## 9.2 C10A Security Patrols

**Purpose**

To provide security for all the C10A premises, staff and building management functions.

**Guideline**

The Security Officer carries out patrols in C10A.

The patrols are to provide security awareness to all patrons in the C10A premises.

Internal and External patrols should be conducted as often as possible to keep the security profile high.

**Patrol responsibilities include but are not limited to:**

- Ensure the safety of all staff and patrons
- Support the shop staff where disputes with patrons may occur
- Check on the security of building doors and windows that should be secure, both internally and externally.
- Perform ad-hoc loss prevention in The Shop until shop closing (1700)
- Respond to calls from ISM
- Patrol all outlets – Car parks, Food court, The Shop, The Spot, Globe, Coffee Carts, (library and gym) and Marxines.
- Roam throughout the building including back of house.
- Monitor unacceptable behaviour of patrons and staff.
- Queue and crowd control at outlets during peak hour trading in the food court.
- Checking C10A parking bays for unauthorised parking and visitors without permits.
- Manage loading docks for unauthorised parking.
- Escort contractors as and when required.
- Represent C10A and assisting patrons with enquiry and giving general information/directions.
- Report and record all WH&S issues to relevant staff/managers and C1A.
- Respond to any building alarm and report back to ISM.
alarm monitoring.

- Report all maintenance issues to facility coordinator.
- Assist in any emergency evacuation of the building as and when required.
- Administer first aid when required and contact emergency services.
- Liaise with university security relating to parking enforcement and other security issues related to testing of emergency lighting, power failures and fire alarms.
- Escort all female staff to car parks located on campus as required.
- Contact University Courtesy bus on the request for others during semester.
- During the winter the duty manager must turn on the Atrium Lights at 1700 so that the students can use the Atrium to work!
- Security remains on site in case where contractors are authorised to work after hours. In the event of functions (venues) the Security remains on site until all staff are ready to leave.
- Report any broken furniture and any graffiti to facility coordinator.
- Escort C10A personnel working back to their vehicles in the respective car parks, all escorts are to be reported to C1A control room.
- Lock up any unused areas such as green room, staff room, games room and loading dock storage.

<table>
<thead>
<tr>
<th>Contact Officer</th>
<th>Campus Security Manager</th>
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<tbody>
<tr>
<td>Date Approved</td>
<td>1 July 2012</td>
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<tr>
<td>Approval Authority</td>
<td>Director, Property</td>
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<tr>
<td>Related Policies, Procedures, Guidelines, Forms or Templates</td>
<td>Security Services Section – Standard Operating Procedures</td>
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