

APPENDIX 4J

SECURITY AND SURVEILLANCE SERVICES

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APPENDIX 4J

SECURITY AND SURVEILLANCE SERVICES

1. INTERPRETATION

In this Appendix, in addition to the definitions set out in Schedule 1 of this Agreement:

“**Security and Surveillance Services Plan**” has the meaning set out in Section 2.1 of this Appendix; and

“**Security Post Orders**” means the security post orders developed by Project Co in accordance with the requirements set out in Section 2.5 of this Appendix.

2. SECURITY SERVICES

2.1 Security and Surveillance Services Plan

Project Co will develop and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of the security and surveillance services (the “**Security and Surveillance Services Plan**”) which addresses all Services described in this Appendix.

Project Co acknowledges the statutory role and authority of the B.C. Sheriff Services in the protection, safety and security of the courts of British Columbia and the participants in the judicial system.

2.2 General Requirements

In addition to complying with other requirements of this Agreement, Project Co will provide Security and Surveillance Services 24 hours per day, 365(6) per year on a scheduled, responsive, planned, requested and ad hoc basis as may be required to meet the requirements of this Appendix. Project Co will:

- (a) deliver the Security and Surveillance Services at the Facility in a manner that is fully coordinated with the B.C. Sheriff Services at all times;
- (b) provide security staff and patrols at the Facility in accordance with Section 2.6 of this Appendix;
- (c) provide Security and Surveillance Services which are professional, efficient, effective, timely and in full compliance with the *Security Services Act* (British Columbia);
- (d) keep current with changes and improvements in security and surveillance technology and keep the Province apprised of such developments and their implications for the security of the Facility ;
- (e) maintain the safety of all persons and their belongings at the Facility. This includes the protection of all Facility Users against violent acts or abuse;
- (f) protect the Facility and the property of Facility Users against theft, vandalism, malicious tampering and criminal damage;
- (g) supervise, administer and manage all Security and Surveillance Services as set out in this Appendix; and

- (h) ensure security staff are completely trained on all security and surveillance systems installed at the Facility and receive ongoing training on any changes to these systems as required by the B.C. Sheriff Services.

Project Co will provide, integrate and coordinate Security and Surveillance Services with all other Services to provide, from the Province's perspective, an integrated and complete facilities management solution.

Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the delivery of the Security and Surveillance Services and these shall be performed by Project Co as part of the Services.

2.3 Periodic Reporting

Project Co will prepare and submit to the Province, a periodic monitoring report in compliance with the Security and Surveillance Services Plan as part of the Performance Monitoring Report.

2.4 Scope of Services

Without limiting the other provisions of this Appendix, Project Co will provide the following Security and Surveillance Services:

- (a) general services, security staff screening and training;
- (b) patrols, surveillance and responding to alarms;
- (c) security escort duties and lost and found property;
- (d) control of access including issuing authorized access cards and key control;
- (e) incident reporting, emergency assistance and crime prevention; and
- (f) first aid.

2.5 General Services, Security Staff Screening and Training

- (a) Project Co will develop Security Post Orders in collaboration with Province that define the duties of all security staff and supervisors including the following topics:
 - (i) mission statement;
 - (ii) organizational structure;
 - (iii) code of conduct;
 - (iv) policies and procedures including:
 - (A) access control;
 - (B) bomb threat;
 - (C) business etiquette;

- (D) closed-circuit television (CCTV) access and distribution;
 - (E) communications;
 - (F) customer service;
 - (G) discharge of duties;
 - (H) documentation;
 - (I) employee incident;
 - (J) fire alarm response;
 - (K) investigation;
 - (L) testifying;
 - (M) lost and found;
 - (N) patrolling;
 - (O) retention dates;
 - (P) search protocols;
 - (Q) smoking enforcement; and
 - (R) first aid;
- (v) comprehensive training guidelines for all security staff.
- (b) Project Co shall review and revise the Security Post Orders annually or as required in consultation with the Province.
- (c) Project Co shall implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to general services, security staff screening and training which will include:
- (i) ensuring that all security staff have been screened in accordance with the requirements of Schedule 4, meet the licence requirements of the *Security Services Act* (British Columbia), and that their employment is consistent with the standards of all regulations;
 - (ii) providing uniformed and competently trained security staff to perform the required Security and Surveillance Services;
 - (iii) ensuring that all security staff complete an appropriate on-site orientation program in accordance with the Annual Services Plan prior to commencement of work; and
 - (iv) ensuring that all security staff are properly briefed at the beginning of their shift.
- (d) Project Co shall respond to all requests for responsive services (i.e.,

- (e) Project Co shall provide sufficient competent security staff to continuously maintain a safe and secure environment throughout the Facility and ensure that all on-duty security staff are at all times contactable through the Help Desk.

- (f) Project Co shall operate and maintain a personnel identification system that includes photos. This system will serve to identify and differentiate Project Co staff and contractors working on-site and will be effective at all times. Project Co will establish, in conjunction with the Province, protocol related to security pass and key control which will include direction to security staff concerning access for individuals that have lost or misplaced their security access passes or keys.

- (g) Project Co shall provide suitably trained and equipped security staff to Respond to Emergency requests or situations as they occur from time to time. Such emergencies may include those included in contingency and disaster response plans such as fire or earthquake. Project Co shall also provide suitably trained and equipped security staff to participate in drills and exercises related to these emergencies.

