

# The Atrium Owners Association

(Registered with the Registrar of Societies, Chennai, Registration # 144/1999)

## Standard Operating Procedures: Security

### I M P O R T A N T

These Standard Operating Procedures replace all currently existing procedures and shall be explicitly followed by Security Staff. And deviation from this will require to be sanctioned by prior written notification of the Managing Committee of TAOA.

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#### 1. Security Staff – General Code of Conduct

- a. Always be dressed in uniform and be well-groomed.
- b. Implement all regulations described above, without fail. Any failure in this will lead to appropriate penalties being levied.
- c. Implement regulations described above with a smile and politely.
- d. Do not get into an argument with a visitor or a resident.
- e. In case of misbehaviour by a visitor or a resident, make a note of the particulars to the extent possible and report to the Managing Committee through the Facility Manager.
- f. If residents or visitors object to the regulations being implemented or question the regulations, please show them this document.

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## 2. Regulating vehicle entry - Basement

- a. Vehicle entry will be permitted only from the gate on the western end of the building perimeter on Kalakshetra Road
- b. Only vehicles which display a yellow, blue or red TAOA sticker prominently will be permitted entry into the basement.
- c. All vehicles permitted entry into the basement should display stickers as follows:
  - i. Cars – front windscreen
  - ii. Motorcycles – top of petrol tank
  - iii. Scooters – Front panel
  - iv. Bicycles – Rod connecting handlebars to front wheel
- d. The following exceptions are permitted to the above condition (subject to conditions detailed at 2l below)
  - i. Vehicles with residents of L Block inside the vehicle
  - ii. Vehicles with visitors to residents of L Block, with heavy luggage or are senior citizens
  - iii. Vehicles with residents or visitors with heavy luggage or senior citizens
  - iv. Medical emergencies
  - v. Other situations accompanied by a written request authorised by a MC member – request to be kept with security staff
- e. Security staff should periodically check if vehicles are parked on bays as marked in the stickers. Deviations should be reported to the Managing Committee.

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## 3. Regulating vehicle entry – Driveway

- a. Vehicle entry will be permitted only from the gate on the western side of the building perimeter on Kalakshetra Road
- b. All vehicles not permitted to enter the basement can park only on the driveway. Their use of the basement will be restricted to their exit, when they will have exit via the ramp in B block.
- c. Vehicles should be parked in parking bays marked 'Parking' as close to the block as the one they are visiting. *Exception:* Vehicles owned by employees of residents, drivers, maids, etc., should be parked on the eastern side of the sports complex, if they are not permitted by residents to park in their basements.
- d. Every vehicle that does not have the TAOA sticker will be provided a visitor placard. *Exception:* Refer item 'e'
- e. No resident's vehicle shall be parked on the driveway, excepting one vehicle each belonging to Apartment #s, E102, G201, G202, L104, L204. These vehicles will carry a yellow sticker and should be parked only in the bays allotted to them on the outer driveway.
- f. Visitors should be informed to display the visitor placard at all times as follows
  - i. Cars/vans on dashboard
  - ii. Two wheelers – hung from the handlebars
  - iii. Return the placard to the security at the gate they are exiting from
- g. Record will be maintained of all vehicles that do not have stickers affixed on them in a properly bound register.
- h. The register will be maintained by date and contain the following details
  - i. Serial number
  - ii. Visitor placard number
  - iii. Apartment visited
  - iv. Time of entry
  - v. Vehicle type
  - vi. Vehicle number
  - vii. Make and model, where possible
  - viii. Representing service provider, where feasible or appropriate
  - ix. Privately owned or taxi
- i. Each register will be serially numbered with a Type description, number and year, ie 'Vehicle Movement/#/2009'.
- j. For visitor vehicles that have not left the building after 9:00 pm, please ascertain with the resident if the visitor proposes to stay the night, and accordingly keep note. In general, overnight visitor stay should be authorised by the Managing Committee.
- k. Vehicles permitted entry for conditions specified in 1d above are also subject to this without fail.
- l. Vehicles meeting conditions in 1d should also be informed that they should return to the outer driveway soon after the passengers alight.
- m. Any exception to the above can only be in the case of a medical or a hazard emergency.

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## 4. Regulating visitor movements in building – visitors for residents

- a. All visitors, whether coming in a vehicle or by foot, should be permitted to proceed to the apartment only after permission is obtained from the resident of the apartment.
- b. When a visitor comes please ascertain the apartment number to be visited and the visitor's name.
- c. Page the apartment to be visited on the intercom. If the intercom is not answered within five (5) rings, disconnect and inform the visitor to contact the resident via their mobile phone and connect them to you. In this case, ascertain the resident's apartment number and seek permission before letting visitor in. If this is not feasible, ask the visitor to wait for a few minutes, try paging the resident again, even if it takes longer for them to answer.
- d. Announce the visitor to the resident and seek permission if the person is to be let in.
- e. In the event of a crowd around the security desk, please regulate crowd by asking visitors to wait in Pavilion 1, while the rest are being processed.
- f. If a visitor enters in a vehicle while a visitor who entered by foot is being processed, another security guard should process the visitor entering by a vehicle.
- g. Please enter particulars of visitor in a register, maintained by date. The register should contain the following information:
  - i. Serial number
  - ii. Apartment visited
  - iii. Time of entry
  - iv. Method of entry (Foot or vehicle)
  - v. If vehicle, corresponding serial # in vehicle entry register
- h. Each register will be serially numbered with a Type description, number and year, ie 'Residents Visitors Movement/##/2009'.

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## 5. Regulating visitor movements in building – visitors for building

- a. All such visitors should be permitted to remain in the building only between 8:00 am and 9:00 pm, excepting emergency services such as AMC providers or similar.
- b. Any visitor requiring being in the building between 9:00 pm and 8:00 am should carry a written authorisation by the Secretary of the Association.
- c. Please enter particulars of visitor in a register, maintained by date. The register should contain the following information:
  - i. Serial number
  - ii. Location visited
  - iii. Time of entry
  - iv. Method of entry (Foot or vehicle)
  - v. If vehicle, corresponding serial # in vehicle entry register
- d. Each register will be serially numbered with a Type description, number and year, ie 'Building Visitor Movement/#/2009'.

## 6. Visitor and vehicle movement – Security staff responsibilities

- a. Maintain registers as described in the proper manner. When a register is completed, it should be handed over to the Association for safe keeping.
- b. Show register to Facility Manager or Managing Committee office bearers or Member – Security on demand.
- c. Produce register for perusal by appropriate law and order officials should the situation arise.
- d. Collect visitor placards when vehicles exit and reconcile between distribution and collection.
- e. Conduct a round around the basement and randomly check if vehicles are parked in their appropriate spots.
- f. Everyday, a round has to be made at 9:00 pm and 12:00 midnight to ensure that no visitor vehicles are parked in the building.
- g. At the 9:00 pm rounds, if a visitor's vehicle is found parked, please page the resident on the intercom and ascertain how long the visitor is likely to be parked in the building.
- h. If vehicles are to be parked in the building beyond 12:00 pm or overnight, residents are required to give a request in writing
- i. If vehicles are not parked in the allotted spots, make a note and inform apartment owner and MC in the format attached.
- j. Under no circumstances is security staff to engage in dialogue with residents or residents' staff on behavioural issues. Any discrepancy spotted should be reported to the Member – Security and/or the Secretary.
- k. If residents complain to security staff about parking or related issues, ask them to provide a written complaint and escalate the issue to the Managing Committee immediately.
- l. In case of a potential law and order problem, call the police, as per procedures.