary as a result of the pandemic.
 - Determine if a reduction in staffing is required; and if so, implement procedures for proper notification.
 - Establish procedures for managing the return of furloughed employees.
 - Establish procedures and protocols to address potential negative employee sentiment (activism, insider threat).
- Access Control – Review and update procedures for maintaining secure access to the facility while meeting pandemic-related safety requirements.

Perimeter Area

Ensure controls are in place to help vehicles navigate through a facility perimeter.

- Consider implementing a controlled vehicle entrance with moveable barriers.
- Consider implementing communications at a controlled vehicle entrance for off-hours use.
- Consider implementing electronic vehicle and/or pedestrian electronic access control systems at your perimeter entrances to automate the processes and mitigate human interaction.
- Consider implementing a visitor management solution at perimeter entrances to allow visitors to enter the property through an automated gate.
- If an manned vehicle gate exists, ensure there is a nearby shelter for security personnel.
- If an automated vehicle gate exists, consider implementing the capability for local operation of the vehicle barrier.
- Place signage near all entrances identifying authorized/unauthorized activities and the planned use of screening measures.
- If screening at a perimeter vehicle entrance, develop a plan for queueing (lines) of automobiles on the approaching streets, including vehicle cones and traffic control personnel.
- If screening at a perimeter pedestrian entrance, develop a plan for queueing (lines) of people on the approaching sidewalks, including pavement spacing markers and signage for the queuing procedures.

- If using electronic access control, implement regular cleaning measures of all surfaces that might be touched by personnel and consider implementing contactless solutions if not already available.
- Consider implementing license plate recognition systems for vehicle access control to minimize human interaction and increase the access control throughput speed.
- If not in place, consider implementing perimeter video surveillance to monitor activities at the perimeter entrances, including appropriate operations and queuing procedures.
- If not in place, consider implementing perimeter intrusion detection measures to determine if someone is trying to access the property for unauthorized means, whether to avoid screening processes, access control, or otherwise.
- Validate security measures such as:
 - Natural access control
 - Verify that vehicle/pedestrian entrances are easy to identify and not confusing to a new visitor.
 - Verify that people are clearly routed to the entrances in use (versus service entrances, etc.).
 - Territorial reinforcement
 - Verify that the property perimeter is well defined (barriers, fences, landscaping, hedges, low walls, pavers, etc.) to clearly indicate the property lines.

Parking Area

Use signage, visual markers, and physical barriers (as possible) to direct traffic within the parking area.

- Inspect parking and perimeter lighting to validate that it has not been damaged or requires maintenance.
- If the parking arrangements will require that vehicles be spaced for distancing purposes, use visual signage, and physical barriers where possible, to alert drivers to this.
- Check video camera feeds to verify they are functionally providing effective images.
- If not in place, consider implementing video surveillance of parking areas to observe appropriate operations and for forensic evidence of any vehicle-related crimes.
- If not in place, consider implementing video surveillance of the grounds around your facility to observe appropriate operations and for forensic evidence of any crimes.
- Consider whether an unmanned ground vehicle (i.e. patrolling robot) is appropriate to surveil and/or interact with personnel in the parking areas to provide information about current health/security operations instead of exposing employees unnecessarily.

- Consider whether a drone (UAS) is appropriate to provide situational awareness and surveil the grounds around your facility to potentially improve response time and reduce the efforts of human security officers.
- Utilize signage, visual markers, and barriers to direct foot traffic within the parking area and entry/exit of facility.

Facility Entrance Areas

Re-Occupancy Review

- Review all doors, locks, exit devices, electrified hardware, hinges, door closers, automatic operators, and other elements for proper operation.
- Ensure related opening elements (frames, glass, etc.) have not been damaged or marred.
- Test all access control elements and reporting devices including card/credential readers, door and latch position switches for proper operation and signaling.
- Review video monitoring system and elements for proper functionality and recording.

Physical Distancing – Provisions for Queuing

- Establish procedures for staff as they approach and enter the facility.
- Review exterior space for proper queuing length based upon highest anticipated demand to enter.
- Prepare stanchions or other traffic control devices.
- If you are creating multiple queuing lanes, ensure you have enough distancing between lanes.
- Provide ground signage to indicate proper direction and spacing while queuing.
- Review exit paths and ensure they do not cut across entrance queues.
- Consider phone-based biometric identification as opposed to traditional cards.

Entry Screening Kiosks

- If possible, design kiosks to support screening efforts while respecting privacy and exercising social distancing requirements.
- If using kiosks, ensure they are placed with the ability to permit entry, movement to secondary health screening area (when needed), and permit exiting without passing entry queue.

