Security Design / Setup Guidelines

Applicable for **Hi-end** and **Luxury** Residential and **Excelus** and **Supremus** Office projects:

1. **General principle:** Deter Criminal Action through detailed design and communication of prevention systems, reduce impact of any criminal action (if it were to occur), detain criminals (by reducing no. of entries / exits and securing them).
    a. All systems to be designed after taking into account real threat to the building – no need to create a fortress out of every building.
    b. Separation of all humans and vehicles into 3 categories and appropriate system to deal with each of the 3 categories differentially: Registered, Visitor, Service.
    c. Limited no. of entries into each building.
    d. Limited no. and strictly controlled exits from each building.
    e. Vehicle checking at entry to development (/segregated part thereof).
    f. Pedestrian / human checking / control at entry (lobby / service lobby) of each building.
    g. Balance to be struck between convenience of residents / registered users and security concerns.
    h. No system can be 100% fail-proof. We should be sure it prevents criminal intent 95% of the time and will detain criminal, if criminal action were to occur, in the balance 5%.
    i. System should rely minimally on security / control personnel acting 100% correctly all the time.
    j. Checking of vehicles and humans to be made as time-short and human-independent as practically possible / budget permits.

2. Controlled boom barrier access into main building entry area for non-service vehicles. Prior to opening of barrier, vehicle scanning to be conducted (for likely threats). If possible, return lane should be provided for those vehicles found not-safe. No vehicle authorization shall be conducted at this point, except for checking.
3. Visitor & Resident vehicle lanes:
    a. If there are two entry lanes, then Visitor and Resident lanes to be segregated (ideal).
    b. Visitor lane to be ideally adjacent to the Security Cabin (for necessary security checks).
    c. Signage/s should be located in advance to guide the Visitor vehicles to the Visitor lane in order to segregate traffic and avoid congestion. (Refer Annexure A for reference photograph). Depending upon the entrance design and site conditions of each project, the signage is required to be designed and located appropriately.
    d. Signage ('Visitor' & 'Resident') also to be installed on the boom barrier of Visitor & Resident lanes. (Refer Annexure B for reference photographs). Size of signage, material to designed with graphic designer. 'Exit' signage may also be included on the boom barrier of the exit lane
4. CCTV monitoring of all key common areas.
5. All owners / registered vehicles equipped with RFID tags, providing secure access to parking areas.

6. Either dedicated / controlled visitor parking space to be provided with a location where visitor car can register and collect entry authorization card (with some monetary deposit to ensure return at time of leaving). In case this is incorporated, appropriate space to be earmarked for guest vehicles to wait during registration process without disturbing traffic. Alternatively, Special valet parking service to be provided for pre-registered guests, so that guests cannot drive into parking areas. Alternatively, guest parking to be provided in open to sky area, close to main entry / drop-off.
7. Appropriate thought to be given for drop-off location from public transportation vehicles (viz. Taxis / Rickshaws), their waiting areas and their movement within the development. Generally, they can be checked like visitor vehicles and will have no access to any parking areas, except designated waiting areas (if any).

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10. Separate service lane(s) should be provided inside large developments, if feasible. In such cases:
    a. Service vehicles (except fire tender) not to be allowed to enter into main road(s) / lane(s). This may be achieved through lane width controls or such other means.
    b. In the dedicated service lane(s), appropriate measures to be placed for stopping, checking (and return for those not deemed to be authorized / safe) of every service vehicle.
11. Separate service / goods drop-off bay to be provided in every development, which should have easy access to service lifts. Often this can act as the service / domestic help entry. These areas should be especially well-monitored and have tight entry / exit controls.
12. All human metal detectors to have associated frisking station, to ensure that all that the metal detectors act effectively and those considered risky can be ‘frisked’.
13. No. of entries into main lobby to be limited – preferably 2 gates – one for residents / registered workers and one for guests. Resident / Registered Workers gate operable with issued access / ID cards only.
14. Controlled access to entrance lobby with human scanning (metal detectors), frisking and baggage scanners for all non-residents / non-registered users. If dedicated access for residents / registered workers not feasible as per 10 above, scanning / frisking / baggage scanner shall be applicable for them too.
15. Mandatory registration of all guests, at which time authorization will be conducted by Reception desk and Visitor ID card issued. Pre-authorization facility should be available in system.
16. Separate dedicated service / domestic help entrance with dedicated security controls.

