

White Level Inspections

Conducting routine security checks in your workplace



Prepared by:

Business Contact Unit
Counter Terrorism & Special Tactics Command
NSW Police Force
1st November 2018

Table of Contents

Executive Summary	4
1 Introduction	5
1.1 What is a white level inspection (WLI)?	5
1.2 Who conducts a white level inspection?	5
1.3 Where are white level inspections conducted?	5
1.4 When are white level inspection undertaken?	5
1.5 How are white level inspections conducted?	6
1.6 What do I do if I find an unattended article?	6
1.7 Get the FACTS (HOT ALERTS)	7
2 Key Personnel	8
2.1 White level inspection Coordinator (WLI Coordinator)	8
2.2 Manager	8
3 Design of White Level Inspections	9
3.1 Site Plans	9
3.2 Identify what is in each area	9
3.3 Activities / Schedules / Times	9
3.3.1 Cleaning	9
3.3.2 Planned Maintenance	10
3.3.3 Emergency Maintenance	10
3.3.4 Deliveries	10
3.3.5 Unscheduled deliveries	10
3.4 Documentation	10
3.4.1 Inspection Area Checklist	10
3.4.2 Management Checklist	11
3.4.3 White Level Inspection Flowchart	11
4 Implementation	12
4.1 Increasing Staff Awareness	12
4.2 Hot Alerts Principle	12
4.3 Reporting	12
4.3.1 Report by Exception	13

4.3.2 Full Reporting	13
4.3.3 Reporting to a “WLI Coordinator”	13
4.3.4 Reporting to the Manager	13
5 Reducing the Risk	14
5.1 Good House Keeping.....	14
5.1.1 Clean desk policy.....	14
5.1.2 Locking of cupboards and drawers	14
5.1.3 Communal areas kept tidy	14
5.1.4 Bins emptied on a regular basis	14
5.1.5 Maintenance equipment/rubbish removal	14
5.1.6 Entrance/access areas	15
5.1.7 Evacuation areas	15
5.2 Lost / Found Property	15
5.2.1 Have property adequately inspected prior to placement in storage	15
5.2.2 Regular removal of lost/found property.....	15
5.2.3 Report of lost/found/stolen property.....	15
5.3 Unauthorised Access.....	16
5.4 Security Seals	16
5.5 Conclusion.....	16
6 Appendix A	17

Executive Summary

A white level inspection is a vitally important component providing for a secure working environment within the work place. No person is in a better position to identify suspicious items than the person who knows and works within the area. When implemented correctly, the white level inspection will assist the threat management process and response to incidents. This document will assist as a guide to help the design and implementation process.

1 Introduction

1.1 What is a white level inspection (WLI)?

A white level inspection is an inspection by all staff members of their respective workplace for any articles that are unusual, suspicious or unable to be accounted for.

A WHITE LEVEL INSPECTION IS NOT JUST A SEARCH FOR BOMBS

White level inspections are conducted so that management and all staff can be confident that their workplace is secure.

A secure workplace will:

- Minimise potential disruptions to work activities and productivity
- Assist law enforcement authorities to determine the most appropriate response to an unattended object

1.2 Who conducts a white level inspection?

The people in the best position to conduct these inspections are the people who know and work within the area.

1.3 Where are white level inspections conducted?

The inspection process should be devised by the management of your workplace to incorporate all areas of the workplace. This should take into consideration shift work arrangements, emergency maintenance and cleaning schedules. Administration staff will inspect their workplace area, cleaners will inspect the areas they clean, teachers will check their regular classrooms etc.

Common areas also require inspection. Nominated staff should be assigned these common areas to ensure that they are not overlooked for example, foyers, bathrooms and storage areas.

1.4 When are white level inspection undertaken?

White level inspections should be undertaken:

- Each day upon arrival at work as a matter of routine
- On a random basis, as determined by the manager
- At the request of management

1.5 How are white level inspections conducted?

When conducting a white level inspection, the following steps should be undertaken:

1. Conduct a **visual** check of the route to your work area and work station. Remember to check all drawers and cupboards that you are responsible for.
2. In addition to your own work area, inspect any other areas that may have been assigned to you, for example, the bathroom or kitchen.
3. Once your inspection has been completed, report to your supervisor or manager. You may then resume normal duties.
4. Supervisors will then report results of the inspection in accordance with established procedures. A record should be kept of the outcome of all inspections including the area in which they were conducted, the date and the outcome of the inspection.

