

**Guide to Security Services**

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**SERVICE LEVEL STATEMENT**

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Mission statement

**Facilities Services Mission Statement**

To provide a high standard of cleaning, janitorial and security related services to University buildings, carried out by an efficient, friendly and effective workforce which is committed to consistently providing services of the highest possible quality.

## 1. Introduction

The Security Team are part of Facilities Services, one of 6 sections within the Estates and Facilities Directorate.

The team are responsible for providing a wide range of security and related support services 24/7, 365 days a year across the Kings College and Foresterhill campuses. Services are provided to all staff, students and visitors to the University.

## 2. Security Team – Key Contacts

Name	Contact no	Title	Area (base)
Keith Campbell	X2062	Facilities Manager, Security & Portering	University Office
	X3327	Security Control	General Enquiries
George Irvine	X4946	Security Operations Manager	Security Control – 9A Dunbar Street, Kings Campus
Scott Duncan	X4946	Deputy Security Operations Manager	Security Control – 9A Dunbar Street, Kings Campus
Abderrazak Sebai	X4946	Shift 1 Supervisor	Security Control – 9A Dunbar Street, Kings Campus
David Duthie	X4946	Shift 2 Supervisor	Security Control – 9A Dunbar Street, Kings Campus
David Milne	X4946	Shift 3 Supervisor	Security Control – 9A Dunbar Street, Kings Campus
	X3939	Security Control	Emergency Number

## 3. Scope of Service

The scope of service provided through Security is broad and far reaching, and whilst not restricted to the following, the information below provides a broad overview as to the core duties carried out by the team on a daily basis.

The team is based in the Security Control Room, 9a Dunbar Street.

### Core Service Provision

- Deal with a vast range of general day to day enquiries from staff, students and visitors across all campuses, including resolving questions, queries, concerns and complaints raised through callers to Security Control, both in person and over email/on the phone
- Respond as required to security related incidents across Kings and Foresterhill campuses.
- Respond to alarms (fire, intruder, freezer, disabled toilet, lift, lone working & panic alarms) and taking appropriate action.
- Take the initial lead during emergency situations, control and update staff, and brief responding management teams.
- Provide First Aid across campuses as required.
- Carry out pro-active patrols of Kings and Foresterhill Campuses, and undertake nightly patrols, security checks and responses to outlying properties including Marischal College, Aberdeen Sports Village (including Aberdeen Aquatics Centre); Balgownie Pavilion; Hillhead Centre; National Decommissioning Centre at Newburgh; Institutional Storage Facility at Inverurie;
- Monitoring the Building Management System (BMS) and responding appropriately to related alarms.
- Monitoring the Bold Gemini system and responding appropriately to related alarms (fire, intruder, freezer, disabled toilet, lift, lone working alarms, panic alarms).

- Monitoring the Critical Arc Omniguard and Safezone systems and responding to activations, providing reassurance to staff and students
- Actively monitoring the University campus CCTV network, and downloading data in line with the University CCTV Policy
- Logging and reporting faults reported to control by members of the community or reported by Officers during active patrols
- Secure and open buildings, facilities and access and egress points across Kings and Foresterhill campuses on a daily basis.
- Facilitating contractor attendance on the University Estate – issuing keys, providing directions/guidance on access, parking etc
- Instigating University emergency response and call out Contacting and calling out 'On Call' staff and contractors as required.
- Provide a proportionate security presence at key events and VIP visits.
- Provide liaison, guidance and support in terms of general safety and security advice to building users across campus.
- Assist colleagues within the Facilities team and across wider Estates and Facilities Directorate with ensuring continuity of services provided as required.

### **Additional Ad-Hoc Services**

- Receiving and issuing keys for Car Hire vehicles utilised by the University community
- Assisting the maintenance and portering teams with undertaking routine weekly alarm testing regimes, and supporting University fire drills
- Dealing with lost and found property, including receiving and returning property
- Supporting the Housing Office out of hours by issuing and receiving property keys and completion of related paperwork
- Supporting Registry by receiving and issuing Examinations documentation
- Liaise with and provide support to the residential services and student welfare team at Hillhead
- Liaise with Roombookings and students or staff who are booking private study spaces during daily lock down procedures.
- Promote personal and property safety and security to staff and students at Induction, Wellbeing and other related University events including pro-active participation and engagement in seasonal safety campaigns.
- Carry out active monitoring of external speakers and events.
- Assist in facilitating safe and lawful protests on campus ensuring the welfare of participants as well as the University community
- Provide security patrols to support activity taking place in temporary structures and marquees on site
- Undertake direct engagement and liaison with Police and other Emergency Services who attend on site, including assisting Police Scotland with investigations.
- Carry out lighting checks and bicycle security checks across campus.

