



DEPARTMENT OF
GENERAL SERVICES

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DIVISION OF ENGINEERING AND BUILDINGS

Bureau of Facilities Management

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Policies and Procedures for the Use of DGS Maintained Facilities

Tenant Handbook

June 8, 2011

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Prefix**Purpose**

The Department of General Services (DGS) is responsible for the operation, maintenance, and repair of state facilities at the Seat of Government and the surrounding Greater Richmond area. DGS provides leadership, coordination, and technical advice to agencies of the Commonwealth and private enterprise who are tenants of state owned or leased property in order to develop and preserve our facilities and related assets. The following building guidelines and restrictions are provided to ensure facilities and related physical assets meet their intended functions and are maintained in a high quality, cost-effective, and timely manner.

Authority

These facility policies and procedures are promulgated by the Department of General Services under the authority of §2.2-1129 of the Code of Virginia.

Applicability

This handbook sets forth guidelines Commonwealth agencies and private companies should follow as a tenant occupying a state owned/leased building that is administered by the Department of General Services, Bureau of Facilities Management (BFM). It outlines responsibilities and addresses many needs and questions, but should not be viewed as a comprehensive listing. This handbook may not reflect all applicable rules and requirements due to locations being unique and possibly bound by specific regulations. Please contact DGS for any concerns or questions you may have regarding your location.

Chapter 1

General Information about BFM

About DGS Bureau of Facilities Management

The Bureau of Facilities Management (BFM) provides maintenance, operation, repair, and technical services for Department of General Services (DGS) managed facilities and properties in the metropolitan Richmond area. BFM manages capital outlay projects and maintains the master plan for the Capitol Complex, as well.

BFM is a customer-focused organization whose primary function is to provide a quality environment for the approximately 75 state agencies which occupy the facilities overseen by DGS. BFM provides its customers effective and timely operational, maintenance, and repair services. These services include plumbing, HVAC, electrical, painting, carpentry, custodial, security, and administration of construction projects.

Currently, BFM is responsible for over 40 buildings and 20 parking facilities and operates and maintains about 6.45 million square feet of buildings and grounds at the Seat of Government to include the Governor's Mansion and the State Capitol. BFM also services several facilities in other areas of the Commonwealth of Virginia.

Responsibilities

DGS and its Bureau of Facilities Management strive to ensure tenants enjoy a clean, safe, efficient, and comfortable environment in and around the buildings it manages. DGS and the Virginia Division of Capitol Police are tasked with enforcing tenant guidelines and restrictions for the purposes of ensuring this goal is met. Infractions will be noted and corrective action taken, as necessary. If you become aware of issues in your facility, please do not hesitate to inform DGS.

BFM is dedicated to supplying efficient service to tenants occupying Capitol Complex buildings. To accomplish this we ask each agency/department appoint an Agency Facility Coordinator through whom all calls for services are filtered. Not only will this allow us to respond to your request in a timely manner, it will prevent multiple tickets from being opened for a single issue. Tenants should forward the Agency Facility Coordinator's name, phone numbers, facsimile number, e-mail address, and regular business address to the BFM Service Desk at 786-3578 or BFM-ServiceDesk@dgs.virginia.gov.

Coordinators should contact the BFM 1stService Desk to report problems and request services such as too hot/cold, lights out, outlets not working, water leaks, locks to be repaired, repairs or changes in the work areas, etc.

Contact Information and Hours of Operation

Bureau of Facilities Management
 203 Governor St.
 Richmond, VA 23219

Inter-Agency Mail Stop Code: 194-05

BFM is located in the Zincke Building in downtown Richmond, directly east of Capitol Square. Governor Street is between 12th and 14th Streets, south off E. Broad Street.

Phone: (804) 371-4807
 Email: BFM-ServiceDesk@dgs.virginia.gov
 Website: www.dgs.virginia.gov/BFM

Telephone Numbers:

1st Service Desk (Seven days-a-week, 24 hours-a-day)	(804) 786-3578
Parking Services (Monday-Friday, 8 a.m.-5 p.m.)	(804) 786-5675
Housekeeping Services (Monday-Friday, 8 a.m.-5 p.m.)	(804) 786-3560
Project Management / Construction (Monday-Friday, 8 a.m.-5 p.m.)	(804) 225-3772
Capitol Police (Seven days-a-week, 24 hours-a-day)	(804) 786-HELP (4357)

DGS Facilities

A complete listing of DGS buildings can be found in Attachment 1. The listing of DGS parking facilities is included in Attachment 2. These listings and a map of the Capitol Square Area can also be found on the DGS Bureau of Facilities Management website: www.dgs.virginia.gov/bfm.

Chapter

2

Services Provided

BFM 1stService

If your request is for maintenance of an emergency nature (i.e.: a broken water pipe, toilet flooding, etc.), call the BFM 1stService Desk at (804) 786-3578 for prompt service. We have on-call staff available 24 hours a day, seven days a week including holidays.

For maintenance requests of a non-emergency nature (i.e.: uncomfortable A/C or heat, a light burned out, trash not picked up, etc.), you may access the web-based 1stService work request system (www.dgs.virginia.gov/bfm) and submit the problem directly to our 1stService Desk.

Before submitting your first online request you must register and create a contact profile and login. When a request for maintenance services is made, BFM will use the contact profile to communicate with the requestor either to get additional information in order to expedite service or to help keep our service consistent and to provide a means for following-up with request status. Additionally, by "remembering" your contact information parts of the request form will be pre-filled in forms and provide access to your service request history.

All 1stService Requests made via the web are forwarded to BFM 1stService Desk staff for review. BFM staff will consider such things as: is the request in the scope of work or area of responsibility, a general priority, which resources should be assigned, etc.

When the 1stService Request has been reviewed and accepted, you will receive an e-mail response informing you that it has been accepted. A work order will be generated in our main computer system and assigned a work order tracking number. This tracking number will be appended to your request and the status of your request will be updated to reflect that a work order was 'opened'. The main computer system will then notify the appropriate maintenance crew(s) of your request.

If your request is found to be outside the scope of work or area of BFM, you will receive an e-mail response informing you the reason for the non-acceptance. No work order will be generated and the status of your request will be updated to 'rejected' on our website.

You may re-visit our website to check on the status of your request.

The BFM 1stService Desk (786-3578) and 1stService Website (www.dgs.virginia.gov/bfm) provides 24/7 support for all your tenant requests, questions, or issues.

Building Access

If the facility is manned by the Virginia Division of Capitol Police or by the security contractor, the proper display of a Commonwealth identification badge is required to gain entrance. Employees must wear and display a state-issued ID/access card at all times. After regular business hours employees must use their programmed access cards to gain access via card readers that are located at building entrances.

