

# Security Staff - Mission Statement

## Duties & Responsibilities of Security Personnel

In general, you are responsible for all matters relating to the security and safety at the Society's premises and grounds. After normal business hours, you are essential to the efficient operation of all aspects of the Society's business.

Your duties include, but are not exclusive to the security of people, staff and visitors, premises equipment, vehicles entering or parking on the Society's grounds and all stock items belonging to the Society.

You are required to be familiar with Society's Security Alarm Systems to the point where you are able to activate / deactivate the systems, to identify faults and alert the necessary engineers if something is wrong with the system.

When you are not carrying out duties elsewhere either you should be at the front door, maintaining a high visible profile, or at the main reception desk, though this should be only after all activity has ceased on the premises, where you can observe the security monitors.

The society has a CCTV system in place which records images from all cameras located at various locations. These images are digitally stored on a hard disc drive unit attached to the system. The only in house maintenance this system needs is for the images to be downloaded, if required. The Head of Security is responsible for this task.

## Intruder alarm activations

If you are sure the activation is a false alarm you should notify the Monitoring Station immediately, otherwise they will contact the Gardai. Once they have been notified you should reset the alarm.

If you suspect the activation is not a false alarm you should identify the area where the security breach has occurred, make sure you have the appropriate keys to hand, call the Gardai and wait for their arrival.

If you suspect that an intruder has entered a particular area or building you should not follow alone. You should always wait for the Gardai to arrive.

The priority for security staff must be:-

1. The safety of personnel on-site.
2. The security of the property.

3. Apprehension of the intruder, with minimum force, if at all possible.
4. Not to approach anyone who has a weapon of any kind, i.e. knife, stick, syringe etc.

### **Check List**

You should ensure that the following is in order when coming on duty: -

1. There is a torch at reception and that you have spare batteries to hand.
2. That all the necessary keys are at your disposal.
3. That the mobile phone is available and in working order.
4. That you have the pager unit.
5. That the switchboards are transferred to the night phone (on the counter) and the main mobile telephone.
6. That you have a copy of the current Functions List.
7. That you have been briefed by staff on the previous shift and that you are aware of issues carrying forward.
8. That there is a copy of these Operating Procedures on hand for reference.

### **Reception PC and Internet Access**

Please note this PC has restricted access to the internet and is set to only view the Law Society web site.

### **Low Water Detection Unit**

The Low Water Detection Panel is located at the top of the stairs leading from the entrance to the Vanilla Café to the Traineeship Section in the South Wing. Its purpose is to indicate when the level in the water tank is extremely low and when activated a strobe light will flash continuously and an alarm will sound for 5 minutes approximately. To reset, press the red button to the right of the panel. If pressing this red button stops the flashing strobe light then you may assume that the water level has risen adequately.

Unless there is a large function due to start or in progress, the activation of the above alarm is not necessarily a problem. Each incident needs to be assessed individually.

For water problems, please see attached notes and possible solutions. Please see also the diagrammatic view of the water system for BHP included.

The water supply to B & B area has caused problems previously. Two areas need to be checked.

Firstly check the water level in the stop tank located in the North Quadrant. You can quickly do this by looking at the clear polythene pipe which is fixed to the outside wall of the Presidents Hall corridor immediately to the right of the tank. The pipe is graded 1 to 3 and the water level should be between 1 and 2. If it drops to a level of between 2 and 3 it is probable that the mains pressure from Dublin City Corporation has been reduced.

If this is the case, you should firstly contact Dublin City Council Water Department on **222 4315** or **838 5800** and enquire if there are any works taking place in the Blackhall Place/Smithfield area and if so how long these will last. You should then advise those staying of the situation.

Secondly, you should check the pump for the cold water. This pump is located in the 'Green Door' unit next to the stop tank in the North Quadrant Yard. The switch is at the right hand side of the pump and is activated by pressing against the circle area.

