	Raha International School		
	Occupational Safety and Health Management System		
	Security Procedures		
	Document No: RIS-OSH-P09-SOP18		



Document Name	Security Procedures		
Document Number	RIS-OSH-P09-SOP18		
Nature of Document	Confidential	<u>Yes</u>	Non-Confidential

Revision History

SN	Description	Revision Status	Date	Next Review Date	Pages Affected
00	Security Procedures	00	06/05/2020	05/05/2021	New Doc
01	Security Procedures	01	05/05/2021	04/05/2022	Revision
02	Security Procedures	02	04/05/2022	03/05/2023	Revision
03	Security Procedures	03	03/05/2023	02/05/2024	Whole document
04	Security Procedures	04	02/05/2024	01/05/2025	Revision

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1. Purpose

This procedure aims to establish a set of security operating guidelines and shall be adhered to by all Taaleem Schools and where applicable shall ensure that all practices are in accordance with the relevant Emirates security legislation and the Dubai Health Authority (DHA) and Abu Dhabi Public Health Centre (ADPHC) Codes of Practice.

This procedure will ensure measures are in place to prevent breaches of security, thus ensuring the safety of all employees, students, visitors, and contractors. The Taaleem Group shall restrict access to its premises, to authorized personnel only.

2. Scope

This document is applicable to all employees, students and visitors and covers security guidelines and best practice.

This policy does not encompass any aspect of IT, data, information, or network security.

3. Definitions

Top Management: The person or persons at the highest level of organizational management who have the day-to-day responsibilities of managing a corporation.

KHDA (Knowledge and Human Development Authority): The department established to develop the education system in Dubai.

ADEK (Department of Education and Knowledge): The department established to develop the education system in Abu Dhabi.

ADPHC (Abu Dhabi Public Health Centre): The competent authority for occupational safety and health in the emirate of Abu Dhabi.

DHA (Dubai Health Authority): The competent authority for occupational safety and health in the emirate of Dubai.

Emergency Drill: A simulation designed to validate an organisations capability to manage incidents and emergencies. Specifically, exercises will seek to validate training undertaken and the procedures and systems within emergency or business continuity plans.

First Aid: Any immediate (one-time) care or treatment given to a person suffering from an illness or injury, until professional medical care can be provided. Such treatment may be considered first aid even if it is provided by a healthcare professional.

CCTV: Close circuit television, is the use of videos cameras to monitor occurrences on the site.


4. Roles and Responsibilities

4.1. Executive Principal or Principal

- The Executive Principal or Principal is responsible for providing vigilant security personnel that patrol the site and manage site security.
- To approve budgets for the provision of appropriate security personnel and infrastructure.

4.2. Head of Business Operations / Operations Manager

- To ensure there are suitable security arrangements in place to effectively manage site security.
- To coordinate with the security provider regarding the management of the site.
- When there is no Head of Business Operations an alternate member of staff shall be appointed to take up the role of this position.
- To ensure security staff are trained and are certified for the duties they will undertake.

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4.3. Facilities Manager OSH Officer


- To oversee the implementation of the site's security procedures.
- To coordinate with the security provider regarding the management of the site.
- Liaise with senior management to ensure appropriate training is carried out.
- Have an oversight of the security officer's compliance documentation.

4.4. Security Officer

- Prevent and deter crime.
- Protect people, property and assets.
- Report and log all violations of rules and policies.
- Complete all daily security tours, patrols and reports, inspecting buildings, equipment and access points.
- Inform the supervisory officer of any relevant incidents or occurrences.
- Monitor surveillance equipment.
- Control access to the site and manage and direct the flow of traffic.
- Ensure all visitors go through the appropriate security and safety checks.
- Raise alarm in case of fire or disorder and know what to do in an emergency.
- Any other duties as directed by the Site Security Supervisor of the Facilities Manager.
- Responsible for complying with OSH regulations of the site.
- Work as a patrol officer away on the move.
- Work as static guard in one location.
- Work with police when required.
- Stop the entry of unauthorised people.
- Inspect bags luggage and personnel items.
- Write reports following incidents.

4.4. Site Security Supervisor

- Responsible for the effective supervision of Security Officers and the site.
- Responsible to conduct daily inspections of the security guards for their physical and mental conditions.
- Train new members of the security team.
- Prepares all necessary documentation and paperwork.
- Escort visitors and VIPs if required.
- Ensure that Security Officers are completing monthly continuation training.
- Key point of contact for the Facilities Manager for all security issues on the site.
- Retains overall responsibility for key management on the site.
- Responsible for the control and monitoring of CCTV.
- Ensure the school area is kept clean by liaising with the housekeeping supervisor.
- Responsible for coordination with local community security if appropriate.

