Campus Security Policy

Introduction

1. Northeastern University London's (the University's) main campus is based at Devon House on St Katharine Docks. The building is multi-tenanted and the University occupies the ground floor east and west demises, the first floor, and the second floor west. The University demise has a maximum capacity of 750 occupants at any one time, which will be a combination of staff, students, visitors and contractors.

2. The University is committed to ensuring a safe and secure environment is in place to protect our staff, students, visitors and contractors from threats. This Policy will allow the University to ensure, so far as is reasonably practicable, that staff, students, visitors and contractors are protected from risks to their health, safety and welfare, and to ensure the safety of assets contained within the University's demise.

Purpose

3. The purpose of this document is to:

    3.1. Identify clear roles and responsibilities for security across the University.

    3.2. Outline the security measures in place that reduce security risks.

    3.3. Establish security procedures.

Roles and Responsibilities

Executive Committee

4. Executive Committee is responsible for approving this Policy and all strategic aspects of security across University premises, such as:

    4.1. Ensuring this Policy is comprehensive, updated and meets legislation, approved codes of practice, and regulatory standards.

    4.2. Determining the annual security objectives to be met across the University.

    4.3. Delegating duties to key personnel to implement this Policy throughout the University.

    4.4. Managing actions arising from security-related incidents.

Director of Resourcing and Operations

5. The Director of Resourcing and Operations is responsible for ensuring compliance with this Policy and that adequate resources, support and training are available to support the implementation of this Policy, such as:

   5.1. Identifying security requirements of the University.

   5.2. Procuring the necessary security systems and personnel identified.

   5.3. Ensuring that all security providers and personnel are competent, possess suitable qualifications and are adequate for University needs.

   5.4. Escalating security incidents to Executive Committee.

   5.5. Proposing amendments of this Policy to Executive Committee.

Facilities Manager

6. The Facilities Manager is responsible for the day-to-day implementation of this Policy and oversight of security operations across the University, such as:

   6.1. Acting as a day-to-day point of contact for University security and security-related incidents.

   6.2. Reporting all security-related incidents to the Director of Resourcing and Operations and the Northeastern University Police Department.

   6.3. Day-to-day oversight of security systems and Security Staff throughout the University's demise at Devon House and ensuring that all are well maintained and working throughout.

   6.4. Proactively reporting on the effectiveness of University security measures to the Director of Resourcing and Operations.

   6.5. Providing training for staff and students.

Security Coordinator

7. The Security Coordinator is responsible for the day-to-day management of Security Staff and monitoring of security systems throughout the campus. Duties include:

   7.1. Day-to-day oversight of Security Staff, ensuring staff conduct themselves in a professional manner at all times.

   7.2. Providing support to the reception desk as required.

   7.3. Ensuring that all preventative security measures have been carried out across campus.

   7.4. Creating and updating security documentation and procedures.

7.5.   Periodic testing of security procedures to ensure fit for purpose.

7.6.   Logging incident reports and any security issues for escalation with the Facilities Manager to record what actions have been taken and where actions have been escalated.

7.7.   Ensuring that adequate cover is in place for staff annual leave or sickness.

7.8.   Assisting in the management of the security contract at the client's premises.

7.9.   Assisting with procedures including, but not limited to, Assignment Instructions, Risk Assessments, Health and Safety, and any client instructions.

7.10. Ensuring Assignment Instructions are adhered to at all times.

7.11. Ensuring that all UniTrust personnel follow the correct dress code.

7.12. Developing relationships onsite with tenants, suppliers and contractors.

7.13. Conducting investigations of theft, complaints and incidents.

7.14. Recording and report all incidents and accidents.

7.15. Keeping updated security records and logs.

7.16. Post and mail duties with accurate record keeping.

7.17. Administrative duties to include key audits, fire alarm tests, equipment status logs, card audits and access.

7.18. Control administration and all supplied documentation.

7.19. Acting as incident controller in the event of any emergency.

7.20. Monitoring and training staff, inclusive of record keeping, on the client's security systems (CCTV, access control, fire alarms, lifts and intruder alarms, and patrol systems, where applicable).

