

Municipal Building Commission

Security Policy Manual(Revised 08/2015)



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1-100



Subject:
Mission, Vision, and Expectations

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1-100

The Municipal Building Commission (MBC) Security Officers protect the employees and users of Minneapolis City Hall/Hennepin County Courthouse services. The Security Officers safeguard the MBC, City and County property and provide routine and emergency security services through prevention, intervention and follow-up.

1-101

Mission Statement

The MBC Security Officers provide exceptional security services in a thoughtful and planned manner that promotes a safe environment for employees and users of City Hall/Courthouse services.

1-102


Methodology

- Security staff works in partnership with others to help ensure the effective delivery of services.
- Security keeps employees well informed of various security issues and incidents that could affect them.
- The MBC supports and promotes the type of professional culture that makes others want to be a part of the Security team.
- Security is an active partner in helping to plan and develop new MBC initiatives.
- Technology is utilized in an appropriate manner.
- MBC Security staff are partners with employees and users to work together to create and maintain a safe and secure work environment.

1-103

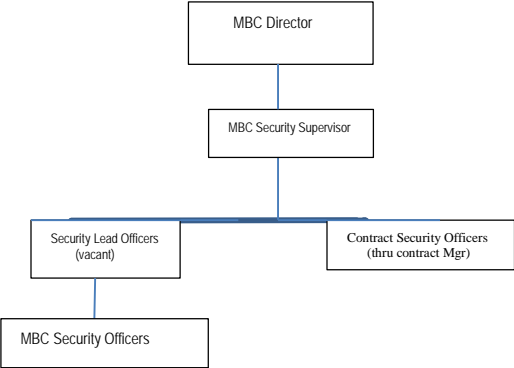
Professional Standards


The Security team maintains high professional standards in hiring, training and the conduct expected of its security employees. We view public service as an honor and strive to perform security services at a high level. With ethical behavior, impartiality, and courtesy we do our jobs to the best of our ability. We recognize that our Code of Conduct as representatives of the Security team and the MBC is a high standard: for whom we are and what we do, the ethical bar is simply higher for us. We avoid even the appearance of impropriety. As agents of the MBC who are highly visible, granted discretionary authority and hold a position of public trust, we are mindful that we perform important duties. We are good partners to the other public safety agencies we work with and we take pride in providing excellent customer service. The Security team values teamwork and diversity, knowing that our collective talents and abilities make us better. Much is expected of employees of the Security team but it is with pride we take up that challenge.

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- 1-200** In order to establish and maintain a chain-of-command, the Security team will develop and operate under a comprehensive organizational chart.
- 1-201** **Guidelines**
The organizational chart will follow all guidelines and rules established by the Municipal Building Commission.
- 1-202** **Approval**
The organizational chart has been approved by the Municipal Building Commission.
- 1-203** **Chain-of-Command**
- Definition* A series of Command, Control, Executive, or Management positions in hierarchical order of authority.
- General* The chain of command is that chain of responsibility by which business is conducted. It allows information to flow in an orderly manner from Officer to Manager and all steps between. It is the vehicle used for all orders, issues, suggestions, etc. Its proper use by all members of the team is both necessary and mandatory. The effectiveness of the command structure depends upon each member of the team working within their assigned area of responsibility and authority. Work direction, requests for information, and other business of the Security team must be given or received from the employee's immediate supervisor or subordinate as the case may be.
- Deviation* In certain cases it may be appropriate to make one step above the employee's immediate supervisor. These cases are limited to situations where reporting to the next level of supervision may create a conflict of interest.
In addition, incidents may dictate and allow deviation from the chain-of command to ensure timely and accurate communication and response.
- Interdepartmental*
At no time is it appropriate or acceptable for an employee at the Security Officer level to convey anything more than appropriate security related information to Supervisors, Managers, or Directors. This includes but is not limited to issues or complaints involving employees of other departments.
- 1-204** **Enforcement**
Failure to follow the chain-of-command, except for cases which fall under the Deviation section of this policy will not be tolerated and will result in progressive discipline, up to and including termination.

MBC SECURITY ORG CHART



Municipal Building Commission Security Policy Manual		Section-Policy 1-300
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1-300

Definition

Under direction from the MBC Security Supervisor and MBC Director, supervises the MBC Security team and ensures appropriate enforcement of MBC Security policies and procedures.

1-301


Job Functions

Supervise MBC security shift personnel. Coordinate and conduct security related training. Review and evaluate employee performance. Maintain work schedules and direct action/response of assigned personnel to ensure appropriate staff coverage. Responsible for security staff payroll and to supervise security projects including technology enhancements and security standards. Assess, plan, revise and implement security-related procedures, emergency procedures, and rules and regulations for City Hall/Courthouse. Assist in developing and monitoring security operating budget. Gather preliminary information regarding building and property security issues. Develop and maintain security plans to establish a safe environment for staff, clients and members of the public. Develop and maintain security and life safety through education and awareness programs including emergency evacuation plans. Represent the MBC on committees, work groups and outside agencies regarding safety and security issues. Assists in writing and monitoring vendor contracts as specified. Responsible for compliance with Federal, State and location agency security regulations and statutes.

1-302

Education and Experience

Associate's degree and three years of job related experience, including at least one year in a supervisory capacity. Equivalent of education and experience will also be considered.

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1-303

Knowledge, Skills, and Abilities

Required to successfully complete and maintain Hennepin County Sheriff's Office and Minneapolis Police Department background checks.

Required successful completion and maintenance of Hennepin County Security Officer training program.

Required to successfully complete and maintain all Security training classes and certifications.

Ability to successfully draft, review and approve incident reports.

Ability to successfully supervise flexible staff and schedule of 24 hours a day/7 days a week security operation.


Ability to operate and train security officers in an FTO capacity. Ability to maintain effective working relationships and interact effectively at all levels in the planning, coordination and implementation of security programs.

Enforce security regulations; develop and maintain appropriate procedures and records; supervise security officers; communicate effectively both orally and in writing; prioritize work and assignment of self and others.

Knowledge of Federal, State and local laws and statutes relevant to security of security operations; security techniques and procedures and emergency procedures.

1-304

Reports to: MBC Director

Municipal Building Commission Security Policy Manual		Section-Policy 1-400
	Subject: Security Officer	
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1-400

Definition

Under the supervision of MBC Security Supervisor, performs work of routine difficulty in maintaining the safety and security of the MBC by monitoring and patrolling the premises in a manner consistent with established policies/procedures to secure the City Hall and Courthouse against fire, theft, vandalism, water leaks and illegal entry after hours.

1-401

Example of Duties

Control access into building and monitor entrances to public and non-public areas. Operate and respond to electronic surveillance, life/safety, and security systems and equipment; Evaluate an emergency and/or hostile situation and react, direct, and communicate an appropriate response. Conduct periodic inspections to watch for and guard against fire, theft, utility malfunctions, illegal entry, infractions of safety regulations, and other irregularities. Participate in all emergency procedures such as severe weather, bomb threat and heightened security-restricted access. Apply MBC security and life safety regulations. Accurately complete security reports and documents. Respond to requests for assistance such as access and escort services, guidance for lost visitors; may physically restrain and provide secure escort for visitor, or tenant. May be required to administer emergency First Aid and/or Cardiac Pulmonary Resuscitation. Assist during safety drills and emergency evacuations.

1-402

Education and Experience

Candidate will have two years of college or technical college course work in a related field OR three years of security experience, such as military police or contract security. Required to have High School diploma or GED equivalent.

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Security Officer

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1-403

Knowledge, Skills, and Abilities

Successful completion and maintenance of Hennepin County Sheriff's Office and Minneapolis Police Department background checks.


Required successful completion and maintenance of Hennepin County Security Officer training program or similar Training Program within a prescribed period of time. Required to successfully complete and maintain all Security training classes and certifications within a prescribed period of time.

Required to be able to follow oral and written instructions; working ability to remain mentally alert and emotionally controlled in responding to a variety of situations; Required to control hostile individuals within defined policy; working ability to prepare and maintain reports and records.

Required ability to perform all physical, mental and environmental job functions. May be required to work nights and weekends as part of shift work.

1-404

Reports to: Security Supervisor

Municipal Building Commission Security Policy Manual		Section-Policy 1-500
	Subject: Email, Internet, and Computer Use	
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1-500

Policy Violations

The inappropriate use of Computers, Internet, or Email will result in disciplinary action up to and including termination. This includes violation of this Policy, the MBC Respect in the Workplace Policy and Hennepin County's Electronic Communications policy. There is no expectation of privacy while using MBC computers, accessing the Internet and/or email.

1-501

Authorization to use Computers

MBC Security Officers have access to MBC installed computer stations. Unless otherwise authorized by management, no software may be loaded to any computer assigned to the security division. The copying, replicating, downloading or other means of removing software owned or licensed by the MBC or Hennepin County is strictly prohibited.

1-502


Authorization to use Email

The MBC provides individual email accounts to employees for business purposes only. Security Officers are required to monitor and respond accordingly to all e-mails. Security Officers will be held responsible for the content of all inappropriate Emails. The employee is responsible to notify other persons sending inappropriate email that this is against policy and must cease. Security Officers are expected to check their work emails regularly during shift.

1-503

Authorization to use Internet

The Municipal Building Commission provides Internet access for the use of employees during their duty shift hours. Work related access to the Internet is permitted. However, accessing Internet based games, fantasy sports leagues, gambling sites, sensitive or questionable sites, or other sites of same or similar nature is strictly prohibited. Incidental or occasional personal use of the Internet, E-mail and Telecommunications Systems may be permitted subject to MBC and Hennepin County IT policies.

Municipal Building Commission Security Policy Manual		Section-Policy 1-600
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1-600 Commendable service or performance above and beyond the call of duty may be recognized with issuance of an award.

1-601 Type of Awards

A variety of awards may be awarded to an employee for performance resulting in commendable service, which brings credit to the Security team or is highly recognized by other officers or citizens. These range from a Letter of Recognition up to a Life Saving Award or Award of Valor.

Letter of
Recognition

The Letter of Recognition may be awarded for performance which brings credit to the security organization or is highly recognized by citizens or others but falls short of a Medal of Commendation.

Award of Merit

An Award of Merit is given for a single or continued level of performance that results in improved operational efficiency or improved public service. A uniform ribbon is issued.

Medal of Valor

The Medal of Valor is given only in special circumstances whereby the employee demonstrated an exceptional act of bravery which resulted in personal sacrifice and/or resulted in the saving of the life of a citizen. A uniform ribbon is issued.

MVP Award

The MVP Award is a yearly award that goes to the Security Officer whose performance is deemed most valuable to the organization through the past year.

1- 602 Recommendations


Any employee may recommend a Security employee for an award. This recommendation should be made in written form and submitted to the employee's immediate supervisor. The Supervisor may make revisions to the recommendation.

1-603 Approval


If the MBC Security Supervisor finds merit in the actions of the security employee recommended for the award, the employee will be issued the award.

1-604 Filing


All recommendations, approved and denied, will be placed in the employee's file.

Municipal Building Commission Security Policy Manual		Section-Policy 1-700
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- 1-700** In order to maintain the highest levels of customer service and professionalism, all complaints will be taken seriously and investigated by a supervisor. All staff members who are the subject of a complaint will be considered innocent until the complaint has been investigated.
- 1-701 Definitions**
- Internal Complaints* A complaint filed by an employee of the MBC against another MBC employee, alleging any type of misconduct. All internal complaints will be investigated.
- Citizen Complaint* A complaint filed by a member of the public, city or county employee, not employed by the MBC, alleging any type of misconduct. The Security Manager or designee has option to investigate or not-sustain any complaints found to lack merit or be frivolous.
- 1-702 Confidentiality**
- Whenever possible, the identity of the complainant in internal complaints will remain confidential. The supervisor investigating the complaint will take all precautions to keep the complainant anonymous, however, there will be no guarantees made that the complainant can or will remain anonymous.
- 1-703 Employee Responsibility**
- Providing Information* At no time shall an employee of the security department conceal or refuse to furnish a complainant with their identity. This information shall be limited to Name, Badge Number, and Security Supervisor's Name. In addition, when requested, the employee's Security Supervisor's office telephone number must be provided.
- Assisting Complainant* Staff members must assist a person requesting to file a complaint in whatever manner the complainant requests. This includes, but is not limited to, taking the complaint information, providing access to the Security Supervisor or providing information to a complainant (this information is limited to officers' names, badge numbers, and Security Supervisor's name and office phone number or location).
- Interference* At no time shall any employee hinder, interfere or obstruct a complainant from filing a complaint.
- Forwarding Complaint Information* Upon receipt of information from a citizen regarding a complaint, the information gained must be forwarded to the MBC Security Supervisor.
- 1-704 Responding to Complaint**
- Upon notification a complaint has been received, the involved staff member(s) will be required to submit a written account of the incident in question to the MBC Security Supervisor.

Municipal Building Commission Security Policy Manual		Section-Policy 1- 800
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- 1-800** All initial job offers are contingent upon the applicants successfully completing and maintaining the following requirements:
- 1-801 Hennepin County Sheriff's Office and Minneapolis Police Department Background investigations**
Applicant must successfully complete and maintain both the Hennepin County Sheriff's office and Minneapolis Police Department Background investigations.
- 1-802 Pre-Employment Physical and Drug Screen**
All applicants must successfully complete the pre-employment physical examination and drug screen prior to employment. The applicant must bring a valid state issued driver's license or state identification card to the appointment.
- 1-803 I-9 Immigration Requirements**
All applicants are required to comply with the requirements of the Immigration Reform and Control Act.
- 1-804 Security Training Period**
All Security Officer New Hires must successfully pass the Security Training Program, consisting of either the Hennepin County Security New Hire Academy and/or the building Field Training Program.
- 1-805 Policy Manual Receipt and Adherence**
Upon hiring, officers will be issued a copy of the Security Division Policy and Procedures Manual. The issuing supervisor will ensure the copy issued contains the most current updates. Afterwards, it will be the responsibility of the security officer to ensure that all updated policies and procedures are received and followed. Updated copies of the Security Policy Manual and any future updates will be kept electronically on the employer network and all security employees will have access to view those documents.

