



**Arizona State University
Barrett & O'Connor Washington Center**

Security Desk Handbook

**1800 I Street, NW Washington, DC 20006
(202) 446-0380 – main
(202) 446-0390 – fax**

Building Basics

Hours of operation

The main lobby doors will be unlocked Monday thru Friday from 8AM to 5PM, less ASU-approved holidays.

Main entry door locks

Note that the left-most door at the I Street entrance (door closest to the security desk) will unlock automatically at 8AM and lock at 5PM. The facility manager or, as needed, a staff member from the University Technology Office can alter the timing of the automatic locks and can override the system should an emergency occur.

Security personnel must manually unlock and relock the revolving door at 8AM and 5PM.

In addition, security personnel will staff and control this door if demonstrations or events outside pose a concern for building occupants.

Building access

While the main lobby doors will be open to the public on weekdays, access to the remainder of the building (including all elevators and stairwells) is limited to ASU faculty, staff, students and contractors who have been pre-approved for access, ASU guests and approved event attendees.

- Faculty, staff, students and contractors who have been pre-approved for access will have ASU Sun Cards or white access cards with an ASU sticker. These cards have been programmed to allow access to and within the facility based on their work or class needs.

- Guests, including individuals attending meetings within the building, may check-in at the security desk for assistance in contacting their meeting host. The meeting host or their designee must escort guests and provide facility access to the upper floors. See more under **Receiving Visitors**.
- Event attendees must check-in with event organizers and be confirmed as a legitimate guest to be escorted by an ASU staff member to the designated event floor. See more under **Receiving Visitors**.

At no time should first floor exterior doors, stairwell doors or patio doors be propped open.

At no time should anyone enter or exit thru the 18th Street door.

Cameras

For the safety of all staff cameras are located on all floors.

Emergency Contact Information

Life threatening situation or serious illness

In all cases of a life-threatening situation or serious illness dial 911

Nearest Emergency Services

George Washington University Hospital – open 24 hours a day
900 23rd St. NW
Washington, DC 20037
(202) 715-4000
- Approximately six blocks from the Barrett & O’Connor Washington Center

Important building concerns

For building concerns that require immediate attention (for instance, a flooding bathroom or a broken window), the property manager should be contacted

Nia Davis, Jones Lang LaSalle
(202) 550-9893 – cell

After contacting the property manager, please contact the facility manager to advise of the situation.

Roxanne Ladd, ASU
(703) 855-9693 – cell

Emergency Services

First Aid Kit

A first aid kit offering basic supplies is available in the first floor pantry and in the eighth floor catering kitchen. Basic supplies include ice packs, adhesive bandages, antibiotic ointment, aspirin, tweezers, hand sanitizer, etc.

Please advise the facility manager if any of these items have been removed so they may be replaced.

Fire Extinguishers

Fire extinguishers are located on each floor. Fire extinguishers are maintained annually to ensure functionality as required by law.

Evacuation Plan

The ASU Barrett & O'Connor Washington Center has a formal evacuation plan. Please read the plan to become acquainted with the procedures and assembly points. Evacuation drills will be conducted bi-annually and are mandatory for all staff including security personnel in the facility.

Security Desk Day-to-Day

Thank you, in advance, for your professionalism and enthusiasm. We are grateful you are part of the team.

Guest Interaction

ASU is a fun, vibrant place to work and as such, we are looking to you as the first face our guests see to embody that vibe. Please smile and welcome everyone who walks thru the door with enthusiasm.

Facility Access

Security is of the utmost importance. You will get to know the 'regulars' who come thru daily. As you get acquainted with everyone, you won't need to ask to see their badge every time they pass. But for anyone you don't recognize, at any time, you must ask to see their Sun Card or ask them 'How may I help you today?'

No one is allowed into the elevators or stairwells without proper authorization.

Staffing the Desk

While it is preferred to have two guards posted at the security desk, situations may arise that take one or both guards from their post. If there is ever a situation where both guards must

depart the desk (even for a bathroom break), please contact the facility manager to advise and wait until they arrive to take over at the security desk.

Someone must be present at the lobby security desk at all times when the main doors are unlocked.

Bomb threat/Suspicious Package Protocol

Refer to bomb threat/ suspicious package protocol document in this manual.

