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	CU/SOP/SESD/30	25 th March, 2013
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Document Title: STANDARD OPERATING PROCEDURE FOR SECURITY PROMOTION		

CHUKA UNIVERSITY

Standard Operating Procedure


For

Security Promotion CU/SOP/SESD/30

Document Review Sheet


The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Position	Date
Prepared by	Mr. P. M. Dereba	Senior Administrative Assistant	25.6.2012
Reviewed by	Prof. D. K. Isutsa	Deputy Vice-Chancellor (AA)/MR	01.3.2013
Approved by	Prof. E. N. Njoka	Vice-Chancellor	25.3.2013

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2.0 GENERAL

2.1 Purpose

The purpose of this procedure is to ensure that all Security activities are managed effectively to ensure compliance with this International Standard, the Chuka University's and Government's statutory policies, procedures and regulations.

2.2 Scope

These procedures shall apply to and define all the activities carried out within the department.

2.3 References

- Collective Bargaining Agreements (UASU, UNTESU, KUDHEIHA Workers)
- CU Charter, 2013
- CU Quality Manual
- CU Statutes, 2013
- Egerton University Act, 1987
- ISO 9001:2008 Standard, Clauses 6.4, 7.6, 8.0

2.4 Definition and Abbreviations

Abbreviations


AA	=	Administrative Assistant
CU	=	Chuka University

Definitions

In addition to the relevant definition of terms given in ISO 9000:2005, the following specific definitions shall apply:

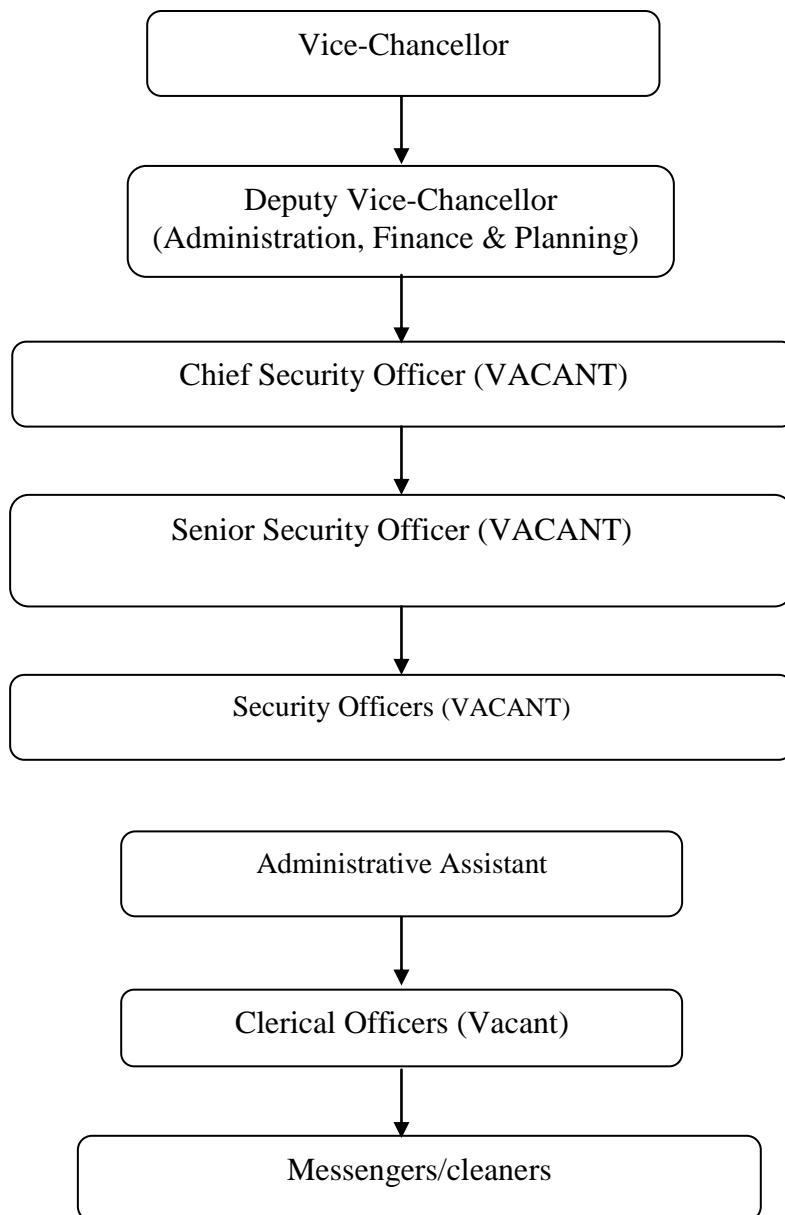
2.5 Responsibility


The Chief Security Officer has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose. The Chief Security Officer also has the primary responsibility for providing the information from which the documentation for their processes can be compiled and for initiating action to keep them up to date.

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3.0 ADMINISTRATIVE STRUCTURE

The Security Services Department is one of the Departments in the University. The current administrative structure for the Department is as follows:



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4.0 PROCESSES

4.1. Overview

The Security Services Department is mandated to protect the University property as well as ensure that there is law and order. The general security guidelines put forward are enacted by the staff of the Department round the clock. The duties and activities of the Department are carried out in accordance with the rules and regulations governing the Constitution of Kenya. The core activities of the Security Services Department include:

- (i) Control of movement of items out of the University gate
- (ii) Handling of criminal cases
- (iii) Handling students' indiscipline
- (iv) Conducting of security patrols
- (v) Handling of visitors
- (vi) Disaster preparedness

4.2. Process for Movement of Items Out of the University Gate

- (i) Each person signs a gate pass for items being moved outside of any University gates.
- (ii) HODs authorize the gate pass to prove where the items are originating.
- (iii) Security staff counter-signs the gate pass at the gate to confirm that items going out correspond to the ones appearing on the gate pass.
- (iv) The mover retains a copy and hands over the other for filing at the exit point/gate.

4.3. Process for Handling Criminal Cases


- (i) The complainant reports criminal cases at the Security officer's desk for recording.
- (ii) The victim records statements which are then filed in the security file in the office.
 - (a) Security officer instructs the victim to report the matter to the police station too.
- (iii) The security officer visits the scene of crime to conduct investigations.
 - (a) If the crime involves University property, the security officer represents the university and follows the proceedings in court.
- (iv) The security officer liaises with other security agents in tackling the criminal cases.

4.4. Process for Handling Students' Indiscipline

- (i) The security officer summons the student involved to record a statement.
- (ii) The security officer files the statements in the security file in the office.
- (iii) The security officer forwards copies of the statements to the Dean of Students office for the onward execution of the case following the procedure CU/SOP/STWD/15.

4.5. Process for Conducting Security Patrols and Searches

- (i) Security staff members subject all vehicles and visitors coming into and out of the University to safety search. A guard of same gender conducts body search, while vehicle search is conducted by a guard of either gender using metal detectors.

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- (ii) Security staff members instruct both internal and external customers to declare their items as they come into the University and as they go out.
- (iii) Both plain clothes Administration Police Officers and CU guards conduct patrols.
- (iv) The Officers and Guards do stop and ask for identification if they suspect someone.

4.6. Process for Handling of Visitors

- (i) Security staff members at main gates register all visitors coming into the University.
- (ii) The visitors give their details as well as the form of identification.
- (iii) Security staff members give the visitors a gate pass which is displayed whenever they are within the University premises.
- (iv) Security staff or any other officer available to do so direct visitors to the office of interest from the main gate.
- (v) The visitor surrenders identification documents and signs out at the main gate.


4.7. Process for Disaster Preparedness

- (i) Procurement Department purchases fire extinguishers and hands to the security officer to install in University premises.
- (ii) The security officer arranges servicing of fire extinguishers twice in a year using prequalified Fire Servicing Firm.
- (iii) The security officer labels fire exit points and ensures no obstruction at all times.
- (iv) In case of an emergency, a siren/alarm bell is sounded and customers assemble at designated fire assembly points in the University premises.
- (v) The security officer organizes training of fire marshals and conducting of fire drills once a year for both students and staff.
- (vi) The trained fire marshals ensure evacuation of victims to the fire assembly points.
- (vii) University medical personnel administer first aid when needed and transfer serious injuries to the Chuka General Hospital at 2 km away using the Chuka University or Chuka District Hospital ambulances.
- (viii) Customers detecting fire outbreak call Works Officers attached to the Chuka Municipal Council Fire Engine on 064-630071 during the day and 0712-219165 during the night.
- (ix) Records for servicing of fire extinguishers, training manuals and certificates are filed.