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5. Entry and Exit Procedure

Controlling access to Taaleem sites is vitally important for the safety of all student's staff and visitors and the following guidelines should be followed:

- The means of entry and exit to and from the site must be safe. This includes ensuring that students and staff with special needs or disabilities can safely enter and leave the school by a ramp or by an alternative entrance.
- All persons, without exception, requiring access to the premises shall report into the security post/ reception or other main security checkpoints at the site to enable identity and safety checks to be undertaken. For busy periods like school pick up and drop off it is mandated that parent and guardians are issued with school identification lanyards to expedite the process.
- It is expected that Security Officers will be able to identify staff.
- All visitors and contractors who do not routinely work at the site should be recorded in a suitable visitors log or using the Visitor Management System (VMS).
- When visitors and contractors are signed in, they should be given a sticker, badge, card or pass to clearly indicate they are a VISITOR/ CONTRACTOR and that they have been through the correct security process.
- When clearing security, the visitor or contractor should proceed no further than reception where they will be met by an escort to take them to their intended destination.
- A visitor should always be hosted for the duration of their visit.
- Prior to leaving the site all visitors and contractors shall sign out and return any sticker, badge, card or pass to security.
- Students leaving early should be questioned by security and they should show their early leave pass if appropriate.

6. General Guidelines

- Security Officers shall be trained in the use of the CCTV system and be capable of interrogating this in the event of an emergency.
- There should be adequate CCTV and alarm coverage across the site.
- Security Officers must ensure that they are familiar with the layout of the site, the staff and students so that they can identify new visitors to the school and deal with them efficiently.
- Security Officers must be alert at all time ready to respond to a change in threat level within the school.
- All Security Officers deployed in Dubai sites should be trained and certified by Security Industry Regulatory Agency (SIRA) and they must display their SIRA identification card at all times. For all other Emirates security guards must hold a license from private security company organisation department PSCOD.
- Appropriate lighting shall be provided up to the perimeter of the site, this is required for both security purposes and safe working during the hours of darkness.
- Security Officers should know what to do in the event of an emergency and should be involved with all emergency drills that take place. They should maintain a good working knowledge of all Taaleem Group health and safety documentation, the following documents detail emergency response actions:

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1. TG-OSH-01 Emergency Response Plan for Fire Evacuation Procedure
2. TG-OSH-02 Pool Safety Operating Procedures
3. TG-OSH-04 Crisis and Disaster Management
4. TG-OSH-08 After School Activities

- In addition to being involved with emergency drills security staff should undertake their own continuation training, areas that should be covered include verbal and physical abuse, report writing and medical emergencies.
- All ground floor windows, and all fire exits are to remain closed, however fire exits should be operable on a push bar or alternative system in the event of an emergency. Fire exits should never be locked with no means of opening the access door. Emergency exits should always remain clear of furniture and other obstructions.
- All Security Officer's shall be first aid trained so there is always a member of staff on site that can act in the event of a medical emergency.
- Delivery vehicles should only be allowed access on site to allow loading/ unloading and every effort shall be made to keep access routes clear. The drivers of the vehicles shall always remain 'local' to their vehicles. When possible, deliveries shall be arranged outside of the standard school hours.
- Police shall be called whenever their support is required, as a general rule all incidents involving physical assault or trespassing/ forced entry to the site should be reported to the police. If the Security Officer is unsure of the required actions, they should seek the counsel of the Facilities Manager or Senior Supervisor.
- Following a security incident, the Site Security Supervisor will brief the Facilities Manager. This report will be escalated to the Head of Business Operations and the Principal if required. If further guidance is needed, then Taaleem Central Office support shall be sought by contacting the Health and Safety and Compliance Manager.

7. Security Officer Change Over Procedure


To ensure a proper handover during Security Officer changeover the following procedures are to be adhered to.

- Oncoming staff should arrive at least 15 minutes before the commencement of their shift to allow sufficient time to conduct a thorough handover.
- The Site Security Supervisor should conduct a brief for all oncoming staff so that they are aware of the planned evolutions for the duration of their duty.
- They should ensure that all equipment is functional and is signed for when appropriate, if any items are defective or missing this should be reported to the Security Supervisor as soon as practicable.
- The off-going officer must conduct a thorough handover with his relief, this should cover the expected planned activities for the day and anything of note that has been observed during the previous shift.

8. Appearance and Standards

All security officers must be smart, properly dressed and equipped as required when on duty. The supervisor of each shift will ensure that security officers comply with the required standard of dress and appearance, all individuals are responsible for their own uniform and should request replacement uniform when it is required. The following points provide further guidance on the specific appearance requirements.