Buildings without daytime security personnel solely utilize card readers at building entrances. Access cards only allow access to those buildings the employee has been authorized to enter. Building tenants should not allow individuals without access cards into the building unless they follow the proper building protocol.

For more detailed information on how to obtain, replace, or modify access badges, please go to www.dgs.virginia.gov/parking.

BFM reserves the right to enter facilities at all times for the purpose of inspection, maintenance, or repairs.

Coordinators and Agency Head Designees

All agencies in DGS operated facilities must identify coordinators for parking, access cards, and facilities. The Agency Head may also authorize a designee. The appropriate forms should be returned to the Parking Services and Building Access Section. Forms are located at www.dgs.virginia.gov/parking.

Agency Head Designee

The Agency Head must approve applications to authorize an employee or contractor to have building access for space the agency occupies. The Agency Head may delegate the authority to approve access and access levels to an Agency Head Designee by completing the Agency Head Designee Form (DGS-32-008). The Agency Head Designees will also serve as the point of contact when DGS needs to communicate a serious facilities related issue to building tenants.

Access Card Coordinator

Each agency shall appoint an Access Card Coordinator from its staff to serve as an access card contact for employees, contractors, and the DGS Building Access Section. Additional information can be found in the 'Procedures for the Capitol Area Complex Identification and Building Access Card Program'. The Coordinator Designation Form (DGS-32-007) should be completed to add, update, or remove a coordinator.

Parking Coordinator

Each agency shall appoint a Parking Coordinator from its staff to serve as a parking contact for employees and the DGS Parking Services Section. Additional information can be found in the 'Policy and Procedures for the Use of Parking Facilities'. The Coordinator Designation Form (DGS-32-007) should be completed to add, update, or remove a coordinator.

Facility Coordinator

Each agency shall appoint a Facility Coordinator from its staff to serve as a facility contact for employees and the DGS Bureau of Facility Management (BFM). Facility Coordinators

use the BFM 1stService Desk to report problems in the agency's space and to request services. The Coordinators will serve as a point of contact when DGS needs to communicate a facilities related issue to building tenants.

Conference Rooms

DGS provides various event and meeting space to tenant agencies. For room photos and layouts, conference room policy, and to reserve a conference room online, go to www.dgs.virginia.gov/bfm. For up-to-date information and to determine if it will meet your needs, please arrange to visit the room you are requesting.

Monroe Building Conference Rooms

Contact: (804) 786-3529

Patrick Henry Building Conference Rooms

DGS has several available meeting rooms in the Patrick Henry Building (PHB) for state agencies:

- East Reading Room (Room 1035)
- West Reading Room (Room 1062)
- Conference Room 1 (Room 1013)
- Conference Room 2 (Room 1009)
- Conference Room 3 (Room 1006)
- Basement Conference Room (Room B030)

Main Street Centre Meeting Rooms

DGS has five meeting rooms available in the Main Street Centre Building (600 E. Main Street) for state agencies and building tenants:

- Conference Room 101
- Conference Room 102
- Conference Room 103
- 12th Floor North Conference Room
- 12th Floor South Conference Room

Events

Tenant and public activities that require use of DGS facilities in spaces not assigned to tenants, such as common use areas of buildings and grounds, plazas, roads and walks, must be approved by DGS in advance of the scheduled event. Examples of activities requiring approval include organizational and group gatherings, speeches and lectures, advertising, fundraising, photographic and film productions, etc. All events must be sponsored by an agency. Requests must include the requested space, the date(s) requested, description of the event, and any special needs which may be required, such as fire extinguishers, electrical power, etc. Requests for approval to hold an event in a common area are made through the DGS Division of Engineering and Buildings by completing the form 'Request to Hold an Event in a Common Area' (DGS-30-907) which can be found in the DGS Forms Center (<http://forms.dgs.virginia.gov>).

The requesting agency shall notify other occupying tenants of the building to ensure no conflicts will arise due to the use of the common area for the specified time requested. Proper ingress or egress to the facility must be maintained at all times. No event setup may impede or block access to the elevators at any time.

If intending to advertise the event, please refer to the Bulletin Board section for information on the allowed methods for posting flyers and posters in buildings.

Alcohol cannot be possessed or dispensed in DGS maintained buildings without authorization from the DGS Director of Engineering and Buildings. Requests from the sponsoring tenant should be sent to DEBinfo@dgs.virginia.gov or 1100 Bank Street, Suite 506 Richmond VA 23219. If approved an Alcoholic Beverage License, current and in the name of the Applicant, must be presented to DGS/DEB prior to any event. All applicable Commonwealth laws and policies should be followed.

Flags

The United States of America flag and the Commonwealth of Virginia flag fly throughout the Capitol Complex. DGS works with Capitol Police to adhere to proper flag protocol. The President of the United States and Governor of Virginia have the authority to lower the flags to half-staff. Any deviation from standard protocol shall be at the direction of the Governor. In the event the Governor is unavailable, the Secretary of Administration can institute changes to flag procedure.

A Guide to Virginia Protocol and Traditions describes the customs and guidelines regarding the U.S. and Virginia flags. Related Virginia Code: §1-509, §2.2-3304, §2.2-3310.1, §22.1-133.

Food Services and Vending

Food services supporting cafés and vending equipment in DGS buildings are governed by the Code of Virginia Section 51.5-89. The Department of Blind and Visually Impaired shall have first priority in assuming the operation of such vending stand or business enterprise.

The vending facility program for the blind was established by an Act of Congress in 1936. This legislation, known as the Randolph-Sheppard Act, provides qualified blind persons the opportunity to operate businesses on federal, state, and other property by granting a priority on such property. The Department of Blind and Visually Impaired secures the location, furnishes equipment, initial stock, and operating capital. The department also provides training necessary to be licensed in this program through vocational rehabilitation services.

For service issues including refunds, please follow the instructions on the vending machine or contact the Department of Blind and Visually Impaired.

Sales of food and beverages are not allowed on DGS property unless approved in advance in writing by the DGS Division of Engineering and Buildings.

Grounds

The BFM Grounds Maintenance staff strives to provide pleasant surroundings to state buildings downtown.

Capitol Square serves a significant dual role as the beautiful historic and ceremonial seat of the Commonwealth of Virginia and as an important urban oasis for the City of Richmond. Thus, this important landscape must function effectively on multiple levels. BFM strives to maintain Capitol Square adhering to intermediate and long range goals for the renovation of plantings, site improvements, and programs for enhancing the visual aspects of the Square in accordance with the approved Landscape Master Plan that is located on the DGS website.