1.6 What do I do if I find an unattended article?

If the article obviously does not belong where you found it - stop your inspection.

DO NOT TOUCH THE ITEM.

Attempt to locate the owners of the article by enquiring with other personnel within your work area.

Do not immediately assume that an article is suspicious just because it does not belong where you found it or it cannot be identified. The following questions may help you assess the article:

GET THE FACTS

1. **F**ind the Owner
2. **A**ssess the Property (**HOT ALERTS**)
3. **C**onsider **T**he **S**ituation

1.7 Get the FACTS (HOT ALERTS)

Step 1: **F**ind the Owner

Check CCTV to find who put it there? Every item has an owner.

Interview people in the vicinity, such as customers or workers. Someone saw who put it there.

Step 2: **A**ssess the Property using **HOT ALERTS**

H	Is it H idden?
O	Is it O bviously suspicious?
T	Is it T ypical for that area?
A L E	Is the government A lert L evel E levated
R T	Is the organisation or location in R eceipt of a T hreat
S	Is the property found in a S ensitive location

Step 3: **C**onsider **T**he **S**ituation

The following are relevant concerns:

- Conduct of a suspect
- Suspicious circumstances
- Information from authorities
- Environmental factors eg. current events, time of day, day of week, holiday, anniversary of other terrorist attacks

If you are still unsure as to whether the article is out of place, the following steps should be followed:

- Make a note of articles size, shape, location and other useful identifying characteristics
- Consider moving staff away from the location of the unidentified object
- Contact the police and await further instructions.

2 Key Personnel

2.1 White level inspection Coordinator (WLI Coordinator)

The WLI Coordinator is similar to a floor warden for evacuation emergencies and they are the point of contact for management. This is the person to whom staff report at the conclusion of the inspection. The WLI Coordinator is not “in charge” of the inspection but will provide quality control and report results to the Manager. The WLI Coordinator does not need to have a detailed knowledge of all inspection areas. They should make themselves familiar with the boundaries and personnel within their inspection areas. WLI Coordinators should be chosen from personnel who are present at the workplace for the majority of the time.

2.2 Manager

The manager (for the purposes of this document, is the person with the overall responsibility for the workplace) is responsible for security of the workplace and is the person to whom results of the white level inspection are to be reported. The manager is responsible for designing and implementing the white level inspection for this site. The decision to implement a white level inspection may be made in consultation with staff, higher level managers or following specialist advice if appropriate.

3 Design of White Level Inspections

3.1 Site Plans

Site plans and floor plans are required for initial and ongoing planning and are essential tools for effective white level inspections. They assist with the identification of 'inspection areas' and must remain current.

3.2 Identify what is in each area

Once the inspection areas have been identified the supervisor must make a list of all assets within that area. This list should be readily available in order to confirm if anything is missing or identify anything that has been introduced to the area. A comprehensive equipment return that identifies all assets within the site is required and must remain current. The return is to indicate the location and movement of all equipment and assets. Digital photographs of the area including layout and content could be stored with the documentation and plans during the initial setup of the white level inspection.

3.3 Activities / Schedules / Times

In some circumstances during routine white level inspections, it may not be practical to have all functional areas or inspection groups conduct the white level inspection at the same time. This may be due to different shifts or schedules. For example, administration may begin work at 8:00am where as cleaning may be conducted outside office hours. The WLI strategy will be site specific and take into consideration staffing, normal work times etc.

The following list of schedules are not exhaustive however management should consider which schedules are applicable to their site and incorporate them into the WLI regime. Any activity that can provide an understanding of the current security status of the workplace is to be considered.

3.3.1 Cleaning

As part of their daily activity, the cleaning staff will inspect areas in which they operate. Areas and times of cleaning need to be identified and adhered to. Areas that are not cleaned on a daily or regular basis need to be identified and included in an inspection area.

3.3.2 Planned Maintenance

A schedule of planned maintenance is required. This allows the manager to quickly identify what work is being or has been conducted and identify areas that have be accessed by maintenance personnel.

3.3.3 Emergency Maintenance

The manager must be made aware of any emergency or short notice maintenance that is to be undertaken. The same procedures apply as for planned maintenance. If required during periods of heightened threat, emergency maintenance personnel may need to be escorted whilst in the workplace.

3.3.4 Deliveries

The delivery schedules should be identified and strictly adhered to. All deliveries are to be in accordance with local policy and procedures.

3.3.5 Unscheduled deliveries

Unscheduled deliveries should be validated upon receipt. All deliveries must be received and processed according to local policy and procedures.