2.6 Patrols, Surveillance and Alarm Systems

Project Co will provide patrol, surveillance and response to alarms which shall include:

- (a)

- (b)
- (c)
- (d)
 - (i) report to the Help Desk immediately any observed:
 - (A) damage or interference to physical security protective measures (e.g., perimeter fencing, outdoor locks);
 - (B) damage to any property (e.g., graffiti, damage to vehicles);
 - (C) water, gas, oil, and/or electrical breakdowns; and
 - (D) safety hazards (e.g. spills, broken or burned out lights, discarded needles);
 - (ii) maintain a physical presence where security has been breached until the situation has been temporarily or permanently rectified;
 - (iii) secure any doors or windows left open in vacated locations without apparent reason which may present a security risk and switch off lights that are not required;
 - (iv) ensure that all fire-fighting equipment remains in designated locations and is not compromised preventing its immediate use, and that fire exits are not obstructed or fire doors propped open in an unauthorized manner;
 - (v) escort from the Facility any person who does not have a bona fide reason to be there; and
 - (vi) receive notification from Province of any incident that Project Co will investigate and report;
- (e) maintaining, operating and monitoring surveillance and alarm systems of all designated areas of the Facility in accordance with the Schedule 3 [Design and Construction Specifications];
- (f) electronically monitoring all security systems through the main security monitors located at the designated security office and security cameras in designated areas of the Facility; and
- (g) monitoring the fire alarm panel and immediately reporting any alarms or malfunctions.

2.7 Security Escort Duties, Lost and Found Property

Project Co shall:

- (a) provide security escort services, including the following:
 - (i) to Province employees when requested; and
 - (ii) to Project Co employees, Sub-Contractors or visitors requiring security escort;

- (b) provide and administer a lost and found/custodial property system. This shall include:
 - (i) managing lost property and keeping safe and secure custody of found items;
 - (ii) maintaining a register of found items;
 - (iii) proactively contacting the property owner of found property, when known; and
 - (iv) developing and implementing property retention and disposal policies and procedures in conjunction with the Province such that unclaimed property is appropriately disposed of.

2.8 Access Control

In accordance with the established security plan and Security Post Orders, Project Co shall provide access control to the Facility which shall include:

- (a) developing, managing and implementing a policy regarding the issue, reissue and recovery of security passes, keys and other security related material to and from authorized personnel, as appropriate;
- (b) issuing and reissuing temporary security cards to all authorized visitors and contractors working on-site, in accordance with agreed upon protocols;
- (c) issuing and reissuing photo identification cards to all Project Co staff;
- (d) ensuring that all secure access points to all buildings and grounds comprising the Facility are secured at all times;
- (e) administering locking up procedures and, where applicable, opening up procedures in compliance with agreed schedules and protocols;
- (f) managing and maintaining access device controls;
- (g) maintaining records related to the issuance and use of electronic access passes and ensuring that this information is made available to support any investigations that may be required; and
- (h) maintaining proper and accurate records of controlled access devices and system changes that have occurred.

2.9 Incident Reporting, Emergency Assistance and Crime Prevention

- (a) In accordance with the established security plan and Security Post Orders, Project Co shall provide incident reporting and crime prevention services which shall include:
 - (i) ensuring that security staff take reasonable action to apprehend, restrain, detain and/or take other reasonable action as is appropriate in respect of any person who is in the act of, is about to commit, or has committed an offence, or any type of disruption or disturbance, providing that such security staff use lawful force;
 - (ii) implementing and maintaining systems and procedures of a suitable quality to investigate, report, record and collate all security incidents correctly and accurately (including criminal offences); and

- (iii) providing a report containing all incidents together with date, time, nature of incident, location and action taken, to the ALC Representative or designate

- (b) Project Co shall, as part of the supporting information for the Performance Monitoring Report, provide the Province with a monthly report in an format agreed with the Province, summarizing the incidents by suitable category, identifying trends and identifying initiatives for continuous improvement.
- (c) Project Co shall summon the B.C. Sheriff or police, in accordance with established protocols, when a crime is being committed, is suspected of having been committed or has been committed or in any other situation where the B.C. Sheriff or police assistance is required.
- (d) Project Co shall act with public relations considerations, disciplinary considerations and other material considerations in mind, at all times.
- (e) Project Co shall, in collaboration with the BC Sheriff and in accordance with established protocols, Respond to any alarm activated by any security system or any Emergency request for assistance by any Facility User anywhere in the Facility on an Emergency basis.

- (f) Project Co shall, in collaboration with the BC Sheriff and in accordance with established protocols, attend every Event or incident, which may be reasonably considered to jeopardize the security of the Facility and attend any Event or incident where the presence of security staff may be of assistance with regard to a security challenge and shall remove or detain undesirable or combative persons as appropriate, and if necessary, ensure police involvement.
- (g) Project Co shall assist in the management of aggressive persons using minimal level of force required and in accordance with Province Policies and agreed upon protocols for restraint procedures.
- (h) As part of the Start-up and Transition Plan, Project Co shall develop and implement, in accordance with WorkSafe BC requirements, a risk assessment plan in conjunction with the Province to deal with all security matters which may occur at the Facility, including terrorism, vandalism, and serious assault (including sexual assault) on any Facility User or their property.
- (i) Project Co shall update and review the risk assessment plan as part of the Annual Service Plan with the Province and any relevant authorities;
- (j) Project Co shall promote security and safety consciousness of all Facility Users by:
 - (i) identifying higher risk areas for security incidents; and
 - (ii) training all staff to identify suspicious behaviour and encouraging all staff to immediately report suspicious behaviour to security staff; and

- (iii) providing emergency Response and support during power failures, elevator entrapment, protests, and other unspecified incidents, including providing suitably equipped incremental security staff and appropriate ancillary equipment as agreed with the Province (e.g., crowd barriers).

2.10 First Aid

- (a) Project Co will provide first aid response at the Facility, in accordance with the requirements of WorkSafe BC, outside of the normal weekday work hours of the BC Sheriffs (7:00 am to 4:30 pm) and ensure that first aid attendants possess appropriate OFA training and certification.