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**Standard Operating Procedure (SOP):**

**Security– T-Hub**

**Objective: -**

The objective of the Clear Desk Policy is to **maintain a professional, organized, and secure work environment** for all employees, regardless of their seating arrangement. This includes:

### **Enhancing Security and Confidentiality**

* Minimizing the risk of sensitive information being exposed or lost by ensuring documents and personal items are not left unattended.

### **Promoting a Tidy and Productive Workspace**

* Encouraging employees to clear their desks daily, which contributes to a cleaner and more efficient work area, reducing clutter and potential distractions.

### **Facilitating Efficient Space Utilization**

* Especially in flexible seating arrangements, a clear desk policy allows for seamless transitions between users and optimizes the use of shared workspaces.

### **Ensuring Compliance and Accountability**

* Establishing clear guidelines for item storage and retrieval, with defined processes for handling unattended or forgotten items, thereby ensuring accountability and reducing operational overhead related to misplaced belongings.

Clear Desk Policy

**Policy Scope**

* Applicable to all employees using **flexible** and **fixed seating** arrangements.

**General Guidelines**

* All desks must be **cleared of personal items, documents, and accessories** at the end of each working day.
* **No food items** are allowed on desks or in office working areas.

**Flexible Seating Rules**

* Employees using flexible seating must **not leave any personal belongings** after office hours.
* **Security will remove all unattended items** at the end of each day.
* Collected items will be **stored securely by the Security Team**.
* To retrieve stored items, employees must **send an email to** **security@t-hub.co** with item details.
* Stored items will be retained for **1 month only**.
* **Unclaimed items after 3 months** will be discussed with the **Facilities Team** and **disposed of appropriately** (e.g., scrap ).

**Fixed Seating Rules**

* Desks should remain free of non-office-related or unnecessary personal items, such as fire hazard materials.
* Any such items found will be **collected by Security** and stored.
* Retrieval and disposal follow the same process as flexible seating.

**Contact for Item Retrieval**

* **Email:** [security@t-hub.co](mailto:security@t-hub.co)

**Retention & Disposal**

* Items stored for a **maximum of 3 months**.
* After 1 month, the **Facilities Team decides** whether to **scrap or dispose** of items.

**Lost and Found**

1. **Policy Scope**

* Applies to **all employees, visitors, and staff** within the **entire T-Hub building**.
* Covers **lost personal belongings, electronics, ID cards, vehicle keys, and valuables**.

1. **General Procedure**

* Any employee who finds a missing item can give it to the security team, and they will:
* Share the **item's image** in the **T-Hub Coworking WhatsApp Group** for awareness.
* Wait for the rightful owner to claim it through email or inquiry with proof.

1. **Claiming Lost Items**

* The person who lost the item must **send an email to the Security Team** describing the item.
* After **confirmation and verification**, the item will be returned to the rightful owner.

1. **Expensive Items (e.g., Gold, Cash, etc.)**

* If any **valuable or expensive item** is found:
* The owner must **provide proof or acknowledgment** of ownership before the term is returned.
* If **no one claims an expensive item**, it will be **handed over to the Facilities Team** for secure custody.

1. **Electronic Gadgets**

* Lost **electronic devices** (e.g., mobiles, tablets, laptops) will be:
* Stored by the Security Team for up to **6 months**.
* If **unclaimed after 6 months**, the item will be **moved to scrap** as per policy.

1. **Vehicle Keys**

* If a **vehicle key** is found:
* The person must email Security and undergo **verification of ownership**, such as **RC** and  **License**.
* After confirmation, the key will be returned.

1. **Employee ID Cards**

* If an **ID card is lost**:
* The Security Team will **call and verify the ID**.
* Once confirmed, the ID card will be handed back to the employee.

1. **Verification and Handover**

* All lost items will be **verified properly** before handing over to ensure **correct ownership and accountability**.

