**STATE SECURITY**

**Inter-Office Two-way Radio Use & Procedures**

**Overview**

Handheld two-way radios are available to all departments/offices to facilitate rapid communication during an emergency. This ensures the Emergency Coordinating Managers (ECM) and Designated Officials (DO) can make well-informed decisions and aid in obtaining accountability after an evacuation.

When a threat or emergency has been identified by an employee, they, or another employee nearby, can quickly get to a radio and alert all departments on all floors throughout the entire building.

These radios are designed to operate on the “FRS” (Family Radio Service) frequency spectrum. Radios in the FRS spectrum are unlicensed and available to the general public. Communications on these frequencies can be heard by any person(s) using or monitoring these radios.

**Your building, ­­­­­­­­­­­ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, is assigned to Channel \_\_\_\_\_.**

**If you need to contact Office of State Security during an emergency, use Channel 16.**

**Procedures**

1. Each office and ECM will each be assigned a radio. The radios assigned to an office should be left in a common employee area, such as a reception desk, where it can be turned on loud and monitored by surrounding employees. Radios assigned to ECMs should be turned on and left in the ECM’s office or worn/carried by the ECM.
2. Safety Wardens and ECMs should take their radio with them during an evacuation, security incident, or emergency.
3. Regular radio checks should occur to ensure the radios are operable and that users are familiar with their functions.
4. Each radio should be assigned a “call sign” that relates to which office/department they are assigned. Acronyms such as OCS, ESD, ECM – followed by your first name can be used, or simply, “Health,” or “Family Services,” followed by your name. (examples include “ECM Adam”, “OCS Jane”, and “Health Marie”).
5. All radios in a State Office Building will be set to the same designated channel.

**Operation of the Two-way Radio**

There are three parts of the radio.

1. The on/off/volume switch located on the top of the radio.
2. The channel-select switch - also on top next to the on/off/volume.
3. The black “Press to Talk” (PTT) button found on the side of the radio.
4. Adjust the volume level so that it can be heard by those in the surrounding area.
5. To transmit a message, hold the unit 2-3 inches from the mouth, push the PTT button, and speak in your normal level and in conversational English. (Softer spoken individuals may need to project louder to be heard effectively.) Release the PTT button when finished.
6. Wait one second after depressing the PTT button before you speak. Wait at least several seconds if you do not immediately hear a response before repeating a message.



Siren Sound

**General Radio Usage Guidelines**

If you need to contact State Security during an emergency, switch to Channel 16.

“Security, this is Child support 4th floor and need \_\_\_\_\_\_\_”

Try to provide additional information explaining the reason for contacting Security.

*“Need Security Economics 3rd floor two men fighting*”.

The call for employees to return to their work station shall be made by an ECM or other designated supervisor over the radio.

Rule of Thumb: If something happens near you that everyone in the building needs to know, just pick up the radio, push the PTT button on the side, and talk normally in regular sentences to simply let everyone know.

**Caution: If you suspect a potential propane or natural gas leak, turn off and do not transmit on your two-way radio. Evacuate away from the leak before turning your radio back on.**

**If police, fire dept, or an ambulance is needed, *always* call 911 before using the radio.**

*Reminder*: These radios operate on channels available to the public. No expectation of privacy can or should be assumed. Use of last names is generally discouraged. Remain professional at all times and maintain composure.