

USGS EROS ADMINISTRATIVE PROCEDURE**SUBJECT / TITLE:** USGS EROS Official Visitor Procedure**1.0 References.**

The following listed references highlight the rules and admittance requirements to Federal facilities:

- 1.1 Title 41, Code of Federal Regulations (CFR) - Public Contracts and Property Management
- 1.2 Title 29, CFR, Part 1960, Basic Program Elements for Federal Employee Occupational Safety and Health Programs and Related Matters
- 1.3 Public Law 91-596, Occupational Safety and Health Act of 1970, Sections 6 and 19
- 1.4 43 U.S. Code Section 1457 (refers to public safety)
- 1.5 Executive Order 12196, Occupational Safety and Health Programs for Federal Employees
- 1.6 Federal Management Regulation, Subchapter C – Real Property
- 1.7 Homeland Security Presidential Directive Number 12 (HSPD-12): Access and Credentialing Directive
- 1.8 Department of Interior (DOI), Department Manual (DM) 444.1: Physical Security and Building Security
- 1.9 U.S. Geological Survey (USGS), Survey Manual (SM) 440.2: Physical Security Program
- 1.10 Interagency Security Committee Standard – FSL Determination for Federal Facilities
- 1.11 USGS, SM440-2-H: USGS Physical Security Program Handbook
- 1.12 USGS, SM445-2-H: USGS Occupational Safety and Health Program
- 1.13 USGS, SM408.2: Personal Property - Accountability and Responsibility
- 1.14 USGS, SM408-2-H: Property Management Handbook

In instances when EROS computer room access is required for a visitor, refer to:

- 1.15 EROS-DMD-02 Procedure for Computer Room Visitor Access

2.0 Purpose.

Provisions outlined in this procedure establish written criteria on how an official visitor is identified and handled for access purposes, roles and responsibilities of the U.S. Geological Survey Earth Resources Observation and Science (EROS) Center sponsor, and authorized official business hours for the USGS EROS Center.

3.0 Definitions.

Official Visitor – Any individual who is visiting EROS in an official capacity that is from another Federal or international agency, contractor companies, State and or local agencies, universities, and institutes that are working with an EROS sponsor in a collaborative effort to conduct official business. These official visits are considered short-term visits which constitute but are not limited to; business meetings and sessions such as training, conferences, and forums to include any operational support needs in the form of technical, educational, science, maintenance, and operations support that visitors are here visiting or working in an official capacity and have an EROS sponsor identified.

DOI/USGS Official Visitor – Any individual who is a non-EROS Government or contract employee who is not assigned to EROS but are affiliated with another DOI and/or USGS agency who have been issued a DOI-Access identification (ID) card or local agency ID as their official credential and are visiting EROS in an official capacity.

EROS Sponsor – Identified as a USGS Government or contract official who has direct responsibilities to the programs they represent which also includes designated Contracting Officer's Representatives (COR) of EROS contracts. EROS sponsors are cleared EROS Federal or contractor individuals who have had an adjudicated background check and that have been issued an EROS ID access (white or yellow) card and who would be identified as the responsible official for sponsoring and hosting an official visitor.

Official Business Hours – Hours that are established to conduct official business in the interest of the U.S. Government that supports the mission and operations of the Federal facility, USGS EROS, as determined by the EROS senior official (i.e., EROS Director) in charge in coordination with the USGS EROS Facilities and Security management. The EROS Director has determined for the purpose of this procedure that the EROS official business hours are Monday through Friday 7:00 a.m. until 6:00 p.m. daily, excluding Federal holidays and weekends to accommodate official visitors and their EROS sponsors. Special requests for other support hours will be addressed herein under Section 4.0 of this procedure.

4.0 Procedure.

4.1 Roles and Responsibilities.

EROS Director – The senior USGS official or manager of the USGS EROS Center responsible for ensuring that security programs are carried out within his/her respective areas of responsibility and or designating a security officer and other appropriate security officials to assist and serve as the focal point for security programs.

EROS Security Manager – Designated by the senior USGS official having responsibility for the security of the Federal-owned space (i.e., USGS EROS). The Security Manager serves as the Designated Official (as defined by the

Federal Management Regulation – Real Property and the Code of Federal Regulations (CFR) Title 41, Part 101-20.003) to assist and administer the physical security program through the USGS Bureau Security Manager at the National Center Reston Headquarters, Associate Director for Administrative Policy and Services, Chief, Office of Management Services. The EROS Security Manager is responsible for providing guidance and training to all EROS Federal and contractor staff, on responsibilities in providing security and safety information.

