

# Building Protocols

Updated as of 2025-09-16





# TABLE OF CONTENTS

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1. Purpose & Scope	2
2. Definitions	2
3. Access Rights	3
4. Operating Conditions of the University Centre	6
5. Space Agreements & Tenancy	8
6. Waste Management	9
7. Renovations, Maintenance & Repairs	9
8. Postering	10
9. Lost & Found	10

# 1. Purpose & Scope

This protocol is a comprehensive document describing the rules and regulations that govern SSMU buildings, whether owned or leased.

This protocol applies to all visitors of SSMU-owned and SSMU-leased spaces, as well as tenants, SSMU Staff, Clubs, Services, and external clients. All those signing agreements to lease or book SSMU spaces will be held to the standards of knowledge included within this document.

# 2. Definitions

- 2.1. **Access rights** refer to the rights of individuals and Staff to access premises and services managed by the SSMU.
  - 2.1.1. All access rights are enforced by building Staff, McGill Campus security (in the case of the University Centre) and third party security agents, who are each responsible for general surveillance, crowd control, monitoring entrance & gate passage, escorting people & valuables, and [inspecting bags](#) (Quebec Privacy Act, Chapter 1).
- 2.2. **After-hours** refers to the period of time outside of the operational hours of the building.
- 2.3. **After-hour access** refers to the ability to access SSMU-managed spaces in the period of time outside of the operational hours of the building.
- 2.4. **After-hours access rights** refer to the additional privileges granted on a case-by-case basis by the Building Director under the direction of the President or the General Manager that allow access to the general premises managed by the SSMU outside of regular operating hours.
- 2.5. **Authorized access** refers to access granted on a specific occasion to specific individuals (e.g., maintenance staff, security personnel, tenants) for operational purposes outside normal hours or for specific tasks.
- 2.6. The **Building Services department** refers to the department within the SSMU that is responsible for monitoring and maintaining the SSMU-owned and SSMU-leased spaces. Their primary responsibilities include waste management, maintenance, repairs, security, and support to tenants and clients.
- 2.7. **General access** refers to access granted to all registered SSMU members, McGill Staff, and members of the McGill community, allowing entry to common areas, study spaces, and public facilities during the hours in which the building is open to the public. The



University Centre, designated for educational use, also extends access to the public.

The SSMU office building at 3501 Peel is not accessible to the general public.

- 2.8. **Restricted access** refers to a status granted to SSMU Staff, committee members, and volunteers to areas deemed sensitive or for internal use only by those employed by or serving positions of the SSMU. This includes but is not limited to access to administrative offices, restricted rooms, and equipment storage areas, as needed.
- 2.9. **Restricted area** refers to areas of the property in which access is restricted to authorized personnel only.
- 2.10. The **SSMU Building Director** is the primary individual responsible for overseeing the Building Services department and Security, providing risk assessments and site evaluations, monitoring access rights, enforcing SSMU policies and protocols related to the Building and its operations.

### 3. Access Rights

- 3.1. All access procedures for McGill-owned properties must comply with McGill University's safety and security protocols. The Building Director shall be responsible for staying up-to-date on these standards, upholding them and educating the President and General Manager as necessary.
- 3.2. Users are responsible for ensuring their access rights are not distributed to or with unauthorized individuals.
- 3.3. Users are responsible for ensuring that when accessing a restricted area or building (as indicated through signage or physical barriers like locks), unauthorized users are not permitted access to the space or building.
- 3.4. Entry to and from the University Centre via the emergency exits and the side entrance to the University Centre adjacent to Gerts is monitored by a perimeter alarm. Using these entrances during after-hours periods will result in a McGill agent being dispatched.
- 3.5. Emergency exits are only to be used for emergency situations.
- 3.6. No doors or windows of the premises are to be obstructed. Individuals found to have compromised a door or window will be held liable for all maintenance, repair, damages and stolen materials linked to the act of misconduct. A McGill agent, SSMU Staff member and/or, in extreme circumstances, the Montreal Police will be immediately dispatched by the Building Director to deal with any door reported as a compromised component of the building's perimeter.
- 3.7. This document does not intersect with clubs and services documentation; sanctions on clubs and services are separate and can be applied separately.

- 3.8. Investigation of suspected or accused violations of SSMU policies or building standards shall be conducted by the Building Director, who shall report their findings to the President and the General Manager. Each investigation will be focused on the corroboration of evidence, with clear documentation of the accusation and the results of the internal investigation.
- 3.9. Any investigation into suspected or alleged violations of SSMU policies or building standards by SSMU employees shall be conducted by the Human Resources Department. Where disciplinary action is warranted, it shall be managed by the Human Resources Department, in collaboration with the Building Department, where necessary for implementation.
- 3.10. Sanctions table

Sanction	Sanction Level	Applicable actions
Written warning.	<b>Level 1</b>	Attempts to misuse access privileges.
		Inappropriate use of the emergency exits (excluding obstruction).
		Incidental damage to property.
		Obstruction of the door/window's normal functioning.
		Violation of SSMU or McGill policies.
Temporary revocation of access rights.	<b>Level 2</b>	Disobeying explicit instructions provided by SSMU Staff or building agents.
		Obstructing an emergency exit.
Permanent revocation of access rights.	<b>Level 3</b>	Threatening or causing physical harm to others.
		Intentional damage to property or equipment.
		Behaviour that directly causes or poses a serious risk of

		damage to the building, property, or equipment.
		Actions that could endanger the safety, health, or well-being of other occupants, Staff, or visitors.
		Violations of security protocols or building policies in a manner that compromises the safety and security of the facility or its users.
Repayment of repair costs for damage.	<b>Supplemental</b>	Any purposeful action that results in the need for repairs.

