



ADMINISTRATIVE REGULATION

Effective Date: July 5, 2022

Administrative Regulation: 1-16

Revision Date: July 1, 2023

Supersedes: July 5, 2022

Approved By: William H. Ashton II, Town Manager

Subject: Security Policy

I. Purpose

To ensure the safety and security of all individuals on the Town of Herndon's properties.

II. Identification Badges

As an essential part of our security system, a Town of Herndon ID badge consisting of an employee's name, photo, employee number and department will be issued by Human Resources, or the Police department for police employees, within three days of employment. Special requests for information to be on badges such as degrees, credentials, certifications etc. will not be accommodated.

The ID badge also serves as an employee's electronic key to Town of Herndon properties as needed. Employees are expected to wear or have on their person their ID badges at all times.

Lost or stolen badges must be reported to the Department of Human Resources immediately. All police personnel must immediately report lost or stolen badges to the IT Division within the Herndon Police Department. Employees will be issued replacements as soon as possible.

Upon separation, a separation notice will be sent by HR to terminate access for separating employees. No department shall terminate employee network access absent of a separation notice from human resources. Separated employees must return ID badges to their immediate supervisor, who will then forward the badge to the Department of Human Resources. If the employee is unable or unwilling to return their badge upon separation of employment, the supervisor shall notify HR and HR will ensure termination of access.

Employees who undergo a legal name change or department change may be issued a new ID badge by the Department of Human Resources. There will be no monetary cost to the employee for these changes.

Determining Access:

Requests to grant or restrict access are handled by the IT Department via a request from Human Resources. A new hire notification sent from Human Resources is required to initiate badge setup and granting of access permissions, to any town facility or any town IT systems. The



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town has employee access profiles set up to help determine what level of access an employee shall receive. Department heads are authorized to request special access on behalf of employees in their department. If a question of the necessity of the access arises, Human Resources will be consulted, or the senior staff member in the building of which access is being requested. The Department of Human Resources may revoke access on an as needed basis.

Part-Time Flexible and Temporary Employees

Part-Time Flexible (PTF) and Temporary Employees may be issued a unique identification number to enter their designated work premise. Access to additional secured areas can be addressed with the Department of Human Resources in consultation with their department head on an individual basis.

Contractors

A contractor's ID badge must be authorized by the contractor's designated Town of Herndon supervisor. Contractors may be issued an ID badge by the Department of Human Resources and is to be collected by the contractor's Town of Herndon Supervisor. A contractor's ID badge will be set to expire within a year of service by the contractor. If a contractor's work extends beyond a one-year period, and their ID badge becomes inactive, the contractor's Town of Herndon supervisor will notify the Department of Human Resources to reactivate their ID badge for an extended year. The IT Department will send quarterly notifications of upcoming expiring ID badges to the contractor's Town of Herndon supervisor.

Whenever there is a need for contractors to access secure areas, the town's point of contract will escort contractors to the area and monitor them as work is ongoing. Contractors should immediately report lost or stolen cards to their designated Town of Herndon Supervisor and will be reissued a new ID badge at no monetary cost to the contractor. Contractors are required to return their ID badge to their designated Town of Herndon Supervisor on their last day of assignment.

Tenants

Town of Herndon Tenants must contact the Director of Public Works to request an ID badge. The Director of Public Works must then contact the Department of Human Resources to issue an ID badge. The Tenant's ID badge is printed without a photo and can be collected at the Department of Human Resources. A Tenant ID badge will be set to expire within a year of service by the tenant. If a Tenant's work extends beyond a one-year period, and their ID badge becomes inactive, the Director of Public Works will immediately notify the Department of Human Resources to reactivate their ID badge for an extended year. The IT Department will send yearly notifications of upcoming expiring ID badges to the Director of Public Works. Tenants should immediately report lost or stolen cards to the Director of Public Works and will be reissued a new ID badge at no monetary cost to the Tenant.



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Tenants are required to return their ID badge to the Director of Public Works on their last day of occupancy. If not returned, Public Works or the tenant shall contact Human Resources which will arrange for the badge access to be terminated.

Visitors

Individuals visiting Town of Herndon sites and needing to visit secured areas must check-in with front desk staff and will be issued a temporary visitor pass to be always worn, when going into secured spaces. Town Visitors must not have access to Town of Herndon ID badges or additional electronic keys.

