



# SBG O&M CONTRACTOR'S AND VISITOR CONTROL





## PURPOSE

The purpose of this document is to provide guidance for Contractor's and Visitors to SBG O&M premises, as well as for employees sponsoring Contractor's and Visitors to SBG O&M. In order to assure the safety of the SBG O&M associates, its visitors, and its property and to insure that only authorized personnel have access to the Company facilities, the following policies have been adopted.

## CANCELLATION OR EXPIRATION

The processes and statements in this document do not have an expiry date. However, this document is reviewed and updated annually, and is maintained in the Document Management system of SBG O&M.

## SCOPE

This policy applies to all Contractor's and Visitors to any premise of SBG O&M, and to employees who sponsor Contractor's and Visitors.



# POLICY STATEMENT

## Parking

Contractor's and Visitors are encouraged to use designated Visitor Parking spots. If these spots are in use, regular employee parking spots can be used.

## Check-In

- All Contractor's and Visitors must arrive at a designated Check-In entrance (the main reception desk in most locations).
- All Contractor's and Visitors must present government-issue photo identification at time of Check-In.
- All Contractor's and Visitors must be met by their employee sponsor at the time of Check-In.
- A Visitor cannot sponsor another Visitor.
- Pets are not permitted. In some cases, prior arrangements may be required. Some areas (such as assembly clean rooms) are not appropriate for animals under any circumstances.
- Contractor's and Visitors must sign two copies of a "Visitor Agreement." Contractor's and Visitors must read this document and keep their copy of this agreement with them at all times during their visit. Contractor's and Visitors will be required to initial the Emergency Evacuation section of this agreement, and will be asked verbally if they have read and



understand this section. Contractor's and Visitors will also be required to initial the Exit Inspection section of this document.

- All Visitor electronics (laptops, other computer equipment, cell phones, etc.) will be checked in as described in the Laptop, Computer and Related Equipment Check-In / Check-Out Procedure.

## Visitor Badges

Visitor Badges must be worn at all time. Employees are instructed to immediately report anyone not wearing a Visitor or Employee badge. Contractor's and Visitors requiring access to areas controlled by swipe card access locks should arrange temporary cards with their sponsor. Departments that have swipe card access locks in their area may have a small number of temporary swipe cards available. These cards are limited to activation windows of 24 hours.

## Photographs and Cameras

Contractor's and Visitors are not permitted to take photographs inside of SBG O&M premises, unless discussed specifically with sponsoring employees. For instance, photographs are sometimes required for documentation purposes. If employees have any questions about the suitability of photographs, they should consult the Human Resources Department. Dedicated cameras are not permitted onsite. Cell phones and laptops equipped with cameras are permitted, but as previously stated photographs are not permitted without permission.



## Information Disclosure

Contractor's and Visitors should not request information that does not pertain to their visit or the work being performed. confidential or otherwise inappropriate nature, requests for corporate documents, customer information, financial projections, comments on any matter currently under litigation, future services or future corporate direction, or requests for information or statements in the name of the company (as might be requested by a reporter or a lawyer) will be reported to the Office of the relevant authority, and will be dealt with under the "Penalties" section of this document.

## Check-Out

Contractor's and Visitors will check out at the same station where they arrived. All Visitor electronics will be checked out individually as described in the Laptop, Computer and related equipment Check-In / Check-out Procedure. The checked out Visitor will be taken off the On-Premise List, both in the paper and online copies. Checking out of computers and related equipment may take significantly longer after regular business hours, Contractor's and Visitors should factor this into their estimates for exit times.

## Exit Inspection

Contractor's and Visitors may be subject to a brief search of their laptop bags or other luggage as they exit the premise. Permission for this search is granted by the Visitor signature on the Visitor Agreement Form.



## **Emergency Evacuation**

In the event of an emergency, it is the sponsoring employee's responsibility to ensure that the Visitor remains in the Evacuation marshalling area. Emergency Coordinators will tally all Contractor's and Visitors using the Visitor Check-In information (using either the preferred online method or the fall-back paper sheets). Contractor's and Visitors will not leave the property until it is confirmed with the Emergency Coordinators that they have successfully evacuated the building.