Municipal Building Commission Security Policy Manual		Section-Policy 1-900
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- 1-900** This section is applicable to all policies within this Security Policy Manual, the MBC Employee Handbook, the MBC Respect in the Workplace Policy and all additional MBC policies including but not limited to: Fire Evacuation Procedure, Bomb Threat Procedure, Heightened Security-Restricted Access, Severe Weather Exercises, Building Emergency Evacuation Procedures, Security Officer Patrol Policy, Basement Access Policy, Recovered Property Policy etc. No Language in this Security Policy Manual nor any MBC Policy constitutes an employment contract. This Security Policy Manual and MBC policies are used to inform Security Officers of policies and serve as a source of information only.
- 1-901** **Scope**
All MBC Security staff will be expected to review, understand in full, and follow the policies set forth by the Municipal Building Commission. It is the Security Officer's responsibility to request clarification if questions exist. The terms of this Security Policy Manual and MBC policies are subject to change. It is the Security Officer's responsibility to be aware of and comply with current policy and any future policy manual updates or revisions.
- 1-902** **Enforcement**
The MBC Security Supervisor and MBC Director are responsible for enforcing the policies.
- 1-903** **Violations**
In accordance with the collective bargaining agreement and MBC Employee Handbook, violations of these policies will result in progressive discipline up to and including termination of employment.

Municipal Building Commission Security Policy Manual		Section-Policy 2-100
	Subject: Digital Video/Media Requests	
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2-100

Digital Video

This Policy covers any and all video images captured by Municipal Building Commission Security digital and analog equipment. In addition, this policy applies to transferring, copying, viewing, sharing and retention of video. Because recorded images may contain non-public data or proprietary information, this policy will be strictly adhered to.

2-101

Video Retention

The MBC makes every attempt to retain digital video for a period of approximately 30 calendar days, however, there is no guarantee that video will be available. Upon receipt of an appropriate written request to permanently maintain a segment of recorded video, the Security Supervisor will review the requested portion and export the video if possible. The file will be named using the date of video and requesters name and will be stored on a DVD (Digital Video Disk) for permanent storage.

2-102

Video Reviewing

The MBC Director and security personnel are authorized to review digital video. Persons requesting to view recorded video, including Municipal Building Commission tenants, will be referred to the Security Supervisor. After receiving the request, the Security Supervisor will review the video segment for potential privacy issues. Law Enforcement Officers involved in an active investigation may review video after making a verbal request to the MBC Director and MBC Security Supervisor.

If video is reviewed as a result of an incident, and a security officer completes an incident report, the officer will document, in the narrative section of the report, that the video was reviewed by the officer as part of the call for service.

2-103


Exporting Video

The MBC Security Supervisor (or authorized designees) will be authorized to export (save) recorded video to a file. This file will be stored and handled in the manner described in the section titled Video Retention.

2-104

Media Requests

No MBC Security Officer is permitted to make any statements to the media while acting in the capacity of an on-duty security officer. This includes providing any form of auditory statements to media or releasing any electronic data or video to the media without the consent of the Security Supervisor and/or MBC Director. This applies to both MBC Security Officers and contract security officers working under direction of the MBC.

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Releasing Video

A written request is required for all requests to release copies of video. The requester will be charged a \$35.00 production charge. The request must include date, time, and area(s) requested. When exporting, only the requested segment of video will be exported and copied to a DVD and released. Along with the DVD, a letter is sent releasing the MBC of liability for quality of video. Prior to releasing the DVD and written request, the information will be reviewed by the MBC Security Supervisor.

Law Enforcement/Media/Citizen Requests For Video

Whenever practical, requests made by Law Enforcement should follow the procedure listed above. However, time sensitive verbal requests by Law Enforcement will be accepted. Law Enforcement must contact the MBC Security Supervisor directly. The MBC Security Supervisor may waive the fee for law enforcement requests for video. Requests for video by the media shall be processed in the same manner as those from the general public. In both cases, only the Security Supervisor and/or MBC Director can process those requests due to Data Practices limitations.

Subpoena

In the event a segment of video is subpoenaed by an attorney or the courts, the above procedures listed in the Releasing Video section will be followed.

2-105

File Copies

An MBC file copy of all DVD's released under any circumstances will be maintained. In addition to the video, a digital version of all reports, letters, or subpoenas will be saved on the file copy.

2-106


Viewing video

No persons other than on-duty law enforcement will be allowed to view video without completing the form and paying the fee.

2-107

Waiving of Fees

At the discretion of the MBC Director or MBC Security Supervisor, the fees involved in the processing and exporting of video may be waived under certain circumstances.

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2-200

An MBC Security officer, when necessary to protect oneself or others, may restrain a person who is a danger to themselves or others, or take a person into custody in an arrest situation. The officer may use reasonable force against the person of another. If any type of physical assault occurs, MBC Security Officers are required to contact the Minneapolis Police Department. MBC Security officers are also required to immediately notify the MBC Security Supervisor upon the occurrence of any type of restraint or force against the person of another.

2-201

Minnesota State Statute – 609-06 Authorized use of force

Subdivision 1. When authorized. Except as otherwise provided in subdivision 2, reasonable force may be used upon or toward the person of another without the other's consent when the following circumstances exist or the actor reasonably believes them to exist:

(1) when used by a public officer or one assisting a public officer under the public officer's direction:

- (a) in effecting a lawful arrest; or
- (b) in the execution of legal process; or
- (c) in enforcing an order of the court; or
- (d) in executing any other duty imposed upon the public officer by law; or

(2) when used by a person not a public officer in arresting another in the cases and in the manner provided by law and delivering the other to an officer competent to receive the other into custody; or

(3) when used by any person in resisting or aiding another to resist an offense against the person; or

(4) when used by any person in lawful possession of real or personal property, or by another assisting the person in lawful possession, in resisting a trespass upon or other unlawful interference with such property; or

(5) when used by any person to prevent the escape, or to retake following the escape, of a person lawfully held on a charge or conviction of a crime; or

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(6) when used by a parent, guardian, teacher, or other lawful custodian of a child or pupil, in the exercise of lawful authority, to restrain or correct such child or pupil; or

(7) when used by a school employee or school bus driver, in the exercise of lawful authority, to restrain a child or pupil, or to prevent bodily harm or death to another; or

(8) when used by a common carrier in expelling a passenger who refuses to obey a lawful requirement for the conduct of passengers and reasonable care is exercised with regard to the passenger's personal safety; or

(9) when used to restrain a person who is mentally ill or mentally defective from self-injury or injury to another or when used by one with authority to do so to compel compliance with reasonable requirements for the person's control, conduct, or treatment; or

(10) when used by a public or private institution providing custody or treatment against one lawfully committed to it to compel compliance with reasonable requirements for the control, conduct, or treatment of the committed person.

Subd. 2. Deadly force used against peace officers. Deadly force may not be used against peace officers who have announced their presence and are performing official duties at a location where a person is committing a crime or an act that would be a crime if committed by an adult.

609.065 Justifiable Taking of a Life

The intentional taking of the life of another is not authorized by section 609.06, except when necessary in resisting or preventing an offense which the actor reasonably believes exposes the actor or another to great bodily harm or death, or preventing the commission of a felony in the actor's place of abode.

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2-202

Definitions

Security Officer For the purposes of this section, Security Officer will refer to any full time security officer or security trainee employed by the Municipal Building Commission or security employee contracted to provide security for the Municipal Building Commission.

Bodily Harm Physical pain or injury, illness, or any impairment of physical condition. (609.02 Subd 7)

Substantial Bodily Harm Bodily injury which involves a temporary but substantial disfigurement, or which causes a temporary but substantial loss or impairment of the function of any bodily member or organ, or which causes a fracture of any bodily member. (609.02 Subd 7a)


Great Bodily Harm Bodily injury which creates a high probability of death, or which causes serious permanent disfigurement, or which causes a permanent or protracted loss or impairment of the function of any bodily member or organ or other serious bodily harm. (609.02 Subd 8)

Reasonable Amount of Force The minimum force necessary to gain control, restrain or subdue a person. Upon achieving the attended goal or compliance, the use of force must cease.

Non-Deadly Force Non-deadly force shall include all force actually used by a security officer which does not have the purpose of causing, nor create a substantial risk of causing, death or great bodily harm.

Deadly Force Force which the actor uses with the purpose of causing, or which the actor should reasonably know creates a substantial risk of causing, death or great bodily harm.

Unnecessary use of force The application of force where there is no justification for its use as prescribed by MN Statute or this policy.

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Excessive Use of Force The application of more force than is reasonably necessary where use of force is authorized.

Approved Weapon Approved weapon means a device or instrument which a security officer has received permission from the MBC to carry and use in the discharge of that security officer's duties, and for which the security officer has:

- a) Obtained training in the technical, mechanical and physical aspects of the device (including all required refresher training as prescribed by training policies).
- b) Developed a knowledge and understanding of Minnesota State Statutes and MBC Security rules, regulations and policies regarding the use of such weapons.

Impact Weapon Impact weapons means all objects which are used, or designed to be used, to apply force to a person by striking that person with the weapon.

Chemical Agent Chemical Agent means chemical mace, Oleoresin Capsicum (OC).

Soft Empty Hand Control (Escort) Control techniques designed to control lower levels of resistance. These techniques are used when verbal direction or commands have proven ineffective and there has been suspect noncompliance with the lawful orders.

- a) Examples of soft empty hand control techniques include: touch pressure of pressure points, joint locks, balanced displacement

Hard Empty Hand Control (Mechanical) Control techniques that are designed to counteract higher levels of aggression. The same techniques may also be used to control lower levels of aggression when lower levels of control have failed or when it appears that lower-level techniques would prove ineffective or inappropriate.

- a) Examples of hard empty hand control techniques include: empty hand

Intermediate Weapons Any weapon/object that is not part of the human body when used to control resistance or an assault which includes approved chemical agents, approved impact weapons or, in an emergency, an improvised impact weapon.

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Use of Deadly Force

The use of deadly force by a security officer is permitted as prescribed in MN Statutes 609.065 and when all avenues of retreat or escape have been exhausted. For the purposes of this section, deadly force includes but is not limited to baton strikes to certain areas, certain hard empty hand strikes, and other techniques identified as deadly force.

2-204

Authorized Use of Non-Deadly Force

It shall be the policy of the Security Division to accord security officers the discretion in the use of non-deadly force to the extent permitted by MN Statute 609.06, which permits persons to use force under the following circumstances:

- a) when used by a person not a public officer in arresting another in the cases and in the manner provided by law and delivering the other to an officer competent to receive the other into custody;
- b) when used by any person in resisting or aiding another to resist an offense against the person;
- c) when used by any person in lawful possession of real or personal property, or by another assisting the person in lawful possession, in resisting a trespass upon or other unlawful interference with such property;
- d) when used by any person to prevent the escape, or to retake following the escape, of a person lawfully held on a charge or conviction of a crime;
- e) when used to restrain a person who is mentally ill or mentally defective from self-injury or injury to another or when used by one with authority to do so to compel compliance with reasonable requirements for the person's control, conduct, or treatment.

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General Rules Regarding Use of Non-Deadly Force

- a) Security officers should use the least amount of force reasonably necessary to accomplish the intended objective.
- b) Protracted hand-to-hand combat may be harmful to the safety of the general public, security officer, and the safety of the person. Therefore, it shall be deemed reasonable for security officers that to use that type and degree of non-deadly force necessary to bring a subject quickly under control.
- c) Security officers shall carry and use only MBC-approved weapons.
- d) Whenever force is used against the person of another, the security officer, as soon as reasonably possible, will determine if the person is injured and render or request medical attention. In all cases where a subject is rendered unconscious, immediate advanced medical attention is required.
- e) Whenever force is used, local law enforcement shall be notified and the person delivered to a peace officer if the force resulted in arrest.

2-206

Use of Impact Weapons

Impact weapons shall be used only where efforts involving the use of less force have failed, or when it reasonably appears that such methods would be ineffective.

Target areas Security officers should attempt to avoid striking body areas which could create a substantial risk of death or great bodily harm. Target areas include arms, legs, or other areas of the body that are not likely to create a substantial risk of causing death or great bodily harm. Areas of the body likely to create a substantial risk of death or great bodily harm include the head, neck, groin and spinal areas.

Manner of Use Impact weapons may be used in the following manner:

- a) To ward off blows or kicks from another person.
- b) To strike another for the purpose of rendering that person temporarily incapacitated.

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Use of Force

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2-207

Use of Chemical Agent

Chemical agents shall be used only where efforts involving the use of less force have failed, or when it reasonably appears that such methods would be ineffective and in accordance with this policy and when in compliance with approved methods of deployment and use.

- a) Security officers may carry MBC-approved chemical agents.
- b) In all cases of use, the subject must receive proper medical attention and be delivered to a peace officer.
- c) When deploying an approved chemical agent, security officers should consider extraneous factors which could affect the agent's effectiveness. (These could include, but are not limited to location, environment, special knowledge of offender, cross contamination, medical concerns, etc.)

