

## **Hertford College** **Physical Security Policy**

Hertford College (hereafter referred to as the College) is situated in central Oxford. The main site on Catte Street comprises three identifiable areas: Old Buildings Quad (hereafter (OB)), New Buildings Quad (NB), and Holywell Quad (HW). There are also 3 large halls of residences situated around Oxford, a number of residential houses, the Boathouse and the Sportsground. There are approximately 600 full time students and a staff complement of over 100, as well as a large number of visitors who come to the main site daily.

The purpose of this policy is to provide a framework and procedures for identifying and dealing with security risk facing the College, its staff, students and visitors. This policy will allow the College in as far as is reasonably practicable, to ensure the safety and security of the campus, outlying facilities (i.e. residences) and the people using these facilities.

The Policy:

- Defines the roles and responsibilities of relevant persons.
- Confirms the College's determination to minimise the security related risk facing the College.
- Affirms the College's commitment to have in place security systems, procedures and control measures that ensure that its community, including visitors, can go about their business in a safe and secure environment.

### **ROLES AND RESPONSIBILITIES**

#### ***2.1 Management and Responsibilities***

It is essential that adequate resources are made available for managing the risk arising from security related issues within the College. It is important that all personnel involved in implementing this policy are competent, trained and aware of their responsibilities.

#### ***2.2 Bursar***

The Bursar is responsible for all strategic aspects of security across the College's properties.

#### ***2.3 Home Bursar***

The Home Bursar will ensure that support/training and resources are available to the Lodge Team to implement the Security Policy, including assembling and maintaining a suitably qualified Lodge Team.

#### ***2.4 Lodge Manager***

The Lodge Manager will be responsible for the development of strategic security, drafting the College Security Policy, assuming the lead role in its implementation, and will propose amendments to the Security Policy that may be necessary in the future. The Lodge Manager will manage the day-to-day implementation of the Security Policy and monitor its continued effectiveness.

#### ***2.7 Lodge Staff***

Lodge staff will carry out duties as defined in the operational procedures. See appendix I: Security Operational Procedures

### ***2.8 Heads of Departments/Divisions***

Heads of Departments/Divisions, supported by the Lodge, are responsible for security within their areas.

### ***2.9 Staff***

All staff must be knowledgeable of and adhere to the Security Policy.

### ***2.10 Students***

Students must follow security procedures and co-operate with requests from the Lodge Team, especially in emergency or evacuation situations.

### ***2.11 Visitors***

Visitors are required to follow the College's security procedures and follow directions from their host or the Lodge Team or section, particularly in an emergency situation. Where issued, visitors must display their pass at all times. It is the responsibility of the host to ensure all visitors are informed of and comply with the Security Policy.

## **3. SITE SECURITY**

The Lodge Team operates a number of security systems in order to keep the College premises and surrounding environs safe and secure for staff, students and visitors.

### ***3.1 Closed circuit television (CCTV)***

The College uses CCTV systems around the main site (outside and inside buildings) covering many of the vulnerable areas, public access points and adjacent streets. The CCTV system and all its recordings are owned by the College and the system is operated by the College's Lodge Team.

### ***3.2 Purpose of CCTV***

The College Lodge Team uses CCTV to protect life and property and to prevent crime. It is used for no other purpose. The images captured are recorded and retained in the event that they may be needed as evidence of criminal activity.

### ***3.3 Privacy and Disclosure of Images***

All images from the CCTV system are treated in accordance with the Data Protection Act of 1998. Under the Data Protection Act individuals, who have been monitored by a CCTV system, have a right of access to their recorded images. Requests to access recorded images must be made to the Lodge Manager.

### ***3.4 Covert Cameras***

Covert cameras are not in general use around the campus. However, on occasion it may be necessary to operate such cameras for the purposes of detecting crime and/or apprehension of offenders. Before use, permission to use covert cameras will be obtained through the head of the relevant department or division. It will be sited only for a specific time period and as necessary to the operation. Recordings from covert CCTV cameras will be treated in

accordance with The Data Protection Act of 1998.

### ***3.5 Alarms***

The Lodge Team operates a number of perimeter breach, intruder and panic alarms which are monitored 24/7/365 from the Lodge. Porters will respond immediately.

### ***3.6 Security Patrols***

Members of the Lodge Team will carry out regular overt patrols of the buildings and campus environs in order to provide a visible deterrence to criminal activity. They will also carry out covert operations as part of the efforts to keep the site crime free.