17. All lifts operated through card readers:
    a. Residents / registered workers have access to all floors.
    b. Guests have access only to specified floors.
    c. Domestic help and Service staff to only use service elevator with access to Owner's Floor, Club level and Exit.
18. If lift control through card readers not possible, turnstile control to main lobby should be incorporated to ensure that visitors and service staff / domestic help cannot enter lifts without proper authorization.
19. All lifts equipped with monitored CCTV's to ensure all travel is documented.
20. Exit only fire doors on staircases (to prevent usage of fire stairs for uncontrolled / unauthorized movement). However, all fire stairs shall have two-way doors on the refuge levels, to allow entry into refuge levels in case of fire.
21. To deal with 2-way entry on refuge levels, special precautions to be taken on refuge levels, including CCTV monitoring of passages and refuge areas + intercom and panic button facility in refuge areas.
22. Visitor authorization system (preferably e-based / alternatively intercom based) with central control at Reception desk.
23. Video doorphone at entrance to each residence (residential buildings only).
24. Biometric main lock for each residence (residential buildings only).
25. Panic button inside each residence in case of emergency (residential buildings only).
26. Any key common areas (parking, podiums, main lobby) which may be possible to be accessed by 'non-authorized / not yet authorized' personnel shall be monitored by CCTV, along with adequate CCTV monitoring back-end.
27. To achieve 1 c. and d., special attention to be paid to entry into building from parking areas. As far as possible, all users from parking areas, should be made to come to main lobby, prior to entering into any other part of building / accessing vertical transport (elevator / staircase).
28. The intercom/video doorphone voice connectivity shall be to all units within the same society (issue needs to be discussed as to what wings / clusters would constitute a society), subject to maximum of 750 units – if there are more than 750 units in a society, further breakdown of the intercom connectivity shall be done into smaller logical groups. Further, there would be voice (and in select cases, video) connectivity to following points in the wing / society:
    a. FM office (same as Society office)
    b. BMS room
    c. Lobby reception
    d. Guardhouse at Main gate of complex
    e. Clubhouse / other key common areas
    f. Any other point of access control (eg. visitor control, service staff control)
29. All alarms (panic, lift alarm etc.) / emergency communication should send signal to FM office (same as Society office) and/or the BMS room, which shall be monitored 24 x 7.
30. ID cards (for residents / guests / service staff etc.) can either be swipe cards (with magnetic swipe) or proximity cards. As in 2010, swipe cards are much cheaper and much easier to print / program

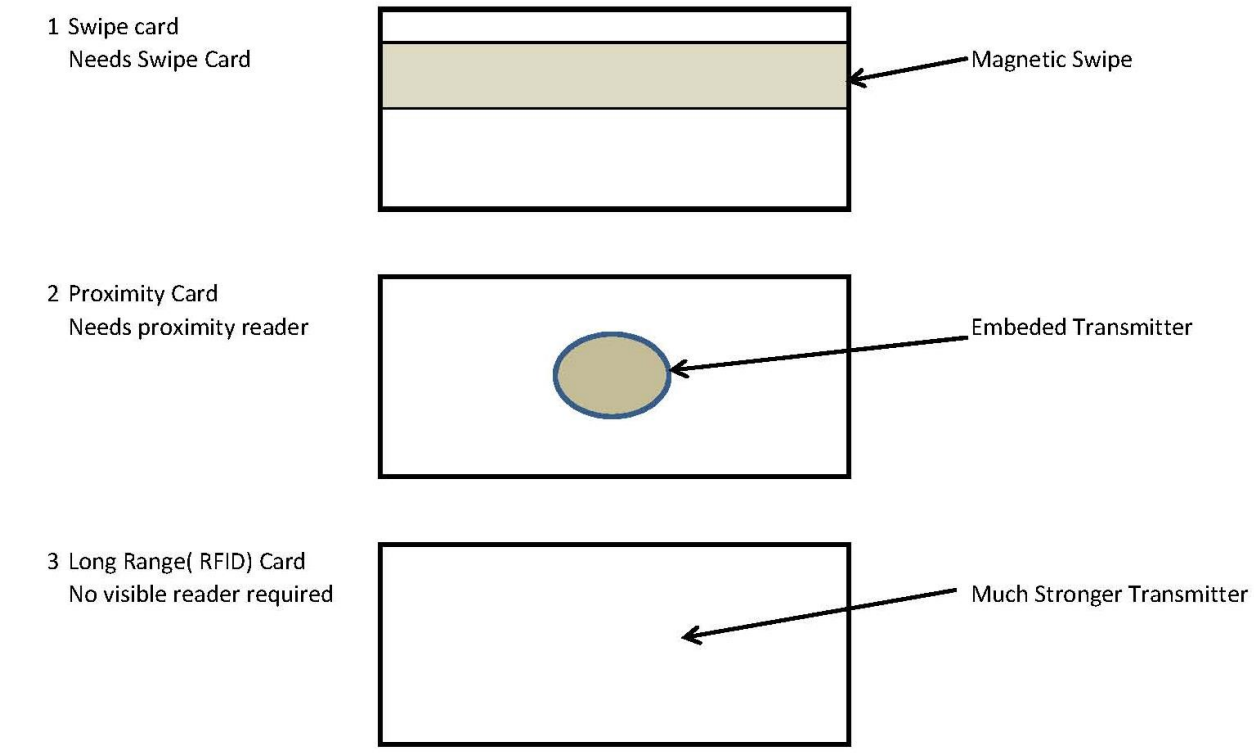
than proximity cards and hence, preferred currently. (see file 'Security Design Guidelines - Type of Access Cards.pdf' for details).

