



PSCINST 5530.1

OCT 25 2010

COAST GUARD PERSONNEL SERVICE CENTER INSTRUCTION 5530.1

Subj: COAST GUARD PERSONNEL SERVICE CENTER PHYSICAL SECURITY PLAN

Ref: (a) Physical Security and Force Protection Program, COMDTINST M5530.1 (series)

1. PURPOSE. This instruction defines physical security and personnel security requirements and attributes specific to the Coast Guard Personnel Service Center (CG PSC) to the building located at 4200 Wilson Boulevard, Arlington, Virginia.
2. ACTION. CG PSC must ensure compliance with the provisions of this instruction and references (a) through (c). Internet release is not authorized.
3. DIRECTIVES AFFECTED. None.
4. DISCUSSION. The provisions of this instruction apply to all Coast Guard personnel (military and civilian) and personnel from other agencies when engaged in security activities responsible for the protection of Coast Guard property, information, personnel, and critical infrastructure. These provisions also apply to contractor personnel providing services to Coast Guard facilities under Coast Guard contract. The CG PSC Physical Security Plan is for Internal Use Only.
5. PROCEDURES. The procedures in the CG PSC Physical Security Plan provide measures regarding access to CG PSC, material security, and vehicle control.
6. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this instruction and have been determined not applicable.
7. FORMS/REPORTS. None


D. R. MAY

Enclosure: (1) CG PSC Physical Security Plan

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**COAST GUARD
PERSONNEL SERVICE CENTER
PHYSICAL SECURITY PLAN**



Enclosure (1) to CG PSCINST 5330.1

PHYSICAL SECURITY PLAN

1. Purpose and Scope. The purpose of this plan is to define physical security and personnel security requirements and attributes specific to the Coast Guard Personnel Service Center (CG PSC). Enforcement is the responsibility of all hands.
2. Area. This instruction applies to the area and building at 4200 Wilson Blvd, 7th, 9th, 11th floors, and a portion of the 5th Floor, Arlington, Virginia, 20598. CG PSC does not handle or store classified material. All CG PSC space is designated as Unclassified. The 7th, 9th, and 11th floors have main entrances located near the elevators. The 5th Floor space is for Board Room use only.
3. Personnel Access Control Measures. The following methods shall be adhered to regarding access to the CG PSC Command, material security, and vehicle control.
 - a. Personnel Access.
 - (1) Proximity Cards/Kastle Keys: All members of the local CG PSC staff will be issued a proximity card, after-hours Kastle key device. CG PSC members under no circumstances will loan Kastle key device to others for after-hours access. The proximity card and Kastle key device allows access to CG PSC. Under no circumstances will individuals who are not attached to the local CG PSC command be issued a personal proximity key card or after-hours Kastle key device to enter the CG PSC spaces.
 - (2) Coast Guard Headquarters (CGHQ) Access Badges: CGHQ badges are limited to those with frequent work requirements within Deployable Operations Group (DOG) or Headquarters spaces. The CGHQ badge will indicate the level of clearance for the individual and will, when appropriate, allow select members access to the classified areas. Applications shall be made through the SILC web link, using the PSC Command Security Officer (CSO) as the DSO.
 - (3) CG PSC Entrances and Guests: The 7th, 9th, and 11th main entrances are to be used by all CG PSC visitors. This includes official and unofficial visitors. All visitors shall sign in using the appropriate floor's visitor log and be issued a visitors badge that must be displayed at all times. They will show a valid identification card (federal or state issued picture identification), sign in and provide their point of contact (POC) in the log. Generally, visitors will wait in the waiting area until the person they are here to see greets them. Guests shall be escorted so they do not enter spaces containing open FOUO information. The CG PSC CSO will be the first one contacted if there is a question about the aforementioned policy. Division Chiefs have the authority to waive the policy on a case-by-case basis. Guests are required to sign out. This will give the front desk a clear picture of who is in the facility at any time for evacuation purposes.

