



BT SECURITY
SECURITY: BEST PRACTICE GUIDE FOR NON-BT PEOPLE



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1 Introduction

This guide is designed to help non-BT people to gain a greater understanding of our security systems, policies and procedures.

It covers a wide range of topics to ensure that the appropriate level of security is maintained within BT Sites and provides guidance on good security practice and asset management.

It is the responsibility of all site users to ensure that BT security policy is adhered to. It is vital that you take personal responsibility in helping securing our telephone exchanges and be ambassadors in promoting good security behaviours.

All non-BT people should be fully conversant with their responsibilities as described within the security handbook.

Security Golden Rules

How you can help:

1. Display your own company photo ID card
2. Secure the work area – lock windows, doors, gates and set alarms before leaving
3. Have your own BT access card – Do not share or write the PIN anywhere on the card
4. Report Security Concerns to BT Security immediately on 0800 321999

2 Summary

What to do when an incident occurs, crime reporting

BT relies on all site users, including non-BT people to report all security incidents and suspicious activity. The information obtained is invaluable to monitor crime and to help the Police and BT Security to take appropriate action.

Building and Site Security

The perimeter of the site and fabric of the building are our first line of defence. By following security policy and being vigilant, you can help reduce the risk of crime. The equipment held within our telephone exchanges is vital in maintaining our national communications infrastructure. Breaches in security could not only affect yours and our business, but could have an impact on members of the public and our emergency services.

Operation of Building Security Systems

There are a number of security measures in place such as electronic access control and intruder alarms systems to protect our operational buildings. It is vital that you understand how to operate these systems and that they are not misused.

Directory

Contact details of all of BT's internal supporting services.

3 What to do when an incident occurs, crime reporting

The reporting of all security related incidents and suspicious activity is an essential part of the process to combat crime. It is important that all incidents are reported promptly and accurately to enable the appropriate action to be taken.

3.1 Guidance

It is essential that all crime is reported accurately and promptly to both the Police and BT Security.

If you believe a crime is in progress you should not put yourself at risk, but must ring “999” and provide all requested information and follow their guidance.

This should be followed up as soon as possible by a call to BT Security on 0800 321999 (24 hours). Provide the information requested as accurately as possible. All reports are logged and you will be issued with a Crime Reference number (SIR). The reports are then analysed, and used to direct investigation resource.

It is also important to report any suspicious activity, as thieves will often observe a site prior to committing a crime. If you become aware of any information that you believe would be useful to aid an ongoing investigation or have intelligence regarding a potential or actual crime then this should also be reported to BT Security. Alternatively if you prefer, you can use the confidential hotline on 0207 356 2626.

3.2 What to do if you discover a crime

- Report it to the Police and BT Security.
- Identify the nature of incident - criminal damage or theft?
- Support BT in looking for damage to the fabric of the building such as smashed windows etc. If possible, restrict access to the affected areas, until advised by the police.
- **Do not touch** anything - as there may be potential evidence such as fingerprints or DNA.
- Advise BT Property Helpdesk (0800 223388) of any damage to the fabric of the building.

4 Building and Site Security

Our Operational buildings are pivotal to how BT operate as a business and should be treated with the same care and attention that you would afford to in any working environment.

Prevention and protection are the two primary elements of physical security, with both serving the security interests of people, equipment, and property. These interests must be supported by all non-BT people. To ensure that an acceptable level of building security is maintained, please note the following.

