VISITORS MANAGEMENT- POLICY-IOBM

(SECURITY DEPARTMENT- July 2018)

1. **General**: These SOPs are being laid down to control / regulate the flow and keep proper record of entrants / visitors in the IOBM with a view to obviating any breach of security and smooth functioning. All access points to IOBM shall remain secure (locked or manned) as much as practicable. This shall include, but not be limited to main gates, vehicle gates, doors and all other such accesses that could allow entrance by a person or persons to IOBM. When and if an access point is to be left open the access point shall be attended by a competent security person at all times. No vehicle without sticker is allowed inside IOBM premises unless permitted by authorities. All access points shall be checked that they are secure on a once per shift basis. In addition, CCTV cameras are installed throughout IOBM on all critical points outside and inside the entrances and buildings to keep track of people movement. CCTV cameras are also being installed on each floor to cover elevator and stair access for added security. All entrants are liable to follow the traffic and IOBM rules. IoBM reserves the right to permit or deny any person or vehicle entry to IOBM premises. All visitors should have valid reason for entry to the campus. Any attempt to illegal entry, trespassing or forced entry to IOBM premises is prohibited and strict disciplinary and legal action will be taken against such illegal entrants. The Administration reserves the right to stop any visitor entry and cancel any entry pass at any time without assigning any reason. Smoking is prohibited inside IOBM premises.

1. **Purpose**: The purpose of this document is to provide guidance for students, employees and Visitors entry to IOBM premises, as well as for employees sponsoring Visitors. To offer all entrants the relevant information regarding their visit and outline their responsibilities in relation to their own and others safety.

2. **Scope:** This policy applies to all students, employees and Visitors to IOBM premises.

3. **POLICY STATEMENT:** This Visitors Policy is intended to ensure that all visitors to the building understand their own responsibilities on our premises and to ensure that visitors, students, staff and other individuals safety and security are maintained at all times. The Policy will offer information about access / entry procedure, visitor management and access to IOBM areas. Visitors are expected and liable to follow all the rules and regulations of Govt and IOBM inside IOBM premises.

    a. **VISITOR MANAGEMENT (GATE PROCESS)**: While most of the entrants come in routine like students and staff but some visitors come with prior appointment,

there are also those who make visits unannounced. Keeping this in view, it is imperative that flow of visitors is properly controlled and regulated. However, courtesy and politeness will be extended to all visitors by the security and reception staff. All entrants will be identified and pass-through walk through gates. All entrants and their baggage will be searched manually and using metal detectors. No entrant is permitted without ID card / pass, invitation or purpose.

b. **VISITORS**: All visitors should behave in a respectful manner towards all inside IOBM during their visit. Visitors should listen to staff advice and guidance whilst they are on the premises to ensure their own safety. All visitors will be expected to sign in and out of the visitor's book, this is essential in relation to staff monitoring. Any entrant who behaves in a threatening or offensive manner towards any staff member will be asked to leave the premises and any actual violence will result in the security or Police being called.

c. **CHECK IN:** In routine all visitors will report to guard room at main gate IOBM and will go through visitor's entry permission process. Visitors may be subject to a brief search of their bags or other luggage each time they enter or leave the IOBM, they and their equipment will have to pass through security checks. It is mandatory for all the visitors to get entry pass from the main gate before entering in the institute. Visitors should approach the guard room and follow the instructions of the visitor supervisor. Visitors should produce CNIC or suitable Photo Identity proof for his/her pass. Visitors should declare their CNIC and contact number if asked, to the operator on the gate. Visitors are liable to declare if they possess any firearms, explosives, drugs or any prohibited item.

d. **VISITORS LOG** The gate security staff should ask every visitor about the person or department to be visited and purpose. On the confirmation via intercom by the staff and department to be visited, the visitor will be asked to fill in Visitors Log. Visitor/s are to enter their name, CNIC #, company name, person to be visited with department, time of arrival and purpose of visit.

e. **REGISTRATION & ISSUANCE OF VISITOR CARD**: Visitors should approach the guard room and get themselves register. Security staff will collect the visitor's original Computerized National Identity Card (CNIC) / or any other Identification

card, and will issue him a temporary visitor card and direct him to Reception Desk which can be reached only after passing the walkthrough Security Gate. This card is valid for one day only. For visitor, who has to visit for some days or months a temporary pass up to 3 months may be issued by security department on the request of visitor with valid document or invitation from IOBM.

