

# DOC Office of Security (OSY) Herbert C. Hoover Building (HCHB) Return to Office Information

## Office of Security:

This document is a guide to assist you in the return to HCHB by providing common information about HCHB Security Services, Security and Emergency Procedures and Security Contacts. For more information about OSY, please visit our [Office of Security Website](http://www.commerce.gov/tsy) ([www.commerce.gov/tsy](http://www.commerce.gov/tsy))

## OSY HCHB Security Services:



**Key and Lock Services-** For key and locksmith service request(s) such as office lock changes, combination changes to safes, etc. contact the Security Service Center at [HCHBSecurity@doc.gov](mailto:HCHBSecurity@doc.gov).

**Fingerprints-** Fingerprinting services are provided to Commerce employees, potential new hires, contractors and interns by appointment (contact: [HCHBSecurity@doc.gov](mailto:HCHBSecurity@doc.gov)).

**PIV Card Services-** PIV Card services may be required: if your PIV Card is expired, lost, or damaged; if your digital access certificates have expired; or if the card is locked due to a forgotten PIN number. To make an appointment for a PIV card service at HCHB, please email [HCHBSecurity@doc.gov](mailto:HCHBSecurity@doc.gov) once you have coordinated with your PIV sponsor.

**Guard Services-** HCHB Security Operations Branch manages the armed Protective Security Officers. For non-emergencies, information or questions on building protection issues, please call the 24-hour Security Operations Dispatch Center (202) 482-4584.

**Training-** OSY has Departmental responsibility for security education, awareness, and training. More information can be found at [OSY Training](#). Available training includes:

- Occupant Emergency Plan Training
- Active Shooter Training
- Initial National Security Information (NSI) Briefing and Annual NSI Refresher Training
- Counter Threat Awareness Training (CTAT)

**Foreign Travel Briefings-** Receiving security briefings in advance of foreign travel reduces the vulnerability of DOC personnel and information, and is required for certain travelers. To learn more about the DOC's Foreign Travel Briefing Program or to request a security briefing before your foreign travel, please contact [ForeignTravel@doc.gov](mailto:ForeignTravel@doc.gov).

**Foreign National Visitors and Guests-** Department of Commerce employees may sponsor/host a Foreign National Visitor by submitting a [Foreign National Request Form](#) (OSY Form 207-12-A) to the HCHB Security Service Center at least 24 hours in advance of the requested access.

**Technical Support-** For technical security issues such as problems with PIV card readers; electronic door locking devices (PIV-enabled door locks); and Intrusion Detection Alarms, please contact [TechnicalSecurity@doc.gov](mailto:TechnicalSecurity@doc.gov).

**Other Services-** includes Clearance/Visit Authorization, Courier Cards, Parking Requests, Shred Services, Visa and Passport Services. Contact the HCHB Security Service Center for information.

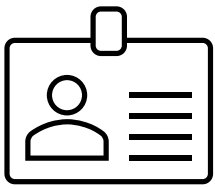
## Additional Resources:

[Office of Security Website](#) | [DOC COVID-19 Information Hub](#)



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## HCHB Turnstiles:



### What?

Turnstiles with electronic access control have been added to enhance HCHB security by implementing two-factor identification verification: Electronic Verification (card reader) and Visual Verification (Security Officer) – occupants are now required to badge IN and OUT of the turnstiles



### Instructions for Use

1. Present your PIV card squarely, approximately 1 inch from the face of the card reader located on the top of the turnstile.
2. Hold PIV card steady at the reader for approximately 2-3 seconds until the light turns green and the turnstile opens.
3. If you need assistance, please inform the on-site Protective Security Officer. Should you experience PIV card issues, please contact the OSY Security Service Center in **Room 1522**, email at **HCHBsecurity@doc.gov**, or **202-482-8355**.



### Turnstile Tips:

- Hold the badge still (no waving it) in front of the card reader for up to 3 seconds.
- Do not have other electronic cards or Metro SmartTrip cards in the vicinity of the card reader as they can cause an invalid card read.
- If you have a PIV card holder equipped with RFID shielding, then you must separate the PIV card from the RFID shield.



### Visitors

Visitors from other Federal Agencies are considered visitors and will not be able to utilize the turnstiles with their PIV/CAC cards. They will need to enter through one of the HCHB Visitor Entrances. (see below for more information on entrances).