- 3.11. In the event that the President and the General Manager determine that an individual has committed a Level 1 (written warning) violation of this protocol, the Building Director will issue an official warning to the individual that will remain in SSMU records.
- 3.11.1. An accumulation of two written warnings will immediately result in a temporary suspension of access rights.
  - 3.11.2. An accumulation of three written warnings will immediately result in a permanent suspension of access rights.
- 3.12. In the event that the President and the General Manager determine that an individual has committed a Level 2 (temporary revocation of access rights) violation of this protocol, the Building Director will issue a temporary suspension of access rights for a period of up to one week.
- 3.12.1. An accumulation of two Level 2 violations of this protocol, or a combination of a Level 2 violation of this protocol with a written warning on record, will immediately result in a permanent suspension of access rights.
- 3.13. In the event that the President and the General Manager determine that an individual has committed a Level 3 (permanent revocation of access rights) violation of this protocol, or if it is determined that the individual's actions have the potential to cause significant harm to the building, its occupants, or its operations, access rights may be permanently revoked.

- 3.14. Access privileges may only be reinstated at the discretion of the President and the General Manager, with consultation from the Building Director.
- 3.15. Individuals whose access rights are revoked will not be entitled to any form of compensation or reimbursement for privileges lost due to protocol violations.
- 3.16. SSMU reserves the right to take additional legal action if necessary to mitigate any damage caused by the individual's actions.

## 4. Operating Conditions of the University Centre

- 4.1. McGill-owned properties (including the University Centre) and their security is managed by McGill University through McGill Campus Security. Although all operating conditions are enforced by SSMU Staff, Campus Security will be engaged as necessary to manage security concerns. In the event of restrictions to access to the McGill campus or its buildings, the University Centre will abide by the security information provided, including changes to its operating conditions.
- 4.2. Operational hours to the University Centre shall be communicated on the SSMU official website, internal listservs, and with physical signage posted on the premises.
- 4.3. Changes to regular operations will be communicated on the SSMU social media(s), including listservs, with physical signage posted on the premises, and on the SSMU website 72 hours in advance whenever possible. In cases of urgent operational hour changes where advance notice is not possible, physical signage and verbal or written notice from Staff will be considered sufficient communication to enforce the operating conditions.
- 4.4. It is the responsibility of the President, or the Building Director as delegated, to ensure that access and operating conditions are properly communicated to Members of the Society.
- 4.5. Standard Open
  - 4.5.1. When the University Centre operates under a standard open (regular operational hours) it shall be accessible to all SSMU and McGill community members, members of the public and authorized personnel.
  - 4.5.2. Standard open is established in advance by the President, with consultation from the General Manager and the Building Director.
- 4.6. Standard Close (After Hours, Weekends and Holidays)
  - 4.6.1. When the University Centre operates under a standard close it shall be accessible to only authorized personnel.
  - 4.6.2. Standard close is established in advance by the President, with consultation from the General Manager and the Building Director. Access shall only be



granted with prior approval from the Building Director, under the direction of the President and/or the General Manager.

#### **4.7. Restricted Access**

*During restricted access periods, all sanctions shall be automatically escalated by one level.*

##### **4.7.1. Phase 1**

- 4.7.1.1. Phase 1 shall occur in the event of, but not exclusively due to, safety and security needs, operational needs, maintenance, and/or repairs.
- 4.7.1.2. When the University Centre operates under a Phase 1 (Restricted Access), it shall be accessible to all SSMU members with specific access needs that warrant access during restricted hours.
- 4.7.1.3. The SSMU Building Director, under direction of the President and/or the General Manager, must approve access requests in order for them to come into effect.
- 4.7.1.4. Staff may request access based on operational needs, with the Building Director having a maximum of 24 hours to respond to requests.

##### **4.7.2. Phase 2**

- 4.7.2.1. Phase 2 shall occur in the event of localized utility failures, natural disasters, adverse weather, and localized infrastructure failures.
- 4.7.2.2. When the University Centre operates under a Phase 2 (Restricted Access), it shall be accessible only to authorized personnel.
- 4.7.2.3. Access requires advance approval from the Building Director, under direction of the President and/or the General Manager, and must be justified with operational necessity.
- 4.7.2.4. Staff can enforce access restrictions immediately and communicate decisions within 24 hours.

