

June 2023

Kansas City Office Front Door Policy

Background

Due to the high-profile reputations of our co-founders, and requests from solicitors to get involved with Water.org, we must strictly monitor who has access to our office.

For our safety, the front door to Piper Lofts, off 20th Street, is locked and not open to the general public. Access to the building may only be gained using the LATCH app or by making arrangements with a guest to meet them at an access point of the building to open the door for them personally.

Without general security to run interference or make the determination who should and should not be in the building, we maintain a strict front door policy that does not permit anyone to enter the Water.org office if they do not have an appointment with an employee.

Protocol for scheduled meetings + office visitors

1. Send an email to HR@water.org at least 48 hours in advance to request LATCH access for a guest or non-local employee that plans to be in the office for 2 or more consecutive business days.
2. Include the following:
 - Who you are meeting.
 - What time (or range if there's not a set time) they will be at the office.
 - If you have another obligation that will prevent you from greeting them at the door
3. Everyone is expected to meet their guest at the main entrance of Piper or the front door of the office to let them in.
4. Plan to receive your guests 5 – 10 minutes early in the waiting area.

Answering the door for someone you don't know

- If you do not know the person at any entrance, **DO NOT LET THEM IN** for any reason. Additionally, do not kindly open the door to ask the person what they need or who they are here to see.
- If someone is coming to perform maintenance in the office, they must be escorted by someone from the building maintenance staff.
- All deliveries and mail are managed through Piper and the Piper mail room. If there is a delivery (FedEx, UPS, USPS and occasionally DHL) person, anyone may let them in, sign for the package, and leave it in the mail/office supply room or by the front door if it's too large to move. Please notify Elizabeth Miller if any parcels are received.
- The safety of our employees is our priority; we understand the aforementioned may seem offensive and uncomfortable, but there are reasons why we need to monitor this process more closely, and it is for the safety and the security of our office and staff.

LATCH access policy

The safety and security of all employees is paramount; as such, all employees will receive the

LATCH app upon beginning their term of employment with Water.Org. Contractors and long-term visitors will be assigned a door code or provided with LATCH app access upon request. This determination will be at the discretion of Administration. Further protocols surrounding the door code policy are as follows:

- Administration reserves the right to change access to the LATCH app as they deem necessary for security purposes.
- LATCH access should not be shared.

In the event an employee believes the LATCH system has been compromised they should report it to HR@water.org immediately, employees failing to do so could potentially be held liable for any theft, damages, breach of donor information, or financial data and record leaks that occur as a result of negligence.