



Title:	Access to Restricted Areas
Effective Date:	2024 October 21
Responsible Business Unit:	Corporate Security

1. PURPOSE

- 1.1 This standard will be followed when employees interact with City workspaces that are not open to the public or all employees.
- 1.2 Following this standard will result in protection of personnel and property and minimize loss of, or damage to, City of Calgary assets.

2. APPLICABILITY

- 2.1 This Administration Standard applies to all City of Calgary employees, except Calgary Police Service employees.

3. STANDARD

3.1 Employees will:

- a) Use keys and access cards for personal access only;
- b) Complete Key Holder Responsibilities eLearning before requesting keys;
- c) Sign-in if attending a worksite after hours or at locations with supervised access;
- d) Request access changes through their supervisor when their role changes;
- e) Immediately return keys and access cards to their supervisor on termination of employment; and
- f) Report unauthorized access, lost or stolen keys and access cards, and security incidents using the online forms from myCity or by contacting Integrated Security Centre at the phone number on their City identification.

3.2 Supervisors will:

- a) Authorize (through Corporate Security) access to workspaces used by their teams;
- b) Ensure employees are informed about the reasons for restricted access to areas;
- c) Ensure the return of keys and access cards upon termination of an employee's employment;
- d) Report new or changed risks to the Protective Services and Investigations teams in Corporate Security;
- e) Respond to physical threat risk assessments and security reviews from the Physical Security team in Corporate Security including securing budget for recommended resources and equipment; and

- f) Submit online access requests for all employees joining their team, including new hires and individuals transferring from other departments.
- 3.3 Employees of the Technical Security team in Corporate Security will confirm that the Key Holder Responsibilities eLearning has been completed before keys are issued to employees.
- 3.4 Employees of the Security Systems team in Corporate Security will identify access cards that grant very broad or legacy access, and establish review processes for these cards, supported by the groups that require this access.
- 3.5 Area Stewards will grant access to Corporate Security employees when specific access to restricted areas is required to fulfil assigned duties.
- 3.6 Employees of the Protective Services team in Corporate Security will:
 - a) Provide access to work areas through sign-in and/or keys and access cards;
 - b) Monitor public areas, including observation of available security cameras;
 - c) Monitor security systems alarms;
 - d) Provide initial emergency response to observed or reported incidents, including intruders, social distress, and social disorder;
 - e) Coordinate subsequent response to observed or reported incidents; and
 - f) Report security concerns and actions to Corporate Security Operations leaders.
- 3.7 Employees of the Physical Security team in Corporate Security will:
 - a) Conduct physical threat risk assessments and security reviews and report identified risks and recommend actions to business unit directors;
 - b) Implement physical access controls, including sign-in, access card readers, and security door hardware; and
 - c) Establish a periodic risk-based review of physical threat risk assessments and physical changes.
- 3.8 Manager, Physical Security, will, as part of the response to sensitive, confidential or emergency situations, authorize immediate access to Corporate Security and/or specialized personnel to normally restricted areas as required to respond to the sensitive, confidential or emergency situations.
- 3.9 Human Resources will submit requests to the Security Systems team in Corporate Security for the removal of access privileges for all former employees and internal transfers.

4. CONSEQUENCES OF NON-COMPLIANCE

- 4.1 Employees who fail to adhere to this Administration policy may be subject to corrective action, including dismissal from employment, in accordance with the *Labour Relations*

standard, the Exempt Staff policy, or the specified terms outlined in their employment contract.

5. DEFINITIONS

5.1 In this Administration Standard:

- a) **Area Steward** means an employee responsible for access to a specific physical area of a City of Calgary building.
- b) **Employee** means any person employed by The City and reporting to a City of Calgary business unit, department, the Office of the Chief Administrative Officer, the Office of the Chief Operating Officer, the Office of The Mayor, the City Auditor’s office, the Calgary Housing Company and the Calgary Police Service, including those working under an employment contract with The City;
- c) **Supervisor** means any employee with direct reports and supervisory responsibilities;
- d) **Threat risk assessment** means a proactive assessment of a building or site used to develop a plan to identify and mitigate actual or potential risks;
- e) **Security review** means a specific investigation in response to an identified security issue;
- f) **Social distress** means emotional or psychological discomfort experienced by individuals or groups within a society due to various social factors such as isolation, drugs, discrimination, inequality, economic hardship, or political instability; and
- g) **Social disorder** means events such as civil unrest, protests, demonstrations, political instability.

6. ASSOCIATED GOVERNANCE

6.1 This administration standard outlines requirements in support of the *Loss Prevention policy*.

7. HISTORY

Action	Date	Approval	Description
Minor Revision	2026 Mar 11	Director, Corporate Security	Added actions for Key training and Area Steward role. Updated team names. Updated to latest standard template.
Clerical Correction	2026 Jan 19	Leader, Governance and Policy	Changed Title Block to refer to Responsible Business Unit instead of Responsible Service.
Clerical Correction	2025 Jul 15	Leader, Governance and Policy	Changed reference to Labour Relations standard instead of policy. New standard effective July 15, 2025.

New Standard	2024 Sep 16	Service Director	Replaces the former Access to Restricted Areas Policy. Standard approved be Service Director 2024-09-16. Effective 2024-10-21 when existing policy was rescinded by ELT2024-1146.
--------------	-------------	------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------