2-208

Neck Restraints

The use of respiratory or vascular neck restraints is considered deadly force by the MBC and their use is **prohibited** as a measure of non-deadly force or control technique.

2-209


Reporting Requirements

An MBC security officer or contract officer using force against the person of another shall notify the MBC Security Supervisor immediately. In addition, the following reports will be completed immediately following the incident or as directed by a supervisor or law enforcement officer:

- a) Report Exec report with Use of Force section completed fully
- b) Preliminary narrative
- c) Any statement or report required by local law enforcement

Final Narrative Based on the severity of the incident, unless otherwise directed or required, the final incident report must be completed by the end of the officer's shift.

Duty Supervisor Responsibility The Security Supervisor will review the use of force incident and approve the Use of Force Report if the security officer's actions comply with this policy. If the evaluation indicates that the security officer's actions did not comply with this policy, the Security Supervisor will complete a separate report and submit it to the MBC Director to the contract security officer's supervisor.

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Report submission The Report Exec report, Preliminary Narrative, and any other necessary reports will be submitted to the Security Supervisor. This includes photos of any injuries sustained by both the officer and suspect/s, along with any hospital reports if the force results in injury to the officer.

Other Reports Whenever required by a local law enforcement agency, the security officer will complete all necessary reports and/or statements required by the responding agency. When possible, the security officer should retain a copy of these reports and submit them to the duty supervisor with the Use of Force Report and preliminary narrative.

2-210 Approved Weapons

Baton Expandable Baton

- Must be at least 21" in length but may not exceed 26" when fully extended
- Straight handle
- Black in color


Chemical Agent Oleoresin Capsicum (OC)- approved brand only

2-211 Training

All MBC Security officers are required to successfully complete required training in the use of force, defensive tactics and use of approved weapons. If the officer can show that he/she received the same required training from another vendor, the Security Supervisor may allow the outside training equivalent.

2-212 Policy Violations

Willful, intentional, and/or malicious use of excessive force, inappropriate use of force, and other violations of this policy will result in disciplinary action up to and including termination. This includes improper use or display of approved weapons in a non-approved environment.

Municipal Building Commission Security Policy Manual		Section-Policy 2-300
	Subject: Post Orders/Patrol Procedures	
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2-300

Post Orders

The Minneapolis City Hall assignment will have a detailed manual of Post Orders for each set of assigned duties that officers may be required to perform each shift. These duties will be explained during each officer's training period. Officers are expected to complete the duties as described. Failure to complete them as explained may result in progressive discipline.

2-301

Duties per Shift

In order to ensure that MBC Security Officers are completing required duties during patrol shifts, Patrol Procedures have been established and will be taught to each officer during their New Hire Training period. Because of the age of the City Hall building, it is essential that complete and thorough foot patrol rounds both inside and outside be conducted every couple hours. Officers who fail to meet this standard will be subject to discipline.

2-302


MBC Security Policy Manual and FTO

This manual will contain detail descriptions of patrol procedures for each shift. The MBC Security Supervisor may change procedures based on building activities and the number of officers assigned per shift. Hennepin County and or Contract officers may be assigned these duties as well. Each officer's Field Training Officer will go into detail as to specific patrol routes for each shift. It will be the responsibility of the training officer to ensure that each trainee new hire can perform the necessary patrol routes for each shift and is aware of the items of concern for each patrol round.

2-303

Duty Completion

Officers are required to be aware of and complete the MBC Security Patrol Procedures as directed. This may include completion of any Patrol Checklist Sheets and documentation of each patrol round conducted. Failure to complete the procedures may result in progressive discipline up to and including termination. This includes the completion of any Report Exec reports, which should be completed before the end of the officer's shift. How to complete Report Exec reports will be covered later in this manual and extensively during the initial training sequence.

Municipal Building Commission Security Policy Manual		Section-Policy 2-400
	Subject: Medical Emergencies	
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2-400 MBC Security Officers are responsible for responding to medical emergencies.

2-401 Standing Medical Protocols

MBC will follow all standing medical directives and protocols as set forth by MBC Security and trained on during First Responder Training.

2-402 City Hall/Courthouse Building Response

It will be the responsibility of the MBC Security Officers to respond to Medical Emergencies as per protocols established in First Responder Training.

2-403 Emergency Medical Training

It is required that all MBC Security Officers maintain a minimum of First Responder certification while employed as an MBC Security Officer.

2-404 Security Response

Upon notification a medical emergency exists, Security Officers will be dispatched to the scene to assess the patient and provide immediate medical treatment. All medical equipment, medical and oxygen bags and AED, will be brought to the scene of each medical emergency.

911Support If one of the following conditions exist, a call to 911 will be initiated immediately:

- The patient requests an ambulance
- The responding MBC officer(s) determine that an ambulance is necessary
- The chief complaint involves loss of consciousness or the victim is found unconscious.

2-405 When Requesting 911 Assistance

Required Information When requesting support, MBC Security Officers will provide the following information:

- Patient's Age
- Patient's Gender
- Chief Complaint
- Level of Consciousness (if patient is unconscious, chief complaint is unconsciousness)

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2-406 Refusal of care

Adults Conscious, competent adults may refuse care; at no time should an officer force their care upon an adult who refuses assistance. In the event an officer feels that the person is in imminent life-threatening danger if they do not receive immediate medical attention, 911 support shall be requested without the patient's consent. The officers should make every effort to comfort or monitor the patient until 911 arrives on scene.


Minors In accordance with current laws, the treatment of minors is implied when a parent or guardian is not present. When in the presence of the child's legal parent or guardian, said responsible adult has the right to refuse treatment for the child. In the event an officer determines the child's welfare is in danger if they do not receive immediate medical attention, 911 support and local law enforcement shall be requested.

2-407 Documentation

MBC Security officers will complete a Security Incident Report for all medical emergencies, regardless of whether or not an ambulance was summoned. If the patient refused care, that should be indicated in the report narrative. Reports for serious medical emergencies should be completed prior to the end of the officer's shift.

2-408 Medical Equipment

If response to the medical emergency required use of medical equipment from the medical bag or AED cabinet, those supplies should be restocked back into the medical bag or cabinet at the conclusion of the incident. If re-stocking was not completed due to lack of supplies, a supervisor shall be contacted to order replacement supplies.

Municipal Building Commission Security Policy Manual		Section-Policy 2-500
	Subject: Field Contacts/Administrative Searches	
	Effective 06/2015 (revised)	Page: 1 of 2

2-501 Identification Basics

While responding to incidents, security officers shall obtain identification information from all parties (reporting party, victim, suspect, witness etc).

2-502 Required Information

At a minimum, the full name (first, middle, last) of any suspects, victims and witnesses shall be obtained, to include contact phone number. This information shall be included in the report. If the subject does not have any form of Photo ID, the security officer shall attempt to ask for the information verbally. If the subject still refuses, the security officer shall note the subject's race, height, weight, build, hair and other physical descriptors.

2-503 Field Contact Database

Security Officers shall enter all of the received information into the Report Exec system as a Case Report, utilizing all of the drop-down boxes and full narrative.

2-504 Arrest Warrant Inquiries

Suspects shall be identified and checked for warrants using the Hennepin County Security Operations Center (SOC). How to perform a warrant check by phone or radio to SOC will be covered during the FTO period, should include providing the dispatcher the person's last name, first, middle and dob with any common names spelled phonetically.

2-505 Photographs

Provided that the suspect is not a juvenile, and whenever possible, photographs shall be taken of persons involved in trespass, assault/threats, damage to property and other incidents whereby having a photo of the suspect would be useful. In most cases, this can be done by using your cell phone and emailing photo to yourself to attach to the report later. After attaching the photo to your report, the original photo should be deleted from your personal cell phone.

2-506 Administrative Searches

Security Officers may be required to search the person or property of another during the course of their duties. Unlike police officers, security officers are not directly bound by unreasonable search and seizure laws and requirements. However, due care must be taken to not violate privacy rights of others.

2-507 Search Definitions


Reasonable Suspicion	An objectively justifiable suspicion that is based upon specific facts or circumstances and justifies stopping and searching a person thought to be involved in criminal activity. For City Hall Security Officers, searches of persons will only be conducted based upon consent, articulable Officer Safety concerns or based upon a Search Incident to Arrest. Searches of bags or other property will only be done based upon the same circumstance or by consent.
Withdrawal Of Consent	At any time, a person may withdraw consent to submit to a search of their person and/or property. If the security officer still has probable cause to believe that there is contraband on the person or property of the person, the security officer should have law enforcement contacted.
Contraband	Any item that is illegal to possess.
Abandoned/ Missing Property	In the interest of public safety, security officers should take due care to inspect all abandoned property and packages. Nothing should be placed into the City Hall Lost and Found cabinet or MPD Property Room without first inspecting the item for any possible weapons or contraband that would be deemed dangerous. The only exception to this is an item deemed a suspicious package, in which case law enforcement should be contacted and the item should not be searched.

2-508 Confiscation of Property

Officers are not permitted to confiscate or seize property unless the item/s are Contraband and a Citizen's Arrest is made. In such case, law enforcement shall be contacted, a search of the arrested person and his/her property shall be conducted incident to arrest, and the searched property held and turned over to law enforcement upon their arrival.

2-509 Abandoned Property Disposal

Abandoned or unattended property that is found shall be taken, searched and placed into either the City Hall Lost and Found Locker in Room 318 or the MPD Property and Evidence Room based upon value of the item/s. If the item is found to be contraband, law enforcement shall be contacted to take custody of the property. In either case, a full report shall be completed.

Municipal Building Commission Security Policy Manual		Section-Policy 2-600
	Subject: Aerosol Subject Restraint (ASR)	
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2-601 In the interest of public and officer safety, security officer will be permitted to carry the approved brand of aerosol subject restraint (ASR), provided they are properly trained on its use.

2-602 Definitions

Aerosol Pressurized device (canister or container) containing a form of propellant, a carrier agent, and active chemical ingredient designed to release the contents in the form of a stream, mist, fog, or foam pattern towards the intended target to cause dysfunction, disorientation, immobilization, and control.

Subject

Restraint

2-603 Approved Aerosol Subject Restraint

Chemical mace Oleoresin Capsicum (OC). Use or purchase of other ASRs is not permitted.

2-604 Carrying ASR

Officers will carry the ASR canister in an approved, unmodified black basket weave holder on their duty belt.

2-605 Usage

The approved ASR may be used for authorized MBC Security duties only, in the prescribed manner under Section 2-300 Use of Force. Non work related or other uses will not be permitted and will be subject to discipline.


A detailed incident report must be completed and supervisor notified following discharge of ASR.

2-606 Issuance


Initial Issue Officers will be authorized to carry the approved ASR following initial training.

Replacement In the event an officer's ASR is used, becomes damaged, or is past the manufacturer's recommended use date, the Security Supervisor should be contacted and a replacement canister requested. Security Officers must provide information regarding the reason the canister is to be replaced.

Purchasing Security Officers are not permitted to purchase the approved or other types of ASR with their uniform allowances or county funds.

Municipal Building Commission Security Policy Manual		Section-Policy 2-700
	Subject: Abandoned Property/ Lost and Found Property	
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- 2-800** MBC Security will hold, for a period of time, any property found within its building. This property will be inventoried and held in the MBC Security Office Lost and Found locker only. Lost and Found and abandoned property will not be kept at the desk or anywhere else. Persons wishing to turn in property found outside the building property should be referred to the nearest law enforcement agency from where the property was found.
- 2-801** **Miscellaneous Small Value Items**
Security will maintain a secure area to store miscellaneous small value items for a period of 15 days. Examples of small value items: clothing, cups, mugs, paperwork.
- 2-802** **Large Value Items**
All large value items (value exceeding approximately \$50.00) will be taken to the Minneapolis Police Department Property and Evidence Room during business hours or the Security Office locker after-hours.
Whenever practical, two officers will inventory purses and bags containing valuables.
- 2-803** **Owner Notification**
Whenever practical, the property owner will be notified. Officers will take necessary means to contact the owner. If identification is available, the primary officer will attempt to contact the owner via phone or mail.
- 2-804** **Returning Property**
Owner Property owners or designee may claim missing property. The returning officer will verify the legitimacy of ownership, identify the individual claiming the property and request a signature for all property returned.
Finder Under no circumstances will the finder or MBC Security Officer be allowed to have unclaimed property.
- 2-805** **Length of Storage for Large Value Items**
As dictated by the MPD Property and Evidence Room.
- 2-806** **Disposal**
All unclaimed property will be disposed of in an appropriate manner. Credit cards, paperwork, and other items containing financial or identifiable information will be shredded. Clothing, eyewear, and cellular phones will be donated.
- Cellular Phones* Cellular phones will be donated to the Domestic Abuse Service Center or other women's shelter.
- Eyewear* Will be donated to an appropriate charitable organization.
- Clothing* Clothing will be donated to an appropriate charitable organization.

Municipal Building Commission Security Policy Manual		Section-Policy 2-800
	Subject: Trespass	
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2-800 Persons who have acted in a disruptive, disorderly or threatening manner, refused to leave the property when requested to do so, or otherwise interfered with city or county services, may be excluded from the property for a predetermined period of time in accordance with local ordinance or state statute.


2-801 **Definitions**
Trespass No person shall intentionally trespass on the land of another and without claim of right refuse to depart there from on demand of the lawful possessor thereof or his agent. Further, all visitors to the City Hall/Courthouse Building are required to comply with MBC Board Building Resolution adopted on February 24th, 1970. This resolution mirrors the State Statute for Disorderly Conduct.