EROS Sponsor – Responsible for following the provisions outlined in this procedure and for ensuring the safety and security requirements are being met and to provide the oversight and control of the official visitor while he/she is visiting EROS.

Official Visitor – Responsible for following the EROS sponsor's instructions and adhering to the EROS security and safety requirements during his/her visit.

4.2 Process.

4.2.1 EROS Sponsor Responsibilities in Hosting an Official Visitor.

Whenever an EROS project or program has determined the need to have an official visitor come to EROS it is the responsibility of the EROS sponsor to make the appropriate arrangements to accommodate the official visitor(s). The sponsor should allow as much lead time as feasible to make the necessary arrangements for the official visitor(s) especially if there is going to be a large group (large could be considered 10 or more people) to accommodate. Advance planning will include:

- determining if additional parking will need to be arranged,
- if any additional security staff will be needed to assist in the screening and processing of the official visitor(s), and
- to determine if there are any schedule conflicts with other visits that may be occurring during that same time frame.

It is the EROS sponsor's responsibility to ensure the official visitor(s) are identified on the EROS visitor log when they are hosting such visits. This information can be coordinated with their respective administrative support personnel to get the required information posted to the EROS visitor log. The following is required information on the visitor log:

- Name(s)/titles of official visitor(s);
- Visitor(s) agency, company and or organization;
- Description of visit; such as, meeting, collaborative work, training, etc.;
- Designated EROS sponsor(s) name and phone number (i.e., primary and alternates as needed);

- Location(s) the visitors will be located at during the visit, (if known, which office, conference rooms, or areas visitors will be located during visit), and;
- The anticipated duration and time frame of the visit (i.e., dates of visit and hours).

It is advised to designate more than one EROS sponsor in case the primary sponsor is out due to illness or some other unforeseen situation that would prevent the primary sponsor from accepting or being otherwise available for coordination of the visitor(s) for the duration of the visit.

EROS sponsors are responsible for initially meeting and greeting official visitor(s) at the main lobby and ensuring visitor(s) are processed and are available to intermediate if there are any issues during the screening and processing of guests through security. It is also important for the sponsor to assist in any coordination efforts if someone was not originally identified on the visitor log that would need to be assisted in identifying and validating the individual to be allowed in as an official visitor. Sponsors will be responsible for escorting and acclimating visitor(s) to the layout of the facility in showing their guests the locations of rest-rooms, cafeteria and where the primary meeting area(s) are. No visitor will be authorized to go into computer rooms, utility areas, or the basements without proper authorization and an EROS escort present for those areas. A provision for computer room visitor access is outlined in EROS-DMD-02 Procedure for Computer Room Visitor Access.

It is important that it is conveyed to the visitor(s) that the senior EROS official is concerned for his/her wellbeing and ensuring he/she has a safe and secure visit. This is why it is important that the EROS sponsor brief official visitor(s) upon arrival of the following safety and security items:

- EROS safety requirements as they pertain to emergencies like:
 - Fires, tornados, severe weather;
 - Evacuations due to declared emergencies and identify egress routes and exits;
 - Assembly areas (all visitors will be required to meet lobby security guard at the farthest exit point at the employee parking lot to have a head count conducted), and;
 - Shelter-in-place procedures.
- EROS security requirements as they pertain to:
 - Entry and exit procedures;
 - Proper wearing of IDs;
 - Authorized areas, and;
 - Emergency contact information (i.e., EROS sponsor info, Security, and EROS Operations Status Phone Line).

The EROS Visitor Safety/Security Handout is available for the EROS sponsor and guests upon arrival at the main lobby security desk. This handout can be used to assist sponsors in providing safety and security information and can be used as a quick reference guide for visitors. A sample of the handout is provided as Appendix A to the procedure.

The EROS sponsor(s) will be responsible for the monitoring and control of official visitor(s) while he/she is here on official business and will be the responsible official when coordinating and handling any issues as it pertains to the visit and visitor(s).

The EROS sponsor will escort visitor(s) out at the end of the first day to ensure there are no issues on exiting and ensuring all IDs are turned into security and the visitor(s) are signed out of the facility by no later than 6:00 p.m. Security will initiate shut down procedures at 6:00 p.m. for the main entrance lobby area and will activate all alarms for the main front entrance of the facility, which will prevent entry and exit from the lobby doors.