7.21. Handling staff and visitor enquiries and requests.

7.22. Initialising call out procedures in the event of a crisis situation.

7.23. Complying with applicable environmental, health and safety rules, procedures, laws and accepted safe work practices.

7.24. UniTrust staff appraisals & probations.

7.25. UniTrust staff performance management, where required.

7.26. Administration of onsite patrol system.

7.27. Team mentoring & development.

8. The Security Coordinator is managed by the UniTrust Strategic Account Manager, who will liaise with the Security Coordinator on a regular basis, both in person and remotely.

9. All incidents are to be reported to UniTrust Control and the Strategic Account Manager.

Security Staff

10. Security Staff are responsible for carrying out the duties defined in their job descriptions to enhance the safety and security of staff and students whilst on campus. Duties may include:

    10.1. Maintaining professional conduct at all times and serving as a point of contact for staff, students and visitors entering and exiting the building.

    10.2. Patrolling the University demise.

    10.3. Asset management, including access passes and issued keys.

    10.4. Visitor management and operation of the University's online visitor management system.

    10.5. Performing opening and closing routine for the University.

    10.6. Providing written daily reports, which highlight any security issues or areas of concern.

    10.7. Acting as emergency response for security issues that may arise.

    10.8. Monitoring the entrance to the University's demise and immediate areas.

    10.9. Monitoring CCTV as needed.

    10.10. Acting as a visible deterrent against security breaches or criminal activity across the University.

    10.11. Reporting all security incidents to the Director of Resourcing and Operations, the Facilities Manager, the Security Coordinator and the Northeastern University Police Department.

Line Managers

11. Line Managers must ensure that the staff who report to them are aware of the requirement to comply with this Policy and are responsible for the security within their areas.

All Staff

12. All Staff must be aware of, and comply with, this Policy and any relevant policies that may be in effect for the work they undertake across the University. All staff are responsible for visitor compliance as specified within this Policy.

Students

13. Students must follow security procedures and co-operate with requests from staff or Security as required, including requests made in the event of an emergency or evacuation. All students are responsible for visitor compliance as specified within this Policy.

Security Measures

Security Staff

14. Security Staff will be onsite from 07:30 to 23:00, Monday to Thursday, and 07:30 to 24:00 on Fridays. The University subcontracts its security to UniTrust Protection Services UK Ltd.

15. Assignment instructions are in place at the University. Assignment instructions detail all of the University's security procedures, which ensure all Security Staff are adhering to consistent conduct and processes. The Security Coordinator and Facilities Manager are responsible for making sure this document is fit for purpose.

16. Security needs to be contracted for any out of hours events or work that occur at the University. No staff or students are to attend the premises unless Security is in place.

17. Campus operational hours are 08:00 to 21:30, Monday to Friday.

18. Security Staff are in place across the University, reporting directly to the Facilities Manager and the Security Coordinator.

19. All visitors must be booked in with Security ahead of their visit. Failure to do so may result in Security denying access to University visitors.

20. Security Staff monitor the entrance to the University demise at Devon House and ensure that no unauthorised personnel gain access. Security Staff are able to ask any person to vacate the campus whom they may suspect as being a threat to University security or to members of the University.

21. Security Staff frequently patrol the University demise to visibly deter security incidents on campus and monitor the University demise for any security breaches.

22. All University Security Staff are Security Industry Authority (SIA) and first aid trained as a mandatory requirement.

Access Control and Identification

23. The University operates an access control system across the University demise to prevent unauthorised personnel from gaining access to the premises. The access control system also ensures that key areas can only be accessed via the staff who require access.

24. All members of the University are provided with a security pass, which also acts as an identification card, and a corresponding lanyard when they join the University. The security passes are compatible with the University access control system and are used to gain access through doors or security gates. It is a mandatory requirement that all members of the University bring their access pass with them to our campus. Any University member who forgets to bring their access cards must report to the University Security Team.