- All uniformed items must be clean, smart and ironed where applicable.
- Hair should be neatly cut and maintained.

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- Beards must be well maintained.
- Smoking is not allowed when on duty.
- All officers will maintain a suitable degree of physical fitness.
- Chains, bracelets and earrings must not be worn whilst on duty.
- All security staff should be in possession of a pen and notebook.
- Shoes should be polished and black.

8.1. Positioning and Behaviour

- Security Officers should assume a position standing or sitting presenting a professional image, leaning against walls must be avoided.
- They should take up a visible position allowing them to be an obvious point of contact but also providing a visual deterrent.
- Security Officers should always remain vigilant and be prompt to react when required.
- A positive and welcoming attitude should be upheld, maintaining eye contact with visitors, students and staff will help achieve this.
- Security Officers should always aim to be helpful and are representing Taaleem when they are on duty.
- Personal mobiles phones should not be used when on duty.

9. Key Control


A key control system is critical to the security at Taaleem Group sites and the security team shall be responsible for maintaining a clear record of all keys.

- Keys will only be issued by security when they are needed and they should be returned following their use, if there is any doubt regarding access to keys the approval of the Facilities Manager should be sought.
- The security team will be responsible for key control and will maintain an inventory of keys.
- Students must never be given a key for any purpose.
- Lost, stolen or broken keys should be reported to Site Security Supervisor and the Facilities Manager.
- Employees who leave or transfer from a site should ensure all keys are returned to security before they depart.

10. Traffic Control

Traffic control will be one of the main jobs undertaken by Security Officers at Taaleem Group sites. This is often a difficult and challenging role however the security team will be supported by school staff to support them during busy times.

- Security Officers should be ready in position for pick up and drop off times and they should be wearing high visibility jackets and be equipped with traffic control wands/signs.
- They should ensure that parents and drivers only use designated parking spaces and drop children off in the approved location to prevent congestion. Only disabled passengers are allowed to park in disabled parking spaces.
- Rules should be enforced so that students, parents, and visitors only use designated walkways.
- The security team should help students to cross the road safely.
- A vigilant watch for speeding cars and unsafe overtaking should be maintained. Car details should be logged and reported to the Facilities Manager where appropriate.

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- Parents or guardians dropping off or collecting students should have access cards/ lanyards visible to allow for quick and easy access during busy periods. Parents who forget this ID must report to the main security checkpoint to gain access.

11. Weekend and School Holiday Procedure

- The school building should remain locked when it is not in use and should only be unlocked during security tours and patrols.
- If the facility is in use for after school activities (ASAs) security may need to switch on the AC and the lights.
- For ASAs and facilities rentals security will be required to liaise with the outside provider/ lead rental contact to help accommodate their use of the facility.
- ASAs and facilities rentals are only allowed access to the facilities required by their schedule.
- Smoking is strictly prohibited on school premises at all times, if anyone is found to be violating this rule they should be reported to the Site Security Supervisor and Facilities Manager.
- Deliveries for the school should be accepted and appropriately recorded. When the school re-opens the delivery can be handed over to reception or the relevant staff member.
- The Facilities Manager should be informed of any deliveries for the facilities team.

12. Security Tours (Patrolling)

Each Security Officer operating at Taaleem Group sites is expected to spend a significant portion of each shift patrolling the site. The purpose of the patrols are to observe the condition of buildings, parking, running facilities (A/C chiller, water pump room, fire pump room, water storage tank) and all other events in school. All floors in the building need to be checked along with doors and windows, the building roof, entrances, and all other areas. Checks should be made for safety violations, which should be appropriately recorded if infringements are found. The regular patrolling in the school compound is the most effective way to monitor activities.


- Security Officers must ensure that they have a good knowledge of the site and the surrounding area and should know where high risk areas are located.
- Any suspicious activity inside or outside the site should be reported to the Security Supervisor immediately.
- Any problems such as broken equipment, loose cables or other health and safety concerns should be highlighted to the Security Supervisor and the Facilities Manager.
- Check the condition of doors and windows and ensure they are locked when they are supposed to be.
- The security team should know which areas are fitted with alarms and they should know how to re-set the alarm panel if required.
- Ensure that fire cabinets and other firefighting equipment is accessible and not blocked.

13. Utilities Control

One of the most important jobs of the security team is utilities control when conducting security tours and patrolling the premises, Security Officers are expected to:

- Switch on / off the AC systems as required.
- Switch on / off lights as required.
- Turn off speakers and projectors after school hours.
- Monitor irrigation systems for any issues.
- All water taps are to be in the closed position when not in use.