The EROS sponsor can authorize the visitor(s) to process in and out on their own accord as determined by the sponsor after the first initial day and if the visitor(s) will be coming back for consecutive days during the visit. This determination must be made by the EROS sponsor and if the visitor(s) feel he/she is comfortable and acclimated to the facility in knowing his/her way in and out and around the facility without any problems. The sponsor will need to coordinate this with security advising them of the arrangement when the visitor(s) are signed out on the first initial day of the visit. The visitor(s) will not be allowed to enter the facility unless there is an EROS sponsor present to accept responsibility of the visitor(s). This means that the sponsor should notify security at the main lobby desk at phone ext. 2573 that he/she is at work and can accept the designated official visitor(s) on the log or stop by the lobby when he/she come in to advise security. Official visitor(s) are authorized in the facility from 7:00 a.m. to 6:00 p.m. daily but only if there is an authorized EROS sponsor available. If the official visitor shows up and no coordination has been arranged, the security guard will contact the primary sponsor to announce the arrival of the visitor and get instructions from the sponsor. If no contact can be made with the primary sponsor, security will attempt to contact an alternate if listed on the visitor log. Official visitor will not be allowed to enter facility until positive contact has been established with the sponsor, and visitor will be made to wait until the contact action is completed.

The EROS sponsor may determine the need to grant access to the system network for their visitor(s) in support of projects or mission requirements. If this is the case, the sponsor should make contact with

the IT helpdesk to make the appropriate arrangements for systems access.

4.2.2 After Hour or Other Hour Support Requests for Official Visitors.

If the EROS sponsor and official visitor(s) have determined a need to work outside the designated official business hours, a request will need to be submitted and approved by the EROS Security Manager at phone ext. 6558 or via email. Sponsor will need to coordinate the “after hours” to be worked as determined and provide the Security Manager with the following phone or email request:

- Reason for other hours request (e.g., time critical, personnel availability, require weekend support to come in to work, etc);
- Official visitor(s) information (names of official visitor(s), association(s) etc.);
- Requested dates and times outside official business hours wanting to be worked, and;
- EROS sponsor(s) who will be working with official visitor(s) during requested hours.

Upon approval, the Security Manager will notify the security guards of the approval for the “after hours” request. Any additional information that pertains to the request will be provided to the EROS sponsor by the Security Manager. It is important that the sponsor follow the security instructions on monitoring, and access control for signing in and out visitor(s) during the approved hours.

The only entry and exit point for visitors outside the period of normal business hours is the employee entrance at the W-5 door. The EROS sponsor will be required to sign in and out official visitors at the W-5 location during the approved other hours support.

4.2.3 Official Visitor Requirements.

Official visitors are required to process through the main lobby security check point and to go through the X-ray and magnetometer to be allowed into the facility daily. The visitor must provide an official Government ID Federal or local (i.e., agency ID), passport, visa, military, State driver’s license, etc. Once identification is validated security will issue a temporary orange badge which signifies the individual has been properly screened and validated to have access to EROS as an official visitor. This orange badge will allow the visitor to have limited, controlled access to the facility as determined by the nature of the official visit. The visitor(s) will be assigned to his/her designated EROS sponsor to take control and responsibility during the visit. Official visitor(s) will not be allowed to enter

the facility unless an official EROS sponsor is present to take control of the visitor(s) or announced and acknowledged by a sponsor after the first initial day of in-processing. It is advised to designate more than one EROS sponsor in case the primary sponsor is out due to illness or some other unforeseen situation that would prevent the primary sponsor from accepting the visitor(s). The same would hold true if the sponsor had to leave work for some reason and could hand over visitor(s) to an alternate sponsor. Security must be notified if an alternate sponsor is chosen who was not originally designated on the list of sponsors so security can make the appropriate changes to show who has responsibility of the visitor(s).

While on EROS property, the official visitor must display the orange badge properly so as to be readily identifiable by security and EROS Federal and contractor staff. The proper wearing of the ID is on the upper torso located on the most outer garment. The orange badge will allow the official visitor to roam freely from their designated meeting rooms, offices, and work areas while the visit is being conducted and to restrooms, atrium, and cafeteria areas. The orange badge does allow an official visitor to go into offices as needed to conduct the work and achieve the objective of the visit. No visitor will be authorized to go into computer rooms, utility areas, the basements, or other designated areas without proper authorization and an EROS escort present for those areas. This is to ensure both safety and security are maintained in ensuring individuals do not initiate unauthorized disclosure of personal, proprietary and or sensitive information or otherwise be in areas that could pose a potential hazard for the visitor(s) or the USGS EROS.