Services provided by BFM staff include daily upkeep and maintenance of lawn and grounds, seasonal plantings, and any necessary pruning of trees and shrubbery. Native and adapted plant species are incorporated when possible. DGS makes every attempt to relocate plants to new areas when they are endangered by construction.

Housekeeping

Custodial services are performed nightly, Monday - Friday, by BFM contracted custodial staff. Tenant agencies should report any areas that may need attention to the BFM 1stService Desk. Special request and additional cleaning services may be provided at a cost to the requesting agency.

The following standard custodial services are provided to the tenant agencies:

- Daily maintenance of restrooms and public areas;
- Nightly trash service;
- Vacuuming of carpet areas as scheduled;
- Spot cleaning of carpeted areas as needed;
- Weekly dusting of office and public areas;
- Twice weekly sweeping and mopping of tile areas;
- Annual shampooing of carpeted areas;
- Annual stripping and waxing of floors.

Custodial services personnel are instructed to generally leave rooms in the same condition they were found when cleaning is completed, including but not limited to turning off all non-emergency lights and closing blinds as an energy saving method.

Tenant agencies must identify those secured areas that should not be entered by custodial personnel, such as computer rooms, human resources offices, legal offices, etc. These areas shall be cleaned in accordance with direction of the tenant agency.

Parking

Please refer to the DGS Directive 14, Policy and Procedures for the Use of Parking Facilities. It is available at www.dgs.virginia.gov/parking.

Pest Control

BFM maintains a pest control program for DGS managed state-owned facilities. Pesticides/insecticides are dispensed as needed throughout the facilities with special emphasis on the least toxic methods. Work involves providing effective services with the minimum amount of customer disturbance as possible. Application is not performed during normal business hours.

Pesticides consist of liquid mixtures, dust, and solid baits.

Services include:

- Responses to tenant agency requests;
- Quarterly perimeter treatment;
- Quarterly cafeteria (dining room area) treatment;
- Removal of live and dead animals;
- Trapping of live animals.

Requests for pest control services should be entered through the BFM 1stService Desk.

In the interest of tenant safety, it is prohibited to feed the animals or leave food and/or water for the raccoons, birds, cats, dogs, squirrels, or any other animals within the buildings or on the grounds.

Recycling

A recycling program is maintained in DGS facilities to recover discarded materials that can be used in current recycling markets. This is a self-sustaining program supporting the DGS "Reduce, Reuse, Recycle" Earth Friendly initiative and cover products that are discarded in the greatest volume and have the greatest impact on waste deposited in our Virginia landfills. Refer to Chapter 5 for additional information on the recycling program.

Renovation

At times office space renovations become necessary. When this occurs, BFM will handle the needed renovations. The requesting agency must submit a request for service through its Facility Coordinator to the BFM Maintenance and Operations Chief. The requesting agency is responsible for funding the renovation project.

Proper approval and permits from the Bureau of Facilities Management is necessary to begin renovations. BFM will assist an agency with arranging for work to be done. Funding is required prior to the commencement of the job.

Restrictions – Agency personnel are specifically prohibited from performing construction or maintenance to BFM managed buildings.

Security

The Virginia Division of Capitol Police provides full service law enforcement to all DGS facilities at the Capitol Complex. For emergencies or to request assistance, Capitol Police can be reached 24 hours a day, 7 days a week at 786-HELP (4357). For fire/medical emergencies, from a state phone dial 9-911 and for non-state phones dial 911. Some buildings are equipped with automated external defibrillators that can be used during a medical emergency. Contact your building warden for details. For non-emergencies call 786-2568 or visit: www.dcp.virginia.gov.

In addition to the Capitol Police, DGS employs contract security at many of its buildings and parking facilities. To report issues or concerns with this security, contact the BFM 1stService Desk (786-3578) or, if applicable, DGS Parking Services (786-5675).

Surplus Property

The DGS Surplus Property Management Office redistributes a wide range of surplus state and federal property to agencies of the Commonwealth, qualified nonprofit organizations, small businesses, and the public. This property includes office furniture; used cars and trucks; fire equipment; generators and motors; heavy machinery and equipment; kitchen equipment and supplies; tools; lab equipment and supplies; cleaning equipment and supplies; and printers and copiers.

State agency tenants are required to use Surplus Property to dispose of office furniture. BFM can assist agencies in arranging for mover services to pick-up or dispose of surplus property.

For additional information on how to purchase or donate surplus, go to www.dgs.virginia.gov/surplus.

Chapter 3

Regulations and Restrictions

Appliances

Coffee, iced tea makers, toasters, toaster ovens, and hot plates – Coffee makers or other appliances will not be used in any individual work area. These items may be used in an established food preparation area.

Extension cords – Extension cords are fire hazards and tripping hazards and may only be used temporarily after specific approval is given by BFM. Power strips with circuit breakers are the only type of adapter allowed. Under no circumstances, shall one power strip be plugged into another power strip.

Electrically heated scent devices and burning candles – Heated potpourri pots, scented electric plug-in and burning candles are potential fire hazards and are prohibited in all buildings.

Individual fans and portable electrical heaters – Small personal fans (8" or smaller) are permissible in individual work areas. Portable electrical heaters are not permitted unless specific permission has been granted by DGS. The only space heater DGS will authorize is a ceramic heater equipped with a tip-over, shut-off mechanism. Heated mats are the preferred DGS alternative heating device. Heated mats are more energy efficient than convection or forced-air style heaters and are safer to operate.

Microwave ovens – Microwave ovens may be used if situated in an established food preparation area. Non-UL labeled equipment is prohibited in all buildings.

Refrigerators – Frost-free refrigerators are allowed in break areas only or in other areas if approved by the building manager. Operational automatic icemakers in refrigerators are not allowed.

Animals

Animals are not permitted in buildings or parking facilities, unless their use is specifically permitted or unless the animals are trained to assist ADA special needs persons and are there to perform such services.

Fish aquariums – Fish aquariums of any variety are not permitted anywhere in any building.

Bulletin Boards

Bulletin boards and posting strips in building common areas are to be used for state related activities only. Building common area refers to the areas of the building that provide services to building tenants, but which are not included in the office area of any specific tenant. This area shall include main and auxiliary lobbies, atrium spaces, security desks, conference rooms, lounges, vending areas, etc.

No item such as a flyer, poster, or sign may be affixed to the walls without prior approval by DGS. The agency should use designated bulletin boards or easels. At no time can a sign be posted in a manner that would damage the surface. The tenant is responsible for removing posting when they are out of date.