25. The University may add access control to areas as needed to increase security.

Closed Circuit Television (CCTV)

26. The University operates a number of CCTV cameras across its demise to further enhance the security of staff and students, and to identify security issues which may arise at the University. For further information about the use of CCTV and GDPR compliance please view the University's CCTV policy.

Emergency Alarms

27. Emergency alarms are not to be confused with the fire alarm system.

28. The University operates a number of panic alarms across the campus for use in the event of a security incident, which feeds directly to responsible staff and members of the Security Team. Security or Facilities will respond immediately to the activation of an alarm.

29. The University also has a Public Address Voice Alarm system in place, which is monitored and maintained in compliance with legal requirements. The voice alarm system is only used in the event of an emergency where internal persons need to be sent an emergency message.

Physical Locks

30. The University may add additional locks to areas as required. All keys are kept with Facilities and members of the University need to contact Facilities if they require access.

Security Procedures

31. These Security Procedures are in place for all staff, students and visitors to the University.

Identification

32. All staff, students and visitors are required to wear the security pass and lanyard provided while on University premises. Members of staff or security will challenge anyone not wearing their pass to ensure that no unauthorised person has gained access.

33. Any staff or students who forget to bring their University issued ID must report to the reception desk. Student access procedures are outlined in the Student Access Policy.

34. Staff, students and visitors are not to transfer ownership of or loan their security pass to another person.

35. Any staff or students who formally leave the University must return their security pass, and all leaver security passes have access revoked.

36. Any staff, students or visitors who lose their security pass must report it immediately to Security or Facilities.

Events

37. All staff and students are required to follow the Events Policy when booking an event. Security requirements and risks are identified throughout that process.

Reporting Suspicious Behaviour, Security Breaches or Incidents

38. All staff, students and visitors are to report suspicious behaviour, security breaches or any security incidents which may occur within the University demise, or in the immediate area of our campus, to the Security Staff or a member of Facilities. A member of Security or Facilities may ask for more details about the situation. If appropriate, the police may be contacted as a result.

Terrorism

39. Currently MI5 list the current national threat level as: Substantial

40. Due to the University's local proximity to monuments in London, the University has made provisions to warn the community in the event of terrorism.

41. The University will work with its landlord, SKD, to coordinate staff action in this circumstance. The University is able to make use of a voice alarm system and a mobile phone text system to notify all members of emergencies in the area and advise on what action should be taken. Actions are dependent on the threat and are decided by senior management after liaising with SKD Security.

42. All members are advised to look at the police campaign of Run, Hide, Tell.

43. Any suspicious activity should be reported to Security or Facilities as soon as possible.

44. Emergency contact information for Security and Facilities is as follows:

   44.1. Security: 07594 651771

   44.2. Facilities: 02045 040174

Personal Security

45. While it is the responsibility of the University to provide a safe and secure environment, it is the responsibility of all staff and students to take all reasonable measures whilst on our campus or travelling to and from our premises.

46. Please report any areas of Devon House or St. Katharine Docks which have deficiencies in lighting to Facilities. Facilities will rectify the issue in our demise or report the issue to our landlord to take remedial action.

47. If staff or students feel threats towards their personal security have arisen from other tenants in our building, areas of St. Katharine Docks or from a member of the University, these must be reported to Security who will escalate the issue to the relevant department for resolution.

48. When travelling to and from Devon House or travelling elsewhere on behalf of the University, all members should make themselves aware of the surrounding area and of other people. Try to avoid poorly lit or isolated areas and take reasonable precautions where possible such as:

   48.1. Avoid walking alone at night

   48.2. Keep your valuables out of sight and your bag close to you

   48.3. Be aware of people when using a cash machine and preferably draw out money during the day. Always use the cash machines inside the bank whenever you can. Have a friend accompany you to the cash machine, especially at night.

   48.4. The University does not guarantee the security of any personal valuables placed into University lockers or pedestals.