Personnel Screening Operations

- Where feasible, consider developing a health questionnaire to assist in the screening process.
- Ensure screeners are properly equipped and are trained in all processes and technologies in use.

- Establish an easy-to-implement elevated skin temperature screening program with clear delineation points for entry.
- Create an easy-to-follow action list for screeners, including detailed process and protocols for communication for individuals exhibiting elevated skin temperatures or other factors as well as for denial of entry.
- If implementing manual elevated skin temperature detection technologies, follow all manufacturer requirements.
- If implementing automated screening technologies, follow all manufacturer requirements and establish a regular technology review program.
- Ensure screening process and procedure is applied equally to all personnel, including visitors and vendors.
- Create a security and screening staff start-of-day and start-of-tour checklist.
- Consider implementing remote HVAC shutdown specifically in screening areas to mitigate airborne exposure in the event an infectious disease is indicated/detected.
- If distributing physical protection equipment (PPE) to personnel (including visitors and vendors) create a process to support the additional queuing, supply, appropriate training, and fit testing of the PPE.
- Ensure security measures are in place to safeguard screening/PPE equipment; conduct daily inventory of equipment and ensure a system is in place for reorder purposes.
- If health screening is implemented, establish a designated health screening area where licensed medical professionals perform the screenings.
- If health screening is implemented, use a separate exit pathway from the area or building.

Additional Visitor and Vendor Screening Operations

- Establish additional procedures for screening visitors/vendors as they enter the facility, consistent with the personnel screening operations.
- If possible, request visitors to pre-register online for specific time slots to minimize crowd gathering.
- For visitors requiring in-person service, consider establishing a separate/remote location as an in-person meeting site to minimize building entry.
- Where possible, notify visitors and vendors that PPE will be required and/or provided.
- Maintain a record of visitors and vendors entering and exiting the facility.
- Establish an escort policy, recognizing the escort and the visitor must maintain proper physical distancing.

Visitor Management Systems

- Consider implementing a visitor management system that integrates to the electronic access control system and can also support screening processes.
- Consider implementing video analytics of queuing areas and common areas to support social distancing requirements.

Access Control - Natural Access Control

- Review crime prevention through environment design (CPTED) principles and augment with social distancing protocols.
- Review foot trafficking, walkways, and other paths to ensure they do not direct traffic to unobserved areas

Access Control - Physical Access Control Portals

- Verify that the electronic access control system can restrict unauthorized access to the building at any building perimeter door.
- If possible, implement touch-free operation of the physical access control (mechanical as well as electronic) for contactless capabilities portals (i.e. turnstiles, doors, etc.).
- Review existing access control backbone and explore smartphone-based credential applications for interoperability.
- Determine optimal number of portals required during high traffic areas.
- Ensure portals allow for social distancing (i.e. turnstiles, doors, etc.) can be operated remotely (e.g., reception).
- Consider building exit requirements and review locations for discharge away from entry areas.
- Ensure ADA compliance with added access control portals.
- Verify that the building perimeter intrusion detection system will alarm if any building perimeter door is used without electronic access control authorization.

Provision for Delivery Receiving and Screening

- Where possible, alter messenger and delivery procedures to eliminate building entry.
- Establish a secured, contactless package drop-off and pickup area.

Occupancy Limiting Measures - Electronic Access Control

- If possible, implement an occupancy data system with visual counters, warnings, and audible alerts.
- Establish a training protocol to enforce current occupancy requirements.
- Ensure all entry and exit locations are integrated into the occupancy control system; if all entrances and exits are tied into a counting system, utilize it to determine when occupancy is approaching the authorized maximum for the associated control areas.

- Assign and empower an occupancy monitor role to have full discretion to limit entry.

Contact Tracing Reporting - Electronic Access Control

- Review building-wide and individual tenant access control systems to present data for effective contact tracing.
- Ensure entry and exiting is time stamped.
- Update employee manuals and visitor signage to include contact tracing notification.
- Establish data and privacy policies, including data segregation and data retention.
- Where appropriate, implement exit access control readers on all controlled doors to support contact tracing.

Video Surveillance

- Ensure camera placement for optimal identification.
- Implement video surveillance to monitor entrance areas, including screening and queuing areas, and ensure compliance with privacy requirements.
- Validate that video management systems can support forensic analysis of the additional screening processes, queuing activities, and contact tracing information.
- Intrusion detection systems should integrate with video surveillance for immediate reporting and image capture.
- Establish isolation protocol for enactment in the event of a breach.