The official visitor will be required to sign out at the end of the day through the main lobby, to turn in the issued orange ID, and exit through the main lobby doors no later than 6:00 p.m. daily or unless other hours have been approved and authorized by the EROS Security Manager.

4.2.4 DOI/USGS Official Visitors.

This section pertains to non-EROS DOI and or USGS Federal or contract employees who may be visiting EROS in an official visitor capacity.

EROS security will recognize any non-EROS DOI/USGS employee(s) who presents a valid Government credential issued by his/her respective agency (e.g., a DOI-Access ID, or local agency ID card). This ID will allow the individual access to EROS based on proper validation and authorization by an EROS sponsor. The official visit will be entered in the EROS visitor log identifying the individual(s) coming to visit and pertinent information concerning the visit that includes who is the EROS sponsor. If individual(s) shows up and is not on the EROS visitor log, security will

coordinate authorization and validation of visit with an EROS sponsor before allowing a non-EROS DOI/USGS employee to enter the facility.

All provisions of the procedure as previously described in Sections 4.2.2 and 4.2.3 will apply to the non-EROS DOI/USGS Federal or contractor employee(s) throughout the remainder and duration of his/her official visit.

5.0 Appendices.

Appendix A. Sample of EROS Visitor Safety/Security Handout.

Appendix A. Sample of EROS Visitor Safety/Security Handout.
 (Copies are available at the main lobby security desk.)



The EROS Director’s Office and Facilities Management are dedicated to providing a safe and secure environment for all personnel who work at and visit EROS. This handout is intended to inform EROS sponsors and visitors of the safety and security requirements to better insure that everyone has a safe and secure visit.

SAFETY AND SECURITY INFORMATION

Emergency Contact Information	Phone	Remarks
EROS Security Control Center	(605) 594-6911 In facility ext. 6911	Contact for any emergencies.
EROS Operations Status Line	(605) 594-6190	Operational status of Center for information on closures due to weather or emergencies.
EROS Customer Support	(605) 594-6511	Any customer service questions or requests.
EROS Sponsor/Host or POC		Please ask your sponsor for their contact information.

FIRE SAFETY: Fire alarm is a continuous klaxon sounding alarm with activated visual strobe lights to alert all personnel to evacuate the facility. When a fire alarm is activated all personnel will evacuate the facility in an orderly fashion via the nearest exit. Please follow your EROS sponsors or Security staff instructions when evacuating the facility.

EVACUATION: When a fire alarm is sounded please find the nearest egress exit to the outside of the facility. Follow EROS employees who will be heading to the primary assembly point for evacuees. All alarmed doors will be deactivated for evacuation purposes. Primary assembly point is located on the map on the back of this page.

ASSEMBLY POINT: The primary assembly point is the EROS employees’ parking lot. Please refer to the map on back of this handout to locate where the visitor’s assembly point is located in the employee parking lot. Visitors will meet up with a Security guard who will conduct a head count at the visitor assembly point. EROS Sponsor should meet with you after they check in at their designated area.

TORNADO SHELTER IN-PLACE SAFETY: Tornado alarm is a four (4) quick chime alarm that pauses after the 4 chime sequence then continually repeats itself. If tornado alarm is sounded all personnel are to head to the nearest shelter in-place located in the basement of the facility. Posted shelter area signs are on stairwell entrances indicating shelters. If you cannot walk down a stairwell please advise your EROS sponsor or Security during this initial briefing so they can provide you the instructions for shelters and assistance. The basement stairwells will provide adequate protection for those seeking immediate shelter from a tornado.

SECURITY REQUIREMENTS: All visitors must process in and out through the main lobby security check point which entails going through the X-ray and magnetometer and in-processed at the main lobby desk daily. Visitors will be issued an orange “Official Visitor” ID or green visitor sticker that must be displayed at all times while in the facility. Business hours for official visitors are from 7am – 6pm daily and all visitors must be signed out and ID turned in no later than 6pm. Please get with your EROS sponsor if you have further questions concerning this handout. Thank you for your cooperation.

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