

Reference: HUMAN RESOURCES
Section: WORK RULES
Title: VISITORS POLICY
Policy Number: 04-05-06
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I. PURPOSE

The purpose of this policy is to define the policy on visitors to the main offices of the Niagara Frontier Transportation Authority and the Niagara Frontier Transit Metro System, Inc. (collectively referred to as "NFTA" or "Authority") located at 181 Ellicott Street.

II. POLICY

All visitors to the Metropolitan Transportation Center (MTC) must sign-in at the reception desk. Upon arrival, the Receptionist will call the employee to notify them that their visitor has arrived. The employee, or designee, must go to the reception desk and escort the visitor to the place of the meeting within the MTC. The Receptionist will issue the visitor a badge identifying the floor that the person will visit. In the event that the visitor has more than one meeting on different floors, the visitor must be escorted to the other floor(s). All visitors must be escorted back to the reception desk at the completion of their designated business.

Visitors who have not signed in and do not have a Visitors Badge shall not be allowed to "Piggyback" employees as they enter the MTC Office Tower. Piggybacking is when one person (employee) gains access to a restricted area properly and is followed through the access point (door, elevator, or gate) by another person or persons that do not gain access properly.

The scope of this policy applies to all visitors at the MTC. Visitors are defined as individuals that are not employees of the Authority.

Authority badged contractors shall follow employee policy 04-05-07 EMPLOYEE IDENTIFICATION BADGES.

Visitors During Normal Working Hours (Monday – Friday 07:00 – 17:00)

1. The principle access for visitors to the MTC Office Tower is either through the Concourse, or Ellicott entrance doors into the main reception.
2. Visitors can gain access to main reception area by using the intercom call button located at the Concourse or Ellicott entrance doors.
3. All visitors who go beyond the reception desk must sign in at reception.
4. Reception will notify the Authority employee contact of visitor arrival.
5. Visitor will be issued a temporary badge. The visitor must return the temporary badge to main reception immediately prior to leaving the property.
6. Visitors must only be given access to the tower areas when accompanied by a member of the Authority staff.
7. No visitors will be allowed to access the building from the rear service access or emergency accesses.

Visitors During Off Hours, Weekends, and Holidays

1. Visitors outside of normal business hours must schedule a meeting time with the authorized supervisor or designee.
2. Visitors are not allowed to access the main reception area or tower without an authorized escort and must have an escort with them at all times.
3. The visitor must sign in at the reception desk.
4. Visitor will be issued a temporary badge. The visitor must return the temporary badge immediately

prior to leaving the property.