2-802 **Authority**
Security, as the agent of the lawful possessor, has the authority to issue a trespass notice to an individual under local ordinance or Minnesota Statute 609.605.


When an MBC Security Officer makes the determination that a Trespass Notice is appropriate, the MBC Security Officer shall issue a Trespass Notice. The form is explained during the training period. The length of the trespass should be based upon the seriousness of the offense and/or past violations and should not exceed 365 days.

2-803 **Refusal to Leave or Return**
A person who is asked to leave and either refuses or returns to the property after being properly advised of trespass may be arrested for Criminal Trespassing. In such case, law enforcement shall be contacted and all of the necessary forms should be completed prior to law enforcement arrival, if possible.


2-804 **Proper Documentation**
Each Trespass event must include the completion of a Trespass Advisory Form and a full Report Exec report with narrative. A photo of the trespassed person shall be taken and attached to the report. The person being trespassed shall be read the form and given a copy. If it is the subject's first offense for trespass, it is officer discretion as to whether or not law enforcement is contacted. Most first time cooperative trespass events do not require a call to law enforcement.

Municipal Building Commission Security Policy Manual		Section-Policy 2-900
	Subject: Emergencies Requiring Call to MECC 911	
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2-900	MBC Security Officers are required to call MECC 911 when emergencies arise.
2-901	MECC 911 for input
	For clarification purposes, if an MBC Officer is in doubt about whether something is an emergency; MBC Security Officers are directed to call MECC 911.
2-902	Following Incidents Require a call to MECC 911
	The list of emergency situations outlined below is not intended to be an all-inclusive list. Rather, this list is intended to provide examples of the kinds of emergencies where a call to MECC 911 is required.
	<ul style="list-style-type: none"> • Alarms – Duress, Intrusion, Fire, Severe Weather • Assault • Bomb Threat • Criminal Activity Occurrence-with arrest or police needed • Damage to Property- where police report is needed • Disorderly Conduct- with arrest or police needed • Weapons Offenses • Theft over \$500 • Trespassing- if repeat offense or refusal to leave • Medical Emergency- where an ambulance is needed • Missing Persons/ Vulnerable Adults – (All Ages) • Sex Offenses • Suspicious Person- where police assistance is needed • Juvenile Offenses • Traffic Crashes- with injuries or report requested
2-903	Following Incidents <u>Do Not</u> Require a call to MECC 911. Instead Call The Project Manager Listed at the Top of The After Hours/Emergency Contacts List.
	<ul style="list-style-type: none"> • Internal Mechanical Indicators • HVAC Alarms in MPOP/911 Areas

Municipal Building Commission Security Policy Manual		Section-Policy 2-1000
	Subject: Incident Reporting Policy	
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2-1000	Security Officers are required to complete reports of any incident that occurs on their duty shift before leaving their shift. Their report must be completed via the online Reporting System (Report Exec) and submitted for supervisor approval prior to the end of each officer's shift.
2-1001	Incident Reporting Form
	For clarification purposes, Security Officers are required to complete the Report Exec Incident Report For Incidents and Investigations of serious nature. Those incidents that require an Incident Report versus an entry on a Daily Event Log are stipulated below.
2-1002	Following Incidents Require a Report
	The list of emergency situations outlined below is not intended to be an all-inclusive list. Rather, this list is intended to provide examples of the kinds of emergencies where a report is required.
	<ul style="list-style-type: none"> • Alarms – Duress, Intrusion, Fire, Severe Weather • Assault • Bomb Threat • Criminal Activity Occurrence • Damage to Property • Disorderly Conduct • Juvenile Crimes/Criminal Activity • Kidnapping • Lost and Found- item over \$100 value • Medical Emergency • Missing Persons – (All Ages) • Motor Vehicle Accident • Narcotics related activity • Protest related activities • Sex Offense • Suspicious/Unwanted Person • Trespassing • Weapons (possession of and/or dangerous)
2-1003	Following Incidents <u>Do Not</u> Require Completing an Incident Report.
	<ul style="list-style-type: none"> • Internal Mechanical Indicators/ HVAC Alarms in MPOP/911 Areas • Access/Assist (public, police)/ Special Detail etc

Municipal Building Commission Emergency Procedure		Section-Policy 2-1100
	Subject: Building Emergency Response	
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2-1101	2nd Shift Building Emergency Response
	<ul style="list-style-type: none"> • Definition: A Building Emergency during the 2nd shift, (Monday-Friday, 2:00pm-10:00pm) may be a water leak, a sewage back-up, a mechanical system failure, a power outage, an elevator entrapment, or any number of other issues that require an immediate emergency service response. • Anyone who detects a building emergency in City Hall is required to immediately notify the desk officer, who will then notify SOC as needed. • If 2nd shift custodial or security staff are notified about a building emergency in City Hall, they are required to immediately notify the 2nd shift Custodial Foreman. • If the Foreman is not available, the 2nd shift Lead Utility Worker shall be notified and complete the following tasks in the Foreman's place. • The Foreman/Lead Utility shall investigate the building emergency to determine the extent of the problem. • The Foreman/Lead Utility shall determine if and who needs to be called in to respond to the emergency. • If the building emergency is in the ADC or has the potential of impacting the ADC, the Foreman/Lead Utility is required to use the <i>After Hours/Emergency Contacts and Numbers</i> list to contact the Command Center Sgt.-ADC 4th Control to communicate the nature of the emergency. • Furthermore, in the case of a water leak in the ADC, the Foreman/Lead Utility is also required to request that the ADC Staff turn off the appropriate water shut off value until emergency services can be obtained. • The Foreman/Lead Utility is required to use the <i>After Hours/Emergency Contacts and Numbers</i> list to contact a plumber, pipe fitter, sprinkler fitter, electrician, elevator or other trade service to respond to the building emergency. • The Foreman/Lead Utility is also required to use the <i>After Hours/Emergency Contacts and Numbers</i> list to notify the 1) Project Manager, or 2) Project Engineer or 3) the Director about the emergency. • The 1) Project Manager, or 2) Project Engineer or 3) the Director is required to assist in resolving the emergency.

2-1102	3rd Shift/Weekend Building Emergency Response
	<ul style="list-style-type: none"> • Definition: A Building Emergency during the 3rd shift, (Monday-Sunday, 10:00pm-6:00am) may be a water leak, a sewage back-up, a mechanical system failure, a power outage, an elevator entrapment, or any number of other issues that require an immediate emergency service response. • Anyone who detects a building emergency in City Hall is required to immediately notify the desk officer, who will then notify SOC as needed. If 3rd shift security staff is notified about a building emergency in City Hall, security staff shall investigate the building emergency to determine the extent of the problem. • The security staff shall determine if and who needs to be called in to respond to the emergency. • If the building emergency is in the ADC or has the potential of impacting the ADC, the security staff is required to use the <i>After Hours/Emergency Contacts and Numbers</i> list to contact the Command Center Sgt.-ADC 4th Control to communicate the nature of the emergency. • Furthermore, in the case of a water leak in the ADC, the security staff is also required to request that the ADC Staff turn off the appropriate water shut off valve until emergency services can be obtained. • If emergency services need to be called in the security staff is required to use the <i>After Hours/Emergency Contacts and Numbers</i> list to contact a plumber, pipe fitter, sprinkler fitter, electrician, elevator or other trade service to respond to the building emergency. • The security staff is also required to use the <i>After Hours/Emergency Contacts and Numbers</i> list to notify the Director and Security Supervisor for security related events • The 1) Project Manager, or 2) Project Engineer or 3) the Director may also be contacted for assistance in resolving the emergency. • Security Staff is responsible for assisting the responding emergency service contractors with any access they require and any communication with MBC staff as necessary. Security Staff shall assist the responding service contractors even if this requires Security Staff to leave the Security Desk under SOC surveillance and control for a prolonged period of time.
2-1103	Verify that Building Emergency has been Addressed
	<ul style="list-style-type: none"> • MBC and MBC contracted emergency staff shall provide services necessary to address the building emergency. • Emergency services staff and contractors shall remain on duty until the building emergency has been resolved. • When the building emergency has been addressed, emergency services staff and contractors shall provide real time voice communication to 1) Project Manager, or 2) Project Engineer 3) the Director and 4) Security Supervisor
2-1104	Follow Up Communication With ADC Staff
	<ul style="list-style-type: none"> • When the MBC Staff determines that the building emergency has been addressed they are required to use the MBC After Hours/Emergency Contacts and Numbers list to contact the ADC Lieutenant or other available ADC staff to communicate that the issue has been addressed.

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Seniority List

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3-100 This seniority list will be established and maintained based on seniority in the Bargaining Unit or in the case of non-union members, job class seniority. All references made to “seniority” in relation to the Security Officer job class will be based on this list.

**3-101 Director Security
Manager/Supervisor**

Name	Badge/Call Number
------	-------------------

- | | |
|-----------------|-------------------|
| 1. Erin Delaney | 1/ MBC Director 1 |
| 2. Mark Pearson | 501/3501 |


3-102 Security Lead Officer/s

Name	Badge/Call Number
------	-------------------

- | | |
|----|--|
| 1. | |
| 2. | |

3-103 Security Officer

- | Name | Date | Badge/Call Number |
|-----------------------|------------|-------------------|
| 1. Campbell, Garfield | 03/30/1998 | 504/3511 |
| 2. Dotse, Daniel | 03/24/2004 | 505/3521 |
| 3. Iskierka, Richard | 11/30/2006 | 506/3522 |
| 4. Moua, Xeng | 09/08/2015 | 507/3512 |
| 5. | | |
| 6. | | |
| 7. | | |
| 8. | | |
| 9. | | |
| 10. | | |

Municipal Building Commission Security Policy Manual		Section-Policy 3-200
	Subject: Shift Assignments	
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3-200 At the discretion of the Security Supervisor and in accordance with the collective bargaining agreement, when staff changes occur, all qualified officers shall participate in a seniority shift bid. Probationary officers will be allowed to express interest in remaining shifts however, at the discretion of the Security Supervisor they may be assigned to a necessary shift.

Qualified Officer All officers in the Security Officer job class who have successfully completed probation.

3-201 Shift Vacancies
In the event a shift becomes vacant due to voluntary or involuntary termination, at the discretion of the Security Supervisor, a shift bid will be conducted.


3-202 Re-assignments
The supervisory staff reserves the right to re-assign officers to shifts other than those selected during the bid under the following circumstances.

Emergency In the event an emergency arises, officers may be reassigned to different hours to ensure the security of MBC facilities.

Discipline In the event a disciplinary issue arises that precludes an officer from maintaining the assigned shift through the bid procedure, supervisory staff may reassign the officer to a different shift.

Temporary In the event the supervisory staff deems it necessary to fill a temporarily vacant shift, every effort will be made to fill the assignment by requesting volunteers. The shift will be filled based either on seniority or selection.
In the event no officer volunteers for the assignment, a probationary officer will be assigned to fill the shift. If no probationary officers exist, the lowest person in seniority may be assigned to the shift.

Requests With the exception of reasonable and verifiable personal circumstances, no requested re-assignments will be accepted.

Municipal Building Commission Security Policy Manual		Section-Policy 3-300
	Subject: Uniforms	
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3-300 It is the policy of the Municipal Building Commission Security, that all uniformed personnel be immediately identifiable as a member of the Security Division. It is the responsibility of the employee to ensure that uniforms and equipment are kept in good condition and functional.

All officers assigned to uniformed duties shall wear the prescribed uniform, in its entirety, while on duty. Uniforms purchased with MBC funds or personally owned, must conform to this policy and may not be altered in any way to change the appearance or functionality.

3-301 Initial Issue

Upon hiring, the MBC will provide the following for new officers:

- 3 Black Pants
- 3 Shirts SS
- 3 Shirts LS
- 3 Turtlenecks
- 3 Under Armor Shirts
- 1 Black Jacket
- 1 Hat – Trooper Style
- 1 Pair of Winter Gloves
- 1 Pair of Shoes/Boots
- 1 body armor vest
- 1 body armor carrier

3-302 Replacement and Care

General Officers are required to maintain uniforms in a serviceable condition free from wear and tear. In addition, uniforms must appear clean and pressed at all times. After the initial issue, it will be the responsibility of the individual officer to replace worn uniform items using the allotted uniform allowance. At no time should uniform items be altered to change their appearance or function. All uniform items must meet the standards set forth by security management.

Uniform Allowance In accordance with the current labor agreement, a uniform allowance will be provided to non-probationary officers on January 1st of each year, starting in 2009. Uniforms and equipment purchases must conform to uniform standards. In the event an officer exceeds their uniform allowance, the vendor shall provide an invoice for the overage amount and the officer will be responsible for payment at the time of purchase. Upon submission of resignation, the uniform allowance will be terminated. Officers must successfully complete their probationary period to be eligible for the uniform allowance.

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Uniforms

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3-303

Uniform Shirts

Uniform shirts (long and short sleeve) must be purchased only from authorized vendors. The list of authorized vendors brand names are available per request and is given to new hire officers prior to reporting for uniform fitting.

Patches

The MBC Security emblem will be permanently affixed to each sleeve of the uniform shirt. The emblem will be centered on the sleeve, 1 inch below the top of the shoulder seam.

Attachments

The badge will be attached to the uniform shirt on the left side using the badge tab on the uniform shirt. The name tag and "Serving Since" pin should be centered on the right side of the shirt, center with the front pleat. The bottom edge of the "Serving Since" pin should be at the top edge of the shirt pocket flap. The US flag pin should be centered on the front pleat 1/8 inch above the top edge of the name tag. The US flag pin will always be the top pin when award ribbons are worn. Award ribbons, when worn, should be centered on the pocket with 1/8 inch spacing between pins. No other uniform attachments or ornaments will be authorized to be worn on the uniform. Officers have the option of having their names embroidered on the shirt rather than wearing a pin. The embroidery shall list their first name initial and full last name, white in color.