Children

Unattended Children – Parents/guardians shall not leave their children unattended anywhere in the building. Children may find their way into areas that could be dangerous.

Clothing

DGS requires that all tenants and visitors to DGS facilities wear proper attire. The purpose of this requirement is to maintain decency and good order and protect the public interest, convenience, and safety. Any person not wearing proper attire, consisting of upper and lower torso clothing and shoes, will not be allowed to enter or remain in any DGS building or facility.

Entrances & Exits

Objects or items must not obstruct building entrances and exits, including sidewalks, lobbies, entrances, vestibules, corridors, hallways, elevators, stairways, and fire escapes in a building that would impede the ingress (way in) and egress (way out) of the building. If BFM has to remove items blocking egress the responsible tenant will be billed for the work.

Exercise Programs

An agency may request that DGS provide space for an exercise program that is organized by and for state employees. There is no guarantee that space can be made available or will be available in the future. The programs should be held during normal business hours. The program must be sponsored by an agency. The costs to operate the program are the responsibility of the program participants. At each session, attendees must complete a sign in sheet that explains that the program is optional and the Commonwealth of Virginia is not liable for injuries suffered, etc. Requests for space to hold employee exercise programs are to be submitted to the DGS Division of Engineering and Buildings by emailing DEBinfo@dgs.virginia.gov or mailing 1100 Bank Street, Suite 506 Richmond, VA 23219.

Food & Beverages

Waste Disposal – Coffee grounds or tea leaves must be disposed of ONLY in trash containers; NEVER in sinks, drinking fountains, toilets, or disposals.

Cleaning dishes – Lavatories must not be used to wash dishware, silverware, food containers, etc.

Storage – Coffee, tea, and other dry food shall be stored in sealed plastic or metal containers to prevent pest infestation.

Perishable foods such as fruits and vegetables cannot be stored in individual work areas.

Freight Elevators

Freight elevators should be used only when transporting freight, using carts to carry objects, or moving items between floors that will interfere with normal use of the passenger elevators. If a freight elevator does not exist in the facility, contact the 1stService Desk and ask that a passenger elevator be padded for the duration of your use.

No items are allowed to be stored in passenger or freight elevator lobbies.

Fundraising/Solicitation

Under no circumstances will non-approved individuals or organizations be allowed to solicit or conduct business on DGS property.

If a fundraiser or solicitation is going to be held in space that an agency leases from DGS, the agency must grant approval to the individual or organization. The event must comply with all guidelines in this handbook.

A tenant requesting the use of common areas such as the lobbies, atriums, exterior grounds or patios of the facility for the purpose of fundraising, distributing, or displaying written material must first obtain approval from DGS. All fundraising events must be sponsored by an agency and must demonstrate a benefit to the state. The events should be held during normal business hours. Requests must include the requested space, the date(s) requested, description of the event, the benefit to the Commonwealth, and any special needs which may be required, such as fire extinguishers, electrical power, etc. Requests for approval to or hold a fundraising event in a common area are made through the DGS Division of Engineering and Buildings by completing 'Request to Hold an Event in a Common Area' (DGS-30-907) which can be found in the DGS Forms Center (<http://forms.dgs.virginia.gov>).

The requesting agency shall notify other occupying tenants of the building to ensure no conflicts will arise due to the use of the common area for the specified time requested. Proper ingress or egress to the facility must be maintained at all times. No event setup may impede or block access to the elevators at any time. If intending to advertise the event, please refer to the Bulletin Board section for information on the allowed methods for posting flyers and posters in buildings.

Heating and Cooling Systems

Temperature Control – Unless authorized by BFM, tenants shall not adjust or make modifications to thermostats, diffusers, dampers or any other part of the HVAC systems in an attempt to influence temperature, control thermostats or alter or restrict ventilation or air flow within the agency's assigned office space. BFM staff shall adjust thermostats as required to maintain the building standard temperature.

See Chapter 5 details on the DGS Energy Management Program.

Holiday Decorations

Live Christmas trees or wreaths – State fire codes do not permit live Christmas trees or wreaths indoors. They are fire hazards.

Lights – Lights must be UL approved. Extension cords may be used temporarily, but they must be UL approved.

Holiday decorations may be put up as long as no items are attached in any way to building walls, or any building surface using nails or any other type of adhesives that will damage the surface. Decorations may be hung or displayed on modular furniture walls or systems that belong to the agency. Agency Heads are responsible for determining what is appropriate regarding holiday decorations for their employees.

Housekeeping

Cleaning Restrictions – Housekeeping staff are instructed not to touch any papers, files or records lying on desks, file cabinets or bookcases. Employees may make special arrangements to have housekeeping clean the shelves, but all items must be removed by the employee before the housekeeping staff arrives.

Unnecessary items stored on the floor will hinder housekeeping staff cleaning activities. Trashcans are not to be used as moving containers. Items shall not be stored on trashcans, which can be mistaken for trash and discarded.

Supplies – Paper towels, toilet tissue, and other janitorial supplies shall not be removed from restrooms or supply closets. Paper towels and toilet tissue will only be supplied for the appropriate dispensers. Trash liners are only provided for general office trash containers.

Keys/Locks

All locks and keys for building doors shall be installed and maintained exclusively by the Bureau of Facilities Management. No additional locks or keys shall be installed, used, or manufactured by tenants. Employees shall be issued keys only upon written request of the agency's management to the Bureau of Facilities Management. Employees shall sign and be responsible for all keys issued to them. BFM does not issue or track keys for modular furniture, file cabinets, agency padlocks, or for other locking mechanisms that are not part of a building. BFM will assist agencies in obtaining keys for these mechanisms upon receipt of a 1st Service Request. BFM employees will not open any doors for employees, tenants, or visitors. It is the agency's responsibility to ensure keys and/or access cards are issued to their employees for use to gain entry.

Restricted Areas – Access to restricted areas, such as building roofs, shall be restricted to specifically authorized personnel.

Motorized Vehicles

Motorcycles, scooters, mopeds, or any other motorized recreation vehicle of any kind may not be brought into or stored in any building unless specifically permitted. Tenants should use outside bike racks.

Personal Items

Employee Responsibility – All personal items brought into the building are the employee's responsibility. Secure all personal items at all times. Extra clothing, shoes etc. will not be allowed to accumulate in the work area. BFM shall not be responsible for replacing personal items if they are stolen, broken, or lost.

Item Storage – Personal items such as toothpaste, toothbrushes, hairbrushes, etc., are not to be stored in the restrooms.

Lost & Found – Contact the appropriate onsite personnel (Division of Capitol Police or BFM) for lost and found items.