**Parking Policy**

**1. Parking Eligibility & Charges**

* **Startups must follow a paid parking system**.
* **2-Wheeler Charges**: ₹500 + 18% GST per month.
* **4-Wheeler Charges**: ₹2000 + 18% GST per month.
* Subscription fees must be paid one month in advance.
* **Usage bills** are common and generated every month.
* **Parking charges are invoiced to the startup company**, not collected directly from employees.
* Even if an employee uses the parking for **just one day**, the **full monthly fee** applies.

**2. T-Hub Parking Sticker**

* A **T-Hub parking sticker is mandatory** for vehicle entry and should always be displayed.
* If any employee off board, the **parking sticker must be returned** to security.

**3. Parking Zones & Vehicle Types**

* Only **Basement 1 (B1)** and **Basement 2 (B2)** are to be used for parking.
* Separate zones for **2-wheelers and 4-wheelers** are marked.
* **Parking is strictly on a first-come, first-served basis**.

1. **Parking Conduct & Rules**

* **Do not park your vehicle after office hours**.
* If a vehicle is left beyond the allowed hours.
* An **mail will be sent to the vehicle owner**.
* If there's **no response**, the matter will be **reported to the police**.
* If you intentionally leave your vehicle, inform Security via email: 📧 **security@t-hub.co**
* **2-wheeler users must use the middle stand** to optimize space.
* **Every month, security will randomly inspect vehicles to confirm their ownership and parking stickers.**

**5. Special Cases**

* **Visitors and guests** to T-Hub can avail of **free parking**.
* **T-Hub staff and support staff** are **exempt from parking charges**.
* **Drivers of four-wheelers are permitted to use the B1, B2 and fifth floor**

**(for food).**

* During **events**, parking permissions are coordinated by **Security via email with T-Works**.

**1. Courier Receiving Process**

* All **couriers, parcels, and orders** for **T-Hub members or startups** will be:
* **Verified by the security team**.
* Allowed into the premises **only after confirmation from the concerned employee**.

**2. Employee Not Available**

* If the **employee is not present** at the time of delivery:
* The **Security Team will receive the parcel** on their behalf.
* A **notification email will be sent** to the employee at the end of the day.

**3. Parcel Collection Guidelines**

* **Small couriers and parcels** must be collected from the **reception desk at the Ground Floor**.
* **Bigger consignments and packages** must be collected from the **Out Gate (Security Desk)**.
* All **parcels and orders can only be collected at the Out Gate** if the employee isn’t available during delivery.

**4. Uncollected Parcels**

* If a parcel remains uncollected for **3 months**, it will be:
* **disposed of or scrapped by the security team with the facilities team's approval.**
* If the employee or company is **unaware of the parcel**, the **Security Team will send a follow-up email** before disposal.

**5. Important Note**

* It is the **responsibility of the employee or startup** to ensure the timely collection of their deliveries.
* For any courier-related communication, contact the **Security Team via email**.

**2. Forgotten ID Card Process**

If an employee forgets their ID:

* + After verification on the portal, a temporary ID will be given.
  + The **original ID will be deactivated** when the temporary ID is issued.
  + At the **end of the day**, the **temporary ID is deactivated,** and the **original ID is reactivated**.

.If the **temporary ID is lost or not returned**, a **fine of ₹520 + 18% GST** must be paid.

**3. ID Card Issuance for Others**

**Service Providers** (e.g., support staff):

* + Issued **daily ID cards**.
  + Security maintains **monthly attendance records**.

**External Vendors**:

* + Must undergo **3-step verification**:
  + **Verify and notify the authorized T-Hub facilities staff.**
  + **Work permit issued** by the security.
  + **Authorization checked** on the work permit.

**Students**:

* + Enter T-Hub **as per headcount confirmed by faculty**.
  + **During the students' visit, no ID cards were issued.**

**4. Manual Registers**

* **Every ID issued** must be logged in a **manual register**.
* Separate registers are maintained for:
  + Visitors
  + Temporary IDs
  + Vendors
  + Students
  + Guest IDs
  + Forgot IDs

1. **If Smart Check App is Not Working**

* Manual registration is done in the **Visitor Register**.