3-304

Uniform Pants

Uniform shirts must be purchased from an authorized uniform vendor. Pants must be long enough to touch the top edge of the foot wear with no more than ¼ inch break.

3-305

Jackets

Uniform jackets must be purchased from authorized vendors.

Security emblems will be permanently affixed to each sleeve of the jacket 1 inch below the top of the shoulder seam. Officer must wear a name tag and badge on the jacket when it is the outermost garment worn. Jackets are not to be worn while officers are performing duties inside buildings. Exceptions will be granted to officers assigned to the 4th Street Security desk.

3-306

Footwear

Uniform shoes or boots must be natural or artificial leather with a smooth toe design. They must be black in color and must be in serviceable condition and remain polished at all times. Steel toe safety shoes or boots are not permitted.

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3-307

Undergarments

T-shirts: T-shirts worn under short-sleeve shirts will be black crew neck shirts only.

Turtleneck Shirts: A black t-shirt, turtleneck, mock turtleneck or Dickie shirt will be worn at all times when wearing long sleeve shirts.

Socks: When wearing low cut shoes or boots or if the sock is visible, black socks must be worn.

3-308

Gloves

Uniform gloves should be black in color and worn outside or when needed to protect the officer's hand in dangerous situations. Uniform gloves should only be worn at point of contact and should not be donned until needed. This is different from medical gloves, which should be donned immediately upon arrival at a medical emergency.

3-309

Pants Belt

A standard buckle or Velcro black leather 2 ¼" pants belt must be worn underneath the uniform duty belt. Belt keepers must also be worn between them.

3-310

Sweaters

Uniform style sweaters are permitted to be worn. They must be purchased from authorized uniform vendors. Security emblems must be permanently affixed to each sleeve 1 inch below the top seam of the shoulder.

A name tag and badge must be worn on the sweater when it is the outermost garment worn.

3-311

Seasonal Changes

Officers will be permitted to wear either long or short sleeve uniform shirts throughout the year. During the months of October through March, officers who choose to wear long sleeve shirts must wear a t-shirt, turtleneck or mock turtleneck shirt. In addition, officers who choose to wear short sleeve shirts are not permitted to wear jackets while working inside.

3-312

Headwear

Only approved headwear may be worn while on duty. At no time will officers be permitted to wear headwear while inside. Headwear is limited to stocking or watch-cap style or winter "trooper" style hat and must be black in color.

3-313

Returning Uniform Items

All uniform items purchased using MBC funds and all emblems bearing the Security or MBC logo remain the property of the MBC and must be returned upon resignation or termination of employment.

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3-314 Approved Uniform List


MBC Security Officers are required to use authorized and approved uniform and equipment vendors.

3-315 Approved Training Uniform

Officers will be permitted to wear personal clothing as directed by the MBC Security Supervisor or course instructor during security training programs. In most instances, the approved Training Uniform shall consist of khaki cargo pants, an approved MBC Security black training polo shirt and black shoes/boots. Officers attending training requiring gym uniforms shall wear black or grey sweatpants or shorts and a white or black t-shirt. No logos may be worn on the outer clothing.

3-316 Enforcement

Supervisors shall enforce all rules regarding uniformed assignments covered under this section. Failure to comply with this policy may result in removal from duty, without pay, until the officer is in full compliance.

Municipal Building Commission Security Policy Manual		Section-Policy 3-400
	Subject: Equipment	
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3-400 All officers assigned to uniformed duties shall wear the prescribed equipment, in its entirety, while on duty. Equipment purchased with MBC funds or personally owned, must conform to this policy and may not be altered in any way to change the appearance or functionality.

3-401 Initial Issue

Upon hiring, MBC Security will provide the following equipment items for new officers (all duty gear will be black basketweave leather or other material resembling leather).

- 1 Handcuffs, Hinged
- 1 Handcuff Case
- 1 Black Flashlight
- 1 Flashlight Holder
- 1 ASP Baton
- 1 ASP Holder
- 1 Key Keeper
- 1 Trouser Inner Belt
- 1 Duty Belt (Velcro, buckle)
- 1 Set Belt Keepers
- 1 Mace
- 1 Mace Holder
- 1 Radio Holder
- 2 Name Plates
- 2 MBC Badges
- 1 Glove Pouch

3-402 Care and Replacement

General Officers are required to maintain equipment in a serviceable condition free from wear and tear. In addition, equipment items must be clean and polished at all times. After the initial issue, it will be the responsibility of the individual officer to replace worn equipment items using the allotted annual uniform allowance. At no time should equipment items be altered to change its appearance or function. All equipment items must meet the standards set forth by management.

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3-400



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Uniform Allowance Officers should refer to the current labor agreement regarding the amount of uniform allowance that will be provided to non-probationary officers. Uniforms and equipment purchases must conform to uniform standards. Officers must successfully complete their probationary period to be eligible for the uniform allowance.

3-403 Equipment Exchange

Upon termination of employment, officers are required to return all uniform and equipment items purchased with MBC funds. MBC Security will retain all serviceable uniform and equipment items. Officers will be afforded the opportunity to exchange worn equipment items for those serviceable items retained from other officers.


Returned items will be evaluated for serviceability and either returned to the inventory or destroyed. This exchange program includes all leather gear, uniform items, flashlights (including batteries, chargers, bulbs, and parts) and other purchased equipment and uniforms. However, it is not required that the division maintain a minimum number of items in inventory and if a uniform or equipment item is not available for exchange, the officer will be required to use their uniform allowance to purchase the item.

3-404 Duty Belt

Officers may not carry non-standard or non-approved items on their duty belts. Duty belts must be secured to the pants belt using belt keepers and/or Velcro.

3-405 Use of MBC Equipment Off Duty

Officers are not permitted to use or carry equipment items purchased with MBC funds while off duty.

Municipal Building Commission Security Policy Manual		Section-Policy 3-500
	Subject: Grooming and Appearance	
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3-500 This policy covers all members of the security division while on duty and representing the division and/or the MBC as a whole. It will be the responsibility of the officer to maintain a professional, neutral and non-offensive image while on duty or representing the MBC.

3-501 Hygiene
Security personnel shall practice good hygiene to prevent body or breathe odor while on duty.

3-502 Hair
Security personnel shall maintain their hair in a neat, clean, well-groomed, and trimmed manner so as to present a professional appearance while on duty. Hair shall be maintained in such a manner that it will not extend over the officer's eyebrows in the front.
Hair shall not interfere with the performance of the security officer's duties or the proper wearing of any authorized uniform headgear.
Wearing of a wig or hair piece is permissible if it conforms to the standards set forth in this policy.

3-503 Facial Hair
The wearing of facial hair by men is permitted providing grooming standards are met.
Mustaches shall be neatly trimmed and shall not be twirled or curled.
Sideburns shall not extend beyond the point even with the bottom of the ear lobe and shall be neat and clean shaven in a horizontal line.
Beards and goatees shall be neat and trimmed.
Facial hair will be evaluated on a case-by-case basis, and supervisors will have reasonable discretion in judging professional appearance.

3-504 Fingernails
Fingernails shall be cleaned and trimmed. The nails shall be rounded (not trimmed to a point) and shall not extend beyond the tips of the fingers.

3-505 Eyeglasses
Only prescription eyeglasses shall be worn while on duty. Eyeglasses shall be conservative in design and may not have permanently shaded or dark lenses. Sunglasses may be worn while outdoors only and they shall not be carried or worn on or about the person when inside.

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3-506

Jewelry

No jewelry or personal ornaments may be attached or carried on a security uniform. Jewelry may be worn under the uniform and should not interfere with the performance of an officer's duties. In addition, no more than a total of two rings may be worn on the hands. No more than two earrings per ear may be worn and must be limited to post or stud style.

3-507

Cosmetics

Cosmetics may be worn in moderation and should be subdued and blended to match the officer's normal skin tone. Perfume and cologne shall be worn in moderation so as not to offend others or interfere with the performance of an officer's duties.

3-508

Body Modification


Definition For the purposes of this policy, body modification including tattoos, piercing, scarification, branding, implants, and all other forms of cosmetic body modifications.

Regardless of shape, size, or color, all body modifications must be covered by the uniform or other methods within the constraints of the uniform policy. This section is applicable to staff members in full and complete uniform.

3-509

Enforcement

Supervisors shall enforce all rules regarding personal hygiene and grooming covered under this section. Failure to comply with this policy may result in removal from duty, without pay, until the officer is in full compliance. Continued refusal to comply with this policy may result in disciplinary action up to and including termination.

Municipal Building Commission		Section-Policy 3-600
	Subject: Personal Information	
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3-600 This policy will address required personal information on file and updating contact information.


3-601 Required Information
In addition to all information required by MBC Human Resources and Payroll and other departments maintaining employee information, officers are required to provide the following information to the Security Division:

Address
Phone Number
Emergency Contact Name
Emergency Contact Phone Number

In addition, officers may provide other emergency and non-emergency contact numbers such as cellular phone number, pager number, additional phone numbers and addresses.

3-602 Updating Information
It is the responsibility of the individual officer to maintain and update contact information required by this policy. MBC Security Officers are required to utilize the HRIS (payroll system) self-service information to update their information.

3-603 Confidentiality
All personal information supplied to the division is confidential and may not be released except as authorized. This includes all phone numbers, addresses, and emergency contact information.

Municipal Building Commission Security Policy Manual		Section-Policy 3-700
	Subject: Code of Conduct	
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3-700 At no time should an employee of the Security Division act in an unprofessional manner while representing the Municipal Building Commission.

3-701 **Duty to Act**
All staff is required to take reasonable and appropriate action when aiding a fellow staff member, law enforcement officer, county or city employee, or member of the general public when they are exposed to imminent danger. Likewise, staff is required to take appropriate action to protect life and property, preserve the peace and prevent crime in the City Hall and Courthouse.

3-702 **Reporting**
All staff is required to report violations of rules, regulations, or laws that come to their attention to the MBC Security Supervisor immediately.

3-703 **Providing Identification**
When requested by a City or County employee or member of the public, staff is required to provide their last name, badge number, Security Supervisor's name and telephone number.

3-704 **Inappropriate Language**
Staff must refrain from using profane language towards or in the presence of others, including fellow staff members, during the course of their duties. Likewise, in accordance with the MBC Respect in the Workplace policy, officers should not make offensive comments towards the public or building tenants.

3-705 **Reporting Criminal Charges**
Staff members charged with a criminal offense must notify their supervisor immediately. Notification should be in written form containing the nature of the alleged offense, jurisdiction, date, and time. When a final disposition is reached, the staff member must notify their supervisor of the outcome. Certain violations may preclude the person from continuing employment with MBC Security.

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3-706

Gratuities

Staff members shall not solicit or accept any gift, gratuity, reward, loan, fee, discount, rebate, or special consideration arising from or offered because of their employment or any activity connected with such employment. Staff shall also not accept from or offer to other employees any gift or gratuity that is any way intended to influence assignments or treatment.

Any financial reward or gratuity paid or sent to any staff member as a result of on-duty action shall be promptly forwarded to the Security Supervisor for disposition.

3-707

Bribery

Staff members shall not accept, agree to accept, or solicit a bribe. A bribe is a benefit, reward, or consideration, to which an officer is not legally entitled, that is intended to influence a staff member's performance of duties or execution of powers.

3-708

Unprofessional Communications

Staff shall not publicly criticize or ridicule the organization, its policies, or other employees as to the performance of their duties in any manner which impairs the effective operation of the organization or displays a reckless or knowing disregard for the truth. This regulation shall not be construed so as to impair the exercise of free speech by employees on matters of public concern.

3-709

Alcohol/Narcotics

Staff shall not bring or keep any dangerous drugs, narcotics, or alcoholic beverages on City Hall/Courthouse premises. Officer should not report for duty with the odor of alcoholic beverages on their breath or person. Officers must comply with the Drug and Alcohol policy set forth by MBC Administration and applicable collective bargaining agreement.

3-710

Responding to Calls

Staff shall respond without delay to calls for service unless otherwise directed by proper authority. Emergency calls for service shall take precedence. However, all dispatched calls shall be answered in a timely manner.

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3-711

Conducting Personal Business

Staff shall remain alert, observant, and occupied with security/safety business during their shift. When on duty, staff shall devote their entire attention to the business of the organization. Personal or private business should not be conducted while on duty.

3-712

Phone Calls

Use of the telephone while on duty should be for work-related business only. This does not apply to personal emergencies. Personal calls should be limited to break times. The Security Desk telephone number may be used as a point of emergency contact for staff members. It should never be used as a number to receive general calls.

3-713

Use of Electronics

The use of non-MBC personal communication devices, cellular phones, pagers, etc., should be limited to emergency use only. In addition, the use of these devices in public is prohibited, staff should move to a non-public location while using these devices. Computers, video devices (including televisions, DVD players, and other media) provided to the security division should be used for work related purposes only. The use of personally owned computers, video devices (including televisions, DVD players, and other media) and other electronic devices or those assigned to other city or county departments is strictly prohibited. Radios, tape players, and CD players may be used at security desks, providing programming or music is non-offensive and is played at a volume others in the area are unable to hear. The use of headphones is not allowed.

