

# Building Access and Security Service Delivery Policy

Ministry of SaskBuilds and Procurement  
Maintained by: Operations and Service Delivery Division

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## Purpose

The Ministry of SaskBuilds and Procurement (SBP) provides services to ensure the safety and security of SBP buildings. SBP is responsible for maintaining controlled and secure access to these facilities. This policy outlines the services provided by SBP to support secure access, effective monitoring and tenant safety. For more information regarding Government of Saskatchewan employee safety, please contact the Public Service Commission.

## Scope

This policy applies to all tenants of SBP buildings. SBP provides building access and security services, including secure access, monitoring and contracted guard services.

## Policy

To ensure that access to SBP buildings is properly controlled and secure, the Building Access and Security (BAS) unit of SBP provides multiple levels of access and security services. Tenants must request services through an Archibus Work Request, as outlined in the Process/Guideline section. Tenants are responsible for all costs associated with the installation, maintenance and management of any requested services.

## Process/Guidelines/Information

SBP offers the following services to SBP buildings:

- 1. Secure Access to Buildings:** Provision of secure access through an electronic control system.
- 2. Contracted Monitoring Services:** Oversight and management of contracted monitoring services for intrusion alarms, panic/duress alarms, and environmental alarms through a third-party service.
- 3. Contracted Guard Services:** Oversight and management of contracted guard services through a third-party service, which may include on-site and/or mobile security personnel.

### 1. Secure Access to Buildings:

SBP ensures that building access is controlled and secure. This includes the issuance and management of keys and/or the implementation of electronic access control systems and/or BAS approved Trilogy style locks to prevent unauthorized entry.

#### 1.1. Base Building Access:

Base building access security is maintained through key control and door locks for the exterior of the building. This ensures that only authorized personnel can enter the building. Key control is managed by the SBP building operator or manager in conjunction with the tenant(s). The initial cost of keys is at no charge to the tenant(s). Specialized locks and interior locks may be at the cost of the tenant(s) depending on the situation. Loss of keys or damage to locks may also be the responsibility of the tenant depending on the situation.

Lost keys, particularly master keys, can incur significant costs. Managing keys can be challenging for tenants with numerous employees and may lead to rekeying expenses and security vulnerabilities.

### **1.2. Additional Electronic Access:**

BAS manages a centralized electronic card access system (Lenel OnGuard) capable of remotely controlling any lock that has been configured in the system. Tenants may request the installation of the OnGuard card access system for their building, which includes controllers, lock sets, card readers, cards, fobs, etc. Please note that only door and lock hardware that is compatible with the Lenel OnGuard system or BAS approved Trilogy style locks will be allowed and supported by BAS. Electromagnetic door locks (maglocks) are not allowed on perimeter or emergency egress doors.

The electronic access system enhances building security by automatically locking and unlocking doors according to a set schedule or on demand. It can be managed from the BAS central control room or through special methods or controls within the building.

The system can segment building spaces into separate secure areas, allowing for more effective access control. Each area can have specific access permissions for cardholders. Building occupants receive access cards and/or fobs to enter authorized areas. For added security, some card readers may require a PIN in addition to a card swipe. Individual access can be granted to the entire building, specific areas, or individual doors, and can be extended across multiple buildings if necessary.

Reports can be created to detail who has access to what doors and building activity. These reports can be scheduled and automatically emailed on a daily, weekly, or monthly basis.

Card controllers in the building are equipped with a short-term battery backup to ensure the system remains operational during power outages.

All additions, changes, and deletions of cards or permissions must be requested from authorized tenant agents via the BAS control room. BAS staff are available 24/7. Any issues occurring after normal work hours should be reported to the control room for resolution.

Electronic card access offers greater flexibility than keys for assigning and revoking employee access, as it can be managed electronically. Lost cards can be quickly and easily deactivated, reducing costs for tenants with large workforces.

- Request and Installation:
  - Tenants must request the installation of a card access system for their location. This must be done through an Archibus Work Request.
  - Card access systems need network connections, wiring for each door, specialized door and lock equipment, relays, and control panels. The installation of these systems must be planned and approved well in advance. Depending on the workload and demand of the BAS technicians or contractors, integrating card access into a building can take a considerable amount of time.
- Cost Allocation:
  - SBP provides building access control on a cost recovery basis.
  - Tenants are charged for the installation, maintenance, and management of the electronic card access system in their building.

- If the system is related to building-wide security, e.g., perimeter doors, common areas, fire egress, etc., costs are shared among all tenants in the building.
  - If the system is specific to a tenant, that tenant will cover the costs for their specific portion of the system.
  - Costs are recovered through a security component in the tenant's monthly rent, or tenants can opt to be billed directly on a separate invoice.
- Leased Space:
    - For tenants in leased space, electronic access may be provided by BAS or the landlord (if the landlord has a system already in place). The specifics of secure building access in leased space will be coordinated and managed through the SBP Building Manager and in accordance with the lease provisions prior to installation.

## **2. Contracted Monitoring Services:**

SBP can provide services to ensure the safety of the building, its contents, and its occupants through effective monitoring and management of building alarms. This includes the installation of intrusion, panic/duress, and environmental alarm systems.

- Intrusion alarms include motion detectors, glass break sensors, open door sensors, etc.
- Panic/Duress alarms include fixed point or wearable alarms that tenants can activate to indicate a security situation.
- Environmental alarms monitor conditions such as moisture, air temperature, backflow, etc.

### **2.1. Base Building Alarm Systems:**

There are no base building alarm monitoring systems that are included in any SBP buildings. All alarm monitoring systems must be requested through an Archibus Work Request.