5. RECORDS

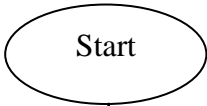
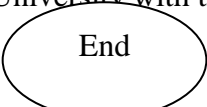
- (i) Documents for security are filed in the “Security File”
- (ii) Statements taken from security cases are filed for reference
- (iii) Copies of documents in use have been filed in the “Security File”
- (iv) Any other outside communication is filed in the “Correspondence File”

6. KEY PERFORMANCE INDICATORS/OBJECTIVES

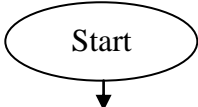
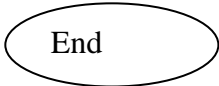
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APPENDIX I: PROCESS MAPS

(i) Movement of Items out of the University Gate Pass

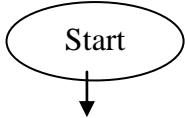
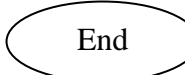
RESPONSIBILITY	ACTION
VICE-CHANCELLOR SECURITY OFFICER	 Introduction of Gate Pass, issued to all staff for use.
USER	Head of Department authorizes and signs the Gate Pass as items leave the Department.
SECURITY GUARDS	The Gate Pass is counter-signed and checked if the items appearing on it correspond with the ones moving out.
SECURITY GUARDS	Authorized person moving the goods/items remains with one copy and security guard with the other copy for filling.
USER	Moves out of the University with the goods 

(ii) Handling Criminal Cases

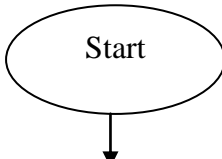
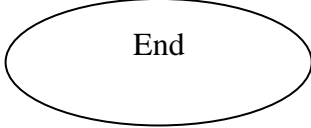
RESPONSIBILITY	ACTION
SECURITY OFFICER	 Reporting of all criminal cases in the office
USER	Taking victim's statements
SECURITY OFFICER	Forwarding the case to Police Station or Hand over to Dean of Students
SECURITY OFFICER/ USER	Visiting the scene of crime to conduct more investigations
SECURITY OFFICER	Attending to court proceedings involving University cases
SECURITY OFFICER	Working with other National Security Agents to tackle issues of insecurity. 


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(iii) Handling Students' Indiscipline

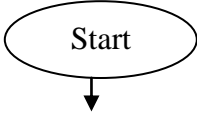
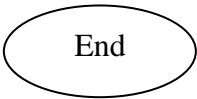
RESPONSIBILITY	ACTION
COMPLAINANT	 Reporting of incident
SECURITY OFFICER	Taking of statements from the victim.
DEAN OF STUDENTS	Copies of the statements are taken to the Dean of Students for onward execution of the case.
SECURITY OFFICER	Appearing as a complainant in cases of disciplinary committee meeting 

(iv) Security Patrols and Searches

RESPONSIBILITY	ACTION
SECURITY OFFICER	 Searching of both visitors and vehicles
USER/SECURITY GUARD	Declaration of items/property at the gate
SECURITY OFFICER/ GUARDS	Conducting of patrols
SECURITY OFFICER/ GUARDS	Recording any event/incident in the Occurrence Book (OB) 

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(v) Handling of Visitors

RESPONSIBILITY	ACTION
USER/SECURITY GUARD	<div style="text-align: center;">  <p>Start</p> </div> <p>Receiving of visitor at the main gate</p>
VISITOR/SECURITY GUARD	Giving details and any form of identification
VISITOR	Giving gate pass and displaying it all the time in premises
SECURITY GUARD/ CU OFFICIAL	Giving direction to the visitor
VISITOR	<p>After getting served, the visitor signs out and pick his/her identification form</p> <div style="text-align: center;">  <p>End</p> </div>