3-714

No Personal Reading While on Duty

Staff is not permitted to read personal material while on duty. Security management reserves the right to restrict areas in which staff may be authorized to read or study MBC Security Policies and Procedures. Reviewing MBC Security Policies and Procedures while on patrol may be allowed, however, attending to the public's needs is the first priority.

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3-715

Documents

Staff is not to destroy or alter documents, reports, posting, or other paperwork or signage without authorization.

All paperwork or reports completed by a staff member or shift of officers is considered official and will not be damaged, destroyed, or marked with anything other than the information requested.

3-716

Equipment, Office Space, and Locker Rooms

It is the responsibility of Security staff members to ensure that Security office space and equipment, security desks, and locker rooms maintain a professional and clean appearance. This includes refrigerators, microwaves, and kitchen areas used by staff. Staff is not to cause intentional damage to office space and equipment, security desks, and lockers and locker rooms assigned to the security department. Any intentional damage caused to said items or areas will result in disciplinary action and require the staff member to make reparations to the MBC.

3-717

Release of Information

No staff member shall release information regarding incidents under investigation, future actions to be taken as a result of investigations, covert operations, or other information that is considered confidential or gained as a result of a staff member's position or availability to non-public information.

3-718


Eating and Drinking While on Duty

Staff members shall not eat or drink while on patrol. Staff members may have beverages at assigned duty stations providing they are in a closed container and not left in the view of public or in an area where they may cause damage to security or computer equipment. Other than for transportation from area to area, staff is not permitted to carry beverage or food containers while on patrol or while responding to calls.

3-719

Use of non-security assigned break areas

Staff is not permitted to use break areas, kitchenettes, or food preparatory equipment assigned to other departments (common or public areas are not included). It is suggested that officers use non-public areas while on break or eating meals.

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3-720

Unprofessional Conduct

Staff should not engage in any conduct that reflects negatively on the MBC. This includes while in public or private areas, while using the radio or telephone or any other event or situation where the staff member is officially or unofficially a representative of the MBC.

3-721

Possession of Weapons

MBC Staff shall not possess any non-authorized duty weapons or equipment on their person, in lockers or anywhere on MBC property. This includes firearms, explosives, and any other weapon which violates Minnesota State Statute regarding Dangerous Weapons. Any staff found to be in possession of such weapons should be reported to the Security Supervisor immediately. "Tools of the Trade" are excluded.

3-722

Violations

Violations of this section may result in disciplinary action, up to and including termination of employment. In some cases, violation of this section is not only a violation of policy but also of local, state, or federal laws and may be punishable under those laws.

3-723


Scope

This section is applicable to all members of the MBC Security Staff during all facets of their employment or when directly or indirectly representing the Security Division.

3-724

Enforcement

In addition to violation of this section of the MBC Security Policy Manual, these topics may be covered under the MBC Employee Handbook, MBC Respect in the Workplace and Non-Discrimination Policy. All supervisors have the responsibility to stop violations of this section immediately.

Municipal Building Commission Security Policy Manual		Section-Policy 3-800
	Subject: Shift Times	
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3-800 Expectations

Officers are expected to report for duty and remain on duty for their entire shift. All deviations must be approved by a supervisor and recorded accurately on the employee's timesheet. Any absences must be reported to the supervisor, with proper notice given.

3-801 Shift Start

Officers must be prepared for duty and on post at the scheduled start of their shift. Officers who are not in full and complete uniform or on post or in roll call at the shift start time will be deemed late.

3-802 Authorized Breaks

Breaks will be scheduled and taken as shift activities allow. Breaks are paid. Therefore, officers must remain in the area of the City Hall and Courthouse. In addition, they must remain available for calls. If an officer schedules an appointment during a break period; they must receive approval from a supervisor and will be required to record it appropriately on their timesheet.

3-803 Shift End


Officers are required to remain in full and complete uniform, ready to respond to a call until the scheduled shift end time. Officers who are not in complete uniform will be deemed to have left early.

3-804 Sign In – Sign Out Procedure

Officers are required to sign in at the start of their shift and sign out at the end of their shift. Each officer is required to document their own start and end time in writing on the Sign In – Sign Out roster which will be located at the 4th Street Security Desk.

3-805 Enforcement

The immediate supervisor will be responsible for monitoring officer's time. Failure to comply with this policy will result in disciplinary action up to and including termination. In addition, failure to record accurate hours for payroll may result in discipline up to and including termination.

Municipal Building Commission Security Policy Manual		Section-Policy 3-900
	Subject: Tobacco Use	
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3-900 In accordance with State and Federal laws and MBC policies, the use of tobacco products while engaged in work-related duty is limited. Staff is held to a high standard and at no time shall an MBC Security Officer act in an unprofessional manner.

3-901 Definitions

Tobacco Products For the purposes of this section, tobacco products include cigarettes, cigars, chewing tobacco, pipes, other tobacco related items, and simulated tobacco items. **This also includes e-cigarettes and/or vapor devices.**

Work Related Duty Work-related duty includes, but is not limited to, responding to calls, routine patrol, meetings, in-house training, driving company vehicles and stationary duty assignments.

3-902 Approved use


Officers may use a tobacco product during rest and meal periods providing it is done in an inconspicuous manner in approved areas and in accordance with Federal, State and Local Laws and in compliance with MBC policies. All waste products must be disposed of in the appropriate manner.

3-903 Tobacco Products

At no time shall officers carry or store tobacco products in such a manner as to be visible to the public.

3-904 Authorized Tobacco/Vapor Use Areas

In accordance with City of Minneapolis and MBC Policy, the only authorized Area to use tobacco or vapor is the recessed area outside the 4th Street Entrance. The use of tobacco or vapor by security staff in any other area on Property is prohibited. As the entity responsible for enforcement of the Smoking/Vapor Policy, it is crucial that security remains in compliance themselves.

Municipal Building Commission Security Policy Manual		Section-Policy 4-100
	Subject: Communications	
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4-100 To ensure officer safety and effective and professional communication, this policy will cover the appropriate use of Nextel telephones/direct connect and 800 MHz radios. Inappropriate communication will be subject to discipline.


4-101 Training
All Security Officers will be required to attend telephone and radio training courses. Training will consist of an initial introduction of the equipment and advanced use of radios, updates to channels and review of response and dispatch scenarios.

4-102 Portable Radio Equipment
MBC Security Officers utilize 800 megahertz digital radios, as part of the Hennepin County Sheriff Radio Network. These portable radios are shared by all members of the MBC Security Division and their contract security providers. Each member is required to Sign In/Out an MBC Radio using the Report Exec system. Each officer is responsible for caring for and maintaining a working system of radios. Radios found to be inoperable shall be immediately reported to the Security Supervisor for repair. Radios are not to leave the building unless approved by the Security Supervisor.

4-103 Radio Procedures
During the hours of 7am-7pm, officers must call on/off duty by changing their radio channels from D-1 to S-Info. Once on the correct channel, the officer should state their radio call number, wait for a response, and then call out their badge number and that they are either 10-7 (out of service) or 10-8 (in-service) depending upon whether they are coming on-duty or going off-duty.

If yours shift start or end time is outside these times, the officer stays on radio Channel D-1 and completes the same procedure.

Note: 3500 will remain the Security Desk radio call number. IF you are working the desk and need to contact SOC, please call out as 3500.


Municipal Building Commission Security Policy Manual		Section-Policy 5-100
	Subject: Security Officer Training	
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5-100 In an effort to maintain the highest quality security services for the MBC and ensure officer and employee safety, all security officers will be required to successfully complete and maintain completion of the MBC Security Officer training program.

5-101 Training
The Security Supervisor will coordinate and monitor training. All MBC Security Officers are required to successfully complete all required training programs, including, but not limited to, the Hennepin County Security Training program. If an MBC Security Officer is unable to successfully complete a training program, the Security Supervisor will review all applicable information and determine an appropriate action.

5-102 Instructors
The Security Supervisor will select instructors based on qualifications.

Removal The Security Supervisor reserves the right to remove any instructor who is not performing to the standards expected by the division or otherwise acts in an unprofessional manner.

Municipal Building Commission Security Policy Manual		Section-Policy 5-200
	Subject: Preliminary Training	
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5-200 Preliminary Training

In an effort to provide the highest quality security services and promote safety for the public, MBC security officers will be required to attend and successfully complete the following training courses within the security officer's probationary period.

5-201 New Officer Training- Field Training (FTO)

MBC Security Officers will be required to successfully complete the Hennepin County Security Officer training program and a building specific FTO Program.

5-202 Additional Training Programs

MBC Security Officers will be required to successfully complete all additional training programs as determined by the MBC Security Supervisor.

5-202 Medical Training

MBC Security Officers will be required to complete the 40 hour EMSRB recognized First Responder course, including CPR and AED.

Existing Certifications New officers who are currently certified as a Minnesota First Responder by the EMSRB will be required to complete 16 hours of medical training within the first year of employment. Emergency Medical Technicians certified by the EMSRB will be recognized as such and must provide documentation (copy of certificate or card). Emergency Medical Technicians certified from another state or nationally, must complete all EMSRB reciprocity requirements. In both cases, it is the employee's responsibility to complete the requirements outlined in this section.


5-203 ASP Tactical Baton

Prior to carrying an approved expandable baton, officers must complete an approved ASP Tactical Baton course.

Existing Certifications Officers who have been certified within the past year and can provide acceptable proof of attendance may carry an approved expandable baton prior to attending the training program.

5-204 Defensive Tactics Training

Officers will be required to attend an initial Defensive Tactics Course which will include handcuffing, aerosol subject restraint, and defensive tactics. New hires who can show proof of attendance of a similar training course within the past year may be eligible for a Training Waiver.

Municipal Building Commission Security Policy Manual		Section-Policy 5-300
	Subject: Required Training	
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5-300 Required Training

In an effort to provide the highest quality security services and promote safety for the public, MBC security officers will be required to attend and successfully complete the following training courses within the security officer's probationary period and maintain current certifications.

5-301 Medical Training

Officers will be required to maintain a minimum of a First Responder certification and current CPR and AED training. In accordance with the Minnesota Emergency Medical Services Regulatory Board (EMS RB) First Responders must receive 16 hours of refresher training.

First Responder First Responder and refresher training will be provided by Hennepin County. MBC Security Officers will be required to attend scheduled courses and successfully complete the examination process.

5-300 Defensive Tactics

MBC Security Officers must successfully complete refresher training as mandated by the MBC Security Supervisor.

5-301 ASP Tactical Baton

Officers must successfully complete refresher training as prescribed by ASP and the MBC Security Supervisor.

5-302 Expired Certifications

Medical In the event an officer's medical certification expires, the officer will not be permitted to practice skills designated as First Responder.

5-303 Enforcement

It will be the responsibility of the MBC Security Supervisor, as directed by the MBC Security Supervisor to maintain, monitor progress, and audit training records.

5-304 Remedial Training

In the event an officer is unable to successfully complete the requirements of a training course to maintain certification, they will be permitted to attend a second refresher training course. If the officer is unable to successfully complete the remedial training, the MBC Security Supervisor will review all applicable information and determine appropriate action.

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5-305 Failure to Maintain Certifications

In the event an officer fails or refuses to maintain required certifications, the MBC Security Supervisor will take the appropriate action, which may include termination if deemed appropriate.

5-308 Police Exception to Certifications

Security staff who are currently licensed peace officers within the State of Minnesota, or whom have passed a police reciprocity test from another state shall be deemed exempt from having to take the refresher training if they show proof of attending such training with another organization as part of their peace officer licensure and maintain such certifications from outside agencies. Proof of certification from an outside agency shall be defined as providing a Training Certificate to the Security Supervisor prior to the certification expiration date or date of departmental training.

Municipal Building Commission Security Policy Manual		Section-Policy 6-100
	Subject: Security Operations Center (SOC)	
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6-100


Definition

The Security Operations Center is located on the A level of the Hennepin County Government Center. The SOC is the central command center and is staffed 24/7 by their security personnel who monitor CCTV cameras, duress and intrusion alarms, and provide radio dispatch for their security officers at various government buildings, to include Minneapolis City Hall and Courthouse. The MBC has an agreement with Hennepin County to provide CCTV, duress and intrusion alarm coverage, and training for the MBC Officers. The county also provides one Hennepin County Security Officer to work with the MBC Officers on a daily basis. Officers assigned from the county are trained to work in the MBC. All locations are staffed with security personnel and, with the exception of the MBC, have patrol vehicles that are in radio communication per the 800mhz radios and report to the SOC. The MBC 4th Street Security Desk utilizes its own dispatch while the SOC monitors the radios. All locations are equipped with cameras that are monitored and controlled at that location. Because the MBC has the same camera and security "Andover" system, the SOC monitors and has the ability to take control of the cameras installed in the City Hall and Courthouse. The SOC also monitors Duress Alarms which have been installed in numerous offices throughout the building. When a Duress Alarm is pressed, the SOC will get the alarm and dispatch Security to that location. In other designated areas within the building, the Minneapolis Police are also dispatched.

6-101

Secure Area

The securing of this area is to safeguard sensitive information and equipment critical to the security function of Hennepin County and the City Hall/Courthouse. Furthermore, the security of this area is to ensure that dispatchers are in an area free from outside distractions and unwanted visitors. MBC Security Officers and contracted officers are to refrain from any activities such as phone conversations or visiting SOC that would distract SOC personnel.

Municipal Building Commissions Security Policy Manual	Section-Policy 7-100
	Subject: Basement Access Restricted Areas
	Effective 06/2015 (revised)

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7-100


The MBC is concerned about the safety and security of its employees, the general public and the City Hall/County Courthouse Building. All vendors who make a delivery to the basement of the building or contractors who do work in the basement will be required to follow the MBC Basement Access Policy.