## **4. CRIME PREVENTION**

### ***4.1 Security Risk Analysis***

All departments and divisions will be responsible for assessing and mitigating security related risk arising from their activities. In liaison with the Lodge Team, departments and divisions should carry out periodic risk assessments to determine their security needs.

See Appendix B: Security Risk Analysis Principles

### ***4.2 Security Awareness and Reporting of Incidents***

All persons on campus or in the halls of residence must report any incident of crime and suspicious activity (even if not of a criminal nature) or items to the Lodge immediately. The Lodge will always treat any reports seriously and respond accordingly.

Departments or individuals responsible for an activity that may impact on the security of the campus or the halls of residence must also report this to the Lodge Team.

See Appendix C: Crime Prevention and Security Awareness

. ***4.3 Personal Security*** The College is an open campus and this provides for a free and collegiate atmosphere that many in the College enjoy. Whilst it is the responsibility of the Lodge Team to provide a safe and secure environment, it is the responsibility of all to take all reasonable measures to ensure their own personal security.

. ***4.4 Staff and Students*** The Lodge Team will provide security briefs to staff during their induction period. Academic heads of departments are responsible for providing this brief to students during their induction. Further tips on personal security can be found in Appendix D: Personal Safety.

. ***4.5 Contractors and Visitors*** All contractors who make use of and work on College property have a general responsibility to give due consideration to personal security issues. In particular they should follow security advice and procedures designed to protect them whilst on College property. A visitor's host or project manager has the responsibility to ensure security advice and procedures are made readily available.

### ***4.6 Access Control***

. ***4.6.1 COLLEGE Access Cards*** All staff and students will be issued with an access control card or fob. Cardholders must safeguard their card or fob and report lost items as soon as possible. Identity cards and fobs are not transferable nor should they be

loaned out to anyone for any purpose. The access card or fob remains the property of College.

- . **4.6.2 Enhanced Access Levels (Staff Only)** Initially the access card is issued with basic level access. Staff members who require more developed access, need to have authority from their head of department. Only then will the Lodge Team encode the access card or fob to reflect the desired access level.
- . **4.6.3 Lost Cards** All lost cards or fobs must be reported to the relevant issuer immediately to prevent misuse by unauthorised individuals.

## **5. PUBLIC EVENTS**

Public events are defined as an event where over 30 members of the general public may attend.

For the organising entity, the following security and access control considerations must be observed:

### **5.1 Security**

- In some cases a full security risk assessment may be recommended. The organising entity must liaise with the Lodge Team in the commission of this risk assessment.
- In certain cases the provision of enhanced security may be recommended as a result of the risk assessment.

### **5.2 Access Control**

Members of the public are permitted to be on the College premises for the duration of the public event they are attending. Most events are on a first come first served basis but some are ticketed and access is granted only to those with a valid event ticket.

## **6. ASSET PROTECTION**

It is the responsibility of all staff and students to take reasonable measures in protecting College property, as well as their own personal property, from theft or damage.

### **6.1 Control of Cash**

Members of staff who handle cash on behalf of the College must adhere to the cash handling guidelines provided by the Bursary.

- . **6.2 Security of Buildings** The Lodge Team is responsible for the securing of all external entrance/exits doors to all buildings outside the College's main operating hours. It is the responsibility of all staff to secure their own office space.
- . **6.3 College Equipment** Staff and students are to make all possible effort to ensure that all College equipment is protected from the possibility of theft or damage. Staff members have a special responsibility to take appropriate measures to ensure that equipment directly under their control is kept safe and secure. Members of staff are expected to seek advice from the Lodge Team.
- . **6.4 Personal Property** It is the responsibility of everyone to take reasonable measures in ensuring that their personal property is safe. The College offers secure parking for

bicycle as well as secure storage for laptops.

- . **6.5 Lost Property** Any lost and found property should be handed in at the Lodge in Old Building. A guide to dealing with lost and found property is found in Appendix E: Lost Property.
- . **6.6 Control of Locks & Keys** Keys are issued via the Lodge. New issue of locking systems or keys can only be requested by a departmental administrator.

## 7. EMERGENCIES

Staff and students are encouraged to familiarise themselves with the information provided by the College on what to do in an emergency. They should also familiarise themselves with the contact details for the Lodge Team, the police and other emergency services.