Pictures & Posters

Hanging Items – Nothing shall be hung by the agency on doors, walls, ceilings, or any building surface with nails, tacks, tape, glue, putty, or other similar fasteners. Affixed items that deface the surface of the building will be removed and costs will be charged to the tenant. This does not apply to hanging items on agency owned furniture, agency owned modular furniture, or other types of furniture owned by the agency. If you do need to hang an item such as pictures or posters on a building surface, please contact your Facility Coordinator and the Coordinator may submit a BFM 1st Service Request. Only BFM assigned staff are to attach anything to building walls, ceilings, door surfaces, etc. A work order shall be generated through the 1stService Desk describing what is needed to be hung or installed and the exact location. How it is hung will be the decision of BFM. Any plaque or otherwise inscribed signage for permanent display must also have the approval of DGS prior to being attached to a wall, ceiling or door surface.

Plants

Maintenance – Plants are allowed in the building and are to be maintained by the individual owners.

Restrictions – No plant shall be set on heating and cooling units, or any other building equipment. No hanging plants will be placed in cubicles or work stations. Noxious plants should not be brought into DGS facilities.

Fertilizer or plant food – Fertilizer or plant food shall be stored in sealed containers.

Damage to the building, floor covering, or building equipment from spilled water or overflowing plant containers with water will be billed to the agency for whom the employee works.

Skateboarding

The use of skateboards, roller skates, and inline skates is prohibited in and around Commonwealth facilities. Use of these and similar recreational equipment can pose significant risk of injury to both the user and bystander.

Smoking

Pursuant to 2007 Executive Order 41, no person shall smoke in any building owned or occupied by an executive branch agency or institution.

No person shall smoke in or near the exterior doorways of those buildings and must remain a minimum of 25' from all entrances and exits. No person shall smoke on the grounds of any building where a nonsmoking area has been designated by means of a posted sign. Smokers should use the proper receptacles for disposal of cigarette butts.

All tenants in DGS facilities and locations shall ensure their employees are aware of this regulation and that their employees follow these restrictions in order to provide an acceptable environment for co-workers and visitors to these buildings.

Storage

No items shall be stored or stacked on building equipment including fan coil units. Do not place any objects in front of mechanical room doors or electrical equipment. Maintenance staff must have immediate access to these rooms and any delay to getting inside could cause damage to property or injury to individuals.

No paper products or any other type of office products shall be stored on pallets on any floors in the buildings. The only exception will be products stored in properly authorized storage areas. Agencies who receive items on pallets shall be responsible for the disposal of the pallets. Pallets are not to be placed in the trash compactors.

Vacating Premises/Relocation

A state agency wishing to vacate space within a DGS owned or leased office building must provide a written notice to the Bureau of Facilities Management Director as defined in your agency's space assignment memorandum of understanding.

The space to be vacated must be configured to make it available for use by another state agency. This may require the vacating agency to consolidate or rearrange its remaining space in a manner that would be acceptable for a new tenant.

DGS can offer State agencies within the Capitol Square Complex assistance in their relocations needs. Space planning, remodeling, and move coordination services are provided with a combination of in-house and contract resources charged to the customer on a project specific basis. The services provided include:

- Space planning: Interior design, architectural and engineering services.
- Office remodeling and alterations.
- Move planning and move coordination services.
- Modular systems furniture design, ordering, and installation.
- Surplus property disposal.

To utilize these services, please submit a request through 1stService.

Weapons

The Department of Human Resources Workplace Violence policy prohibits state employees from possessing, brandishing, or using a weapon not required by the individual's position while on state premises or engaged in state business.

Wheel Chairs and Electric Personal Assistive Mobility Devices

Individuals with a mobility impairment are allowed to use wheel chairs or electric personal assistive mobility devices in DGS buildings. DGS is committed to making all reasonable efforts to have its facilities accessible to persons with disabilities and will continue to comply with all building accessibility standards.

For purposes of this policy, an "individual with a mobility impairment" means any person who is subject to any physical impairment or condition regardless of its cause, nature, or extent that renders the person unable to move about without the aid of crutches, a wheelchair or any other form of support, or that limits the person's functional ability to ambulate, climb, descend, sit, or rise, or to perform any related function.

Wheel chairs or electric personal assistive mobility devices must be operated in a manner that does not compromise the safety of the user, the building occupants or the building infrastructure. Those individuals operating a wheel chair or electric personal assistive mobility device within a building must maintain control of the device at all times and must exercise caution.

Building security and Capitol Police reserve the right to inspect wheel chairs or electric personal assistive mobility devices upon entrance to a state building. DGS and Capitol Police have the final authority on directing the use of these devices inside a building or on the Capitol grounds and walkways.

As defined in Virginia Code §46.2-100:

"Wheel chair or wheel chair conveyance" means a chair or seat equipped with wheels, typically used to provide mobility for persons who, by reason of physical disability, are otherwise unable to move about as pedestrians. The term includes both three-wheeled and four-wheeled devices. So long as it is operated only as provided in § 46.2-677, a self-propelled wheel chair or self-propelled wheel chair conveyance shall not be considered a motor vehicle.

"Electric personal assistive mobility device" means a self-balancing two-nontandem-wheeled device designed to transport only one person and powered by an electric propulsion system that limits the device's maximum speed to 15 miles per hour or less.

DGS considers Segway Personal Transporters to be an electric personal assistive mobility device. An individual without a mobility impairment is not permitted to operate a Segway within a Commonwealth building. A non-impaired individual may bring a Segway into a Commonwealth building, provided the "power assist" mode, or any other mode that engages the battery, is not used when walking the Segway. Segway devices are permitted on elevators, but are not permitted on escalators, as per manufacturer guidance.

Windows

Modern buildings with central heating and air conditioning are designed to supply filtered outside air in to the air distribution system for the building. Opening windows adversely affects the mold and pollen counts and can add pollutants to interior spaces by introducing unfiltered air into the building. Windows must be closed so the air supply system remains balanced and conditioned to the temperature set for the building environment.

Chapter 4

Emergency Procedures

General Guidelines

It is critical each employee learns how to respond, should an emergency occur within any of the state-owned facilities. Agency participation in the education of staff on how to respond in emergency situations is an important part of an organized response to emergencies. The training for such emergencies is the responsibility of tenant agencies. The Division of Capitol Police publishes a “Capitol District Emergency Planning Manual” that is available on their website (www.dcp.virginia.gov). This Manual can serve as a resource for emergency planning.