## **Multiple Day Visits and Longer Term Contracts**

Contractor's and Visitors who are at SBG O&M for multiple days must follow all procedures associated with this policy (Check-In, Check-Out, etc.) on each day of their visit. Longer term contractors can be sponsored for a photo-ID badge and would then fall under the Long Term Contractor Policy.

## **Contractor's and Visitors and Groups Requesting Tours of the Facility**

All requests by groups for tours of SBG O&M facility will be referred to the Human Resources Department for handling as an exception. In most cases, these groups will be handled by a single form, to be signed by a designated group leader or representative. In these cases, a verbal summary of the Emergency Evacuation Procedure and the restrictions on Photographs will be communicated to the Visitor Group prior to entry of the facility by a pre-designated SBG O&M employee. Any hazard specific to the areas being visited will also be communicated at that time. Visits to areas of this type



may require waivers to be signed individually before entry to the facility. All Contractor's and Visitors or Groups on a tour will be accompanied by their sponsor(s) at all times.

## Network or System Access

Consultants or other Contractor's and Visitors that require internet network access can freely access the Visitor Wireless Network if they are authorized to use it by the designated employee of SBG O&M responsible for this utilization. Access to this network requires on-line agreement to the terms and conditions of network use. The unique number on the back of the Visitor badge is required to authenticate on the web page that is presented on access to this network. Contractor's and Visitors who require access to serviceion IT networks will need permission from their employee sponsor, who will arrange temporary credentials with the Helpdesk. Part of this procedure will require the Visitor to review the Acceptable Use Policy. After credentials are arranged, activities on the network will be subject to the Acceptable Use Policy. Visitor use of employee credentials is not permitted under any circumstances. Contractor's and Visitors who require access to the serviceion PLC or SCADA network will require prior permission from the SBG O&M Project Manager. Visitor use of employee credentials is not permitted under any circumstances. Contractors making changes to serviceion systems on either the IT or PLC/SCADA networks are subject to the IT and Serviceion Systems Change Control Policy. In these cases, employee sponsors are required to review this policy with affected Contractor's and Visitors and ensure that the lead time and exceptions sections especially are clearly identified. Remote Access to SBG O&M networks are governed by the SBG O&M Remote Access Policy.



## On Courtesy

All employees of SBG O&M are to bear in mind at all times that all Contractor's and Visitors are either Clients or potential Clients. Even in the case of clear violations of this policy, all actions, dealings and conversations are to be courteous in nature.

## Responsibility

This document is maintained jointly by the Human Resources Department and the Office of the Safety Chief. Enforcement of this policy falls to these offices, as indicated in this document Administration of the Check-In / Check-Out procedure is the responsibility of identified individuals in each facility. In most facilities it is a duty of the main Reception Desk.

## Penalties

Violation of any of the requirements in this policy by any employee will result in suitable disciplinary action, up to and including prosecution and / or termination. Violation of any of the requirements in this policy by any Visitor can result in similar disciplinary action against the sponsoring employee, and can also result in termination of services with any associated consulting organization or prosecution in the case of criminal activity.





## Related Documents

The following documents are referenced in this policy. It is the responsibility of employees sponsoring Contractor's and Visitors to SBG O&M to ensure that Contractor's and Visitors are compliant with all policies and procedures that apply to any activities and situations that occur while on-site. In some cases, Contractor's and Visitors to SBG O&M may be asked to review, agree to, and in some cases sign one or more of these documents as part of their Check-In process.

- Visitor Check-In Procedure
- Visitor Check-In Agreement
- Laptop, Computer and related equipment Check-In / Check-out Procedure
- Emergency Evacuation Policy
- Emergency Evacuation Procedures (Note that this encompasses several documents)
- Visitor Network Access Agreement (online webpage, a paper copy of this agreement under revision control is maintained by Safety Chief)
- IT and Serviceion Systems Change Control Policy
- Network User Registration Policy
- Network User Registration Procedure
- Computer and Network Acceptable Use Policy
- Remote Access Policy

All Corporate Policies and Procedures are to be considered confidential information. While many of these Corporate Documents are required by Contractor's and Visitors as part of their visit, any policies or procedures not required in this capacity should be considered to be governed by the "Information Disclosure" section of this document.