### 1.1 Introduction to the Security Services Section

**Purpose**

*Security Services Officers will perform a range of multifaceted duties to the highest level of customer service and professional standards.*

<table>
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<th>Guideline</th>
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<tr>
<td>Welcome to Macquarie University and the Security Services Section.</td>
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<td>Security Officer’s on Campus have a high profile, multi-faceted role, requiring them to interact with staff, students, visitors, and contractors.</td>
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<td>Security Officer should continually strive to provide superior customer service.</td>
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<td>It is imperative that our relationship within the community that makes up Macquarie University be understood so that an appropriate level of professional response can be delivered at all times. Within the pages of the Policies and Procedures Manual you will find there are certain actions recommended in response to specific situations. You will be expected to thoroughly read and comprehend the instructions therein so that you are fully prepared to carry out your duties and responsibilities in a professional manner.</td>
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<td>Within this short introduction we seek to give you a very general overview of the responsibilities you are about to undertake.</td>
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**Responsibilities**

Generally speaking, your duties and responsibilities can be divided into the following categories:

1) Customer Service
2) Loss Prevention
3) Work Health Safety
4) Maintenance Support
5) Access Control
Customer Service

The Security Services Section should strive for standards of service excellence that sets benchmarks for others to pursue. Customer Service is an outcome that relies heavily on the Security Services Officers, not on systems and processes. A measure of superior customer service is evidence of ‘going that extra step’, or ‘doing the unanticipated’ for our customers. Poor service delivery results in escalating costs, diminished productivity and lack of effectiveness. All dealings with our customers should be viewed with a long-term relationship in mind.

Loss Prevention

The entire concept of ‘Loss Prevention” stems from two things that security professionals do, protect people and protect property.

It is only natural that the first thought that comes to mind when using the term ‘loss prevention’ is stopping theft. In reality the term covers many aspects of loss.

Examples are:
  a) Life
  b) Assets
  c) Productivity
  d) Revenue

A professional and focused Security Officer must be able to identify and initiate appropriate responses to incidents that come under the heading of Loss Prevention.

Typical examples:
  a) Theft
  b) Fire
  c) Fraud
  d) Natural Disaster
  e) Vandalism
  f) Bomb Threat

Criminal

Security is the first response to matters where personal safety and the safety of others are to be considered. Action should be taken to alleviate the problem and/or report its existence so that a response can be formulated.

Situations caused by criminal activity can be:
  a) Graffiti
  b) Arson
  c) Break & Enter
d) Malicious Damage

e) Assaults

f) Theft

**Personal Safety**

Any situation that could involve loss of life or injury must have a set response that all Security Services Officers are aware of. This provides a systematic response that is professional and safe.

It is important to try and monitor people staying in buildings after hours. At night, officers should introduce themselves to staff and have their presence entered in the log via radio so if emergency situations arise or an evacuation becomes necessary we can be confident that all persons are accounted for.

**Injury**

As a Security Services Officer it is mandatory that you have a current Senior First Aid Certificate as a minimum.

Minor nicks and cuts are common and normally only require a band-aid. Other incidents such as slips and falls must be thoroughly documented. Accident report forms are to be completed in detail. It is important to understand that comprehensive accident reporting is necessary to protect against fraudulent claims, which can have a major impact on the University.

*Important Note: It is not advised to make any statements that could admit liability for an incident and/or accident.*

**Work, Health, Safety**

Many accidents we see in the work place could be avoided if potential hazards are brought to the attention of either the person involved in the dangerous activity or reported as an urgent WHS maintenance issue.

Examples include:

a) Spills (slip hazard)
b) Ergonomics (RSI and back injuries)
c) Fire equipment faults
d) Emergency exit obstructions
e) First aid kit outages
f) Manual handling

Remember; Security is everyone’s business and your awareness of the issues will make a huge contribution to a successful loss prevention policy on Campus.
**Maintenance support**

The Security Services Section has a close working relationship with the maintenance personnel from the Office of Property at the University. This relationship facilitates Security Officers reporting on a number of maintenance related issues that may have a direct effect on loss prevention.

Some examples where this relationship is utilized:

a) Faulty Firefighting equipment  
b) Broken or damaged locks, doors or windows  
c) Leaking taps, pipes or blocked or leaking drains  
d) Emergency exit lights that are out  
e) Inadequate or blown lighting in hallways, exits or pathways  
f) Leaks in ceilings during rain  
g) Damage by vandalism

**Access Control**

Access to the University site and buildings is controlled by the Office of Property and the Security Services Section.

A combination of mechanical devices (lock & key) and electronic proximity cards is further enhanced by your presence as a Security Officer.

A few of the access control measures presently in operation on Campus include:

a) Photo ID cards  
b) Access control cards  
c) Key register and key authority forms  
d) Boom gates  
e) CCTV surveillance

Macquarie University can best be described as being an Open Campus that encourages interaction with the surrounding community and therefore access by any person is more difficult to control.

Our policies and procedures detail, amongst other things, very specific actions concerning access control, authority for building entry after hours, issuing keys and other access control measures.
<table>
<thead>
<tr>
<th><strong>Contact Officer</strong></th>
<th>Campus Security Manager</th>
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<tr>
<td><strong>Date Approved</strong></td>
<td>1 July 2012</td>
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<tr>
<td><strong>Approval Authority</strong></td>
<td>Director, Property</td>
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<tr>
<td><strong>Related Policies, Procedures, Guidelines, Forms or Templates</strong></td>
<td>Security Services Section – Standard Operating Procedures</td>
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<td><strong>Next Date of Review</strong></td>
<td>1 July 2013</td>
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