f. **VEHICLE ENTRY:** Only vehicles with IOBM sticker or permit are allowed to enter inside IOBM premises. Every vehicle coming into IOBM premises are checked by security, whether it belongs to staff, student or visitors. The Administration reserves the right to prohibit any vehicle entry or cancel vehicle sticker or permit at any time without assigning any reasons. Private vehicle like contractors vehicles for supply and replenishment without sticker or permit may be allowed on the pre informed formal request or confirmation of any IOBM department after necessary registration and search of vehicle at IOBM gate. These vehicles may be allowed entry after search and registration, only from a gate nearer to their destined department, particularly Rickshaw, Ching-Chee, Cart, Taxi (Yellow Cab) etc.

g. For visitors, only pre-informed and special visitor cars shall be allowed in; otherwise all visitor cars will be parked outside the main gate-1, SSK gate-5 or CHS gate-4 at their own risk.

h. **CHECK OUT:**   Check-Out Visitors will check out at the same place where they arrived. After the visit, the visitor shall stop by the Gate and security staff will enter the OUT time in the register and return his / her Computerized National Identity Card (CNIC) or any other Identity card.

i. **SPECIAL GUESTS:** invitees or guests coming to visit the President, ED or other senior executives will be given special handling and will be given VIP guest status. The Admin building Executive Secretariat staff will inform HOD security or security department preferably via mail of any such guest appointments made in advance. In turn security department will inform at particular entrance and to reception staff. Such visitors will be allowed to enter promptly without any gate or visitor logging process. These will be allowed entry, just by identifying them and asking politely their details like name, to confirm against the provided list of

guest. They may be received by the designated protocol officer at the gate for identification and for to escort them to the respective office or meeting venue as per instructions. Same procedure will be followed for a VIP Visitor.

j. **GUESTS OR OTHER VISITORS WITH PRIOR APPOINTMENT:** Likewise, all staff of IOBM must inform security department regarding who they have invited or expecting to IOBM with details of the visitor, timings and place of meeting. If staff does not want visitor to see guest in his office then the staff member may come to reception area to meet such visitor. If it is at all necessary for visitor to get into some office or building, proper visitor logging process as per SOP at entrance must be followed before permitting them to proceed inside.

k. **WALK IN VISITORS:** Person who visits without prior appointment may contact security guard at main entrance. Security guard will take him to visitor supervisor at main gate guard room. The guard room visitor supervisor will call the concerned staff or department, the visitor intends to visit. On the permission of staff or department authorities, the visitor will be asked to go through visitor logging process as follows. Employees, students and contractors without IOBM ID cards may be treated in the same manner as walk in visitors to IOBM premises, where they do not have authorized access. All such visitor cars will be parked outside the main gate-1, SSK gate-5 or CHS gate-4 at their own risk.

4. **RECEPTION & REGISTRATION PROCESS:**

   a. The Reception will be manned at all times during office hours.

   b. The admin building has a proper reception. However each building should have a person to act as receptionist. This person is responsible to receive and guide the visitor.

   c. The Receptionist after checking the Visitor Card issued at gate after visitor registration, ask the visitor whom they are visiting and inform the employee in the relevant department of visitor through IOBM intercom. This duty may be performed by the Visitor registration Supervisor at main gate guard room.

   d. It is recommended that the receptionist should maintain a register in which record the Visitor Card number issued at gate against the name of the visitor with time entered the building and name of employee being visited.

e. It is advised that employee of relevant department or the one being visited should preferably come down or send somebody to reception to receive his guest visitor. If not, then the receptionist after verifying will direct the visitor to the relevant place or floor.

f. When the visitor is leaving, the Receptionist should politely bid him / her Good bye and record in register that visitor has left building.

g. After the visit, the visitor shall stop by the Gate and security staff will enter the OUT time in the register and return his / her Computerized National Identity Card (CNIC) or any other Identity card.

h. Student or staff who has lost or misplaced his ID card will be verified through computer registration and will be permitted if verified. However same visitor logging procedure will be followed.