Emergency Directory - Capitol Complex

Fire or Rescue: From a state phone 9-911, From a non-state phone 911
Capitol Police: 786-HELP (4357)
Capitol Police Non-Emergency: 786-2568
DGS Information Line: 225-4949
DGS 1stService (Building Emergencies): 786-3578
www.dgs.virginia.gov/alert
VDOT's Highway Helpline: 1-800-367-ROAD
VITA Customer Care: 1-866-637-8482
Commonwealth Information Line: 211
National Poison Control Center: 1-800-222-1222

Building Tenant Evacuation Plan

DGS creates a Building Emergency Evacuation Plan (BEEP) for each DGS building. Every employee should have access to a copy of this evacuation plan. If you do not have access to a plan, please contact your Building Warden or your agency's human resources department.

Each DGS building has a Building Warden who is responsible for the evacuation team and conducting training and drills. The Building Warden is assisted by other wardens and monitors. Tenant agencies are responsible for appointing a sufficient number of emergency evacuation wardens. Please contact the Building Warden if you have special needs or questions about evacuations or drills.

Building Closures

During emergency situations, DGS may determine there is a need to close a building. These emergencies could include loss of power or water. Tenant agencies will be contacted with details about the situation and the plan for reopening the facility. The DGS Alert website will provide details for tenants (www.dgs.virginia.gov/Alert).

Code Adam Alert

Code Adam alerts in public buildings requires state agencies housed in state owned and leased buildings to initiate and maintain specific procedures for the prevention of child abduction and for the location of lost children in facilities serving the Commonwealth of Virginia.

A Code Adam Alert is designed to activate a team of agency personnel when attempting to locate a missing child or identifying and delaying a potential child abduction suspect. Please refer to Attachment 3 to view this alert protocol in greater detail.

Inclement Weather

The Governor makes closing decisions about the daytime work hours of administrative agencies in the Richmond Metro Area when emergency conditions affect more than one agency.

For closing information for agencies in the Richmond Metro Area you can:

Visit the Department of Human Resource Management's website at www.dhrm.virginia.gov

Listen to WRVA radio (1140 AM) or any Clear Channel affiliate (Q94, Lite 98, XL102, 106.5, Sports Radio 910)

Watch local television stations WTVR (6), WRIC (8), and WWBT (12)
Call the Highway Helpline at 1-800-367-ROAD

Fire Safety

If you suspect a fire, immediately contact Capitol Police at 786-HELP (4357) and then the 1stService Desk at 786-3578. If you witness a fire, pull the fire alarm, exit the building, and then call 911. Once the fire alarm is activated, all personnel must leave the building in accordance with the approved Building Emergency Evacuation Plan (BEEP) and continue to their designated safe area. Exit the building through the primary or secondary exits, whichever is closer to you. **DO NOT USE ELEVATORS.** Meet at your designated evacuation area. Floor wardens account for all personnel. Once you are out, stay out. Do not re-enter the building until the all clear announcement is given.

Severe Weather

Severe Thunderstorm WATCH - severe thunderstorms are possible in your area
Tornado WATCH - tornadoes are possible in your area. Remain alert for approaching storms.

Severe Thunderstorm WARNING - severe thunderstorms are imminent in your area.
Tornado WARNING - a tornado has developed and has been sighted or indicated by radar. If a tornado warning is issued, move to your pre-designated place of safety. See your agency evacuation plan for specific guidelines.

NOTE: Employees with disabilities should meet directly with Floor Wardens for guidance on emergency evacuation procedures.

Chapter
5

Recycling and Energy Management

Capitol Complex Recycling Program

The Bureau of Facilities Management promotes and maintains a diverse recycling program for state facilities located near Capitol Square.

WHAT CAN YOU RECYCLE?	WHAT IS REUSED?
White & Colored Paper	Surplus Furniture
Newspaper, Magazines, & Brochures	Surplus Office Equipment
Cardboard	
Telephone Books	
Aluminum Cans	
Printer Cartridges	
Rechargeable Batteries	
Plastic Beverage Containers	

Recycling Guidelines:

White paper, Cardboard, Newspaper and Telephone Books:
Separate white, non-glossy papers and place in “White Paper” recycling container

All colored paper, magazines, brochures, shiny paper, newspapers, and telephone books go in the “Mixed Paper” recycling container

Place flattened cardboard beside the paper recycling containers

NOT ACCEPTED: Food containers, pizza boxes, items with paint or heavy glue

Please email BFM-ServiceDesk@dgs.virginia.gov or call 786-3578 for the following: missing a recycling container, need individual desk recycling bins, or recommend a good location for your floor's recycling containers.

Energy Management Program

The Department of General Services is committed to employing the best available conservation practices to curtail the excessive consumption of energy and water in its facilities. To comply with the ongoing program of energy and water conservation, agency heads are requested to advise all employees of the provisions contained herein and the necessity for strict compliance.

For effective Energy Management, please turn off all office lights, personal computers, copiers, and printers at the end of each day, unless essential to the operation of the agency's mission or utilized by Building Management to monitor the building systems. Please notify BFM of specific computers that require continuous operations. Computers that require continuous operation should have an uninterruptible power supply (UPS).

Heating Season:

Control devices will be set so room temperature will be within a range of 68 to 72 degrees F, unless documented health reasons or programmatic reasons dictate other temperature requirements. Actual temperatures may vary due to building characteristics and control limitations.

The temperature of unoccupied spaces shall be reduced to 55 degrees F as long as adjacent occupied areas are not affected.

Cooling Season:

Control devices will be set so room temperature will be within a range of 76 to 78 degrees F, unless documented health reasons or programmatic reasons dictate other temperature requirements. Actual temperatures may vary due to building characteristics and control limitations.

The temperature of unoccupied spaces shall not be maintained below 85 degrees as long as adjacent occupied areas are not affected.

General:

Windows and exterior doors must be kept closed.

Personnel will not obstruct ventilation ducts or return air grills.

Thermostats or other temperature controlling devices shall remain undisturbed. Building occupants shall request adjustments by calling the Bureau of Facilities Management.

What can you do?

Close blinds to keep the heat out during the summer months and the cold out during winter months.

Open blinds during the winter months to let the sun shine through the window to warm the interior space.

Close doors during non-working hours in winter months to keep cold drafts from migrating through the space.

Close doors during non-working hours to keep the warm areas from warming up the cooled spaces.
 Keep windows closed at all times.
 Make sure heating and cooling vents are not blocked.

Convenience appliances such as refrigerators, microwave ovens, and coffee makers shall be limited to one for each agency on each floor of a building. Exceptions must be requested in writing to the Building Manager and approved by the Director of the Bureau of Facilities Management.