7-101


Effective immediately this procedure will be followed when a vehicle is requesting to have access to the basement.

1. The driver of the vehicle will come into the security desk present a valid Minnesota Driver's License. Match the picture on the identification to the vendor presenting it. If the vendor has no identification, no entry will be permitted.
2. Ask the person who in the building ordered the delivery and a contact phone number. Call and verify that the tenant in the building is in fact expecting that delivery. If it is a contractor needing access to a critical area, make sure their name is on the approved MPOP list or other list of approved access prior to providing any access keys or access card. If they are a contractor and their name is NOT on the list, they are not allowed access and will have to contact the department hiring them for further information.
3. For deliveries, once the contact has been made, inform the driver they may now enter the garage. Open the security gate and allow the vehicle to enter. Visually monitor the vehicle and ramp until the gate fully closes. Go with the driver to the vehicle and copy down the license number or use cameras to note the license plate.
4. For contractors needing access to the restricted areas of the basement such as inside the B911 area, security officers working the desk should check their name against the MPOP List to ensure that they have the required access rights to be inside that space. A copy of the list is kept at the desk. If their name is not on the list, they either need to be escorted by somebody on the list or they need to be escorted by whatever contact person for that space called to request their service.

If further assistance is needed contact your supervisor or manager.


Municipal Building Commissions		Section-Policy
Security Policy Manual		7-200
	Subject: Lost and Found	
	Effective 06/2015 (revised)	Pages: 1 of 1

- 7-200** The MBC is concerned about the personal property of its staff and the general public. In an effort to assist them, The MBC has formulated a system whereby lost and found items will be handled appropriately.
- 7-201** If the property is of value of over \$100 and/or can be traced i.e.; by serial number or otherwise identifiable, it should be inventoried in the Minneapolis Police Property Room. If the property room is not open, it should be inventoried in the Security Office property locker and a full report done.
- 7-202** If the property is perishable food items, it shall be destroyed. If it is small amount of personal use marijuana, it shall be destroyed in the presence of another officer. For all other items, it shall be placed in the City Hall Property Locker in Room 318 and a logsheet/report completed. A Report Exec report will also be completed.
- 7-203** For items that qualify under 7-201, complete an MPD Property and Evidence Unit **“Found Property Report”**. At the top, in the public data section it asks for a case control number (CCN). You will receive that number when the property is inventoried.
- 7-204** Next, go to the property room and enter through the door just to the right of Room 33. Sign in on the sheet and have a seat. You will be called in order. Provide the above information to the property clerk along with your identification. You will be given a CCN # (case & control number). Take that number back and document on the log where the entry was made on the MBC Log.
- 7-205** If property is recovered that is of no or little value, enter it on the log as “found property”. Bring it to Room 318, the security office, place a tag on the property stating where it was found, date and time, your name and badge or call number. This property will be discarded after 30 days.
- 7-206** Should property be found when the property room is closed, fill out the log as you normally would and place it in the Security Office Property Locker. The property will then be inventoried on the day shift.


Municipal Building Commissions Security Policy Manual	Section-Policy 7-300
	Subject: Security Meeting Protocol
	Effective 06/2015 (revised)

Pages:
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- 7-300** Meetings provide the opportunity to develop inter-personal and social skills, to make and experience the consequences of decisions pertaining to day-to-day responsibilities, to share responsibility for care and maintenance of MBC assets, and to be kept informed of changes in schedules, plans, rules, budgets, contingencies, etc.
- 7-301** When fully staffed, monthly meetings will be held with the security staff and will be the first Monday of each month. In the event that day falls on a holiday, the meeting will be scheduled for the following Monday. Two meetings will be held on each day, 7:30 am and 3:30 pm. to accommodate all officers' schedules.
- 7-302** In order to have productive and interruption-free meetings, employees shall carry their cell or Nextel phones and they shall be in the vibrate mode. If an employee is called during a meeting, the employee shall quietly step out of the room to respond accordingly.
- 7-303** Rules for Successful Meetings:
- 1) Clearly define purpose of meeting;
 - 2) Clearly identify topics for discussion;
 - 3) Everyone has the right to be heard without interruptions;
 - 4) State the assignment(s) for next steps;
 - 5) Summarize - provide minutes within 3 days of the meeting.
- 7-304** Meeting recipients shall ensure that the room is in good condition upon completion of the meeting (e.g., put chairs and tables back in original position, turn the lights out, etc.).

Municipal Building Commissions Security Policy Manual		Section-Policy 7-400
	Subject: Incident Reports	
	Effective 06/2015 (revised)	Pages: 1 of 1

- 7-400** The Hennepin County Security Report Exec online form shall be used to report incidents which can include but are not limited to: Accesses, escorts, crimes against persons and property, personal injury, Medical assistance, Bomb threats, Maintenance Emergencies, Theft, Damage to property, Lost / Found items and calls for Police and/or Fire.
- 7-401** The security officer or officers involved in the incident shall make the report. The first responding officer shall make the initial report; all other officers involved will provide a narrative as to their participation.
- 7-402** The report must include: MBC address, Title of Incident, Location of Incident within building, Involved persons, Suspects, Vehicle description(s), Property information and narrative of what occurred. These reports should be completed prior to the end of each shift. After being submitted, the reports shall be submitted to MBC Security Supervisor, who will approve them or send them back to the original authoring officer for correction/s.
- 7-403** MBC and contract security officers perform two types of reports: Routine Events that are not significant enough to require a full Incident Report can be completed using a Daily Event Log entry on Report Exec. These types of reports should be limited to events such as Access, Assist Public, Assist Security etc. More involved incidents such as Medicals, Assault, Alarms, Suspicious Activity, Unwants, Damage to Property, Trespass etc should be completed using a Report Exec Case Report Form. All of the necessary drop-down and narrative boxes should be completed, if applicable.

Municipal Building Commissions Security Policy Manual	Section-Policy 7-500
	Subject: After Hours Maintenance Issues
Effective 06/2015 (revised)	Pages: 1 of 1

7-500-01

It is the intent of the MBC to provide quality and efficient service to the tenants in the building. The following procedure will be used to ensure the request for service is reported and completed in a timely manner.


All non-emergency requests for service should be transferred to the MBC reporting line, or given the number to the MBC reporting line – 612-596-9512 (you may press # to transfer directly to voicemail and skip the introductory greeting). To avoid problems of insufficient information to create a work order no messages are to be taken by Security staff – the tenant must relay their request directly to the MBC reporting line. This applies to both day and night shift Officers.

An exception to the above is an emergency such as but not limited to:


- Floods in the ADC or building floods from any pipe leak
- backed up drains and a series of toilets that are overflowing (as opposed to one unit)
- spills that pose safety hazards, ie on the marble floors creating a slipping hazard (as opposed to spills on carpet or on the sidewalk outside)
- odors that involve gas, solvents, varnish or marijuana vapors
- power outages that involve the entire office suite (as opposed to power out at one single work space)
- lighting failures involving the entire suite (as opposed to one light out in an area)
- faucets or toilets that will not shut off (as opposed to small drips)

If a request is determined to be an emergency:

Security shall immediately contact the foreman on duty or the project manager as is appropriate and report the nature of the emergency. After that is done an e-mail shall be sent to the Security Supervisor and MBC Services to inform them when these emergencies occur and so that a work order can be generated. If there is any question as to whether or not the maintenance issue is an emergency, the officer shall utilize the After Hours Contact List to get clarification from the On-Call personnel before making any Work Orders.

Municipal Building Commissions Security Policy Manual		Section-Policy 7-600
	Subject: Electrical Appliance Procedure	
	Effective 06/2015 (revised)	Pages: 1 of 1

- 7-600** The MBC has established guidelines regarding the use of electrical appliances in the City Hall and County Courthouse Building which will be enforced by the security officers of the MBC. These guidelines are being implemented in order to conserve energy, control costs, and protect the visitors and tenants. safety of tenants and visitors.
- 7-601** Below is a step by step process that we will use to notify the tenants and remove the appliance if necessary. To avoid any conflicts this process will be done when the building is closed and tenants have left.
- 7-602** Annually, the building monitors are notified via email of the policy regarding unauthorized appliances in the building. They are also reminded that the policy is available on the MBC Connect Site.
- 7-603**
1. Identify and log the type, make, room # and the owner's name if possible.
 2. Leave a copy of the guidelines issued by the MBC and the first notification.
 3. Two days later, leave notification that appliance has been removed.
 4. Take appliance to room 312, inventory and tag with all information.
 5. Theresa Baker will direct the violators to contact security for recovery of unit.
 6. Inform the owner the unit can be pickup up on the way out of the building.
 7. On the 1st offense, unit will be kept 30 days. 2nd offense, discarded the next day
 8. Repeat violators will be referred to the security supervisor.

Municipal Building Commissions Security Policy Manual	Section-Policy 7-700
	Subject: Elevator Entrapment Policy
	Effective 06/2015 (revised) Pages: 1 of 1

7-701 If any elevator car entraps a person, the MBC Security Officer who receives the call shall immediately contact:

1. The contracted elevator service company to report the entrapment shall be contacted. The phone number is at the Security Desk.
2. the other MBC Officer on duty to inform them of the incident
3. the MBC reporting line (612-596-9512) to report the incident

7-702 It is MBC policy to have only certified elevator contractors conduct elevator rescues. In the event that the elevator car self corrects and releases the person, a call should be placed immediately:


1. to the elevator contractor to cancel the entrapment call
2. to the elevator contractor to request service on the car

7-703 In the event that the elevator self corrects and returns to service, MBC Security should still take the car out of service until the elevator contractor arrives. The elevator contractor will return the car to service after making a diagnostic inspection.

7-704 In addition an e-mail should be sent to MBC services to document the incident.

7-705 The elevator controls are housed in the Life Safety Command Center. If any elevator entrapment involves contacting Minneapolis Police or Fire, only qualified personnel are allowed to touch the elevator controls. Under no Circumstance shall security personnel touch those controls or force open elevator car doors during an entrapment.

7-706 An elevator contractor Log Book is at the security desk. Elevator contractors are required to sign in/out on each visit and leave a sheet indicating the extent of their repairs at the end of each visit. This includes the contractor leaving a cell phone number that he/she can be reached at while in the building. Security Officers shall report any failure by the contractor to complete the Log Book to the Security Supervisor.

Municipal Building Commission Security Policy Manual		Section-Policy 7-800
	Subject: MicroMain Work Order Procedures	
	Date: Effective 06/2015 (revised)	Page: 1 of 1

7-800-01	The Municipal Building Commission has the responsibility to maintain the safety and security of the Minneapolis City Hall and Courthouse. Part of this involves security being alert to and responding to maintenance issues.
7-800-02	If while on foot patrol security notices things such as a light out, toilet clogged, wet spill, strange odor etc, they should use the MicroMain Database to report such issues to MBC Administration.
7-800-03	Any MBC Security computer should have the website address to MicroMain installed upon it. Otherwise, the website address to MicroMain is http://hosted.micromain.com/HennepinCo/WebRequest/Login.aspx . The username is MBC Security and the password is mbc3500. This account has been setup for Security only.
7-800-04	The security officer should skip the top section and scroll down to the middle section and bottom section to report the issue. In the event that the website is down, the officer can contact the MBC Admin Desk at (612) 596-9512 and report the issue by leaving a message.

Municipal Building Commission Security Policy Manual

Section-Policy
7-900



Subject:
Temperature Complaint Response

Effective 06/2015 (revised)

Page:
1 of 3

7-900

Purpose

Because the MBC is concerned about the comfort of people at City Hall we have established these guidelines and procedures for responding to temperature complaints.

7-901

Policy

When a complaint comes into the security desk about an area being too hot or too cold the procedure that should be followed is determined by two things:
1)The time that the call comes in and 2) The area the call comes from.

Effective immediately this procedure will be followed when a call comes to the security desk with a complaint about the temperature in an area.