Agitated Visitor/ Demonstration Protocols

Refer to agitated visitor/ demonstration Power Point contained in this manual.

Lunch and Snack Breaks

Please refrain from eating at the security desk (though beverages are always welcome). A kitchenette, complete with refrigerator, microwave and bistro table, are available on the first floor for your convenience. When it is not otherwise in use and the weather is agreeable, patio seating is available on the eighth floor.

Desk Cleanliness

Please keep the security desk neat and picked up at all times. Trash should be thrown away. Personal items should be placed in a locking drawer. As one of the first installations guests will see as they enter the facility, this space must be kept clear and tidy.

Opening Shift

Please do a walk-thru of the entire facility before the building officially opens at 8AM. Take note of anything out of the ordinary and report it to the facility manger. This might include but is not limited to: noting that the 8th floor doors were left unlocked, noting any windows that were left open, burnt out lightbulbs, running water, new scratches to a wall, damaged furniture, etc.

Closing Shift

The security guard on the closing shift should perform a similar walk-thru at 5:30PM prior to departure, taking note of anything out of the ordinary and leaving a report identifying these items for the property and facility managers.

Answering the Phone

The main ASU Barrett & O'Connor Washington Center phone line – (202) 446-0380 – will ring to the security desk. Please answer it in a pleasant voice by saying:

'ASU Washington Center, How may I help you?'

- Calls should be forwarded to the appropriate person/department

- At no time should anyone's personal cell phone number be given out unless you have received specific instructions to do so
- If the call is of an immediate nature and it is unclear who should be contacted, contact the facility manager
- If the caller is seeking general information, forward call to the facility manager (may go in to their voice mail) – (202) 446-0381

Note that instructions on how to use the phone and forward calls are available in the Security Desk reference binder.

Daily Outlook Calendar

All building staff have been instructed to list their expected meeting guests and deliveries on the **ASU DC Guest and Delivery Outlook Calendar**. Instructions on how to access this calendar are available in the Security Desk reference binder.

Security personnel should keep this calendar open and available on the security desk computer at all times for quick reference.

Receiving Visitors

Everyone who enters the building should be greeted and asked "How may I help you today?" Visitors will have several different reasons for entering the building and asking this open-ended question will assist in determining next steps.

'I work for ASU ...'

- **ASU faculty or staff visiting from Arizona (announced)** – If the staff member is here to utilize hoteling space or to host a meeting and either is indicated on the day's Outlook calendar:
 - Invite the staff member to use the Sun Card to access the elevator and head to their designated floor. Note that any faculty or staff member who requested a reservation for space in advance will automatically be given Sun Card access to the appropriate floor.
 - Contact the host indicated in the Outlook appointment or the facility manager (if a host is not listed), to advise of the staff member's arrival
- **ASU faculty or staff visiting from Arizona (unannounced)** – If the staff member arrives requesting hoteling space or a tour of the facility
 - Ask the staff member's name; write it down
 - Invite the staff member to sit in the lobby
 - Contact the facility manager to request assistance

'I'm here to meet with _____'

- **Meeting an ASU faculty or staff member (announced)** – If the guest is here to meet a staff member and the meeting is indicated on the day's Outlook calendar:
 - Invite the guest to sit in the lobby
 - Open the Outlook appointment and locate the host's phone number
 - Call the host to advise their guest has arrived. Note that the ASU staff member must come down to the lobby to greet the guest and escort them upstairs
 - Advise the guest that their host is on the way (or other notice as relayed from host)
- **Meeting an ASU faculty or staff member (unannounced)** - If the guest is here to meet a staff member who keeps an office at this facility and the meeting is not indicated on the day's Outlook calendar or they are calling on the staff member unannounced:
 - Ask for the guest's name; write it down
 - Invite the guest to sit in the lobby
 - Use the ASU DC Faculty and Staff Directory to assist in locating the staff member's office number
 - Call the staff member to advise they have a guest in the lobby that has requested to see them. Note that the ASU staff member must come down to the lobby to greet the guest and escort them upstairs
 - Advise the guest that the staff member is on their way (or other notice as relayed from host)

'I'm here for _____ event ...'