   48.5. If you are faced with threatening or abusive behaviour, stay calm, avoid raising your voice and use of aggressive body

> language such as finger pointing/wagging. Call for assistance from colleagues and/or Security Staff.
>
> 48.6. Report all suspicious activity or individuals to the Security Staff.

Visitors and Contractors

49. All Visitors and contractors must report to Security on arrival and will be logged via the iPad located at the entrance. Members of the University who are expecting visitors or contractors must book visitors in on the University visitor management system by emailing Security 12 hours in advance to ensure that Security is aware of the visit.

50. Security will provide all visitors with a visitor badge upon entry. Visitor badges must be worn at all times and are able to navigate campus using the QR code readers throughout our demise. Visitors must be escorted at all times. Contractors are issued contractor passes on an approval basis with Facilities.

51. Visitors must follow security procedures at all times and give due consideration to security issues. Visitors have a general responsibility to look after University property while attending our demise.

52. Visitors and Contractors must follow instructions from Security or Facilities, including in emergency situations.

Security Incidents and Investigations

53. All security incidents and resulting investigations need to be logged on an Incident Report Form. The Incident Report Form is available from Operations.

54. The University will investigate all security incidents in the interest of keeping the community safe and preventing recurrences of these incidents. All security incidents are investigated by Security and Facilities alongside the Northeastern University Police Department.

Bag Searches

55. The University may request to search the bags of any staff, students or visitors who attend our premises if the University has reasonable belief that the individual is in possession of any prohibited or illegal items that may affect the safety and security of our members.

56. All bag searches are to be conducted in a private room and by a member of Security or Operations who are the same sex as the individual, where possible. A witness must be present for a bag search to take place.

57. Any individuals who do not consent to a bag search may not be permitted on campus if the University has reasonable suspicions that the individual is attempting to bring in a prohibited or illegal item(s). If the University has

reasonable suspicions of criminal activity, the University will notify the police.

Asset Protection

58. It is the responsibility of all staff and students to take reasonable measures in protecting University property, as well as their own personal property, from theft or damage.

59. Staff and students are to make every possible effort to ensure that University equipment is protected from the possibility of theft or damage. Staff members have a special responsibility to take appropriate measures to ensure that equipment directly under their control is kept safe and secure.

Personal Property

60. It is the responsibility of everyone to take reasonable measures in ensuring that their personal property is safe. The University offers gated parking for bicycles as well as lockers for staff and students. Please check the Transport and Parking policy or Locker Policy for more information.

Crime Prevention

61. All Members of the University must observe the following:

    61.1. All suspicious activity or individuals must be immediately reported to Security.

    61.2. Personal valuables should be locked away or placed out of sight or kept on the person, and personal property should never be left unattended.

    61.3. Doors must be closed upon leaving the University's demise.

    61.4. All incidents of crime on University premises, real or suspected, must be reported to Security Staff.

Lost Property

62. All lost property is handled in conjunction with our Lost Property Policy.

Suspicious Packages

63. Suspect material, packages or letters should be left where they are and treated with caution. For more information on suspicious packages please see this poster.

64. Do not open the package or letter and do not taste or smell any material that may be spilling from the package or letter.

65. Evacuate the room or area, securing the area, if possible.

66. Immediately notify the Security and Facilities Teams

67. Follow the 4 C's - Confirm, Clear, Cordon, Control. For more information please the Government website.

Fire Alarm

68. In the event of a fire alarm activation, Security Staff will assist the fire wardens in evacuating the premises and ensure no one tries to enter the building during the evacuation. Please see our Emergency Evacuation plan for more information.

First Aid

69. All Security Staff are first aid trained. In the event of a first aid emergency, please contact one of the first aiders advertised on signage throughout the premises or call security on the number below, who will provide assistance and summon an ambulance if required.

70. A list of our first aid trained staff is posted at all kitchens and first aid rooms.

Contacts

71. Security: 07594 651771

72. Facilities: 02045 040174

Review

73. This policy is reviewed annually by the Director of Resourcing and Operations, if there is a substantial change to the UK threat level, or as new knowledge on the subject evolves and subsequent guidance is issued.

Version History

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