**Visitor Management**

* Visitors can enter T-Hub premises using OTP-based **entry and exit verification** via the **Smart Check application** used by the security team.
* There are **three main entry points** into T-Hub:
  1. In-Gate (Main Entrance)
  2. Basement 1 (B1)
  3. Basement 2 (B2)
  4. Reception (Ground Floor)
* **Security guards** stationed at B1,B2 and reception verify entry using the OTP system.
* All visitors are provided with a **visitor ID card**, which must be worn at all times.
* In case the visitor doesn’t have a mobile device or due to other issues, the security can manually add the visitor and provide access.
* Visitors are only allowed entry if the person they are visiting is present and has authorized them.
* **Unauthorized references** are not accepted.
* Visitor details are recorded, including their photo, purpose of visit, and the person they are visiting.
* If a visitor forgets to return their ID card, a **reminder mail** will be sent to the person who allowed the visit. If the ID is not returned within a month, **charges will be applied**.
* If a **visitor ID card is lost or not returned**, a penalty of **₹120 + 18% GST** is applicable for the respected startup.
* If a visitor **stays beyond 3 hours**, a charge of **₹500 + 18% GST** will be applied to the conrs startup company.
* Visitor vehicles are allowed to park in **Basement 1 and 2** parking areas.
* No visitor are allowed after 9pm.

**Visitor Badge Color**

* Visitor ID cards are issued in **seven different colors**, varying throughout the week for identification.

**Escorting Visitors**

* Visitors **must be escorted** by startup members at all times inside the building.
* Visitors **must surrender** the visitor badge at the **ground floor reception**, **B1/B2 security**, **out gate security or in gate**. If not, **recovery charges will apply** to the hosting member.
* If a visitor is found unescorted or behaving inappropriately, **security must be notified immediately**.

**Visitor Rules & Restrictions**

* **No pets** are allowed inside the workplace, including parking areas.
* Visitors **are not allowed to take photographs** unless approved by:
  + The sponsoring startup member
  + T-Hub’s **Marcom Team**
* Visitors must not ask for information unrelated to their purpose.
* Visitors requiring **Wi-Fi access** will be provided a guest wifi they can connect through it by providing details.
  + Access to the T-Hub **internet is not permitted**.

**Monthly Visitor Limits**

* Each startup is allowed a **maximum of 25 visitors per month**.
* Each visitor is allowed to stay for a **maximum of 3 hours**.
* If a visitor needs to stay longer:
  + A **Day Pass** (₹500) can be purchased via **Portal → Additional Products**
  + Once confirmed by the startup, security will allow the visitor for the full day.

**Material Management**

Material Management at T-Hub is classified into two main categories:

**1. Inward Material**

* **Inward Returnable**
  + Temporary materials that enter T-Hub and are expected to be returned after use or repair.
  + These are tracked using ERP – PO (Purchase Order).
  + Returnable materials require **facility team permission** before being sent back out.
  + A **Startup Inward Returnable Register** is maintained to track details:
    - Entry date and time
    - Material details
    - Brought by and taken by
    - Authorized sign-off
* **Inward Non-Returnable**
  + Materials that enter T-Hub **permanently** and will **not be returned**.
  + These come with **invoice and delivery challan**, verified at entry.
  + Such materials are stored or installed in T-Hub permanently.

**2. Outward Material**

* **Outward Returnable**
  + Materials sent out for repair, maintenance, or temporary use outside T-Hub with gate pass.
  + These are expected to be returned.
  + A **manual register** is used to log and excel sheet such movements.
  + The same entry process applies upon return – verification and record update.
* **Out ward Non-Returnable**
  + Materials sent out permanently, such as items being sold or scarp.
  + Requires a **Gate Pass** after approval and verification.
  + Once verified, the material is sent out and logged in the gate-pass register.