Secondly, you should check the pump for the hot water. This is located in the boiler house of the Presidents' Hall (Presidents' Hall Kitchen). This pump, which is positioned at very high level (10 feet), has a dial showing the pressure, which normally reads 2.5-4 bars. If it appears not to be working or if the dial is showing 0, pull down on the triple switch unit, (located to the left of the pump and enclosed in a white box, inscribed with 'ABB IP65' in red lettering, with a dark plastic perspex cover) and then return to its original position after 15 seconds. The unit will then take a minute or two before working. (See illustration on wall within the boiler house)

### **Car Parks**

You should note that only staff, those conducting business at Blackhall Place or those who have been authorised are allowed to park here. Students attending Saturday courses have access to the car parks also. Those with cars staying in the B&B may put their vehicles in the rear car park overnight. They should also be advised that the gate to this car park is locked overnight and you should always advise them that they park their vehicles at their own risk.

### **Fire Safety**

You are expected to be familiar with the Society's Fire Alarm System to the point where you are able to activate and deactivate it, identify fault areas, and alert the necessary engineers if something is wrong with the system. You should also be familiar with the Society's evacuation drill in relation to each section of the main building and in relation to each building that comes under the control of the Society for the purpose of fire safety.

## **Exterior Lighting**

The lighting for the front of the building is controlled by the set of switches which are located next to the double doors leading to the Rotunda in the main corridor. The main switch, which is on a timer, for the rear lights is located within the fuse board in the lobby of the President's Hall and is labelled 'Car Park Lights'. Access to this box is restricted for safety reasons with Vincent Walsh, our electrician, being normally required to open the fuse board and reset the timer as the seasons change.

## **Wood Lane**

This property is owned by the Society and is occupied by staff in the Education Department. This building can be accessed from the main street or through the walkway leading from Blackhall Place. While the premises are alarmed, it still presents as a security risk from both a personnel and property point of view.

On commencing your shift you should inspect this property from the junction of Blackhall Place and Hendrick Place. You should also check the walkway leading to it from Blackhall Place and as it is somewhat isolated from the main campus, you should be aware of when staff are working late there.

The Law Society also owns No. 4 Wood Lane, which is diagonally opposite our present Wood Lane property. This property is unoccupied, though should be visibly checked to ensure it is secure.

## **48 Blackhall Place**

The Society also owns the property at 48 Blackhall Place which is located opposite the Education Centre on Blackhall Place. Currently, this building is used for storage.

## **The Solicitors' Disciplinary Tribunal, The Friary, Bow Street.**

The offices of the Disciplinary Tribunal are located in the Friary Buildings on Bow Street and are alarmed independently.

Should the alarm in Bow Street activate it will be your duty to attend the premises and investigate the cause.

## **23a & 23b Wood Lane, the Cottages**

These premises are accessed via the red door, which has a push button lock (PBL), immediately to the right of the main entrance to the Wood Lane building. The Practise Closures Section occupies this building.

## **Benburb Street Car Park**

The Law Society owns this property, which is largely unused except for the sheds which are used for storage purposes. The property should be visually checked each evening and this can be done from the fire escape leading from the Professional Training area. Unless something unusual is noticed it is not necessary to open up the site every day.

## **Lost / Found Items**

In the event of items being reported lost or found, you should make a note of the relevant details in the Security Officers log. Items found should be handed over to the Head of Security who will keep them in the office behind Reception.

## **Reception & Switchboard**

You are required to be familiar with the operations of the Society's telephones and reception area so as to be able to deal with enquiries after normal business hours as the need arises. When carrying out duties away from the Reception area you should always take the mobile telephone and pager with you. You should also ensure that there are no keys left on the reception counter and that the double doors leading into the main corridor are open and the main door locked.

Please keep the Reception desk clean and tidy at all times as it is in constant use.

## **Meeting & Greeting**

As the first point of contact for many telephone callers and visitors to the Society, you are obliged to be courteous and helpful at all times, providing as much assistance to each individual as possible. In this regard you are expected to be familiar with the structure and operations of the Society and the staff and their areas of responsibility.