5. **<u>PRUDENT VISITOR - PREPARATION FOR SECURITY PURPOSES:</u>**

a. All employees will submit particulars and time of their visitors to the security supervisor, preferably a day in advance. If this is not possible then as soon as an appointment is made.

b. Particulars of the visitors will be recorded in the visitors log. Security Supervisor will put this register to Manager Security, daily in the morning for checking / scrutiny.

c. All the visitors will be scanned by a walk through gate at the entrance of IOBM.

d. The Security Staff and Receptionist assure all visitors a warm, friendly and professional welcome.

e. All visitors need to sign-in and receive a visitor card after his complete identification.

f. All visitors will be required to wear a visitor card and the card must remain visible throughout the visit.

g. Any visitor who is not wearing a visitor card can politely be asked who he/she is and whom he / she want to see.

h. In case the sensors of the walk through gate indicate abnormal levels, thorough search of the visitors. Visitor will be stopped and searched manually by security

person deputed there. Thereafter they will be directed to the reception if found cleared.

i. Female visitor will only be searched by female security staff.

j. Female visitor cell number shall not be asked or recorded in visitor login process.

k. No visitors' vehicle will be allowed to enter in IOBM for parking unless prior clearance is given by IOBM authorities or Manager Security.

6. **Student Entry:**

a. Student entry will only be done through IOBM student ID card.

b. Students not having IOBM, ID card will have to follow visitor log in procedure. Same reception and visitor SOP will be followed for such students.

a. Three places are ear marked for students parking. a. Nullah Area b. Plot in front of Creek college gate-4 c. Road in front of CHS or Creek college up to SSK gate.

c. Students vehicle are not permitted to enter and park inside IOBM premises. Student Can their vehicles at three

d. In case a card is lost, fresh card can be obtained from security department by submitting an application with police report of lost card.

e. Students are only allowed entry as per their class schedule, after getting their registration verified from people soft software by security department

f. Expired and damaged card will not be accepted.

g. During exam, students without card will only be permitted after verifying their name and picture from people soft software at security office. Such students will be issued a slip as a permit or admit card, without this student will not be entertained by the exam authorities.

h. **Alumnae entry** is permissible on showing IOBM alumnae cards. These cards will be issued only to graduate students after getting IOBM clearance at the end of their program.

i. First time fresh ID cards are issued to all newly enrolled students by admission department after getting these printed from security dept.

j. Lost, damaged, faded, expired card are replaced / renewed by security department on ID card requisition request from students.

k. All IOBM ID cards has to be returned in case of leaving the IOBM, for clearance.

l. Student ID card is valid as per duration of program. For BBA program, card is valid for 5 years.

7. **Contractors Staff:**

    a. Same reception and visitor SOP will be followed for contractors; their employee's and guests as well as their vehicles.

    b. All contractors must inform IOBM Security department of each employee and vehicles directly works for them and frequent visitor of IOBM, and get them register at security department and obtain their passes.

    c. For entry of contractor's indirect or non-frequent visitor staff and vehicles without having IOBM permits, should provide a nominal list with CNIC numbers to gate security Staff for their entry to IOBM from time to time. Security staff will allow those who are on list or after getting confirmation from contractor. However such visitors and their vehicle will be treated like walk in visitors and on each entry will be asked to follow the visitor logging process by entering their name, CNIC #, Designation, Car Registration No. and Company ID card #.

    d. Contractor employees must display their ID cards in the premises of IOBM.

    e. Entry of delivery trucks / vans, rickshaw, carts inside IOBM, should be discouraged unless it is very essential. However these vehicles may be allowed entry from gates nearer to their destined place.

8. **Entry To IOBM Event:**

    a. Same reception and visitor SOP will be followed for all invitees and guests except they must possess tickets or invitation card.

    b. In case of students, entry will only be allowed with ticket as well as student / alumnae ID card. Students without ID card will be permitted after their verification through people soft software at security department main gate.

    c. Accompanied guest / Parents with students, if allowed by the IOBM authorities, will only be permitted entry, if accompanied with student and having a valid ticket or invitation card.

    d. Car without sticker will not be permitted inside IOBM premises during an event.