- (4) Classified Visits. Any person planning a classified visit to another command must notify the CG PSC CSO or designate via email requesting clearance information be passed. The request will include the Name and Address of the facility and the point of contact with phone number for the CSO at the unit to be visited. The CG PSC CSO will pass all clearance information within one week of the receipt of the email.
- (5) Building Maintenance and Cleaning Staff: Building maintenance or cleaning staff will be permitted access as needed. Cleaning staff will clean areas during normal business hours. Please ensure they are not exposed to FOUO information.
- (6) Contractors and Vendors: Though CG PSC space is designated as Unclassified, facility contractors, vendors and tradesmen will be monitored while working to ensure that they are not exposed to FOUO information.

b. Material Control.

- (1) Incoming materials and supplies shall be delivered to CG PSC BOPS-r for inspection and accountability. Any suspicious package shall be treated in accordance with postal regulations.
- (2) Outgoing materials will be properly documented per property control and administrative procedures to avoid inadvertent loss of unit property.

c. Vehicle Control.

- (1) The government vehicles shall be parked on the seventh level of the Ballston Commons parking garage adjacent the Ballston Complex. The government vehicles have a parking key card that allows you to leave and enter the garage without payment. Government vehicle doors will be locked when the vehicle is not in use. Keys to government vehicles shall be kept in CG PSC-HR&A. Each vehicle shall be signed out and the vehicle book will be taken for proper documentation of vehicle use. Inspections before and after use are required. All vehicle damage must be immediately reported to CG PSC-HR&A.
- (2) Members and visitors may use the Ballston Complex parking as needed but must pay for parking. The Coast Guard is not responsible for any damage to a privately owned vehicle left in this area. Although not required for Ballston access, each member is encouraged to register their vehicle with a Coast Guard or DoD registration sticker to ease access into military facilities in the National Capital Region.

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- d. Key and Lock Control. This is the management and protection of keys to spaces holding valuable equipment or information. It does not include keys to desks or personal lockers. Sensitive keys are considered to be the ones which provide access to vehicles, the computer rooms, supply closets, and key lockers. Lost or stolen keys reports shall be filed with the CG PSC CSO. Replacement locks, keys, and locksmith charges are the responsibility of the Divisions/Staffs. An inventory of all keys shall be conducted by serial number every 12 months or before if there is suspicion of a key control compromise. This information shall be logged by the Division/Staff key control officer, supply petty officer, or assistant. Key report inventory shall be conducted in the month of January via spreadsheet indicating Key Number, Room Number, Member issued key.
 - e. 9th Floor All-Hands Conference Room. The All-Hands room, shall be inspected prior to and upon completion of conferences or weekly by a member of the CG HR&A staff. CG HR&A shall verify proximity cards and equipment are present and in proper working condition.
4. Aids to Security.
- a. Protective Doors. The entrances on the 7th, 9th, and 11th floors are accessible with proximity cards 24 hours a day. Each entrance is equipped with door release “buzz-in” system that can be activated by the monitor, allowing visitor’s access during normal working hours. All visitors must sign in and sign out.
 - b. Elevators: Elevators are secured between the hours of 1800 and 0630, requiring access to floors by Kastle key. There are no security cameras. In the event of power failure, emergency lighting activates.
 - c. Stairwells: Stairwells are accessible with proximity cards 24 hours a day. Access is limited to CG PSC floors. Some, but not all, stairwell doors are equipped with an in-house phone. In the event of proximity card failure and there is no phone, members must exit the stairwell at the ground floor level. There are no security cameras within stairwells. In the event of power failure, emergency lighting activates.
 - c. Protective Lighting.
 - (1) Parking areas are lit 24 hours a day, 7 days a week. The exterior entrance of the building is well lit at all times.
 - (2) Several interior lights remain on 24 hours per day for safety and security purposes.
 - (3) Some unit lighting systems are connected to the emergency generator in case of lost power.