## HCHB Building Access:



Entrance	Open To	Hours
15 <sup>th</sup> St. VIP Entrance	HCHB Occupants / Visitors	6:30am-7:30pm M-F*
14 <sup>th</sup> St. & Pennsylvania Ave.	HCHB Occupants	6:30am-7:30pm M-F*
Courier ONLY Entrance	Deliveries Only	7:00am-6:00pm M-F*
14 <sup>th</sup> St. Main Entrance	HCHB Occupants / Visitors	24/7
Ronald Reagan Building Tunnel	HCHB Occupants / Fed ID	6:30am-7:30pm M-F*
14 <sup>th</sup> St. North Courtyard	Authorized Parking Only	24/7
14 <sup>th</sup> St. South Courtyard	Authorized Parking Only	5:00am-9:00pm M-F*
15 <sup>th</sup> St. South Courtyard	Authorized Parking Only	6:30am-6:30pm M-F*

\* Excludes Federal Holidays

### Additional Resources:

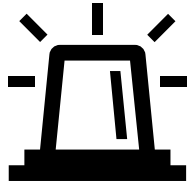
[Office of Security Website](#) | [DOC COVID-19 Information Hub](#)



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## Emergency and Security Planning:

- Familiarize yourself with the [HCHB Occupant Emergency Plan procedures](https://www.commerce.gov/osy/hchb-oep-grg/) (<https://www.commerce.gov/osy/hchb-oep-grg/>)
- Follow instructions from security and emergency personnel
- Know where to find emergency exits and assembly areas
- Discuss office emergency plans with your supervisor



### **For Building Evacuation**

- If the fire alarm system has been activated or as directed, leave the building immediately.
- Report to your "Rally Point" in your pre-determined "Assembly Area."
- Ensure that your supervisor knows that you are out of the building and safe.
- If you have a mobility device, pre-plan and coordinate with your supervisor.
- Await further instructions from security personnel.



### **For Shelter in Place**

- Move away from exterior windows.
- Proceed to an interior office or corridor.
- You may also Shelter-in-Place nearest to the signs (left) which are located in public areas throughout HCHB.
- Await further instructions from security personnel.

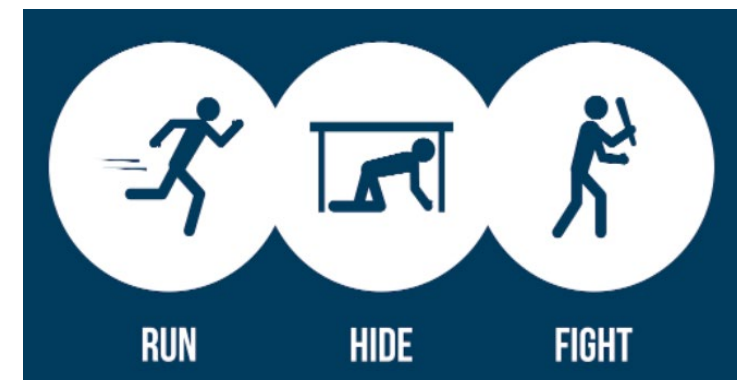


### **Security and Safety Tips:**

- Be Alert.
- Report Suspicious Activity to Security.
- Wear your PIV card (at or above the waist) while in the building but remove it when leaving the building.
- All visitors must be escorted.
- Security is Everyone's Responsibility!

### **For an Active Shooter**

- Run – Hide – Fight



## Contact Information:



### **HCHB Security Service Center**

Room 1522  
Phone: **202-482-8355**  
Email: [HCHBSecurity@doc.gov](mailto:HCHBSecurity@doc.gov)

Hours of Operation  
Monday through Friday  
8:30am-5:00pm

### **Emergency Operations Center 24/7**

Phone: **202-482-5100**  
HCHB Operating Status Line:  
**202-482-7400**  
Email: [EOC@doc.gov](mailto:EOC@doc.gov)

For life-threatening emergencies, call  
**(202) 482-2222 or 911**

For non-life-threatening emergencies,  
call **(202) 482-4584**

### **Additional Resources:**

[Office of Security Website](#) | [DOC COVID-19 Information Hub](#)

