

*Dear Staff Member,*

*Please read this leaflet carefully, as it will help you better understand how to keep the TR3 building and ACER premises safe and secure.*

*To access most of the building you need a card that opens the barriers on the ground floor to reach the elevators/stairs. A sliding door to access the lift/stairs landing on the ground floor is also operated by the same card. Access to our "oval" meeting room, the landlord's larger meeting room and the foyer on the ground floor does not require the use of the card.*

*You should have two cards: one to operate the building access barriers, the other to operate the doors to the ACER premises. Therefore in order to move freely within the building, you must always have the two cards with you. If you have not received the cards yet, you will soon be contacted by the Security Officer. In case of theft or loss of any access card, as well as for any other information, please refer to the **Security Officer immediately**.*

*Staff members with the two cards will not need to pass the security check (metal detector + X-Rays for bags) which are intended for visitors only.*

*The card to access the TR3 building can be used to enter/exit through the garage or the bicycle stand in the back of the building.*

***The cards that provide access to the TR3 building work under a "circular pattern": only one card should be used to enable one person to enter and leave the building. Each person must use his/her card in both directions during a cycle (e.g. in case you fail to use your own card to enter the building, you will not be able to exit).***

***Therefore, if you enter from the garage, pay attention to use your own card and not to pass with someone else (i.e. you need to swipe the card where the badge reader is located and wait for the green light). The same applies when leaving.***

***Should any issues arise, please contact the guards at the main entrance of the TR3 building.***

*Please note that you are not allowed to let any other person through the security barrier or the sliding door on the ground floor using your card. Please direct any visitor to the Security Reception Desk on the ground floor and report any incident to the TR3 security guards and ACER Security Officer immediately. In this respect, please note that your family members and/or friends etc. should enter only through the TR3 main entrance, passing through the security check.*

*You are not allowed to share your TR3 access card and ACER access card with anyone (security is your responsibility), including work colleagues or family members.*

*In case you do not have your badge with you during ACER reception's working time, to access the building you will first have to approach the guards at the reception downstairs. **Before doing so, please make sure you have an identification document with you!** The guards will first have to contact the ACER reception at the 12<sup>th</sup> Floor in order to verify that you are a resident worker. Once they receive confirmation, they will ask you to show a personal identification document, whereupon you will receive a temporary badge, which will allow you only to reach the ACER reception on the 12<sup>th</sup> Floor. Once you reach the 12<sup>th</sup> Floor, please ask for someone from the Security Team and you will be*

provided with a temporary badge for the day. **Once you reach your office, please, open immediately a ticket for the Security Team in order to allow us to log the event.**

In case there is nobody in the office or at the ACER reception, you will be invited to recover your badge (at home or elsewhere) before entering the premises. Alternatively, you will have to wait until someone arrives and is able to assist you (as described in the previous paragraph). Please note that the guards do not have a list of ACER staff and phone numbers, with the exception of ACER's reception. During the weekend, and before 8:30 and after 17:00 on a working day, the same regime applies, meaning that you may have to wait, depending on the hour or the day. **Please note that in case you do not have your badge and are without a document to identify yourself, you will have to return home.**

In general, we would like to remind you that it is your responsibility to preserve your badge with due care and diligence, as it is an ACER asset (with an economic value). It is also an access control device which may allow unauthorised third parties to have access to our premises: **in this respect, returning home and checking if the badge was lost or forgotten should be your first priority and your first reaction.**

In addition, please note that **Duty Officers will not be authorised to provide you access to the building in similar events,** as they will be available **ONLY FOR EMERGENCIES.**

In any case, please refrain from insisting and especially being aggressive with the guards, cleaning ladies, maintenance staff or any other resident worker in the building, as this arrangement is a security measure to avoid incidents and to prevent undesired people from entering the building. **Any attempt to tamper with and threaten guards, cleaning ladies, maintenance staff or any staff working in the premises will not be tolerated.**

*Finally, please note that, for security reasons, the Cargo Lift (the larger elevator) is no longer available for general use. Therefore, if you enter from the garage, you should use the stairs to reach the K1 floor, from where you can take one of the smaller lifts.*

#### **Incoming parcels and larger deliveries**

*Parcels ordered and delivered by post and/or courier services must be announced in advance to the ACER Reception Desk (please consider doing so already when you place the order).*

