Security Management Guidelines

Facilities Management Policy

1 Purpose

The purpose of these guidelines is to outline the management of security service provision at Victoria University of Wellington (the "University").

2 Organisational Scope

These are University-wide guidelines which apply to persons and facilities within the University precincts and to non University environs where University facilities and staff are operating. This excludes Halls of Residence and tenants unless specifically agreed.

3 Definitions

For purposes of these guidelines, unless otherwise stated, the following definitions shall apply:

After-hours:	Hours of the day other than those identified as normal opening hours under Clause 4.3.1(b)
CSU:	Central Service Unit
Campus Care:	Members of Campus Care or their security contractors.
Master Key:	A key that opens more than one lock and which may open a whole series of locks for a building.
Incident:	Any unexpected event which may result in harm or damage to persons and property, including crimes against persons or property, or breaches of security
Crime:	An offence for which an offender may be proceeded against by indictment under the Crimes Act 1961.
Emergency:	Any incident of significant magnitude that has harmed or has the potential to harm any person or damage property that requires immediate action to minimise that harm or damage (refer also to the Emergency Management Policy (draft).
University Holidays:	These are days during which the University is not open for business. They are defined in the annual University calendar and are separate from statutory holidays.

4 Guidelines Content and Guidelines

4.1 General

(a) Facilities Management, through Campus Care provides physical security for the University.

(b) Different arrangements may be made for security at student accommodation, and for commercial tenants. These must be advised to Facilities Management.

(c) Staff and students have a responsibility to take all reasonable precautions to ensure that their personal safety, and that their personal possessions and the property of the University are secure.

(d) No School or CSU may organise security through external organisations without first consulting the Director, Facilities Management.

(e) A permanently manned Control Room will be maintained at all times on the Kelburn Campus.

(f) Staff and students should report any breaches of security via the University emergency line – ext. 8888 or to Campus Care on ext. 5398, or external line 463-9999 as appropriate.

(g) The presence of Police on University precincts may be requested by Campus Care.

(h) Staff and students, or their representative associations, will not be advised of, or consulted with, regarding the presence of the Police on University precincts.

(i) If staff or students directly request Police to attend University premises, the requestor must also advise Campus Care of that request.

4.2 Incidents

(a) All incidents reported to Campus Care must be recorded in the Incident log.

(b) All Incidents shall be assessed and advised to relevant persons as per the Incident Reporting process.

(c) Any serious or concerning behaviour by students where the safety of students or staff is apparent must be reported to the Risk Assessment and Advisory Committee.

(d) Where an incident occurs that might have a distressing impact on staff or students, the Staff Support Team shall be notified.

(e) Supervisor Security and Supervisor Caretaking are responsible for ensuring all reported incidents are investigated.

(f) Facilities Management will initiate insurance claim procedures resulting from an incident if required.

(g) As far as practicable, the scene of any crime or accident must be left as it was found until the Police have investigated, noting that Police may not be in a position to attend immediately.

4.3 Access

4.3.1 Building and Campus Access

(a) The University is open for business all year with the exception of statutory holidays and University holidays.

(b) The schedule of open and close times for each University building is attached as Appendix A.

(c) Notwithstanding 4.2.1.b, University Library opening hours at each campus are determined by the University Librarian in consultation with the Director, Facilities Management; details are made available on the University's Library website http://www.victoria.ac.nz/library/. The library opening hours may influence the degree of access and the opening hours for buildings that accommodate them.

(d) Specific buildings may have opening hours that vary from the hours identified in Appendix B due to the nature of the activities accommodated in the building. Such local variation shall be at the approval of the Director, Facilities Management.

(e) University staff are entitled to access the building or part of building in which their office/research area is located, except where access has been expressly denied for security, emergency or safety reasons.

(f) Primary entry and exit points to all buildings for after-hours access and egress are generally controlled by electronic card readers or a push button system.

(g) In consultation with the Director, Facilities Management, a Head of School or Head of CSU may authorise extended hours access for individual staff and post graduate students to access buildings other than those in which the staff member is normally accommodated providing there is valid justification for such access and no extra cost is funded.

(h) Staff and students are encouraged to advise their presence in buildings after normal opening hours to Campus Care on ext. 5398

(i) To ensure that there is adequate security for students on University precincts, the hours that students may access buildings on any campus is restricted to those hours defined in Appendix A.

4.3.2 Security Cards

(a) Security cards are issued by Campus Care or Student Administration. Valid University ID cards are programmed by Campus Care to enable building access, and library loans.

(b) In order to access buildings outside of standard hours valid University ID must be produced.

(c) People who are unable to produce a valid ID card and do not have a valid reason to be within University buildings will be asked to leave the premises. Campus Care should be notified.

(d) Cards remain the property of the University and must be surrendered on request.

(e) Security cards must be kept secure, and stolen, lost or damaged cards immediately advised to Campus Care for cancellation. Lost cards may be replaced by Campus Care but repeated loss will attract a replacement fee.

(f) Contractors, visiting scholars and other short term visitors may receive security cards with restricted access for their needs. Such access must be approved by the relevant approving agency within the University.

4.3.3 Keys

Note: This does not apply to filing cabinets or boxes.

(a) Facilities Management is responsible for the design, installation, maintenance and management of keying systems for all buildings on campus.