- . **7.1 Major Incidents** The Incident Response & Business Continuity Plan sets out the framework for the actions to be taken at College level in response to both the early stages of a major incident affecting the Catte Street site or a student residence, and the follow-up actions required to restore full functionality. The objective of the plan is to help ensure the safety and wellbeing of people and security of property from the immediate aftermath of the incident through to the full restoration of services.
- . **7.2 Fire Alarm Activations** In the event of a fire alarm activation the Lodge Team is responsible for managing the incident, including managing an orderly evacuation of the building and directing occupants to the designated fire assembly point, and calling the Fire Brigade if necessary. Under no circumstances can anyone re-enter the affected building(s) without the all clear and go ahead from the Lodge Team or the Fire Brigade. Staff, students and visitors to the College are required to cooperate fully with security officials in the event of fire alarm activation.
- . **7.3 First-aid** If a person has an accident or is taken ill please dial 01865 279400 (ext. 79400) to summon first-aid assistance. The Lodge will have lists of first-aiders on site and the location of first-aid supplies. They will also summon an ambulance if it is required.
- . **7.4 Bomb and Suspect Material** Any member of staff or student who receives a suspicious package should not open the package, but immediately call the Lodge on 01865 279400. Members of staff, students and visitors are encouraged to report any suspicious items such as bags left unattended to security. Security will respond to all calls and take appropriate action. Further details on the

### . 7.5 Contacts

#### . 7.5.1 The Lodge

The Lodge is staffed 24 hours a day every day (except Christmas closure) and can be contacted on the following numbers:

Emergency Line: 79400 (Internal) or 01865 279400

## 8. SECURITY SAFETY PROCEDURES

Recognising that the risk (physical, legal and reputational) inherent in security operations means that risk assessment must be carried out on the basis of complete information. Many and varied factors can impact on security risk assessment and the responsibility to identify

these factors rests with the Lodge Management Team. All departments and divisions within the College are responsible for the full disclosure of information as required by the Lodge Team for the purposes of security risk assessment.

## **9. Policy Review**

This policy will be reviewed annually, or as new knowledge on the subject evolves and subsequent guidance is issued.

## **Appendix A: General Information**

### **College's Main Operating Hours**

The College is open 24 hours a day.

During college closure periods, buildings are closed for general use. Notices advising of access during closure periods will be posted to all students and staff when appropriate.

### **Library Operating Hours**

The library is open 24 hours a day.

Notices of opening arrangements during public holidays and College closure periods will be made available by the library and published on the College website.

### **Gym Operating hours**

6am – 11pm

The gym and other sporting facilities are closed during College closure periods. Access is permitted to College members only. The gym is unmanned and not routinely patrolled.

### **Alumni & Visitors**

Visitors and contractors to the College are required to present themselves to the Lodge. Contractors will be issued with a contractor pass authorising them to be on College premises. The visitor or contractor must display their pass at all times during their time at the College and return it to the point of issue at the end of their visit.

### **Maintenance Visitors**

In addition to the above, maintenance visitors are required to sign in and meet with a member of the College's Maintenance Team.

## **Appendix B: Security Risk Analysis Principles**

The starting point for understanding the security environment is to evaluate security related risk. This evaluation should be based on:

- Location and nature of the area
- Building construction and design
- Premises use

- Current access control or other security measures
- Past security record
- Value and desirability of contents The security risk analysis should be carried out annually or more frequently if there have been changes to the building or the security environment. Once a risk analysis has been prepared it should be evaluated in consultation with the Lodge Manager. A decision will be made on the level of exposure to security related risk and the appropriate measures to deal with the risk.

### **Appendix C: Crime Prevention and Security Awareness**

All members of staff and visitors to the College must observe the following:

- All suspicious activity must be immediately reported to the Lodge Team.
- Personal valuables should be locked away or placed out of sight or kept on the person, and personal property should never be left unattended.
- Offices must be locked upon leaving, with ground floor windows closed & locked (where locks are fitted).
- Laptops should be locked out of sight when not in use, particularly overnight. In open areas, laptops should be secured to the desk with a steel enclosure or security cable. Students should make use of the secure storage facilities available.
- Windows and curtains or blinds should be closed at dusk and lights (except security lighting) should be turned off when leaving.
- All incidents of crime on College premises, real or suspected, must be reported to the Lodge Team.

### **Appendix D: Personal Safety**

The Lodge Team can provide a great deal of practical advice on how to get the most out of your time at College without becoming the victim of crime. For your personal security please keep the following points in mind:

- Avoid walking alone own at night
- Keep your valuables out of sight and carry your bag close to you.
- Be aware of people when using a cash machine and preferably draw out money during the day. Always use the cash machines inside the bank whenever you can. Have a friend accompany you to the cash machine, especially at night.
- Be suspicious of e-mails or phone calls requesting personal information and destroy papers carrying bank or credit card details.
- Do not put valuable items into the general use lockers, particularly wallets, purses and laptops.