**Gate Pass System**

A gate pass is applicable for **both returnable and non-returnable** materials and includes the following details:

* Material Description
* Unit
* Quantity
* Purpose
* Mode of Transport
* Probable Date of Return (for returnable)
* Prepared by
* Authorized by
* Material Taken Out By
* Material Received By

**Event Material Management**

* A **separate register** is maintained for materials used during events.
* Materials are **checked at the out gate**, then allowed in through the **in gate**.
* During return, the **same process is repeated** to ensure proper documentation.
* If any material is **damaged during the event**, the event organizers are **responsible** for it.

**Material Management Registers**

A comprehensive **Material Management Register** is maintained, which includes:

* Date & Time
* Delivery Challan Number
* Material Description
* Quantity
* From Address
* Brought By
* Signature of Brought By
* Taken By
* Authorized By
* Date & Time of Dispatch
* Signature of Dispatcher
* Remarks (if any)

**Key Management**

Key management at T-Hub is handled and monitored by the **Security Team**. All keys are tracked through a **manual register system** and are governed by specific protocols.

**General Key Handling**

* All types of keys are **available with security**.
* If a key is required, the **individual must enter their details** in the **Key Register** before taking the key.
* Keys must be **returned to security by the end of the day**.
* In case of **emergency or suspicious activity** security has the right to use any key.
* If a key is **lost**, the **Security Team, with approval from Facilities**, can **duplicate the key**. (Chages Applicable)

**Employee Key Issuance**

**Fixed and Cabin Employees**

* Only fixed and cabin employees are issued keys.
* If an employee **loses a key**, they must pay **₹150 + 18% GST** for duplication.
* Security holds a **Master Key** that can open **all drawers and pedestals**.
* If an employee **forgets or loses their key at home**, they must **email the security team** to use the **master key** to open and close.

**Flexible Employees (Locker Access)**

* Flexible employees are provided with **lockers**.
* Locker access is available for **₹100 + 18% GST**.
* Lockers use a **PIN system** for access.
* If the PIN is **forgotten**, it can be **reset by the security team**.

**Office Cab Management**

The **T-Hub Office Cab** is managed and tracked by the **Security Team** in collaboration with the **Facilities Team**. It is used only for official purposes and operates within the vicinity of T-Hub.

**Cab Usage and Monitoring**

* Security regularly inspects and checks the T-Hub office cab.
* Security maintains a **record** of:
  + **Odometer reading (KM traveled)**
  + **Fuel level (diesel usage)**
  + **Travel log (destination and purpose)**

**Fuel Management**

* The **Facilities Team** maintains a **diesel bill book**.
* If the **driver needs to refuel**, they must:
  + **Seek permission** from the Facilities Team.
* The **petrol bunk issues a bill**, which is then **recorded by the Security Team**.

**T-Card Checking**

T-Cards are monitored to **prevent misuse** and ensure proper identification of T-Hub members.

**Verification Process**

* **T-Cards are checked twice a month** at:
  + **Reception**
  + **B1 Security**
  + **B2 Security**
* The primary purpose is to **verify** the authenticity and **prevent misuse** of T-Cards.
* This process applies even if the person already has a **photo ID card**, as part of **security protocol**.

**Building Security**

Security manpower

The total manpower security in the hub is 50 members

There are 3 shifts for security

Senior supervisor: general shift (9 am to 6 pm)

If any other changes are made, it will be changed to A shift, B shift, or C shift

A shift: 7 am to 3 pm

B shift: 1 pm to 9 pm

C shift: 9 pm to 7 am

A shift Deployment: 15 Members

B shift Deployment: 15 Members

C shift Deployment: 13 Members

The remaining 7-member weakoff relivers

A shift Deployment: 15 Members

1. 8 members of the security guards
2. 1 lady security guard
3. 5 members of the head guards
4. 1 supervisor