## **Telephones**

When dealing with calls, you should ensure that incoming calls are transferred to the appropriate person immediately. On receipt of telephone calls after normal business hours, you should not assume that staff have left their offices. You should always call their extension to confirm their absence before taking a message. Calls for the DG and Directors should be announced.

*Occasionally requests are received from members of the public for the telephone number of an emergency solicitor: please advise them to ring their local Garda Station as we do not have access to these services.*

## **Paging Unit**

The paging unit is linked to the front door bell and will sound whenever the bell is pressed. Security should try to ensure a prompt response. Please ensure the laminated security card is next to the bell.

## **Visitors**

All visitors entering the Society during your shift should be cleared by you and the nature of their business ascertained. In the case of Law School students you *should* request that they produce their Student Card to identify themselves if they are not known to you.

## **Bed & Breakfast**

Security Staff **MUST NOT** take advanced bookings (bookings which could easily be taken by staff at Reception at a later date) for the bedrooms. Security staff should advise callers to contact Reception on the following working day. However, if a room is available and someone is looking for it immediately (on the same night or over the same weekend) you may certainly take the booking, provided that the following procedure is to be adopted, unless you personally know the person calling is a solicitor.

Obtain the name of the person, the phone number and the name of the firm where they work. Advise them that you need to check availability and that you will call them back. You should then check that the person is listed in the current Law Directory. Only when you can confirm their identity should you call them back and advise if there is a room available.

The Society provides an accommodation service on a planned and booked system. It is not a hotel in which guests can arrive at any time that suits them. Each evening Reception Staff will leave a note as to which rooms are available for that evening or over the weekend in the case of Friday evenings. The keys for each room now hang on hooks in the security press. Please note if accepting a booking for the same evening/weekend you may give the visitor a twin or double room if available but charge at the single rate.

If an intending guest calls to cancel their room booking, please put a single line through the guest's name, initial the entry and write cancelled neatly beside it.

## **N.B: REMINDER**

With the introduction of code locks on the doors to Council Chamber stairwell, the front stairwell and the Pres Hall Corridor, it is important to keep these doors locked at weekends and during the evening when there are functions

being held in the Dining Room, Blue Room and Lounge. These doors should only remain open when there are functions taking place in the Presidents' Hall. We do not want guests wandering unnecessarily throughout the building.

### **Efficiency of Operation**

You should ensure that lights not necessary to the safe operation of the premises are turned off.

Please note that from time to time there will be requests to leave equipment powered on overnight. **You should not turn off equipment displaying notices to this effect.**

### **Contractors on Site**

Contracting and sub-contracting personnel coming on site will be notified to you. Should a contractor leave any equipment on site this should be reported in the Security Officer's log.

### **Specific Duties**

On commencement of your shift, you should complete a full check of the premises, both inside and out, paying particular attention to outlying buildings.

You should ensure that: -

1. All windows and doors are checked and secure.
2. All offices and work areas are checked and secure once staff have left for the day (various sections can be secured individually as they become unoccupied, rather than waiting for the whole building to be cleared).
3. All toilets areas are empty.
4. The Green Hall is locked.
5. All Workshops and Stationery Stores are locked.
6. The 3 skylights in the Print room are closed, especially in wet weather.
7. The grounds and car parks are secure and that gates are locked as appropriate
8. Keys are available to all bedroom guests.
9. All unoccupied bedrooms are checked and secure
10. No unauthorised persons have access to the grounds after business hours or at weekends. This includes children playing on the pitch. For insurance reasons they are not allowed in the grounds unless given specific permission.

Once an inspection has been completed, you should make a note in Security Officer's Log.

You must ensure that all security shutters are opened while staff or visitors are on the premises. This is particularly relevant in the case of evening functions taking place. Shutters on doors leading from the Presidents' Hall Lobby, the Vanilla Bar and at the Library Stairwell exit should be 'locked open' until such time as all staff / visitors have left the premises to comply with Fire Regulations.

In order to comply with these regulations a hole has been drilled on the guide rail of each roller shutter. Metal pins on chains hang by the holes and these pins must be inserted into the hole when the premises are occupied.