31. While designing security process / system, one should try to minimize (to the extent practical) the no. of human guards / supervisors who would be needed to make system function effectively. Ofcourse while doing this reduction the cost v. benefit tradeoff of higher capital investment v. lower operational cost (due to lower no. of security guards) needs to be weighed such that company's capital expense is not significantly increased.

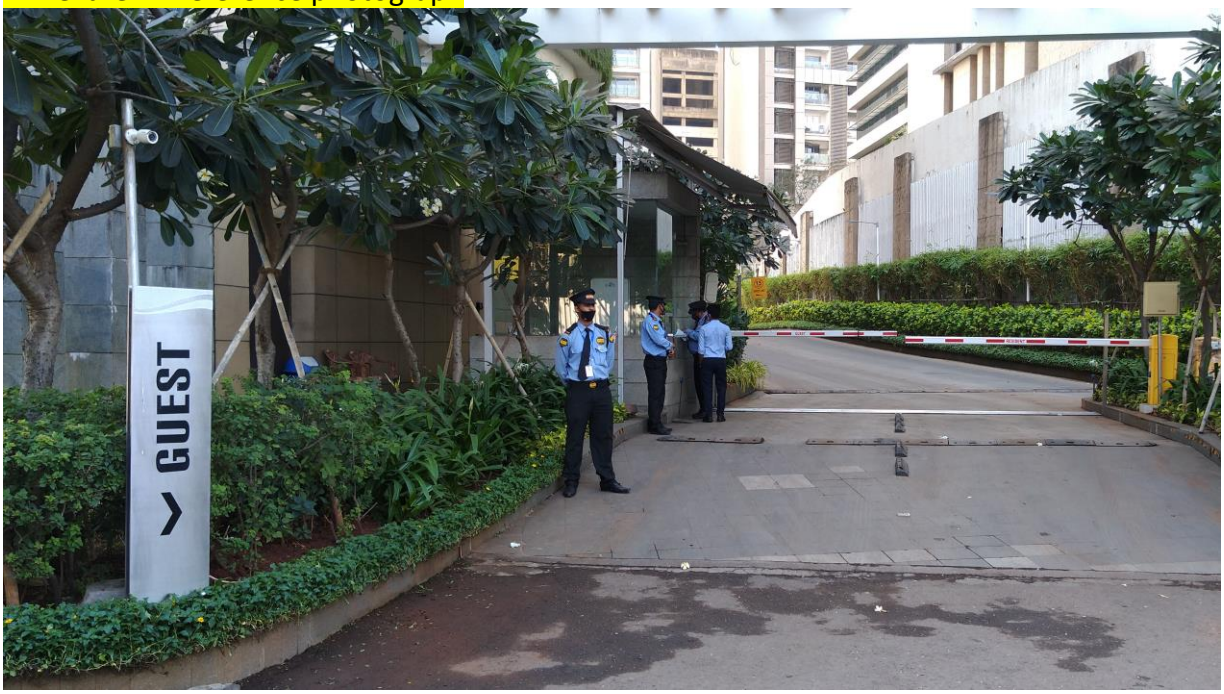
Relevant provisions from the aforesaid guidelines can also be applied to other segments of our developments (Residential – Aspirational and Casa, Office – iThink, Retail – Mall and Shopping Centre).

Above guidelines to be updated based on technological innovations and security situation evolution, keeping general principles constant.

Types of Access Cards



Annexure A: Reference photograph



Annexure B: Reference photographs




GUEST