Portable space heaters and fans shall not be used unless authorized in writing by the Bureau of Facilities Management. If an agency head believes a space can not be maintained in the specified range of heating or cooling temperatures, the Building Manager should be immediately notified in writing of the condition.

The Building Manager will conduct a survey to determine if an adjustment in the central heating/cooling system is needed to maintain the appropriate temperatures. If the building systems cannot maintain temperatures within the established ranges, an exception may be approved by the Director of the Bureau of Facilities Management.

Heated mats will be the primary alternative heating device approved for use in the space in question. Heated mats are more energy efficient than convection or forced-air style heaters and are safer to operate. If heated mats are authorized they will be provided by the Bureau.

The settings of domestic hot water temperature control devices shall be approximately 115 degrees, as measured at the first fixture served by the heater.

General Lighting:

Illumination levels will be maintained as near as practical to the following, as set forth in the Illuminating Engineering Handbook, 8th Edition:

- 50 foot-candles at offices and workstations
- 10 foot-candles in corridors
- 20 foot-candles in stairways
- 20 foot-candles in restrooms
- 5 foot-candles in reception areas without workstations
- 10 foot-candles general storage areas
- 5 foot-candles in parking lots

For individually controlled offices, turn fluorescent lighting off if the office is unoccupied for 10 minutes or more and at the end of each workday.

The use of incandescent lighting should be avoided.

Office Equipment:

All new computer and peripheral equipment should carry the Energy Star rating. Computers and peripheral equipment shall be turned off at night, unless needed for after hours data processing.

Avoid buying and using laser printers when possible. Laser printers use as much as 10 times the energy used by an inkjet printer.

If you use a desk lamp, a compact fluorescent bulb is recommended. These bulbs last up to 10 times longer than incandescents and will save over \$20.00 in energy cost over the life of the bulb.

Water Conservation

Report dripping faucets, showers, and continuously running or leaking fixtures to the Bureau of Facilities Management: Service Desk 786-3578 or 1stService website <http://firstservice.dgs.virginia.gov>

Turn off any unnecessary flows.

Do not use toilets as a trash receptacle. This is one of the major causes of clogged toilets and plumbing failures. Water conserving toilets have less water to propel waste through the pipes.

Remind users to conserve.

Appendix

Attachment 1

List of Buildings

The following is a list of buildings operated and maintained by the Department of General Services. Visit the BFM website (www.dgs.virginia.gov/BFM) for a map identifying the location of these buildings.

Building Name	Location	Number
Oliver W. Hill, Sr. Building	102 Governor Street	701
Washington Building	1100 Bank Street	702
Jefferson Building	1220 Bank Street	703
Patrick Henry Building	1111 E Broad Street	706
Aluminum Building	215-217 Governor Street	707
Zincke Building	203 Governor Street	708
James Madison Building	109 Governor Street	709
Ferguson Building	109 N 14 th Street	717
Surplus Property Management Richmond Distribution Center*	1910 Darbytown Road	723
Virginia Distribution Center*	2400 Riley Ridge Road	724
Morson Row #1	219 Governor Street	727
Morson Row #2	221 Governor Street	728
Virginia War Memorial	621 S. Belvidere Street	731
James Monroe Building	101 N 14 th Street	733
Rose & Lafoon Building	109 N 8 th Street	734
Supreme Court of Virginia	101 N 8 th Street	736
Ninth Street Office Building	202 N 9 th Street	737
Virginia's Executive Mansion	Capitol Square	739
Bell Tower	Capitol Square	740
Morson Row #3	223 Governor Street	748
Powers-Taylor Building	13 S 13 th Street	760
Pocahontas Building	900 E Main Street	761
Library of Virginia	800 E Broad Street	771
Fleet Management Services	240 W Leigh Street	775
DCLS Biotech Lab	600 N 5 th Street	777
Old City Hall	1001 E Broad Street	778
Perimeter Center*	9960 Mayland Drive	782
400 East Cary Street	400 E Cary Street	783
Main Street Centre	600 E Main Street	784
Westmoreland Building	1957 Westmorland Street	785

*- Not patrolled by the Division of Capitol Police.

Other State Owned Buildings:

Building	Location	Number
General Assembly Building	910 Capitol Street	741
Industrial Commission	1000 DMV Drive	
Tyler Building	1300 E. Main Street	765
Memorial Hospital Building	1201 E. Broad Street	749
Virginia's Capitol	Capitol Square	738
Department Transportation Annex	1401 E. Broad Street	711
Department of Transportation Building	1221 E. Broad Street	710
Virginia Employment Commission	703 E. Main Street	
Virginia Housing Development Authority	601 S. Belvidere Street	
Virginia Retirement System	1200 E. Main Street	772
Virginia Science Museum	2500 W. Broad Street	

Attachment 2

List of Parking Facilities

The following is a list of parking facilities operated and maintained by the Department of General Services. Visit the DGS Parking website (www.dgs.virginia.gov/parking) for a map identifying the location of these facilities.

Parking Facility	Number
14 th and Main Deck	813
400 E. Cary Lot	819
7 th and Franklin Deck	826
7 th and Marshall Street Deck	822
9 th and Franklin Deck	821
Bank Street Deck	803
Closed Portion of Old 14th and Grace Streets Lot	804
Consolidated Laboratory Deck	828
Darden Memorial Garden Lot	801A
Gravel Lot at 9 th and Broad Streets	
James Madison Deck	817
James Monroe Deck	805
John Tyler Deck	808
Library of Virginia Deck	825
Main Street Centre Deck	820
North Governor Street	801B
Rear of 1221 E. Broad St., East Side Lot	815
Rear of 1221 E. Broad St., West Side Lot	814
Rear of Department of Transportation Annex Lot	816
South Governor Street	807
Supreme Court Garage	818
Westmoreland Lot	829

Attachment 3

Code Adam Alert for Public Buildings

In accordance with the Code of Virginia, Section 2.2-1161.1, Code Adam alerts in public buildings, the Code requires state agencies housed in state owned and leased buildings to initiate and maintain the following procedures for the prevention of child abduction and for the location of lost children in facilities serving the Commonwealth of Virginia.

A Code Adam Alert is a protocol that activates a team of agency personnel to monitor building exits, search building spaces, and notify police when attempting to locate a missing child or identifying and delaying a potential child abduction suspect.

Preparation, Planning and Training

1. Agency Coordinator: The Agency Head shall designate an Agency Coordinator to administer a Code Adam Alert plan for each location in which the agency resides. The Agency Coordinator shall designate personnel in each location to be assigned duties and to train personnel to effectively initiate the protocol of a Code Adam Alert
2. Staff Assignments and Training: The Agency Coordinator shall issue specific assignments to personnel to carry out individual duties in a Code Adam Alert. Training meetings will be held by the Agency Coordinator with the designated personnel to review duties and assignments. A deployment drill shall be held annually to familiarize personnel with their assigned duties and to test communication systems.