It is a matter of utmost importance that the roller shutters in question be in the 'locked open' position using the padlocks from the Security Keybox. This is a safety issue which MUST be complied with when functions are in progress.

As the South Quadrant Garden is now a designated smoking area, the door to it leading from the Blue Room Corridor is fitted with a thumbscrew lock. This door should be checked at the end of each function to ensure it is locked.

As soon as all major activity has ceased for the day you should close the Archway Gates and the 'OUT' Gate (though never before 7 pm).

Following functions, the intruder alarms should only be set when the last guests and staff have left the premises.

### **Security at large Student Functions**

Security Staff should check the function room (particularly the Vanilla Bar and Restaurant and the Students Bar) during the course of a function, visiting all areas including the toilets.

Where there is an extra attendance expected at a particular function, Security Staff will be notified in advance and will be expected to monitor the number of patrons entering and where necessary limiting the number in the interests of safety.

If it becomes necessary to stop people entering the premises then closing the two main gates should be considered as the first option. The Bar Manager will issue guidelines in this regard.

The Security Officer on duty should liaise directly with the Bar Manager when coming on duty to ensure that adequate security cover is in place during any function.

***It is now policy that at least one security officer should be located***



***permanently in the Function Room while an event is taking place, provided Security has been notified in advance.***

### **Fire Safety/Evacuation - Student Functions**

The Security Officer at Main Student Entrance (beside the Library)

In the event of a fire, if you are the Security Officer at this entrance you will direct people to this exit. You will carry a torch and you will ensure that the door to the Law Society Reception is locked and that the stairway at the Lounge/Library door is blocked off

### **Security Man at the Vanilla Bar and Restaurant door (leading to Garden)**

If you are the Security Officer at this entrance you will patrol between this area and the door leading from the Canteen to the Kitchen area and from the Kitchen area to the outside. You will ensure that the door between the Restaurant and the Vanilla Bar remains unlocked and that you have keys for the door leading to the corridor.

You will ensure that the shutter at the exit adjacent to the Students Bar and Vanilla Cage remains raised and in the "locked open" position using padlocks as mentioned in above (page 11) and that you have keys for the external door. You will patrol the area between the Students Bar, the Restaurant and the Vanilla Cafe to ensure that there are no spillages or breakages. If there is a spillage or breakage, you will immediately alert the bar staff on duty.

You will carry a torch at all times while on duty away from the main reception desk.

**In the event of a fire you will immediately open the white external door leading on to the lane way in the Vanilla Café and you will direct people to the closest exit to them.**

### **Bar Manager**

The Bar Manager will assign specific responsibilities to his/her staff. These will include: -

1. Ensuring that all toilets are clear.
2. Ensuring that all spillage and breakage are cleaned up.
3. Assigning a staff member responsibility for ushering people to the two main exits.
4. Ensuring that all bar staff are familiar with their responsibilities in this regard and the functions of the security personnel
5. Have First Aid box available.

## Assembly area

Patrons who exit through the door beside the Students Bar & Vanilla Café should be advised to assemble in the walled garden at the rear of the main building.

Those who exit through the Main Student Entrance (beside the Library) should be advised to assemble on the lawn at the front of the main building.

As soon as it is considered safe to do so, persons evacuated through the Students Bar & Vanilla Café exit should be brought to the front of the main building to ensure that all can be accounted for.

## Emergency Lift Release Procedures

In the event of passengers becoming stuck in either of the two passenger lifts the following action should be taken.