- **Attending a meeting or event (with lobby registration table)** – If the guest indicates that they are attending a meeting or event in the building and a registration table for this event is already set-up in the lobby:
 - Invite the guest to check-in at the registration table. The team working the registration table will facilitate access for this guest into the building from this point forward if they are approved for entry.
- **Attending a meeting (without a registration table)** – If the guest is here to attend a pre-scheduled meeting that is indicated on the day's Outlook calendar but a registration table has not been set up for this event in the lobby:
 - Invite the guest to sit in the lobby
 - Open the Outlook appointment and locate the host's phone number
 - Call the host to advise their guest has arrived. Note that the ASU staff member must come down to the lobby to greet the guest and escort them upstairs
 - Advise the guest that their host is on the way

'Can you tell me more about ASU?'

- **Individual requesting more information about ASU** – If someone enters the building and has questions about the university:

- Invite guest to peruse available ASU pamphlets and other printed materials available in the lobby. All items are available for guests to take with them
- Invite guests to watch looping video in lobby that tells the story of the work ASU is doing in Washington, DC
- If guests have specific questions or are looking to speak with someone directly, contact the facility manager

Building Occupants by Floor

Below is a breakdown of where each department is located within the building.

Floor	Department
Basement	- Janitorial staff, day porter, engineering
One	- Decision Theater
Two	- Office of University Affairs (Facility Manager) - University Technology Office
Three	- Consortium for Science, Policy & Outcomes - School for the Future of Innovation in Society
Four	- Walter Cronkite School of Journalism and Mass Communication
Five	- McCain Institute for International Leadership - Sandra Day O'Connor College of Law
Six	- McCain Institute for International Leadership
Seven	- Academy for Innovative Higher Education Leadership - Global Security Initiative - Center for Accelerating Operational Efficiency - Center on the Future of War - Future Tense - Global Engagement - International Development - Office of Government and Community Engagement - Office of Knowledge Enterprise Development
Eight	Event Pavilion – <i>no staff offices on this floor</i>

Staff Building Access

Full time faculty and staff members of the Barrett & O'Connor Washington Center have access to all floors from 8:00AM to 5:00PM. Outside of these times, faculty and staff are limited to access on their designated floor.

Students attending class in Washington, DC for the semester will have access limited to the day, time and floor of their registered class(es).

The below chart outlines building access for Sun Card holders.

	Hours of Access	Days	Sun Card Access by Floor
DC-based full-time faculty and staff	6:00AM to 12:00AM	7 days a week	- Access to all floors from 8:00AM to 5:00PM, M-F - Access to designated floor(s) only after business hours.
Visiting ASU faculty and staff; those utilizing hoteling space	8:00AM to 6:00PM	Monday thru Friday	- Access to all floors from 8:00AM to 5:00PM, M-F - Access to designated floors after hours, as requested
Policy Design Students	8:00AM to 6:00PM	Monday thru Friday	- Access to second and fifth floors only
Cronkite Students	8:00AM to 11:00PM	Monday thru Friday	- Access to second and fourth floors
Law Students	4:00PM to 10:00PM	Monday thru Thursday	- Access to second floor

Lost or Forgotten Sun Cards

Staff members must notify the security desk that they have forgotten or lost their Sun Card to gain access to the upper floors.

- Security can fob staff member to their appropriate floor. Note that security desk may also request ID to verify identity if they don't know/remember them or contact the facility manager for assistance
- A temporary access card can be requested from the facility manager while the staff member waits on a new Sun Card being mailed from Tempe

New Staff Members, Visiting Scholars and ASU Interns

Tenants will be encouraged to provide the names of all new staff members, visiting scholars and interns in advance so the security desk and facility manager are aware and ready with temporary access cards upon these individuals arrival.

If the guest arrives and the security desk is not expecting them:

- Ask guest who their host is. Call the ASU host and ask them to come to the lobby to confirm the guest and escort upstairs
- If the guest does not know who they are meeting with, contact the facility manager

ASU Faculty and Staff hoteling requests

Requests for desk space from ASU faculty and staff should be sent in advance to hoteling-dc@asu.edu. This will allow the Washington Center staff time to update the staff member's Sun Card with building access and reserve a work space.