Prevention of loss, wastage and damage is a critical function of the security team.

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14. Telephone Etiquette

Correct telephone etiquette is very important. Remember to use proper etiquette, whether answering the phone or making phone calls. It leaves callers with a favourable impression of you, the school and Taaleem. Below are some helpful hints that will help to make phone conversations more effective.

- Using phrases such as "thank you" and "please" are essential in displaying a professional atmosphere.
- Listen actively and listen to others without interrupting.
- Don't make people dread having to answer their phone from security.

If you receive a threatening call, it is important to be calm, courteous, listen clearly, do not interrupt. Further guidance is given in 'TG-OSH-04 Crisis and Disaster Management Appendix 7 Bomb Threat' about the questions that should be asked and the information that should be noted if a threatening call is received. These information collection forms should be kept with security and at reception ready for use in the event of a malicious call.

15. CCTV

CCTV cameras are installed at various locations across Taaleem sites, there is no provision for constant monitoring so the security team will use CCTV as required when carrying out their roles and responsibilities. CCTV will be used to:

- Respond to situations appropriately to ensure the safety and well being of all staff, students, and visitors.
- Protect the site from all kinds of risk such as robbery, theft, vandalism, fraud and investigate suspicious activity and to help respond to emergencies.
- To review and record events and actions captured by the cameras.
- Access to school CCTV is limited to the site's senior management team.

16. References

1. OSHAD-SF v3.1 CoP 13.0 – Violence in the Workplace.
2. OSHAD-SF v3.1 Glossary of Terms.
3. TG-OSH-01 Emergency Response Plan for Fire Evacuation Procedure
4. TG-OSH-02 Pool Safety Operating Procedures
5. TG-OSH-04 Crisis and Disaster Management
6. TG-OSH-08 After School Activities
7. Securitas Generic Standard Operating Procedures




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Appendix 1. School Contact Details

The below provides important contact details to support operations at the site.


Site Contact Details		
Role	Name	Contact Number
Principal	Michael Bloy	+97125561567
Operations Manager	Shah Amin	+971585644373
Operations Administrator	Pieter Tepper	+971566604591
Facilities Manager	Rudi Pretorius	+971505350668
Health and Safety Officer	Aysha Rababah	+971505958354
Site Security Supervisor	Shankar Shrestha	+971565261679
H+S and Compliance Manager	Naglaa Radwan	+971559967108
H+S and Compliance Manager	Ryan Ormrod	+970585242953
Emergency Contact Details		
Police	999	
Ambulance	998/999	
Fire	997/999	

Good communication plays a vital role for an effective security system at Taaleem sites. Communication is being done through phones between staff.

Appendix 2. How to Check Identity Cards

The following guidance should be followed when checking the identity cards of all unknown visitors and guests.

- Remove helmets and sunglasses.
- Check that the ID is original and colour printed.
- Cover hair on the photo ID using your thumb.
- Match his/her face.
- Try to identify quickly.
- Match the name with visitor book.

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- Match the signature with visitor book.
- Check Expired date and Date of birth (Date of birth is secondary option to identify person).

(Note: This job should be done within 3-5 second, delaying to check ID causes irritation to visitors and shows unprofessional image of Security Guard)

Appendix 3. How to Describe a Person

A professional Security Officer should be able to correctly identify an individual and the A-H format is one method of identification that can be used.

- A – AGE
- B – BUILD
- C – COLOUR
- D – DISTINGUISH MARK
- E – ELEVATION
- F – FACE
- G – GAIT (How they move)
- H – HAIR

Appendix 4. How to Describe a Vehicle

A vehicle can be identified from its company make and model, vehicles can also be described by who the vehicle belongs to e.g., Civil Defence, police, ambulance, school bus, named office car etc. Security Officers should be able to describe the vehicle in professional way. The SCRIM format detailed below can ensure that the correct details are captured.

- S – SHAPE
- C – COLOR
- R – REGISTRATION NUMBER, body number (Chassis Number)
- I – IDENTIFICATION MARK
- M – MAKE AND MODEL

Note:- In practical the colour you have seen may differ between day and night.

Appendix 5. How to Avoid Conflict

Conflict can happen any time and can be initiated by a minor occurrence that subsequently escalates. Conflict can come in many different forms and dealing with conflict depends on how the Security Officer responds to the occurrence. The SAFER format below can be applied to various situations to help avoid conflict.

SAFER

- S – STAY BACK
- A - ASSESS
- F – FIND HELP
- E – EVALUATE OPTIONS
- R – RESPOND