#### **4.8. Lockdown**

*During Lockdown periods, all sanctions shall be automatically escalated to Level 3. Lockdown status shall be communicated to members; verbally to occupants and via email to the broader Membership.*

##### **4.8.1. Lockdown - Level 1: Reste en Place**

- 4.8.1.1. Reste en Place shall occur in the event of a potentially life-threatening emergency situation, including but not solely restricted to, instances of civil unrest, active shooter, flooding, electrical failure.



- 4.8.1.2. When the University Centre operates under a Lock Down (Reste en Place), current occupants are expected to stay in place.
- 4.8.1.3. Immediate access may be granted by Staff to authorized personnel, emergency responders, and maintenance Staff without prior approval.
- 4.8.1.4. Staff must document the situation and all accesses granted within 2 hours of the event. All information gathered during a Lockdown (Reste en Place) must be reported to the President and the General Manager within 24 hours.

4.8.2. Lockdown - Level 2: Full Lockdown

- 4.8.2.1. Full lockdown shall occur in the event of an imminent possibility of harm to occupants, extensive utility failures, and extensive infrastructure failures.
- 4.8.2.2. When the University Centre operates under a Full Lockdown, it shall be accessible to the Building department members, security personnel, and emergency responders only, and no prior approval is required.
- 4.8.2.3. Staff must document the closure of the location and accesses granted within 2 hours of the event. All information gathered during a Lockdown (Full) must be reported to the President and the General Manager within 24 hours.

## 5. Space Agreements & Tenancy

- 5.1. Tenancy within the University Centre shall prioritize giving adequate space to Student Services that operate under the jurisdiction of the SSMU.
  - 5.1.1. The violation of the SSMU governing documents constitutes adequate grounds for the reclamation and reassignment of spaces provided to student groups or services.
- 5.2. All space agreements between the Society and tenants of Society property shall follow a standardized format as provided by the Society. These agreements shall include a description of the intended use of the space and a list of rules applicable to the tenants while occupying the space.
  - 5.2.1. Space agreements are only applicable to the original parties who signed the contract and cannot be extended or transferred. Changes in the utilization of the space must be approved by the President and Vice-President (Clubs & Services) and will require a re-signing of the contract.

- 5.3. Approval for external tenancy shall only be granted following an assessment of their alignment with SSMU values and the benefit of their tenancy to the student body. The evaluation of external tenants will be conducted by the President, in collaboration with the General Manager and Building Director, who will describe the viability of the partnership to the Board of Directors to allow them to make the final decision.
  - 5.3.1. All external tenancy agreements shall be subject to the Consultation Policy.
- 5.4. Tenants and occupants are responsible for reporting issues in the building to on-duty Porters or building security via the established incident reporting mechanism, and subsequently following the safety standards as outlined in the SSMU and McGill documentation.

## 6. Waste Management

- 6.1. Waste disposal will be the responsibility of the Building Services department.
- 6.2. Waste sorting stations shall include designated bins for garbage, recycling, and compost.
- 6.3. Waste sorting stations shall be made available in high-traffic areas and on each floor of the University Centre.
- 6.4. The Building Director is responsible for coordinating with the University for the disposal of potentially hazardous waste or materials.
  - 6.4.1. It is the responsibility of all tenants to identify and inform the Building Services department of any potentially hazardous waste or materials observed within the University Centre.

## 7. Renovations, Maintenance & Repairs

- 7.1. All occupants of and visitors to SSMU buildings are required to treat the building's physical amenities with proper respect and care. Damage to the property or amenities of SSMU, whether incidental or purposeful, will result in an investigation as outlined below, and the individual may incur the repair costs to recuperate the damage.
- 7.2. The Building Services department shall be responsible for managing small repairs, routine maintenance, custodial services, pest control, and minor renovations.
- 7.3. The Building Director will be responsible for coordinating with the University in the event of major repairs or renovations.

- 7.4. Tenants are responsible for maintaining the cleanliness, equipment and furnishing of their designated spaces.

## 8. Postering

- 8.1. All posters within the University Centre must be approved (as indicated by the appropriate stamp) by the Communications department in advance.
  - 8.1.1. Posters will not be approved if they contain references to alcohol or commercial groups external to the University.
- 8.2. All advertisements within the University Centre must abide by federal and provincial regulations, including bilingualism requirements.

## 9. Lost & Found

- 9.1. Individuals are responsible for maintaining and monitoring their personal property. The SSMU is not responsible for lost, stolen, or damaged personal property. Personal items should not be left unattended in common areas, as they may be removed by porters or security agents at their discretion for the cleaning or clearing of the space.
- 9.2. All items identified as abandoned or unattended will be collected by members of the Building Services department and placed in the designated 'Lost & Found' area.
  - 9.2.1. Items placed in the designated 'Lost & Found' area will also be included in a log containing the description of the item and the location where it was found for referencing purposes.
  - 9.2.2. Common items will be held for a period of thirty (30) days, after which the Building Services department will dispose of the item. Valuable items (e.g. personal electronics, wallets, personal identification cards) will be transferred to the McGill Security Services ten (10) days after their collection.
- 9.3. To claim a lost item from the lost and found, individuals may be required to provide a description and show proof of identification.