Eighth Floor Event Pavilion and Patio Access

Access to the eighth floor Event Pavilion and Patio will be available for all faculty and staff Monday thru Friday, 8:00AM to 5:00PM. After-hours access will be given as needed. Staff members should see the facility manager to request.

Students will not have access to the eighth floor Event Pavilion unless supervised by a faculty member.

Incoming/Outgoing Mail and Package Deliveries

All mail and deliveries to the Barrett & O'Connor Washington Center will be received by the security desk during business hours. The facility does not have a loading dock.

Both incoming mail and packages/boxes should be left at the mail slots located near the restrooms on the lobby level. Staff have been instructed to check their mailboxes daily for letters. Security should contact the appropriate party via email to advise the receipt of packages and boxes.

Outgoing packages may be left at the security desk for pickup by FedEx, UPS or a courier service. The shipper is responsible for contacting the service to schedule the pickup during established business hours. At no time will this be the responsibility of the security personnel.

Stamped and metered outgoing mail may also be left at the front desk for pickup by the US Postal Service.

Incoming Catering Deliveries

All catering for meetings and events will arrive thru the lobby entrance. The facility does not have a loading dock.

- **Catering delivery (announced)** – If the catering is for a meeting or event that is indicated on the day's Outlook calendar:
 - Ask the delivery person to wait in the lobby
 - Open the Outlook appointment and locate the host's phone number
 - Call the host to advise their catering has arrived. Note that the ASU staff member must come down to the lobby to sign for the catering delivery
 - Advise the delivery person that their host is on the way (or other notice as relayed from host)
- **Catering delivery (unannounced)** - If the catering delivery is not indicated on the day's Outlook calendar:
 - Ask what catering company the delivery person is with
 - Ask the delivery person to wait in lobby

- Use the ASU DC Faculty and Staff Directory to assist in locating the staff member's office number
- Call staff member to advise their catering order has arrived. Note that the ASU staff member must come down to the lobby to sign for the delivery

If a situation arises that the meeting host cannot come to meet the delivery, items can be left in the first floor pantry. If a signature is required, please contact the facility manager or a UTO representative.

Facility Staff Assistance

Security Personnel

Two security personnel will staff the lobby level security desk Monday thru Friday. The opening guard will cover 7:30AM to 4:30PM. The closing guard will cover 9:00AM to 6:00PM.

Day Porter

A day porter will be on staff from 7:00AM to 4:00PM Monday thru Friday to assist in keeping the facility clean and running smoothly. The day porter will assist with bathroom refreshes, trash removal and room set-ups for meetings and events.

Janitorial Service

A nightly janitorial service will assist in keeping the facility clean and properly maintained. They will be onsite five days a week from 9:00PM to 1:00AM.

Engineering

A building engineer will be on hand for several hours a week for facility maintenance and repair. An engineer can also be summoned for timely requests by the property or facility manager.

Facility Requests – Non-Emergency

Staff will have regular requests for building assistance.

Thermostat adjustments

Please advise the facility manager of any requested thermostat adjustments.

Facility upkeep

Please advise the day porter of any requests for additional toilet paper, assistance with a spill, etc.

Any requests regarding broken or damaged furniture should be directed to the facility manager.

Technology concerns

Any damaged or broken technology-based requests including computers, phones, cords/wire, etc. should be directed to the University Technology Office at utodc@asu.edu.

Daily Check-List

Opening security guard

- Perform walk-thru of facility at 7:30AM
 - While performing walk-thru, place any conference room signage as necessary (print outs will be left on the security desk from the night before)
- Manually unlock the revolving door at 8:00AM
- Log-in to the computer to review the day's Outlook calendar
- Meet with facility manager to discuss the day's activities

Closing security guard

- Manually lock the revolving door at 5:00PM
- Perform walk-thru of facility at 5:30PM

Additional Resources in the Security Desk Reference Binder

- ASU DC Faculty and Staff Directory
- ASU DC Evacuation Plan
- Bomb Threat/Suspicion Package Protocol
- Agitated Visitor/Demonstration Protocol
- ASU DC Event Guide
- ASU DC Facility Handbook
- How-to Guide to log-in to the ASU DC Guest and Delivery Outlook Calendar
- How-to Guide for the Cisco phone