III. Authorized Personnel Only Areas

Many town facilities have areas that are designated as “Authorized Personnel Only” areas. These areas are not open to the public. If badge access is required for any Authorized Personnel Only area, any employee entering that area must swipe their badge. Whenever there is a need for contractors to access secure areas, the town point of contract will escort contractors to the area and monitor them as work is ongoing.

IV. Security Cameras and Video Requests

Any request for security video recordings from non-employees should be treated as a FOIA request. FOIA requests will be directed to the Chief Communications Officer. If the FOIA request pertains to a criminal matter or interaction with the police, it should be directed to the HPD FOIA Officer. FOIA related requests will follow applicable legal timing requirements.

Requests for video recordings for employee-related matters may be requested by the Director of Human Resources or its’ designee. Department heads may request videos specific to their department for the purpose of addressing departmental matters, such as vehicle accidents, risk-related issues, etc. These requests should be directed to the IT Department.

If the request is a criminal matter, it will be referred to the Police Department.

Employee-related security camera and video requests may take up to seven (7) days to produce results. Video footage is available for 30 calendar days. Requests for recording must be made no later than 21 days after an inquired-upon event.

V. General Security Emergency Procedures

Employees concerned about a situation, who do not feel it rises to a level of a 911 response, should call the HPD non-emergency number for guidance.

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**HPD non-emergency number:
(703) 435-6846**

If you are dealing with someone and you are uncomfortable about the situation and concerned about safety, or the way they are acting, politely excuse yourself and leave the area. Depending on the circumstances, contact the HPD non-emergency number or your supervisor. You may want to discretely alert others nearby.

In an Emergency, always dial 911 as soon as it is safe to do so.

At a service desk – If you are dealing with an individual who is angry, or whose responses aren't consistent with the discussion, and you feel like the situation might escalate to violence or property destruction, if possible and it is safe to do so, push the panic button, which will act as a silent alarm and alert the police department. Additionally, call 911 as soon as you can to give additional relevant information. If possible, excuse yourself and leave the area. Panic buttons are stationed at service desks at many locations throughout the town.

- If the panic button is pushed, or 911 is called, immediately leave the building if it is safe to do so. Quietly notify co-workers so that they can also evacuate. From the second floor, proceed to the end stairwells, if that is the safest route out of the building. Follow the stairwells to the at-grade exit. Exit the building and move to a safe location, preferably out of view of the building. Do not go to the fire evacuation rendezvous area. Instead, have the town cell phone number of someone from the department in your phone. Preferably your supervisor. Contact them to let them know your location.
- Texts are a good way to discretely communicate with co-workers without alerting the individual who is a threat.
- Wait for instructions from your supervisor to return to the building.

Because the service desks cannot be completely barricaded to prevent an individual from entering the “authorized personnel only” areas, sheltering in place may not be the best course of action, unless it is possible to barricade the entrance from an intruder and there is a suspected greater threat outside of the building. If you have sheltered in place, and it remains your safest option, stay in place until a responding police officer tells you it is safe to leave.



William H. Ashton II
Town Manager



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**ACKNOWLEDGEMENT
RECEIPT OF TOWN ID SECURITY ACCESS BADGE, FOB, AND INSTRUCTIONS**

IDENTIFICATION CARD HOLDER RESPONSIBILITIES

- Do not lend your ID to anyone.
- Do not allow unauthorized individuals into any secure area.
- Do not leave ID on dash of vehicle or other locations where exposed to extreme temperatures.
- Do not fold, bend pry open or mutilate your ID.
- Do not use your ID improperly.
- Do not leave your ID unattended.
- Immediately notify the Department of Human Resources if your ID is no longer in your possession.
- Immediately notify the Department of Human Resources of any difficulties or problems with an ID.

I hereby acknowledge receipt of my town ID security access badge. I understand the badge, and FOB if issued, are my access to certain town offices and buildings.

I agree to wear or carry my badge/FOB whenever I need to gain access to secure areas in town offices and buildings.

I agree that I will not share or lend my badge/FOB to any other person, including another employee.

I will immediately notify Human Resources if my badge/FOB is lost, stolen or damaged.

Print Name

**Department or
Outside Organization**

Signature

Date