(b) Facilities Management is responsible for issuing keys.

(c) All requests for keys must be approved by the relevant Head of School or CSU.

(d) Master keys will be issued at the discretion of the Operations Manager, Facilities Management.

(e) The loss of any key is regarded as an incident and must be reported immediately to Campus Care.

(f) The loss of a Master Key or a set of keys by a member of staff is regarded as a serious incident and must be immediately reported to the Director, Facilities Management or in the absence of the Director; a senior Facilities Management Manager who must initiate immediate measures to ensure security of people and premises.

(g) Negligence or deliberate appropriation or copying of Master Keys will be investigated under the Conduct Policy and may be referred to the Police.

(h) Heads of School and CSUs are responsible for the management and safekeeping of keys issued to their department, and must institute a system to record the names of staff and students to whom keys have been issued.

(i) All requests for keys to access rooms or facilities within the University may be obtained through the Facilities Management Service Desk.

(j) If Schools or CSUs report a Master Key as lost, Facilities Management will decide whether the affected area should be re-keyed, the cost of which will be borne by the School or CSU responsible for the loss.

(k) The cost of all keys and changes to locks may be charged to Schools or CSUs, except those installed and required as part of new facilities and major refurbishment projects.

4.4 Monitoring and Managing of the physical environment and activities

The environment is monitored through:

(a) Ad hoc foot patrols

(b) Security Plans

(c) Closed Circuit Television

(d) Covert camera installations

(e) Intruder alarms, security doors and panic buttons

4.4.2 Ad hoc foot Patrols

Campus Care undertakes many tasks throughout University. As part of its roving brief, each member of Campus Care is required to observe and monitor the daily activities throughout the University.

4.4.3 Security Plans

There are a number of events which require specific security plans as part of a risk management assessment. Such plans shall be developed by the Campus Services Manager in consultation with the Director Marketing and Communication. A template is attached as Appendix B. The plan will be implemented by Campus Care.

4.4.4 Closed Circuit Television (CCTV)

(a) CCTV is installed in many locations throughout the University.

(b) All installations of CCTV are approved and coordinated by Facilities Management.

(c) Images gathered through the CCTV system will be transmitted to the central Control Room and monitored by Campus Care.

(d) CCTV images will be retained in a viewable format for a period of at least six weeks.

(e) Access to view CCTV images is limited to Campus Care, other relevant Facilities Management staff and other University staff as authorised by the Campus Services Manager. Where Police are requested to attend an incident they will have an automatic right to view relevant images. All other use of the images must be expressly approved by the Director, Facilities Management.

4.4.5 Covert camera installations

(a) Covert cameras may be installed on University precincts.

(b) Installation of covert cameras must be approved by the Campus Services Manager.

(c) Requests to install covert cameras will only be approved where it is suspected a breach of security has been committed and further proof is required.

(d) Requests to install covert cameras for any other reason must be approved by the Director, Facilities Management.

(e) Staff and students may not be advised that there is a covert camera installation.

4.4.6 Installation of intruder alarms, security doors and panic buttons

(a) Intruder alarms may be installed in buildings that are not provided with centrally controlled electronic locking systems.

(b) Security screen doors and panic buttons are not generally installed on University precincts but will be considered in vulnerable locations.

(c) Intruder alarms, security screen doors and panic buttons may be installed at the request of staff in areas other than those identified above with the agreement of the Head of School or CSU and Facilities Management, and paid for by the unit requesting the installation.

(d) All installation of security devices identified above will be managed by Facilities Management irrespective of funding arrangements.

4.4.7 Trespass notices and their management

(a) Where staff, students or members of the public have significantly breached University policy, failed to comply with a request made by the Vice Chancellor or endangered persons or property, an Exclusion Notice and a Trespass Notice may be issued against that person.

(b) All requests for an Exclusion Notice and Trespass Notice are referred to the University's General Counsel for consideration.

(c) All Exclusion Notices and Trespass Notices are prepared by the General Counsel and approved by the Vice-Chancellor or his delegated representative.

(d) The Exclusion Notice and Trespass Notice are issued by the Campus Services Manager and enforced in the first instance by Campus Care. Campus Care may invite the Police to provide further support.

(e) If a person who is the subject of an Exclusion Notice and Trespass Notice enters the University precincts, Campus Care must be notified immediately via the University Emergency line ext 8888 or 463-9999.

5 Legislative Compliance

The University is required to manage its policy documentation within a legislative framework. The legislation directing this policy is the:

Crimes Act 1961

Health and Safety in Employment Act 1992

6 References

Assessing the Need for Urgent Action under the Student Conduct Statute Procedure

Emergency Management Guidelines (currently in draft)

Emergency Management Plan (available via Facilities Management)

Emergency Response Plan (available via Facilities Management)

Emergency Management Policy (currently in draft)

Risk Assessment and Advisory Committee – Terms of Reference

Security Policy

Staff Support Team – Terms of Reference

Student Conduct Statute

7 Appendices

Appendix A: Schedule of Opening Hours

Appendix B: Security Plan Template

Previous version: Security Management Guidelines

8 Approval Agency

Director Facilities Management

9 Contact Person

The following person may be approached on a routine basis in relation to these guidelines:

Campus Services Manager
Ext: 6713