B shift Deployment: 15 Members are the same as A shift

C Shift Deployment 13 members

1. 7 members of the security guards
2. 5 head guards
3. 1 supervisor

| **POST** | **Security Guards** | **Lady Guards** | **Head Guards** | **Supervisors** |
| --- | --- | --- | --- | --- |
| In Gate | 1 | 1 | 1 | 1 |
| Out Gate | 1 | 0 | 1 | 0 |
| Small Gate | 1 | 0 | 0 | 0 |
| Reception | 1 | 0 | 0 | 0 |
| 5th Floor | 1 | 0 | 0 | 0 |
| Patrolling | 1 | 0 | 1 | 0 |
| Basement-1 | 1 | 0 | 1 | 0 |
| Basement-2 | 1 | 0 | 1 | 0 |
| **Total A-Shift** | **8** | **1** | **5** | **1** |

| **POST** | **Security Guards** | **Lady Guards** | **Head Guards** | **Supervisors** |
| --- | --- | --- | --- | --- |
| In Gate | 1 | 1 | 1 | 1 |
| Out Gate | 1 | 0 | 1 | 0 |
| Small Gate | 1 | 0 | 0 | 0 |
| Reception | 1 | 0 | 0 | 0 |
| 5th Floor | 1 | 0 | 0 | 0 |
| Patrolling | 1 | 0 | 1 | 0 |
| Basement-1 | 1 | 0 | 1 | 0 |
| Basement-2 | 1 | 0 | 1 | 0 |
| **Total B-Shift** | **8** | **1** | **5** | **1** |

| **POST** | **Security Guards** | **Lady Guards** | **Head Guards** | **Supervisors** |
| --- | --- | --- | --- | --- |
| In Gate | 1 | 0 | 1 | 1 |
| Out Gate | 1 | 0 | 1 | 0 |
| Small Gate | 1 | 0 | 0 | 0 |
| Reception | 1 | 0 | 0 | 0 |
| Patrolling | 1 | 0 | 0 | 0 |
| 5th Floor | 1 | 0 | 0 | 0 |
| Basement-1 | 1 | 0 | 1 | 0 |
| Basement-2 | 0 | 0 | 1 | 0 |
| **Total C-Shift** | **7** | **0** | **5** | **1** |

**Security Responsibilities**

**1. Entry Gate Procedures**

* **Security Team Allocation**
  + 1 Head Guard, 1 Guard, 1 Lady Guard, and 1 Supervisor are deployed at the entry gate.
* **ID Verification & Walkway Direction**
  + Check employee ID cards.
  + Direct walking employees to the proper walkway.
* **Employee Identification & Face Matching**
  + Verify red color tags, startup, fixed, and flexi employees.
  + Match ID with employee's face.
* **Traffic Control & Safety**
  + Avoid accidents during login time.
  + Ensure proper vehicle flow and monitor drop-off clearance.
* **Parking Sticker Check & Issue**
  + Verify stickers for two- and four-wheelers.
  + Issue stickers to onboarding employees.
* **Visitor Pass Management via Smart Check**
  + Validate OTP-based visitors, direct to B1/B2.
  + For walk-in visitors, confirm with POC, scan QR, and issue a pass.
* **Material Movement Supervision**
  + Inward/outward material checks for T-Hub and startups.
  + Coordinate with departments, get authorization for clearance.
* **Under Vehicle Scanner Check**
  + Under vehicle scanner deployed to detect any abnormality (e.g., bombs).
* **Security Equipment Check**
  + Daily handover and takeover of security assets.
  + Maintain proper records and equipment tracking.
* **Perimeter & HT Yard Monitoring**
  + No unauthorized entry near HT yard.
  + Prevent smoking and vehicle parking in restricted zones.
* **Register Maintenance**
  + Check and prepare all registers nightly for next-day use.
* **ANPR System Monitoring**
  + Monitor 4-wheeler movement using ANPR.
  + Confirm all vehicle scans.
* **Protocol Duty Management**
  + Deploy extra security for VIPs, Government Authorities, and delegations.
  + Cover reception, north podium, & Where accessible.
* **Event Duty Handling**
  + Verify entry list alphabetically.
  + Confirm and clear unmatched names with organizers.
  + Monitor vehicle parking for participants.
* **Bank & Coffee Shop Monitoring**
  + Control entry of ICICI/HDFC staff and B&B customers.
* **Forgot ID Management**
  + Check status in the portal, issue a temp ID.
  + This is activated by the help desk team.
  + If any case the forgot id is lost, they have to pay 520 +18% GST.