9. **Entry for Test / Exam:**

a. Students with admit card issued by IOBM will be permitted to enter for test / exam.

b. Students coming for test without ID card or admit card, will be verified by the registration counter. If found registered, then he will be issued a temporary pass or duplicate admit card to appear in the test.

c. Parents or accompanied guest may be permitted to enter with the students. However they will not be allowed to go to registration counter and ahead.

d. These students will be allowed to park their vehicles at IOBM student parking areas, by showing their admit cards.

10. **Prohibited Activities**

a. Entering or attempting to enter through the exit gates at any time and try to avoid passing through walk through gate.

b. Forcing entry or the manipulation of any barrier arms, gates, or associated equipment.

c. Entering or exiting by driving around unnecessarily.

d. Aiding or abetting in the prohibited activity in any way.

e. All buildings and other enclosed areas (including car parks) are non-smoking.

f. Dangerous item, material, equipment and pet are not permitted.

g. Visitors are not permitted to take photographs inside unless permitted by senior authorities.

h. Visitors are themselves responsible for their own belongings.

i. Truck Drivers will not be allowed to Enter IOBM without being on a pre-registered informed list or confirmation by the invitee.

j. Tailgating and/ or side-by-side (two vehicles) entry is a violation of the traffic rules.

11. **Dress Code For Entry To IOBM:** Appropriate dressing enhances the personality and contributes to successful non-verbal communication in the workplace. Our rules and regulations are there to reinforce the standards expected of IOBM members and guests and they are to be of benefit to all. We have dress regulations, to meet IOBM people expectations of comfort, neatness, cleanliness and appearance. Our dress

regulations are based on commonly accepted standards of dress in Pakistan. Exemption may be granted by authorities in relation to Dress Regulations under certain circumstances, including medical reasons. **Violators of following dress code will not be permitted entry inside IOBM.**

    a. **Dress Standards**

        i. Dress should be modest and descent.

        ii. Dirty, indecent and clothing made of transparent material are prohibited.

        iii. Only full-length modest trousers or lowers are allowed. Bermuda's and Shorts are not allowed.

        iv. Tops should be of knee length for females. They should also be modest and avoid transparent materials and short lengths for sleeves and trousers / shalwars.

        v. Provocative clothing and provocative slogans on clothing are not permitted.

        vi. Dress for any events is prescribed by the event sponsor.

    b. **Dress Code Staff**

        i. Staff are expected to be well presented, clean, neat and tidy at all times while at work.

        ii. All staff to wear well laundered and press dress.

        iii. All staff to wear formal dress, no casual dressing is allowed.

        iv. Sports gear are allowed only to individuals involved in sports related activities.

        v. All uniform staff to wear well laundered uniform with all accessories.

        vi. Staff to wear polished shoes. Sleepers are not permitted.

        vii. Staff should maintain proper haircuts.

        viii. Sleeveless shirts are not allowed.

        ix. Male Officers to prefer wearing dress pants, dress shirt, dress shoes with a tie and belt in routine and suits / blazer for formal meetings.

    c. **Dress Code Students:**

        i. All clothing worn by students should be well laundered.

        ii. Clothes should be inoffensive in terms of cuts and style, or by way of messages printed on them.

iii. Female students may only wear jeans provided their tops are of knee length. They should also be modest and avoid transparent materials and short lengths for sleeves and trousers / shalwars.

iv. Wearing of Tights are strictly NOT allowed.

v. Only light make up, jewelry and perfume is permitted.

vi. Male students are only allowed full-length trousers or jeans. Lowers, Bermuda's and Shorts are not allowed.

vii. For footwear, they must wear dress shoes, moccasins, joggers or sandals with back straps. Sleepers are not permitted.

viii. Male students should maintain proper haircuts and refrain from piercing their ears and faces.

ix. Students will be checked for proper Dress Code by the Proctor and the Security In-charge.

x. Female students caught in violation of the Dress Code must visit the Student Counselor for collection of their Student ID's.

xi. Male students caught in violation of the Dress Code must visit the Proctor for collection of their Student ID's.

xii. No variations or violations in all of the above will be permitted and students doing so will be marked absent in their respective classes.

xiii. Students will not be allowed to enter or sit for their Examinations, if caught violating the Dress Code Policy.

12. **Violations of Entry Policy**
   a. 1st violation – will be warned.
   b. 2nd violation- senior authorities will be informed for warning.
   c. 3rd violation – Case will be sent to senior authorities OR DC for disciplinary action.