Interior Areas

Interior Office Areas - Physical Distancing – Provisions for Unidirectional Routing

- Reconfigure existing door hardware, access control and other security measures to support unidirectional routing of personnel through the office (i.e. post-renovation) with an exit separate from the entrance.

Interior Common Areas - Physical Distancing – Provisions for Limited Use

- Lock (electronic/manual) common areas when not in use.
- Consider implementing access control on common areas to limit occupancy when in use.

Interior Meeting Spaces - Physical Distancing – Provisions for Unidirectional Routing and Cleaning

- Where appropriate, reconfigure existing door hardware, access control and other security measures to support unidirectional routing of personnel through meeting spaces with a separate exit door from the entrance door.

Interior Industrial Areas - Physical Distancing – Provisions for Dedicated Areas & Unidirectional Routing

- Maintain current access control principles while introducing contactless principles.
- Reconfigure existing door hardware, access control and other security measures to support unidirectional routing of personnel through the industrial areas to dedicated work areas with an exit separate from the entrance.

Interior Areas - Access Control - Function Segmentation

- Verify that the electronic access control system can restrict unauthorized access between areas within the building.

Interior Areas - Access Control - Physical Access Control Portals

- Door Hardware (must be code-compliant)
 - Review existing access control requirements.
 - Consider implementing door automatic operators (a.k.a. door openers) with touch-free switches on all doors that will need operational assistance.
 - Consider replacing/modifying door hardware on all doors to allow for operation without human contact with the handles.
 - Ensure life safety and fire code compliance while adjusting access control readers and electrified hardware and systems.
- Stairwells
 - Implement contactless access control on stairwell doors and designate stairwells for single direction use (up or down) to minimize human encounters in stairwells.
- Elevators
 - Implement contactless access control and destination requests on elevators to enable elevators to operate with as few personnel as possible within the cab.

Isolation/High-Risk Areas

- Consider implementing access control on areas designated for isolation/high-risk personnel use that is compatible with HVAC pressurization.
- Consider implementing video surveillance on common areas and isolation/high-risk areas to support contact tracing forensics.
- Consider implementing intrusion detection on all restricted areas (i.e. off-hours).

- Establish a secure space for an employee or visitor to isolate themselves if they feel ill during the day and create a protocol for them to reach out for medical assistance and safely exit the space and building. Consider enhanced PPE material for their use when leaving.

Workstation Hoteling/Scheduling

- Consider integrating the access control system with workstation hoteling/scheduling systems to support area capacity and physical distancing requirements.

Meeting Room Scheduling

- Consider integrating the access control system with meeting room scheduling systems to support authorized use and room capacity requirements.

Area & Workstation Occupancy Sensors

- Consider integrating the access control system with area occupancy sensors to support area capacity requirements.
- Consider integrating the access control system with workstation occupancy sensors to support area capacity requirements.

Robotic Technologies

- Consider if an unmanned ground vehicle (i.e. patrolling robot) is appropriate to surveil the interior areas of the facility to mitigate exposure to human security officers.
- Consider if an indoor-capable drone (UAS) is appropriate to surveil large interior areas to reduce the efforts of human security officers.

Other Threats and Concerns

- Update threat assessments based on the new environment and behaviors.
 - High unemployment and aspects of food insecurity are shifting the crime risk.
 - Frequent demonstrations are redefining the social contract and civil unrest threatens looting and damages.
 - Update the workplace violence policy to address new behaviors of threatening actions and employee concerns. (i.e. terminations, threats of not wearing mask, coughing on coworker, harassment, customer hostilities, etc.)
 - Review procedures on employee behavioral concerns that are likely to be elevated. (i.e. substance abuse, suicidality, use of Fitness for Duty, behavioral workplace accommodations, exemptions for high risk categories of employees.)
- Review and update emergency response plans (ERPs).
 - Review if the current ERP and any employee provided guides/flipbooks need to be updated. (i.e. medical emergency, fire, evacuation, etc.)
 - Review the need to add new contingency plans.

- Employee support during natural disasters with an ongoing COVID risk.
 - Identification of an employee cluster of positive COVID-19 cases. (i.e. partial closure, full closure, business continuity if a percentage becomes ill.)
 - Identify any risk-based changes in operations based upon community spread and/or clusters near workplace.
 - Update travel risk management plans regarding need, authorization, risk levels, availability of emergency response and the potential for isolation/quarantine during travel.
- Understand cultural and religious complexities.
- Conduct ongoing review of regulatory and contractual requirements to comply with local, state, or federal requirements, as well as accreditation agencies, contractual service level agreements, and industry associations.
- Conduct ongoing review of liability concerns, opinions, case law, etc.