*For all other parcels delivered to ACER, you will be contacted by the ACER Reception Desk in order to assess if the sender is a source known to you, and to allow the parcel to reach the ACER Reception Desk.*

*All mail (letters and envelopes) delivered by post and/or courier services, will be accepted and delivered to you as before.*

*Every parcel and/or letter/envelope will be scanned with the X-Rays machine before being delivered to the Agency premises.*

**If the ACER Reception Desk is not informed in time of an incoming parcel and/or is not able to contact you on the day of the delivery, the parcel will be rejected.**

***For security reasons, staff should refrain from ordering private parcels to be delivered to ACER premises.***

*In case of parcel delivery, the staff member in question shall collect the parcel at the ACER Reception Desk on the same day the notification of the delivery was sent (you will receive an e-mail or a phone call). If the staff member is not in the office, his/her colleague should collect the parcel.*

*Any larger deliveries which need to be delivered at the 2<sup>nd</sup> basement should be announced to the ACER Reception Desk at least 2 working days in advance. For such deliveries, the responsible ACER staff member must be present, as well as the security guard of the TR3 building, in order to perform the security check.*

### **Visitors**

*External visitors are required to report to the Security Reception Desk on the ground floor on arrival. The guards of the TR3 building will allow the visitors to pass the barriers by presenting a valid document (an official document with a photo, e.g. ID card, passport) and following a proper security check.*

*To enable visitors to reach the ACER premises:*

1. ***You shall announce the visitors in advance (please use the on-line tool, possibly at least two days before the visit).*** For events and meetings with more than 1 visitor visiting the same team, the attendance list should be sent to the ACER Reception no later than 2 working days in advance of the event/meeting. Meetings with 1 visitor may be treated as an exception, under the condition that the existing rules are not abused. If you want to include some of your visitors on a white list (allowing them to arrive unannounced and reach the 12th Floor without the need to put them on the daily visitors' list or to call the reception if the visitor is unannounced), please send a ticket to the Security Officer. Please include the first and last name of the person to be introduced on the white list and until when you want this arrangement to be valid. Finally, do not forget that visitors will be always directed to the 12th Floor.

*Until you receive confirmation from the Security Officer, you will have to announce the visitor in advance. Following confirmation that the person has been added to the "white list", this will no longer be necessary.*

*It is your responsibility to inform immediately the Security Officer when the visitor is to be removed from the "white list".*

*and*

2. *Your visitors will need to present an ID card, or other valid official identity card with a photo, and then pass a security screening (metal detector and X-Ray screening for their belongings).*

*Visitors will receive a badge enabling them to open the barriers only after completing the security checks.*

*While all efforts are made to keep the registration and security process as smooth as possible, visitors may experience delays and should be informed of this possibility, so that they may consider allowing extra time for accessing the building.*

*Please consider sending your visitors the attached leaflet in order to keep them informed.*

*It is your duty to inform the ACER Reception Desk of any expected visitor, at least two days in advance of the visit.*

*For meetings/visits organised at short notice, please inform the ACER Reception Desk as soon as possible and do not forget to specify where your visitors must be directed. Alternatively, please provide your visitor with your direct office number or the phone number of your assistant, in order to allow the Security Reception Desk to contact you and to cross-check before allowing the guest to enter the premises.*

*If your visitors are participating in a Board, Working Group and/or Task Force meeting, you are exempted from this requirement, as the list of attendees will be forwarded directly by the Event Assistant to the ACER Reception Desk 2 working days prior to the event. The official attendance list will be the one from the ACER Web Site, which implies the need for your guests to register: if you need to change the list, please contact the Event Assistant as soon as possible.*

*For any other event and/or meeting with multiple attendees (more than 3) managed by your own secretariat, please fill in the attached form and send it to the ACER Reception Desk, possibly 2 working days prior to the meeting date. In this case you are also strongly advised to inform the Event Assistant in order to obtain support and to ensure all the logistic and security formalities are taken care of.*

*When making such notifications, please take note of the Slovenian national holidays, since these are not the same as ACER holidays.*

*For further information regarding the Slovenian national holidays please contact the ACER Reception Desk.*



ACER Meeting  
announcement.docx

*In any case, please use this form*