4.1 Guidance

- Ensure that all doors are closed and secured at all times, including main entrance, equipment doors and emergency exits. Failure to comply compromises the security of the BT estate and could possibly generate false alarm activations.
- Ensure that all windows are secured when leaving the work area. All windows that cannot be closed properly are to be reported to the BT Property Helpdesk.
- Check that **you** have the correct access programmed on your card, which is relevant to your work area, and only access areas that you are authorised to enter. Make sure you know your PIN number and remember do not write it anywhere on the card. If you are in any doubt please contact your BT sponsor.
- Do not at any time share your access card with others, every non-BT person must have their own card issued to them by their supervisor or BT sponsor. If you have more than one card for a specific BT exchange, as you undertake work for multiple BT customers, make sure you use the right card when undertaking work for the specific BT customer.
- Always unset the intruder alarm before entering an alarmed area. Failure to do this results in false alarm activations. For further assistance contact BT Security (0800 321999). Remember, when our alarm monitoring centre is dealing with false alarm activations, they are not attending to genuine alarms.
- Always display your photo ID card at all times, when on BT premises. It is policy that **all** personnel, including contractors and third parties, display a photo card. If you don't, expect to be challenged and subsequently refused access and asked to leave the site.
- Do not tailgate or let others tailgate. This practice of following an individual through an access controlled door without presenting an access card to the reader, compromises the security of the building and its users.
- Before visiting a BT site check that you know how to operate our building security systems.
- Ensure that the gates are closed and secured.
- Should you suspect that security equipment such as padlocks, gates, lighting, etc. are faulty, report it to the BT Property Helpdesk (0800 223388).
- Look out for damage to the fabric of the building, broken windows, fencing etc. Report all building faults to BT Property Helpdesk (0800 223388).
- Check that any ladders are secured on your vehicle. Insecure ladders can help a thief to enter a building.
- Under no circumstances must you disconnect, make connection to, remove or otherwise tamper with BT equipment or equipment of other third parties unless you are authorised to do so.

5 Operation of Building Security Systems

A vital part of maintaining site security is that all site users are fully aware of the operation of BT's electronic access control (EAC) and intruder alarm systems (IDS). Security systems within the BT estate have a common functionality.

5.1 Entering a BT Building

To enter the majority of BT buildings you must have a valid access card and personal identification number (PIN).

Prior to entering a BT building you must first present your access card to the reader located adjacent to the buildings approved entrance door(s). You will then be required to enter your PIN number on the key pad. Once validated, you will be able to enter the building. **Do not at any time let others tailgate into the building.**

If the building intruder alarm is active you will be prompted by an electronic "bleep" to unset the system. For guidance on how to unset the alarm system, please refer to the guidance documentation located adjacent to the alarm panel.

Do not ignore the prompt as this may result in the Police attending site in response to false alarm activation.

5.2 Leaving a BT Building

To exit a BT building you must depress the release handle or in some instances present your card to the exit reader and then depress the door handle.

If you are the last person to leave a site, you must set the building alarm system. For guidance on how to set the alarm, please refer to the guidance documentation located adjacent to the alarm panel. Failure to do this will leave the building unprotected.

If you have any difficulties in activating or deactivating the intruder alarm system please contact BT Security for assistance (0800 321999).

5.3 Internal access controlled doors

Some internal equipment areas are also protected by EAC, if you have the relevant authorisation and a business requirement to access these areas, you will be required to present your card to the door reader.

Once validated access will then be granted. To exit these areas you must either depress the door handle or press the exit switch, followed by depressing the door handle.

5.4 Internal Alarmed Zones

Some equipment areas are within a separate alarmed zone and when entering these areas you may be will be prompted to unset the alarm.

When leaving an alarmed zone you must depress the handle or press the exit switch, then depress handle.

If you are the last person to leave an alarmed zone you must activate the system.

For guidance on how to set or unset the alarm system, please refer to the guidance documentation located adjacent to the alarm panel.

- Do not prop open any internal or external doors as this compromises the security of the building and can generate false alarm activations.
- Unless in an emergency - if you require to open any external loading or emergency exit doors, please advise BT Security.

6 Directory

BT Security 0800 321999

For: Crime Reporting. Security related issues, employee authorisation, unauthorised third party parking, system guidance, faults displayed of alarm panel, Out of hours access to CCTV monitored sites, etc.

BT Property Helpdesk 0800 223388

For: All building related faults, fixtures that cannot be secured. Damaged doors, broken windows

BT Security Confidential Hotline 0207 356 2626

For: Report incidents or security concerns in confidentiality

Offices worldwide

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