Procedure for Calls from Non-Secure Areas

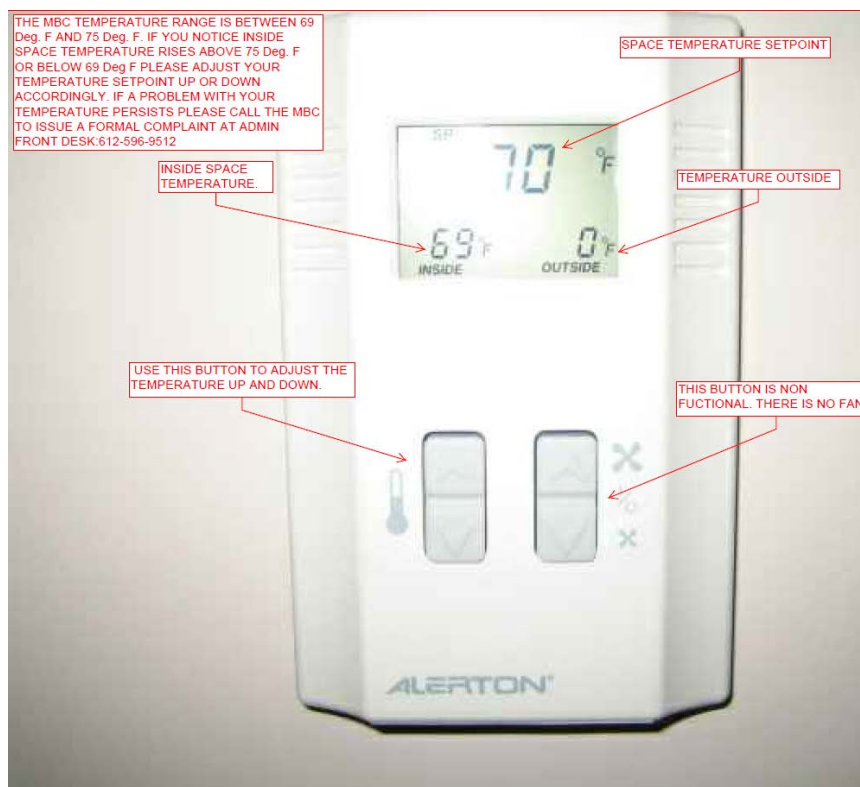
1. Weekdays between 6:00 AM and 12:00 Midnight direct calls to either the MBC Office or the MBC Custodial Foreman on duty. If the foreman cannot resolve the issue, utilize the After Hours Phone List.
2. Weekdays after midnight, any time during the weekend or on a holiday the security officer on duty must investigate the concern unless the call is coming from a secured area: (Adult Detention Center, Police Crime Lab, or the Police Property and Evidence Room). "Secured areas" are handled differently from areas that are not secured. It should be noted that MECC is NOT considered a secure area per this policy.
3. For temperature complaints received from Non-Secure areas, Security should ask as to the exact location of the temperature complaint and should also ask the reporting person to check their Alerton Sensor, if they have one, and report back to Security as to the current temperature reading. If the temperature is within range of 69-75 degrees, Security should instruct the tenant on how they can adjust their Alerton sensor within range to be more comfortable. If the reported temperature is outside the range of 69-75 degrees, Security should contact Igor Melamed using the After Hours Phone List protocols and advise him that the temp in this area is outside range. A copy of the Alerton Sensor is pictured below to assist in instructing tenants on how to read and adjust the temperature.

Municipal Building Commission		Section-Policy
Security Policy Manual		7-900
Subject: Temperature Complaint Response		
Effective 06/2015 (revised)		Page: 2 of 3

Procedure for Calls from Secured Areas

1. Requests to adjust the temperature in these areas must be made by or authorized by that area's on duty supervisor. For example, for temperature adjustment requests in the ADC, the call must be made by an ADC Supervisor.
2. Once the supervisor calls to report a temperature complaint in a Secured Area, Security should ask for the specific area of the complaint and ask if they have an Alerton Sensor in that area. Next, Security should ask the supervisor to report the Alerton Sensor reading for that affected area, if the area has an Alerton Sensor. If the reported temperature is between 69-75 degrees, Security should assist the supervisor with instructions on how to adjust the sensor within range to a more comfortable temperature using the photo diagram below.
3. If the Secure Area does not have an Alerton Sensor or the temperature reported by the supervisor for that area is outside the range of 69-75 degrees, Security should contact Igor Melamed from the After Hours Phone List and advise him of the situation. If he is not available, contact the primary After Hours person in the red box and report your findings. If you cannot reach either, leave a detailed message with both and email Igor at igor.melamed@municipalbuilding.org with your findings.
4. The areas of the ADC with Alerton Sensors have been identified as:
 1. 4th Floor Quad 1 Control
 2. Southeast 4th floor Control
 3. Southeast 5th floor Control
 4. 4th Floor Quad 2 Control
 5. 5th Floor Quad 5 Control
5. A new HVAC System Alarm for the Adult Detention Center has been installed. Any alarms for this area will first be received up in the ADC but will also appear on the panel at the Security Desk. These ADC HVAC alarms will display messages such as "**ADC HVAC Monitor and/or ADC High Temperature SJ AHU Failure.**" When this alarm is received at the desk, it indicates a failure or potential failure in the ADC HVAC System whereby the system is getting too warm or is about to fail. Security Officers working the desk should 1) Immediately contact ADC Control in the affected area and notify them and 2) Contact Igor Melamed using the After Hours Phone # of 612-290-2561 to notify him and receive further instructions from him or whomever has the After Hours phone.

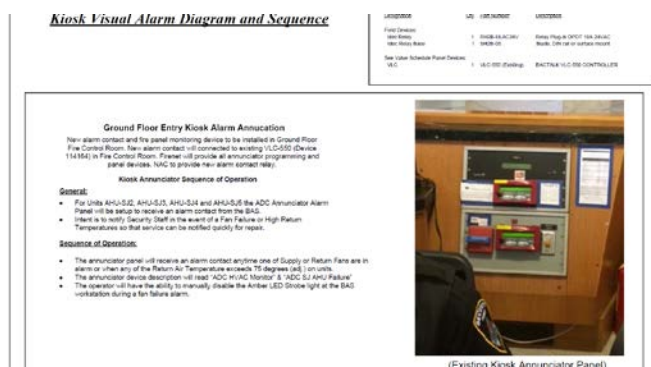
View of Alerton Temperature Sensor




View of Blue Strobe Temp Light in ADC



View of Alarm Panels at Security Desk




Municipal Building Commission Security Policy Manual		Section-Policy 7-1000
	Subject: Juvenile Supervision Center/ LINK Project	
	Effective 06/2015 (revised)	Page: 1 of 2


	Introduction
7-1000-01	<ul style="list-style-type: none"> The Municipal Building Commission has the responsibility to maintain the safety and security of the Minneapolis City Hall and Courthouse. Because of the sensitive nature of juveniles, it is critical that the personal welfare of juveniles be considered at all times. This procedure shall be followed in all matters related to the Juvenile Supervision Center.
7-1000-02	Juvenile Supervision Center Duress Alarms and Standby Requests <ul style="list-style-type: none"> Security will respond to all Duress Alarm activations, standby requests and request for unwanted juveniles to be removed from property. If the request to remove juvenile is for any non-criminal act, the juvenile should only be removed from the building if it is the determination of the security officer that the juvenile is capable of caring for himself/herself. This would include an assessment of the juvenile's age, sobriety, mental faculties, proper clothing etc. If it is the determination of security that the juvenile is able to care for self and tenant is asking that the juvenile be removed from the building, security should ask the juvenile to leave. If the juvenile refuses, MPD should be contacted via SOC for a trespassing issue. If it is the determination of security that the juvenile is able to care for self and tenant is asking that the juvenile be removed from the building, security should ask the juvenile to leave. If the juvenile refuses, MPD should be contacted via SOC for a trespassing issue.

	<ul style="list-style-type: none">• If it is the determination of security that the juvenile is unable to care for self, MPD should be contacted via SOC to take custody of the juvenile for alternate placement.• If the Juvenile Supervision Center staff ask for a standby and such standby could take more than 30 minutes, SOC should be contacted and a county security patrol squad dispatched to take over the standby request. The officer should then resume desk duties.
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	<ul style="list-style-type: none"> • UNDER NO CIRCUMSTANCES SHOULD SECURITY REMOVE A JUVENILE FROM THE BUILDING WITHOUT CONTACTING MPD IF THE JUVENILE IS UNABLE TO CARE FOR SELF.
7-1000-03	Juvenile walkaways from Juvenile Supervision Center
7-1000-04	<p>Juvenile Supervision Center staff will immediately notify security when a juvenile walks away from the room. Security will make every attempt to locate the juvenile within the building and ask the juvenile to leave. If the juvenile refuses, MPD should be contacted via SOC for a trespassing issue.</p> <p>Incident Reporting Guidelines</p> <p>Security Officers should fully document in an Incident Report any and all instances whereby they are sent to this location. The report should include names, dates, addresses, phone numbers, police agency and any other pertinent details. Note: An Incident Report is different than a Daily Event Log entry.</p> <ul style="list-style-type: none"> •
7-1000-05	<p>Additional Important Notes:</p> <p>If any assault has taken place, MPD must notified</p> <p>Nothing in this policy prohibits or prevents security officer/s from using reasonable and necessary amounts of force, if needed, to remove an individual, including a juvenile, from the facility if it is determined that such an individual is not a danger to self or others if removed from the building.</p>

Municipal Building Commission Security Policy Manual		Section-Policy 7-1100
	Subject: Elevator Controls Procedure	
	Effective 06/2015 (revised)	Page: 1 of 1

	Introduction
7-1100-01	<ul style="list-style-type: none"> The Municipal Building Commission has the ability to override and control building elevators from the Elevator Controls area within the Life Safety Command Center. During times of Fire Events, Elevator Entrapments and other emergencies, these controls can be used to control the movement of building elevators. The following below procedure is to be used in regards to elevator controls:
7-1100-02	<ul style="list-style-type: none"> Security will respond to all Elevator Entrapments, Fire Alarms and other emergency incidents involving building elevators. The only people that should be activating the elevator controls inside the Life Safety Command Center is Minneapolis Fire or the elevator contractor. During instances whereby the elevators either need to be shut down or controlled, security officers should guide Minneapolis Fire to the Elevator Controls in the Life Safety Command Center but may not manipulate any of the controls. In cases of elevator entrapments, the only persons who should be attempting to control the elevator functions and/or release persons from the elevators is the elevator repair contractor or Minneapolis Police/Fire. Security Officers should not attempt to force open elevator doors or do other things that go beyond the scope of their duties. Certain procedures have been established for how elevator incidents are handled, both during business hours and After Hours. Please see the Emergency Procedures section or contact your supervisor for further information.

Municipal Building Commission Security Policy Manual		Section-Policy 7-1200
	Subject: Contractor Sign In/Out Log Sheet	
	Effective 06/2015 (revised)	Page: 1 of 1

	Introduction
7-1200-01	<ul style="list-style-type: none"> The Municipal Building Commission has the duty to monitor and control access to building spaces both during business hours and After Hours. This includes the activities of MBC hired contractors.
7-1200-02	<ul style="list-style-type: none"> During business hours, contractors whom approach the Security Desk and request an access card or keys to a restricted area (except MPOP) shall be granted an access card or keys and their photo ID kept at the desk. They shall be entered into the Report Exec Key Log.
7-1200-03	<ul style="list-style-type: none"> For After Hours requests by contractors for keys (other than MPOP) the Contractor Log Sheet shall be completed by the Security Officer. This log sheet is part of the Elevator Repair Log Book kept at the Security Desk. Again, a photo ID of the contractor should be held when keys or access card is given and all of the necessary information on the Log Sheet shall be completed for both the contractor arrival and departure times. Each contractor of the company must sign the book.
7-1200-04	<ul style="list-style-type: none"> For contractors requesting access at any time, to the Restricted MPOP/MECC-911 area, the security officer must check the MPOP List to ensure that the person's name is on the list. If the person's name is not on the list, the security officer should attempt to reach the contact person for that area, listed on the MPOP List, and notify them that a contractor is at the desk that is not on the MPOP List. If the contact person cannot be reached, the contractor should be turned away and told to return during business hours and that they will not be given access until their name is added to the list.

Municipal Building Commission Security Policy Manual		Section-Policy 7-1300
	Subject: Patrol Procedures	
	Effective: 06/2015 (revised)	Page: 1 of 1

Duties per Shift

In order to ensure that MBC Security Officers are completing required duties during patrol shifts, Patrol Procedures have been established as part of the building training program and will be discussed during that time.

MBC Security Policy Manual

The FTO Manual will contain detailed descriptions of patrol procedures for each shift. The MBC Security Supervisor may change procedures based on building activities and the number of officers assigned per shift. Hennepin County and or Contract officers may be assigned these duties as well.

Duty Completion

Officers are required to be aware of and complete the MBC Security Patrol Procedures as directed. Failure to complete the procedures may result in progressive discipline up to and including termination.

Weekday Patrol (7:00 am to 7:00 pm)

Attic, Basement and floor common areas only- No inner offices


Special Instructions: While making the rounds, be polite to our tenants and to the public. If asked, offer any information or assistance you are able to provide, then continue on patrol. Our time is valuable and so is theirs.

Special Instructions: Take note of any strange/unusual noises or odors while making this tour. Become aware of the regular sounds the mechanical units make so you will recognize when there is an unusual noise.

Night (7:00 pm to 7:00 am) and Weekend Patrol

Attic, Basement and interior office spaces (every two hours)

Special Instructions: Take note of any strange/unusual noises or odors while making this tour. Become aware of the regular sounds the mechanical units make so unusual noises are recognizable.

Municipal Building Commission Security Policy Manual Section-		Section-Policy 7-1400
	Subject: FM200 Comm Hub Alarm Procedures	
	Effective: October 2015	Page: 1 of 1

	Introduction
7-1400-01	<ul style="list-style-type: none"> The Municipal Building Commission has the duty to monitor critical fire and life safety alarms systems as part of its Security Desk Procedures
7-1400-02	<ul style="list-style-type: none"> The MECC Comm Hub, Room B49.5 has an advanced Fire Suppression System installed that uses inert gases to replace the former Halon Fire System. Alarms received from this room will be received at the 4th Street Security Desk Alarm Panels.
7-1400-03	<ul style="list-style-type: none"> An alarm received at the desk for this room should be investigated to determine the reason for the alarm. This is done by first acknowledging the alarm received and going to investigate the source. If the security officer cannot determine the reason for the alarm, or the alarm is determined to be false, the security officer should return to the desk and perform four additional tasks: <ul style="list-style-type: none"> 1) Silencing the alarm at the desk 2) Using the After Hours Emergency Contacts Phone List and call the Conway Fire Alarm Service Number, listed in red at the bottom of the sheet, at (651) 251-1880. Leave a detailed message as to the panel readout and ask that a service tech be dispatched to come service the alarm. 3) Call the primary MBC After Hours Contact Phone Number, listed in the red box at the top of the After Hours Emergency Contact Phone List and notify the On-Call MBC Admin person of the situation. 4) Do a complete Report Exec Case Report on the matter.