# Physical Security Equipment Maintenance Standard

Related Policy

* 300.00 Physical Security Policy

Purpose

The purpose of this standard is to ensure that effective physical access controls are present at every Alight office location. Effective physical access control includes the use of people, technology, policies and procedures to secure Alight space from unauthorized persons. Physical access controls reduce the risk to Alight colleagues, work productivity, business operations and client information.

In conjunction with systems, software/hardware, guard staff and related policies; physical security hardware and equipment is installed to support effective space access control and colleague safety. GSS is responsible for recommending the appropriate security hardware and equipment to best support the needs of Alight’s business locations.

Maintaining deployed security equipment, systems and hardware is a vital supporting element of an effective physical access control program. GSS Global Protection Services (GSS GPS) works with the Corporate Real Estate and Facilities team and vetted service suppliers to prevent, identify and resolve security equipment malfunctions.

Standard Statements

### Physical Security Service and Maintenance

* 1. Deployed physical security and safety systems, hardware and equipment must be maintained to operate reliably.
  2. Physical security systems and substantial equipment shall be covered by an ongoing service agreement to ensure reliability of the system and service.
  3. Alight should only use vetted service suppliers approved by GSS GPS. Exceptions must be reviewed and approved by GSS GPS prior to commencement of any service/repair work on deployed security systems/equipment.
  4. The following shall be incorporated into any physical security service agreement:
     1. Parties authorized to place service requests.
     2. Contact information required to place service requests.
     3. Service supplier’s account representative’s contact information.
     4. The party required to receive the service ticket on behalf of Alight, once the work is completed.
     5. Any procedures that must be followed in order to gain access to facilities.
     6. Only qualified technicians trained to service equipment used at Alight will be dispatched to Alight.
     7. The technicians will maintain a professional demeanor while on Alight property.
     8. Service response will be timely and regularly meet expectations.
     9. The technician will check in with the designated site representative or other authorized party upon arrival to the location.
     10. If a technician is brought along on a service call, to be trained on Alight equipment, then Alight does not pay full price for two technicians.
     11. If a technician is having trouble identifying or correcting a problem that lasts beyond 3 hours, the vendor must contact their service manager and/or system manufacturer for assistance.
     12. When a service ticket is completed, the technician must reference the Vendor Contract number on that ticket.
     13. The Alight site representative must sign the copy that the technician takes with them.
  5. When an access control system is deployed as a Security Management System (SMS) (e.g. monitoring alarms and other alerting), the SMS must be monitored and maintained to ensure operational reliability.
     1. Deployed Security Management Systems shall be maintained by point of service repair and/or preventive maintenance agreement.
     2. Deployed Security Management System requests for service must be recorded, accompanied by the retention of work orders and invoices.
  6. Permanently deployed video equipment/systems must be recorded, monitored and maintained to ensure operational reliability.
     1. Deployed CCTV systems must be connected, powered and fully functional, and must not be deployed as “non-operational” CCTV systems for deterrent effect purposes only.
     2. Deployed CCTV systems shall be maintained by point of service repair or preventive maintenance agreement.
     3. Deployed CCTV system maintenance requests for service must be recorded, accompanied by the retention of work orders and invoices.
     4. An obsolescence schedule should be developed for all equipment so that the systems remain in a fully operational and usable condition, and are replaced in a timely manner.
     5. Regular testing should be conducted periodically to provide assurance that systems are working as designed.
  7. All locking hardware must be monitored and maintained to ensure operational reliability.
     1. Locking hardware shall be maintained by point of service repair or preventive maintenance agreement.
     2. Locking hardware maintenance requests for service must be recorded, accompanied by the retention of work orders and invoices.

# Communications

Questions regarding this Standard should be directed to the GSS GPS lead in your region.

# Legal Conflicts

Alight’s Security Policies and Standards were drafted to address the protections found in existing laws and regulations and may be amended as necessary due to law, regulation, or business requirements. There is no intent to conflict with relevant local laws or regulations. In the event of any conflict with relevant local laws or regulations, they will control.

Alight’s Security Policies and Standards may be supplemented by other policies or standards of Alight. In the case of a conflict or ambiguity, the more specific provisions of any such policy or standard of Alight shall take precedence over the more general provisions contained in Alight’s Security Policies and Standards.

Exceptions

Application of the global physical security policies and standards may vary by region and office, and exceptions and variations may occur, if and when approved by GSS GPS. Please contact GSS GPS at [global.security.services@aon.com](mailto:SRM.Mailbox@aon.com?subject=CSSP%20Policy%20Exception%20Inquiry) for further guidance on any exceptions or variations that may apply.

Comments

Consult your local Corporate Real Estate contact for any questions or issues related to installation of locking hardware or other security features in relation to their applicability to local fire protection requirements.

Applicable Standards

* 300.02 Physical Security Systems and Space Design Standard

References & Mandates

* US OSHA Standard 29CFR1910.38
* UK Standard: Regulatory Reform (Fire Safety) Order 2005

# Document Control Information

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| Primary Contact | Alight Global Security Services | [global.security.services@aon.com](mailto:global.security.services@aon.com) |
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| Owner | Alight Global Security Services | Global Protection Services |
| Author(s) | Alight Global Security Services | Global Protection Services |
| Approved By | Jim Hartley, Chief Information Security Officer |
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# Revision History

Revision History

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| --- | --- | --- | --- |
| Revision Level | Date | Description | Change Summary |
| 1.0 | 2012 March | Original | Restructured policy due to Aon Hewitt acquisition |
| 1.1 | 2013 June | 2013 Annual Review | Reviewed and validated |
| 1.2 | 2014 June | 2014 Annual Review | Reviewed and validated |
| 1.3 | 2015 June | 2015 Annual Review | Reviewed and validated |
| 1.4 | 2016 June | 2016 Annual Review | Clarified wording and replaced all instances of Security Risk Management (SRM) with Global Security Services (GSS) to reflect new organization name |
| 1.5 | 2017 January | 2017 Update | Name change from Corporate Protection Services (CPS) to Global Protection Services (GPS) |
| 1.6 | 2017 May | 2017 Rebranding | Rebranded policy due to Aon Hewitt divestiture |
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