- (4) Each government vehicle has a battery operated flashlight for emergency/investigative use.
 - (5) Emergency EXIT directional signs are found throughout the facility.
 - d Intrusion Detection Systems (IDS). There are no surveillance cameras monitoring CG PSC spaces.
 - e. Communications. Primary communications are conducted via land-line telephone and cellular phone. 9-911 is employed in this area as a primary emergency number.
5. Security Forces. In an emergency, local authorities will be contacted by dialing 9-911.

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BOMB THREAT PLAN

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

- ❖ Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
- ❖ Listen carefully. Be polite and show interest.
- ❖ Try to keep the caller talking to learn more information.
- ❖ If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
- ❖ If your phone has a display, copy the number and/or letters on the window display.
- ❖ Complete the Bomb Threat Checklist posted on your desk immediately. Write down as much detail as you can remember. Try to get exact words.
- ❖ Immediately upon termination of the call, do not hang up, but from a different phone, contact police immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- ❖ Call Police x 9-911 - Handle note as minimally as possible.
- ❖ Notify command

If a bomb threat is received by e-mail:

- ❖ Notify Command - Do not delete the message.

Signs of a suspicious package:

No return address
Excessive postage
Stains

Strange odor
Strange sounds
Unexpected Delivery

Misspelled Words
Incorrect Titles
Foreign Postage

DO NOT:

- ❖ Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- ❖ Evacuate the building until police arrive and evaluate the threat.
- ❖ Activate the fire alarm.
- ❖ Touch or move a suspicious package.

Bomb Threat Incident Form

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____

Exact wording of threat:

Sex of caller: _____ Race: _____ Age: _____ Length of call: _____
 Number at which call was received: _____
 If you have caller ID write down the number: _____
 Time: _____ Date: _____

Caller's voice:

Calm Laughter Stutter Cracking Voice
 Angry Crying Lisp Disguised
 Excited Normal Raspy Accent
 Slow Distinct Deep Familiar
 Rapid Slurred Ragged Other
 Soft Whispered Clearing throat
 Loud Nasal Deep breathing
 If the voice is familiar, whom does it sound like? _____

Background Sounds:

Street noises	Factory machinery	Office machinery	Other
Crockery	Animal noises	Motor Booth	
Voices	Clear	House noises	Long distance
PA System	Static	Music	Local

Threat Language

Well-spoken (Educated) Incoherent Foul Taped Irrational Read Message by Maker

Report call immediately to NPFC Security Officer at 202-493-6650

Date of the call: _____

Name of person who took the call: _____

Position: _____ Phone Number: _____

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SUSPICIOUS PACKAGES

All USCG mail (USPS and Commercial Carrier) is required to be routed to a central Department of Homeland Security mail processing Facility, where they are inspected, cleared and forwarded. The Ballston Commands/Staffs subsequently receive their unit mail and packages from this Facility at the 10th Floor NPFC Administration Office.

What is considered suspicious mail?

Category 1: A mail piece or package that has one or more suspicious aspects:

1. Restrictive markings, such as "Confidential," "Personal," or "Fragile"
2. Unexpected or from a person, organization, or point-of-origin unfamiliar to you
3. Excessive postage (postage stamps, no metered strip indicating that the item was not mailed at a post office)
4. Sloppy or unprofessional packaging
5. No return address, or a return address not consistent with the state where postmarked
6. Incorrect title of addressee or title but no name of addressee
7. Oily stains, discoloration, or strange odor
8. Evidence of electrical wire or tin foil
9. Excessive wrapping materials such as masking/strapping tape or string
10. Exceptionally heavy for its size, lopsided, or oddly shaped

Category 2: A mail piece or package that has been opened and contains one or more suspicious aspects:

1. A powdery substance
2. A threatening letter
3. Electric wire or tin foil
4. Any audible noise

What do I do if I receive mail that makes me uncomfortable? If you receive mail that is deemed to be suspicious; having one or more suspicious markings, or has been opened and contains suspicious objects, take the following actions:

1. Remain calm.
2. Leave the item exactly where it is. Do not move, shake, stir, taste or smell the item.
3. Call 9-911, contact the respective HUB HSC, and contact the NPFC Safety Officer.
4. Leave the office and close the door if the item is in a private office.
5. If in a large office area, have people move to a secure area outside the office and close off the potentially contaminated area.
6. Do *not* lock doors. (Emergency personnel will need access).
7. Stop others from entering the space.
8. Wash your hands and face with soap and cool water. ***Do not touch your face, eyes, anyone, or anything until you have FIRST washed your hands!***
9. Ensure that everyone who has touched the package wash their hands with soap and water.
10. List all persons who have touched the letter and/or envelope. Include contact information and have this information available for the authorities.
11. Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.

What mail handling safeguards have been put in place to protect employees? In order to protect employees all incoming mail and packages go through a variety of safeguards prior to being delivered. The U.S. Postal Service (U.S.P.S), alternative mail carriers, DHS central mail facility, and building mail handlers have developed protocols to identify suspicious packages and to stop them from being distributed.

EVACUATION AND SHELTER IN PLACE PLAN

Shelter in Place is a protective action taken inside the building, with doors and windows closed, to minimize injuries when one of the following emergencies occurs outside the building.

Most likely

- ❖ Severe weather (tornado, hail, etc.)
- ❖ Civil unrest
- ❖ Accidental chemical release due to industrial/vehicle accident

Least likely

- ❖ Biological, chemical, or radiological attack

Shelter in Place Specific Actions will be determined by the event and by each Ballston unit but generally the following will apply.

- ❖ Severe weather and civil unrest – Stay inside and if directed move away from windows to the inner corridors. Be sure to close all doors connecting exterior offices to the corridor.
- ❖ Chemical, biological, or radiological incident – Stay inside and if next to a window, move to an inner corridor or office. Be sure to close all doors connecting exterior offices to the corridor. In the event of a chemical, biological or radiological (CBR) incident, the Ballston CSO will notify the Ballston Facility Manager to request shutdown of the ventilation system to reduce the chance of contamination entering the building.

Length of Shelter in Place may last only a few hours. However, while the danger may pass in a few hours, this may adversely effect transportation systems and prevent leaving the immediate area for longer periods.

If told to Shelter in Place

Military – YES

Due to the events that would lead to Shelter in Place, the Coast Guard may be called upon to provide assistance to the public or other agencies

Civilian – VOLUNTARY –

Shelter in Place is a voluntary action, unless mandated by law enforcement or public health officials. Federal Protective Service and law enforcement agencies can “detain” occupants within a police perimeter and local health departments can quarantine and isolate occupants.

Shelter in Place Items: It is likely emergency food and water will be unavailable. All Members are encouraged to keep a “Personal Safety Kit” that includes three-days emergency food and water in the workspace.

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EMERGENCY PHONE NUMBERS

BALLSTON EMERGENCY PHONE NUMBERS	
Call 9-911 first in any emergency!	
Fire and Police Services (Non-Emergency Numbers)	
Arlington Police 703-558-2222	Arlington Fire Department 703-228-4622
Emergencies involving Building	
NPFC Security Officer	(W) 202-493-6850 (C) 202-365-9042 (24/7)
NPFC Alternate Security Officer	(W) 202-493-6717 (C) 202-365-8530 (24/7)
Building Operations Manager	(W) 703-243-6346 (C) 703-541-8906 (24/7)
Building Maintenance Engineer	(W) 703-243-0725 (C) 202-439-4629 (24/7)
Building/Mall Security	(W) 703-243-2292 (24/7)
Building Access – Kastle Keys (Main Lobby, Skywalk, and Elevators)	(W) 703-524-7911