All alarms related to building equipment, e.g., boilers, chillers, fans, etc. are managed via the Building Management System (BMS) by the building operator or manager and are not associated with security. Fire alarm systems are also managed by the building operator or manager. These systems may be integrated with the card access system to control elevators and doors during a fire alarm.

### **2.2. Additional Alarm Monitoring Systems:**

Building alarms will be monitored 24/7 by a certified alarm monitoring company. Alarms will trigger an immediate response from the monitoring company, including notifying the tenant, guard services (if applicable), or building management who will then take appropriate action.

- Request and Installation:
  - Tenants must request the installation of an alarm monitoring system for their location through an Archibus Work Request.
  - Alarm monitoring systems need network/phone connections and wiring for each alarm. The installation of these systems must be planned and approved well in advance. Depending on the workload and demand of the BAS technicians or contractors, installing an alarm monitoring system in a building can take a considerable amount of time.

- **Cost Allocation:**
  - SBP provides building alarm monitoring on a cost recovery basis. Tenants are charged for the installation, maintenance, and management of the alarm monitoring system in their building.
  - If the system is related to building-wide alarm monitoring, e.g., first floor perimeter doors and windows, all costs will be shared among all tenants in the building.
  - If the system is specific to a tenant, e.g., panic/duress or environmental alarms for a specific tenant, that tenant will cover the costs for their specific portion of the system.
  - Costs are recovered through an alarm component in the tenant's monthly rent, or tenants can opt to be billed directly on a separate invoice.
- **Leased Space:**
  - For tenants in leased spaces, alarm monitoring is usually provided by the landlord. The specifics of alarm monitoring in leased spaces will be coordinated and managed through the SBP Building Manager and in accordance with the lease provisions prior to installation.

### **3. Contracted Guard Services:**

SBP can provide services to ensure the safety of its buildings and tenants by offering physical guards and/or after-hours building security checks. Guards serve as a visible deterrent to unauthorized individuals, helping to prevent theft, vandalism, and other security incidents. They are trained to respond quickly and effectively to verbally deescalate the situation and report emergencies. Guards can manage entry points to the building or specific tenant spaces to prevent unauthorized access and can also conduct regular patrols to identify potential security risks. Guards can be assigned permanently to a location or on an as needed or ad-hoc basis.

#### **3.1. Base Building Guard Services:**

There are no base building guard services that are included in any SBP buildings. All guard services must be requested through an Archibus Work Request.

#### **3.2. Additional Building Guard Services and After-Hours Building Checks:**

BAS contracts guard services with a security company that provides trained, licensed security guards. BAS can supply permanent guards at specific locations, ad-hoc guards on an as-needed basis, and regular or ad-hoc after-hours building checks and alarm responses for contracted locations.

Guards can perform various duties, which are developed with the tenant(s) and building operator and documented in their 'post orders'. These duties can include managing entry points and visitors, doing inspections and 'rounds' and responding to emergent situations.

- **Request and Implementation:**
  - Tenants must request guard(s) and/or after-hours building checks and/or alarm responses for their location(s). This must be done through an Archibus Work Request.
  - For emergency situations, call 911; additional guards are not readily available to be deployed immediately.
  - Please allow a minimum of 8 hours to request an ad-hoc guard(s) for one-off occasions.

- For permanent guard postings or regular after-hours building checks, please allow a minimum of 1 week to allow the contractor to staff and train for the position. This may take longer depending on the location of the posting.
- **Cost Allocation:**
  - SBP provides guard services on a cost recovery basis.
  - Tenants are charged for any guard services that they receive in their building or property.
  - If the guards are related to building-wide security, e.g., managing entry to the entire building, costs are shared among all tenants in the building based on area.
  - If a guard is required for specific tenant space or needs, that tenant will cover the costs for their specific guard services.
  - Costs are recovered through a security component in the tenant's monthly rent, or tenants can opt to be billed directly on a separate invoice.
- **Leased Space:**
  - For tenants in leased spaces, guard services may be provided by BAS or the landlord (if the landlord has a guard service in place). The specifics of guard services in leased space will be coordinated and managed through the SBP Building Manager and in accordance with the lease provisions prior to installation.

## Accountability

### **Building Access and Security:**

- Receive and process tenant requests through Archibus Work Request.
- Ensure that only BAS-approved systems are used and installed.
- Arrange contracts with contractors to deliver requested services and ensure compliance and quality.
- Operate and manage access and security systems through the BAS central control room.
- Develop and manage guard duty requirements in collaboration with tenant(s) and Building Operator/Manager.

### **Building Operator and Manager:**

- Manage key control in conjunction with the tenant(s).
- Manage all alarms related to building equipment and fire alarm systems.
- Develop and manage guard duty requirements in collaboration with tenant(s) and BAS.
- For leased properties, work with Landlords as required in accordance with lease provisions.

### **Tenant:**

- Manage key control in conjunction with the building manager.
- Communicate access control permissions for all staff with the SBP Control Room and building manager/operator.
- Keep alarm response call-out lists and information up to date with the SBP Control Room and building manager/operator.
- Develop and manage guard duty post orders in collaboration with the building manager and BAS.

## Definitions

**Trilogy style locks** – are primarily standalone units with punch codes, but they can also be connected to an electronic access control system.

**Lenel OnGuard** – is a software platform that manages access control.

## Related Documents/Appendices

Tenants who wish to install a video surveillance system should refer to [Video Surveillance Policy](#) for more information.

## Contact Information

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