**2. Out Gate Duties**

* **Security Team Allocation**
  + **1 Head Guard and 1 Guard are posted at the out gate.**
* **Frisk service providers and vendors.**
* **Check for intoxicated entry.**
* **Register all vendors properly.**
* **Collect visitor and temp ID cards upon exit.**
* **Maintain access card and SP card logs.**
* **Ensure workers have valid work permits.**
* **Report service provider movements to supervisors.**
* **Verify outward material gate passes.**
* **Event-related inward returnable materials must be recorded in the register.**
* **Check all out-gate security equipment.**
* **Record outgoing courier and vehicle data.**

**3. Reception Responsibilities**

* ID check for employees and visitors.
* Issue visitor passes through Smart Check.
* Monitor flap barriers and surrounding areas.
* Escort VIPs and guests.
* Issue onboarding access cards with photo IDs.
* Manage calls, issue medicines, and provide first aid if required.
* Guide facility tours if needed.
* Send reminder emails for visitor ID and forgot id card issues.
* Prepare weekly and monthly reports.
* Activate/deactivate temp IDs.
* Reception contact number: 04066396639
* If the receptionist is not available, security will handle reception responsibilities.

**4. B1 Basement Duties (Procedure)**

* Monitor the parking area regularly and log all vehicle numbers.
* Record daily entries of 2-wheeler and 4-wheeler vehicles.
* Track employee access card usage in the basement.
* Escort visitors and VIPs as needed.
* Enforce the no-smoking policy strictly within the parking area.
* Observe and supervise any vendor movement in the basement.
* Conduct smart checks at B1 and B2 entry points.
* Manage visitor entry by issuing visitor passes and verifying ID.
* The security personnel are responsible for checking and maintaining both B1 and B2 areas.

**5. B2 Basement Duties**

* Same duties as B1.
* Monitor garbage escort.
* Log all visitor entries.

**6. Small Gate Duties**

* Disallow vendor entry; permit only exit.
* Monitor surroundings.
* Only T-Works employees with proper ID are allowed.

**7. 5th Floor Responsibilities**

* Maintain 2 stores with observation.
* Monitor cafeteria and event rooms.
* Enforce no-smoking and no-food rules at events.
* Inspect the kitchen and gas pipelines.
* Supervise event setup vendors.
* Deploy SG for events at North Podium.

**Co-Working WhatsApp Group Procedures – T-Hub**

**1. Group Eligibility and Purpose**

* The WhatsApp group is strictly for T-Hub startup POCs and T-Hub members.
* It is used to:
  + Share important updates from T-Hub.
  + Collaborate and network with fellow startup members.
  + Report and respond to lost and found cases.

**2. Member Addition Process**

* Each startup’s Point of Contact (POC) will be added to the group.
* The security team is responsible for adding and deleting of members.

**3. Group Usage Guidelines**

* Group should be used only for official T-Hub purposes.
* No unrelated messages, promotions, or external content should be posted.

**4. Member Removal Process**

* If a startup is closed or exits from T-Hub:
  + The startup’s POC will be removed from the group.
  + This helps ensure only active members receive updates**.**

**5. Group Management**

* **The security team exclusively handles:**
  + Adding new members upon onboarding.
  + Removing members when a startup exits.
* **Any concerns regarding group access should be directed to the security desk.**

**CCTV Monitoring Procedures at T-Hub**

1. Daily Equipment Check:

- The security team checks all CCTV systems daily to ensure they are functioning correctly.

2. Missing Items Procedure:

- If an employee reports a missing item, they must send an official email to the security team.

- The security team will then seek permission from the facilities department to access CCTV footage.

3. Suspect Activity Procedure:

- If suspicious activity is detected, security must inform the facilities team.

- Only after the facilities grant permission can the CCTV footage be reviewed.

4. Permission Requirement:

- A formal email request is mandatory to access or review any CCTV footage.

5. CCTV Location:

- All CCTV systems are housed and monitored in the BMS Room located on Basement Level B1.