#### **4. Service periods**

The Security team are unique within the University environment in that they provide complete continuity of service 24/7, 365 days a year - including weekends, public holidays and during the Christmas closure period.

#### **5. Outline Schedule of Service**

The Security team establishment is structured as follows:

##### **Dayshift** (0600 – 1500 hours Monday – Friday)

- Security Operations Manager
- Deputy Security Operations Manager
- Control Room Assistant
- Dayshift Operational Security Team

3 x Shifts working a rotating shift pattern, comprising of the following

**Late** (1500 – 2200 hours)

**Night** (2200 – 0600/0700 hours)

**24 Hour Weekend Working** (0700-1900, 1900-0700)

Though the Security team are not stationed at fixed or specific locations for the duration of their shift, Officers are as a starting point generally deployed to the buildings which present the biggest institutional risks, and work from these areas to patrol and provide response:

Security Control Room inc Kings

Fraser Noble inc SDRL

Zoology

Foresterhill – Polwarth and/or Suttie

Occasional short-term presence – depending on activity: Macrobert: STH

## 7. Exclusions

Our services **do not** include:

- Patrolling or responding to routine matters at University Halls of Residence. The Residential Services team have their own response team and protocols: however, the Security team can assist on request, particularly during emergency situations.
- Whilst we may assist with various queries and issues the team do not provide a replacement 'out of hours' Porter service. Any Porter requests should be sent to the 'Sacrist' mailbox or directed to [efrequests@abdn.ac.uk](mailto:efrequests@abdn.ac.uk).
- During 24 hour opening period at SDRL, the supplementary services are not provided through Security: the Library team source external Security cover and support for these periods. If additional assistance is required for specific incidents, the Security team will respond.
- Whilst the Security Supervisor carries out a specific nightly patrol at Aberdeen Sports Village and at Marischal College, attendance is reactive, and there is generally no physical security presence at these locations
- No routine patrols are carried out at the National Decommissioning Centre, the Institutional Storage Facility, Hillhead Centre, or Balgownie, although CCTV is monitored where there are cameras. The Institutional Storage Facility at Inverurie is supported by a third party response team.
- Security Control at 9A Dunbar Street receives and retains lost and found property, however, it is incumbent on the owner to collect their item.

## 8. What you can expect from the Security team

- Staff all wear a branded uniform, which makes them easily identifiable as part of the Security team.
- Our team is professional, friendly, courteous and helpful– we pride ourselves in providing excellent customer service and supporting staff and students with a vast range of queries. If we don't know the answer, we will know someone who will
- Staff have all received appropriate training to help them do their job efficiently and effectively
- Our priority is the safety and security of staff and students, and looking after our institutional assets – our buildings, property and facilities.

## 9. What you can do to help us

Please help us, by:

### GENERAL SECURITY AND SAFETY

- Taking personal responsibility around the safety and wellbeing of yourself, colleagues, students and visitors to the University. **SECURITY IS EVERYONES RESPONSIBILITY**
- Take care of personal and University belongings, particularly portable electrical devices including laptops and mobile phones, wallets and purses, keys and bikes.
- Report suspicious incidents timeously providing as much detail as possible.
- Consider wearing staff and student identification badges when in buildings – you should always have these in your possession whilst on campus.
- Be confident – and willing - to politely challenge anyone entering or being found in our buildings who look out of place, and/or are not displaying staff or student badges.

### EMERGENCIES

- Download and make effective use of the Safezone app on your mobile phone.
- Notify Security Control if you are working or studying alone in remote or potentially vulnerable area. **We need to know you are there in case there is an emergency.**
- Familiarise yourself with emergency procedures within your school or building.
- Familiarise yourself with the location of the Security Control Room and contact numbers.
- Mark personal property with identifying marks - such as a staff or student id no.
  
- Collect found property timeously from Security Control.
- Promote safety and security across the University.
- If taking a bicycle to the University, secure it to something substantial with a robust lock.
- Report any damage to windows or doors which could compromise the security of a building including reporting external and internal lighting faults timeously.

## 10. Other Services Provided

### Security at University Events

Depending on resourcing levels, we may be able to provide a small dedicated Security presence for events taking place at the University. Any enquiries or requests for this service should be directed to Head of Security and Portering, Estates and Facilities. Please note – our staff are not SIA trained nor qualified to provide security at licensed events.

### Security Advice to Staff and Students

Our Security team can visit you or your team to provide security advice on a wide range of matters from personal to building security. Any enquiries or requests for this service should be directed to Head of Security and Portering, Estates and Facilities.

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We welcome the opportunity to talk with colleagues about their requirements and are grateful for consideration of balancing our daily workload and associated timescales with other priorities or work being requested.

*Petra Barber  
Facilities Services*

*March 2023*