# 2.1 Standards of Operation

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<th>Purpose</th>
<th>Security Services Officers will maintain these standards as a minimum standard of performance</th>
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| Guideline | General  
A security officer is expected to display the highest professional, customer services, and ethical standards at all times.  
Appearance  
a) The duties of a Security Officer involve contact with the public, students and staff. It is important that a Security Officer's appearance is neat and tidy, presenting an image of professionalism.  
b) The following standards shall to be observed:-  
• Uniform, as issued, shall be clean and neatly pressed.  
• Items of personal clothing shall not to be worn with uniform while on duty. Only uniform as issued shall be worn.  
• A Security License will be worn and displayed at all times in line with MU & Legislative requirements.  
• Black shoes shall be clean at all times.  
• When issued, long sleeve shirts shall be buttoned at the cuff at all times.  
• Hats will be worn at all times except at night, when they can be replaced by a beanie  
• Pockets will remain buttoned.  
• Large and bulging items (especially cigarette boxes) will not be carried in pockets.  
• Belts shall be black in colour and in good condition.  
• Minimal equipment to be carried on duty belts:  
  Day Shift – First Aid pouch, Radio, Keys and Water Bottle.  
  Afternoon Shift – After Dusk torch permitted  
  Night Shift as per After Dusk  
Personal Hygiene  
It is important that Security Officers maintain a high standard of personal hygiene. Male Security Officers are to be clean shaven, or those with beards or moustaches shall have these neatly groomed and trimmed. |
Hair shall be neatly trimmed and long hair (on ladies) should be kept tied back.

Female Security Officers should not wear an inappropriate amount of make-up or jewelry whilst on duty.

**Capability**

Security Officers shall be physically capable, mentally alert and able in order to perform required duties.

**Cigarettes/Alcohol/Drugs**

Smoking is prohibited in all Macquarie University buildings. Security Officers shall not be permitted to:

- Report for duty when suffering from the effects of alcohol or drugs.
- Consume alcohol or administer non-prescribed drugs while on duty.
- Enter premises licensed to serve alcohol whilst in uniform except in the performance of their duties.

**Reporting for Duty**

Security officers will report for shift duty at least 15 minutes prior to the commencement of duty.

**Conduct While on Duty**

A Security Officer while on duty in a public place or other area shall conduct himself/herself in a quiet, courteous manner, being alert, helpful, efficient, conscientious and in keeping with the standing of the position.

The following actions satisfy the classification of gross misconduct and may render a Security Officer open to disciplinary action up to and including removal from site:

- Sleeping while on duty
- Acting in a discourteous manner.
- Using obscene, profane or slang language.
- Acting in a manner which may be construed as sexual harassment.
- Any act which is of a criminal nature.
- Lounging around in public view - hands in pockets, leaning against walls.
- Conduct unbecoming of a Security Officer, including dishonesty, threatening violence or disobeying a lawful order or instruction from the Security Operations Coordinator or Security Manager.
Secure Areas/Confidentiality

Security Officers shall not use a camera on site, other than as may be authorised by the Security Operations Coordinator.

Security Officers shall not discuss the operation or equipment contained in the site which in part or in whole makes up the security system of the complex.

Security Officers shall not take visitors into areas considered secure areas.

Security Officers shall not discuss or disclose to any third party any information concerning security arrangements nor the affairs of Macquarie University or any of its tenants.

Mechanical and Electronic Keys

Security Officers shall sign for and withdraw keys when signing on for duty at the start of each duty shift. Security Officers shall be responsible for the security of these keys for the duration of the shift until the time the keys are returned just prior to signing off-duty.

Security Officers shall inform the Security Control Centre of any damaged or defective keys. Security Officers shall report to the Security Control Centre any mechanical problems with locks or doors.

Use of Telephone for Private Calls

Security Officers may use the telephone to make local calls with the approval of the Security Operations Coordinator.

Duties

Security Officers shall be fully conversant with the physical environment of the site and all standing operations/procedures, and shall be alert to all possible breaches of security. Security Officers must be diligent in their duties at all times.

Electronic Information and Data Systems

Staff may be required to enter/delete/amend data into the security and access control systems and other electronic data and information systems operated for security operational purposes.

Information systems setups and configurations, data entry/deletion/amendment will not be undertaken without approval.

Security and Access Control Systems

Security Officers shall be fully conversant with the operation of the site Security and Access Control Systems and will promptly respond to all alarms as detailed in the Procedures Manuals or any other documents as from time to time provided by the Principal.
Fire Fighting Equipment
Security Officers shall pay particular attention to fixed and portable firefighting equipment and report any missing, faulty or damaged equipment.

Security Officers shall be conversant and competent with hand held appliances and able to use these where the situation warrants their use. Security Officers, however, must comply with the instructions contained in Emergency Procedures for fire fighting and under no circumstances are to place themselves in a hazardous situation when attempting to fight a fire.

Communications
Security Officers shall be proficient in the use of all communication equipment required for the performance of their duties, including radio transmission.

Security Officers shall exercise a high standard of discipline and adhere to radio transmission procedures, which shall make maximum use of codes.

Security Officers shall also use the Emergency Evacuation system in emergency situations. They must be familiar with these systems and competent in their use.

Contemporaneous Notebooks
All matters of note should be recorded immediately or at the first opportunity in the officers’ contemporaneous notebook.

The contemporaneous notebooks will be issued to individual officers and will remain the property of the University. At the end of shift, the contemporaneous notebook will be handed to the Control Centre Operator to be placed in the safe.

Incidents and Reports
All incidents occurring on campus to which Security Officers respond shall be recorded in situ in a notebook with numbered pages.

An incident report shall be completed for all incidents.

The Security Operations Coordinator or Campus Security Manager shall be advised on any urgent matters arising from any incidents as soon as is practicable.

Security Officers shall be properly trained to complete incident reports/log books.

All incident log records and reports to the Principal shall be factual and concise and should not contain the writer’s opinion or views.

Security Officers must be aware that in certain instances report/s and any information provided in a contemporaneous notebook may be used as evidence in Court proceedings.
Hazardous Situations

Security Officers shall not place themselves or others in a situation which could be hazardous, such as:

- Investigating suspicious objects thought to be a possible bomb, following a bomb threat or where the Security Officer suspects the object could be a device.
- Fire fighting where the outbreak is beyond control by portable appliances.
- Enter areas with toxic or flammable gases following a fault condition or alarm.
- Approach roof areas where communication equipment is located and warning signs are displayed.
- Any other situation which in the opinion of the Security Officer, may be of a hazardous nature.

Contact Officer: Campus Security Manager
Date Approved: 1 July 2012
Approval Authority: Director, Property
Related Policies, Procedures, Guidelines, Forms or Templates: Security Services Section – Standard Operating Procedures
Next Date of Review: 1 July 2013