In the case of the Catering Lift

1. You should obtain the door release key from the drawer unit at reception.
2. Locate exact position of lift.
3. If safe to do so, open the outer lift door using the key. If the lift is not level with the landing leave the occupants inside the lift. **PASSENGERS DO NOT NEED TO CLIMB OUT OF THE LIFT.**
4. If the lift is not level with the landing floor, the lift should be manually positioned to landing level. Only staff members who have received a practical demonstration and training on how to do this should carry out this procedure. Briefly it is necessary to do the following:
  - Go to the lift motor room.
  - Turn off the main power switch for the lift. (This is located on the right hand wall)
  - Release the brake on top of the equipment. Turn the "rope wheel" in the direction which is easiest. While doing this maintain a view of the indicator light on the panel on the left hand side of the lift motor room. When the light turns green the lift car is level with the landing.
  - Return to the car and open the doors using the lift key.
  - Leave the power switched off and call Irish Lift Services to report the fault.

Main Passenger Lift

The controls for the main passenger lift are located on the panel adjacent to the lift on the top floor. It is necessary to remove the panel with the lift key and follow the directions located within the panel.

1. You should locate the position of the lift and use the emergency lift key to open the door. **If the lift car is between floors you should strongly advise passengers are NOT to climb out.** Instead you should use the lift winding mechanism to bring the car level with the appropriate floor.
2. The lift winding release mechanism is located on the 3rd floor in the panel at the lift entrance. You should only open this panel if you are familiar with the procedure to be followed. If you are unable to release passengers call Schindler Emergency Release Services and they will send an engineer out to release those trapped.

Please note that once you have been notified that some one is trapped in the lift, every effort must be made to maintain verbal contact with them to reassure them that they have not been forgotten.

### **The Changing Rooms (Portakabins beside the Print Room)**

Keys for the Changing Rooms are held by Security. Regular users of these rooms know they have to leave them in a clean and tidy condition after use. All the necessary cleaning materials are left in there for this purpose.

### **Smell of gas from kitchen area**

Very occasionally you may receive a report of the smell of gas along the corridor beside the Members' Bar. Experience has shown that this is caused by seepage of gas from the kitchen due to the pilot lights on the gas cookers going out. If this happens you should first and foremost turn off the gas at the meter. The meter for the Kitchen is located outside the Library Stairwell door leading to the laneway and down the steps leading to the double doors leading to the Kitchen. It is in the corner to your left as you come down these steps. You should then open the doors leading to the Kitchen. You should also enter the area and open as many external doors and windows as possible to dispel the smell. If you are entering at night do not turn on the lights at the light switch, you should instead use your torch to find your way. Finally you should leave a note for the Kitchen staff advising them that the gas was turned off at the meter due to the smell.

If however, you continue to get a strong smell of gas, having turned the supply off at the meter and ventilated the area, you should call Bord Gáis on 1850 20 50 50.

(If you are unsure of how to check any of the above please contact advise Head of Security or Tony Morgan.)

### **George's Court Premises.**

The Regulation Department is located on the 4<sup>th</sup> floor of George's Court. Access and cleaning of these premises are provided by the landlord who also provide for opening and closing of the premises at set times through their contract security company: At Risk.

### **48 Blackhall Place**

As advised the alarm in No.48 is not operational therefore a perimeter visual check must be made on these premises daily.

### **Blackhall Place & Education Centre**

If the fire alarm goes off in either the Main Building or the Education Centre at Blackhall Place, check panel to identify Zone, go immediately to the area indicated and investigate. If you discover that fire has broken out, ensure that all staff, visitors, contractors, etc. are safely evacuated, assess the extent of the fire and if you are consider it safe to do so, try to extinguish it. However, do not hesitate to call the Fire Brigade if you feel the situation warrants it.

In the event of a false activation

1. Switch off the Security Alarm for the area before checking out the situation in relation to the fire alarm.
2. Check each smoke head to see if any have the red light lit. Make a note of number on the smoke head which has activated the alarm. This number will help to pinpoint the cause of the fault. Do not silence the alarm until you have done this as silencing the alarm will cancel out all lights on the smoke heads.
3. To reset the alarm:-
  - a. Press Silence,
  - b. Press Reset
  - c. Check area
4. Contact the Monitoring Station to advise them of situation as they will be aware of the activation. They will normally give the alarm about 2 - 4 minutes before contacting the Society. If they fail to make contact with the Society, they will contact the Fire Brigade.