- Report any suspicious activity to Lodge Staff. This helps to prevent and detect crime against the College.
- If you are faced with threatening or abusive behaviour, stay calm, avoid raising your voice and the use of aggressive body language such as finger pointing/wagging. Call for assistance from colleagues and/or Lodge Staff.
- Secure bicycle storage facilities are available in a number of areas and at various sites. Registration is required at the Lodge. If you use the street bicycle racks, be sure to lock your bicycle even if leaving it for just a minute. Hardened steel D-shaped locks are recommended.

### **Appendix E: Lost Property**

- All lost and found property will be logged by the Lodge Team and stored in the Lodge as soon as practical.
- Any person(s) reclaiming items will need to offer a full description and evidence that the item to be reclaimed is their property. All reclaimed property must be signed for.
- All unclaimed articles will be held for a minimum of 90 days. After 90 days unclaimed items will be donated to charity. Any items that cannot be donated will be destroyed. Articles of a personal nature such as credit cards or driver's licenses will be destroyed (shredded) and disposed of in a non-compromising manner.

### **Appendix F: Control of Locks and keys**

- Any request submitted for new key or locking systems requires authorisation by the Lodge Manager prior to issue.
- Any request for a digital multi user lock requires the authorisation of the Lodge Manager. Although these are being phased out and new digital locks will only be installed under exceptional circumstances.
- Any locking solution that is put in place must have an 'override' (i.e. a spare key, master key or code). A copy or details of which must be provided to the Lodge Team for retention and registration into the security key management system.
- Sub-master keys may be issued to departments for local use and issued to individual staff.
- Departmental administrators should keep a record of all keys and fobs issued locally and ensure that members of staff return keys when they move offices or leave the College's employ.
- It is the responsibility of all individuals who are issued with cards or keys or fobs to ensure their safe keeping at all times and report losses immediately to security staff.
- In every case the loss of a key or its equivalent (a card, fob etc.) must be reported immediately to the Lodge Team.
- Where additional access control is required Departments/Divisions should discuss their



needs with the Lodge Manager.

### **Appendix G: Handling Bomb or Suspect Material**

- Suspect material, packages or letters should be left where they are and treated with respect.
- Do not open the package or letter, taste or smell any material that may be spilling from the package or letter.
- Evacuate the room or area and secure the area if you can.
- Immediately call the Lodge Team using the emergency line 79400

### **Appendix H: Security Safety Procedure**

The resolution of security related issues involves College Lodge staff in endeavours that carry with them substantial risk. The following areas of risk must be considered when undertaking security activity:

- **Physical risk** The risk of injury or death to security staff, other employees, students, visitors and members of the public.
- **Legal Risk** This risk that security related activity will precipitate litigation.
- **Reputational Risk** The risk of damaging the reputation of the College is a key consideration. This is particularly acute in relation to the maintenance of free speech and VIP visits. To minimise the above risks the security the Lodge Team will carry out a risk assessment prior to the commission of security related activities. In order to carry out a full and relevant risk assessment the Lodge Team requires information that is as complete as possible. All departments and divisions within the College are responsible for the full disclosure of information as required by the security department for the purposes of security risk assessment. Under operational circumstances the Lodge Manager (or his/her nominated representative) will be the sole arbiter of the relevance of information to security risk assessment. Where disclosure is contested it will be reviewed by the legal and compliance team after the fact, to evaluate the case involved and the handling of information to inform the risk assessment process. The legal and compliance team will carry out periodic audits of disclosure to College Security to ensure compliance with legislation and guidance standards.

### **Appendix I: Security Operational Procedures**

The College Lodge Team will support the provision of a safe and secure environment in the buildings and communal areas of the main site by implementing the security operational plans. Security will utilize physical protections systems, procedural methods and protective counter surveillance to achieve the most effective and pre-emptive security model across campus.

#### **Concept of Operations**

- The Lodge Team will provide coverage in 3 shifts through a 24 hour period (2 shifts at weekends)

- Each team is managed by a Porter.
- Each team will contain staff trained and equipped to carry out the following functions:
  - Support the effective use of physical protection systems
  - Implement security procedural methods
  - Carry out overt static and roving tasks
  - Carry out covert static and roving tasks Respond to incidents and emergencies
  - Participate in the collection of security data