3.4 Documentation

Documentation needs to be developed to ensure that staff and management are aware of their responsibilities with regards to white level inspections and to ensure the correct recording and reporting of the inspection. Documentation will be site specific and must be filed and available for future reference.

3.4.1 Inspection Area Checklist

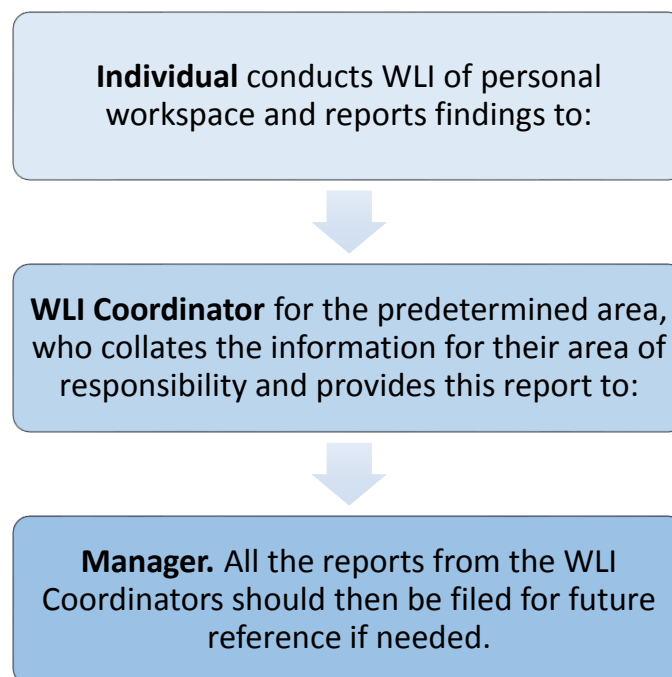
Attached is an example of a checklist for an inspection area (See Appendix A). As each inspection area completes their check, they should report to the WLI Coordinator who will record the outcome of the inspection. Once this checklist is complete, the WLI Coordinator will report the outcome of the inspection to the Manager. The attached checklist is a guide only. Checklists specific to your workplace need to be developed as appropriate.

3.4.2 Management Checklist

The Manager or management will require a checklist or ledger to ensure they are aware of the outcome of the white level inspection reports. This needs to be developed by management and will be site specific. These records will allow management to ascertain the security status at the site at given points in time.

3.4.3 White Level Inspection Flowchart

A flow chart which clearly sets out the WLI reporting structure should be located in an area which is visible to all staff. An example is provided below:



4 Implementation

4.1 Increasing Staff Awareness

All staff must be fully aware of security measures and any other security issues affecting their workplace. For example, staff must be aware of what identification is required in order to access a restricted area, must be aware of what new equipment is installed in the workplace etc. Staff should be regularly updated on security issues and security changes in the workplace. Generally, this should be done at the beginning of each day or as information becomes available. This will give the staff an appropriate level of awareness in relation to security issues.

4.2 Hot Alerts Principle

It is essential that all staff are aware of and confident in white level inspection procedures. The 'Hot Alerts' principle is a simple procedure, outlined in section 1.7. All property found within a workplace is to be treated as an 'unattended item' until the 'Hot Alerts' principles have been applied.

4.3 Reporting

At all times, threat management and response procedures rely on the knowledge of and confidence in the security of the workplace. This includes the confirmatory reporting of the results of all security activities including white level inspections.

Confirmation that a white level inspection has been conducted is imperative to the manager. The internal reporting procedure for the white level inspection is to be developed by the manager.

To gain maximum benefit and confidence in a white level inspection, it is important to ensure the inspection and reporting procedure does not become a burden on the staff. The inspection and reporting should be kept as simple and straight forward as possible. There is no set procedure on how the white level inspection is to be reported. However, the following are two examples that may be used.

4.3.1 Report by Exception

This is where the white level inspection is implemented and carried out with no report being made to the manager unless something is found or out of place. One problem associated with this type of reporting is the manager will be unaware if an area is not inspected. During periods of heightened threat the highest level of confidence will be required regarding the security status of the site and this type of reporting may not be appropriate. This type of reporting would be appropriate in a very low risk environment where the confidence level required is minimal.

4.3.2 Full Reporting

This is where the status of the white level inspection is constantly being communicated to management as the inspection takes place. Each inspection area will report to the WLI Coordinator. The WLI Coordinator will then contact the manager and report the result of their inspection. Alternatively, if the manager has not received any information from a specific WLI Coordinator, they should contact them to request a status report. It is important that the manager is aware of the status of the white level inspection as it occurs. This will also assist in the threat management process and identifying a level of response if required.

