

Annex B: Operational security measures for alert levels

Alert level	Example trigger: Event, threat, or activity	Doors	Visitors	Contractors	Mail and deliveries	Staff	Police	Guards	Business impact
Normal		Normal operation	As per visitor policy	As per contractor policy	As per policy	Normal awareness	Not required	Normal operation	Normal
Low	Protest Threat received	Normal operation	As per visitor policy	As per contractor policy	Additional screening of all mail and deliveries	Security team or manager advises of potential risk by email and in person Reminded to be alert to and report unusual activities	Not required	May be required at main door	No effect or impact on normal operations
Medium	Protest or demonstration expected or underway Violent protest in the area Non-specific bomb threat Increased weather risk Threat of harm to staff	Doors put into night mode All doors require access card	No 'non-essential' visitors (effectively no visitors, but in certain circumstances a known visitor or conference may be the cause for activity)	No non-essential contractors Only security related contractors working on maintaining security functions allowed	Additional screening of all mail and deliveries	Advised when arriving and leaving to be alert and ready to change plans at short notice if necessary	Police advised and may be required depending on event	Guard at main door Permanent CCTV monitoring	No visitors, minimal impact on normal operations
High	Current threat (violent protest) Natural disaster, severe weather event Major internal incident, such as fire or flooding	Access control cards disabled on external doors Guards control external doors	No visitors	No contractors	No unexpected mail or deliveries accepted All mail deliveries checked at alternate location	Essential staff only Non-essential staff called and advised not to come to work Start preparations to transfer critical functions to alternate site at short notice	Police necessary	Search all employees' bags Prevent unauthorized entry	Only essential business operations
Extreme	Out of control and violent protest or riot or terrorist event imminent or expected Potential for physical harm Major natural disaster	Doors mechanically secured and locked with keys	No visitors	No contractors	No contractors	Facility closed, and essential operations conducted at alternate site Staff called and advised not to come to work Nobody enters or leaves the building	Police necessary	Guards at all doors	Essential operations conducted at alternate venues