The following is a suggestion for planning assignments in a Code Adam Alert:

Door Monitor - assign a person and back-up person for each exterior door to monitor building entrances and exits.

Site Monitor – assign a person and back-up person to monitor the parking and grounds areas immediately adjoining the building.

Floor Warden - assign a floor warden and back-up floor warden for each floor of the building. The floor warden will collect information as searches are completed on each floor and report the information to the Building Manager or security.

Zone Warden - assign at least one zone warden and back-up zone warden per every 3,000 sq. ft. of floor area to conduct searches of their floor. Zone wardens will report search results to floor wardens.

Building and /or Security Manager - this position is the facilities maintenance team leader or supervisor. He is responsible for receiving search results from floor wardens and communicating findings to the police and/or security. The Building Manager documents the incident and reports to the police and Agency Coordinator.

Communication Network: The Agency Coordinator shall designate the method of communication when announcing and initiating a Code Adam Alert. Designated personnel

shall be trained in the application and use of the communication systems selected by the Agency Coordinator. Communication options may include the use of any or all the following systems:

Building public announcement system – to announce the Code Adam Alert building wide and to cancel the alert.

Cell phones – use for communication during door and site monitoring.

Two-way radios – use for communication during floor searches.

E-mail – use to notify building occupants when a public address system is not available.

Voice announcement – verbally inform employees and designated staff when automated systems or communication devices are not available.

Document and Distribute Plan: The Agency Coordinator shall document the plan and provide copies to all agency personnel housed in the building which the plan represents. Agency personnel are expected to receive and review the plan annually. Where there are multiple tenants housed in a building, the primary state agency tenant shall prepare and distribute the Code Adam Alert plan for use by all building tenants.

Signage: Post the enclosed Code Adam alert sign in prominent locations of the building. The sign may act as a deterrent against potential child abduction.

Agencies Located In DGS Facilities: Agencies housed in Department of General Services facilities located in the Capitol Square Complex, Richmond, Virginia shall use their fire evacuation teams to initiate and conduct Code Adam alerts. DGS will designate door and site monitors at each building using on-site security and other designated DGS staff. DGS will assist agencies in DGS facilities to plan, train, and conduct annual drills.

Initiating a Code Adam Alert: Use the Plan for Initiating a Code Adam Alert as a guide when conducting a Code Adam Alert as follows.

Plan for Initiating a Code Adam Alert

When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report and persons informed of the incident to assist in locating the child:

Step 1. Get a detailed description of the missing child.
Name
Age and sex
Height and weight
Distinguishing features, if any
Clothing color and type
Shoe color and style (shoes usually are not changed by an abductor)

Step 2. Notify security and designated persons of the CODE ADAM ALERT and monitor all building entrances, exits, stairs, lobbies and adjacent parking areas. Give description of child to persons assigned to monitor all exterior doorways and adjacent parking areas. Use public announcement system if available. Escort the parent or guardian to the main building entrance to assist in identifying the child. Monitors should use cell phones or two-way radios to report observations to the Agency Coordinator and/or manager in charge of the incident.

Ask visitors and employees with children near doorways to remain in the building until the incident is concluded.

Monitors are to remain at assigned doorways until the incident is concluded.

Step 3. Inform designated persons to search the building.

Give description of child to floor and zone wardens assigned to search the building.

Search restrooms, stairs, closets, meeting rooms, elevators, halls, exit foyers, and office areas as quickly as possible.

Search parking and grounds areas immediately adjacent to the building.

Search results are to be reported to the Building Manager and security or police.

Step 4. Notify the local police authority immediately of the reported missing child.

Call the police as soon as abduction or missing child is suspected.

Inform police of the building location and child's description.

The Building Manager or designated security person should meet the police when they arrive and inform police of the status of the search.

Thereafter, all involved should follow police instructions.

Step 5. If the child is found unharmed, reunite the child with the parent or guardian.

Cancel Code Adam Alert after reuniting child and parent or guardian.

Inform door monitors and other persons involved in the search that the alert is cancelled.

Use public announcement system if available.

Step 6. If the child is found with a person other than the parent or guardian, use reasonable efforts to delay the person from leaving the building until police or security are present. Ask the child to state their name. Do not delay the person if the child's name is different, but ask them to remain in the building until the incident is concluded.

Ask the person with the child to state their name if the child's name is the name of the reported missing child. If the name is the same, ask them to remain in the building.

Use reasonable efforts to delay a person believed to be with the child who is not their parent or guardian. Do not attempt to forcibly detain the suspect. Request help from fellow employees to notify security and /or police.

Report description of the suspect and child to the police, security, and manager in charge of the incident and/or Building Manager.

Sex and age

Distinguishing features

Height and weight

Clothing color and type

Shoe color and style

Step 7. Conclude the incident with an announcement.

Cancel Code Adam Alert following police instructions or after reuniting child and parent or guardian. Inform door monitors and persons involved in the search that the alert is cancelled. Use public announcement system if available.

Step 8. Report incident and results.

The building manager and/or head security person shall prepare a written report of the incident involving a lost or missing child. Provide the report to the local police authority, Agency Coordinator, or other designated security office.

Code Adam Alert Guidelines

When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report and persons informed of the incident to notify police and assist in locating the child:

- STEP 1. GET A DETAILED DESCRIPTION OF THE MISSING CHILD.
- STEP 2. NOTIFY SECURITY AND DESIGNATED PERSONS OF THE CODE ADAM ALERT AND MONITOR ALL BUILDING ENTRANCES, EXITS, STAIRS, LOBBIES, AND ADJACENT PARKING AREAS.
- STEP 3. INFORM DESIGNATED PERSONS TO SEARCH THE BUILDING.
- STEP 4. NOTIFY THE POLICE IMMEDIATELY OF THE REPORTED MISSING CHILD.
- STEP 5. IF THE CHILD IS FOUND UNHARMED, REUNITE THE CHILD WITH THE PARENT OR GUARDIAN.
- STEP 6. IF THE CHILD IS FOUND WITH A PERSON OTHER THAN THE PARENT OR GUARDIAN, USE REASONABLE EFFORTS TO DELAY THE PERSON FROM LEAVING THE BUILDING UNTIL POLICE OR SECURITY IS PRESENT.
- STEP 7. CONCLUDE THE INCIDENT WITH AN ANNOUNCEMENT.
- STEP 8. REPORT INCIDENT AND RESULTS.