4.3.3 Reporting to a “WLI Coordinator”

As each inspection area is complete, report to the WLI Coordinator. This is done in person, as the WLI Coordinator should be located in close vicinity to all the inspection areas. The size of the workplace will determine how many WLI Coordinators are required.

4.3.4 Reporting to the Manager

The WLI Coordinator (or a representative) should be the only point of contact with the manager during a white level inspection. This would usually be done by internal communications or in person, depending on the communications structure utilised.

5 Reducing the Risk

There are a number of ways the risk to the workplace can be reduced. Good house keeping, both inside and around the site will reduce the opportunity for any unauthorised or illegal activity. It will also assist in the completion and reporting of the white level inspection. The following suggested range of options may be used to reduce the risk in your workplace.

5.1 Good House Keeping

5.1.1 Clean desk policy

A 'clean desk policy' should be implemented and strictly adhered to. This not only ensures that any sensitive material is safely locked away but it will also assist other members of the workforce in identifying any items that are foreign to the area.

5.1.2 Locking of cupboards and drawers

All cupboards and drawers should be locked when not in use. This will reduce the opportunity for any items to be hidden. It will also ensure assets and materials are adequately protected when not in use. Keys to cupboards and draws must be readily available so they may be opened and inspected as required.

5.1.3 Communal areas kept tidy

All communal areas within the workplace must be kept tidy. Suspicious items are less likely to gain attention in communal areas due to the volume of people using the area.

5.1.4 Bins emptied on a regular basis

All bins should be emptied on a regular basis. Priority for this should be given to the bins in public areas. Where practicable a record of when bins are emptied should be kept.

5.1.5 Maintenance equipment/rubbish removal

Whenever scheduled or unplanned maintenance is carried out within a site ensure all rubbish is removed and all bins are emptied immediately after

completion. This is especially important if electrical or other forms of specialist work have taken place.

5.1.6 Entrance/access areas

Entrance and access areas should be kept clear. This will allow free access to and from the workplace and will also reduce the likelihood of prohibited articles being placed. Ensure consideration is also given to external areas especially access routes to and from sites and areas open to the public.

5.1.7 Evacuation areas

Appropriate evacuation areas must be identified and included in the white level inspection plans. The evacuation area should be inspected on a regular basis. Prior to evacuating the workplace the evacuation area must be inspected as a matter of priority.

5.2 Lost / Found Property

The management of lost or found property is vital. All items found during a white level inspection should be treated as an 'unattended item' until assessed using the FACTS (Hot Alerts) principle.

5.2.1 Have property adequately inspected prior to placement in storage

Found property is to be dealt with in accordance with internal procedures if in place at your workplace. Found property is to be fully inspected prior to being placed in storage or holding areas.

5.2.2 Regular removal of lost/found property

Storage of found property within the site should be kept to a minimum and removed on a regular basis.

5.2.3 Report of lost/found/stolen property

A procedure for the IMMEDIATE reporting of lost, found or stolen property from within the workplace is imperative. This will:

- Identify any criminal activity within the workplace;
- Assist in identifying property that has been found in areas in which it does not belong; and

- Provide advice on the description of any unattended items found elsewhere in the workplace.

5.3 Unauthorised Access

No person should be given access to any part of the workplace without appropriate accreditation and identification. Loss of accreditation, identification passes and/or keys should be reported immediately.

5.4 Security Seals

Security seals may be used at some sites. Inspection of the security seals will be carried out by security or during routine and incident based search activity by appropriate management personnel. It is important to be aware of the location and number of seals within the workplace. If during normal activity a seal is broken, it is to be reported to the manager and where appropriate, replaced. If a seal has been breached by unauthorised activities, the manager is to be informed immediately. The area may need to be inspected or re-searched prior to being resealed.

5.5 Conclusion

A white level inspection is a vitally important component providing for a secure working environment within the work place. No person is in a better position to identify suspicious items than the person who knows and works within the area. When implemented correctly, the white level inspection will assist the threat management process and response to incidents. This document should act as a guide to help the design and implementation process.

6 Appendix A

White Level Inspection Group Checklist

(outline of inspection group)

Nominated Person

(nominated person for the inspection group) _____

Date

Inspection Area Name	Fully Inspected	Partially Inspected	Sign/Time
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	

Comments (Areas Not Inspected/Partially Inspected)
