Business Services Organisation

Security Policy

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Contents

Introduction

1. Security - Background

1.1 The Business Services Organisations is exposed to a number of security risks relating to staff, information, premises and assets. Security breaches can have a significant impact on the organisation and its staff.

1.2 This policy fits within the framework of the BSO health and safety arrangements and associated risk management processes. The incident reporting process is important, in the management of security risks. Members of staff are actively encouraged to report all types of incidents, no matter what their severity, to support proactive as well as reactive risk management.

2. Purpose of the policy

2.1 The BSO aims to maintain a secure environment where staff are confident of their personal safety, the security and safekeeping of information and property of the BSO and other parties. This policy will apply to all BSO premises (owned, shared, leased or rented or occupied), vehicles, assets and activities. It applies to all members of staff, contractors and visitors alike.

2.2 The aim of the policy is to minimise potential losses by strict control, as well as minimising violence towards staff, but it also aims to:

- Protect the safety, security and welfare of staff, contractors and the general public, whilst on BSO property

- Provide safe systems and safeguards against crime, loss, damage or theft of property, equipment or other BSO assets

- Minimise disruption or loss of service to Clients and staff

The BSO adopts a pro-active approach towards ensuring suitable security arrangements throughout their premises. Its primary objectives are to:

- Undertake security risk assessments across all sites to evaluate and resolve any security problems

- Provide protection to both staff and their personal effects

- Establish a security conscious environment to raise awareness amongst staff

- Liaise with PSNI, local Crime Prevention Officers and other relevant partnerships

- Support and assist staff who have been subjected to violence at work

2.3. The term "security" applies to the elimination or reduction of the risk of crime across the BSO. It includes:

- Offences against individuals – assault and bodily harm, harassment, theft

- Offences against property – trespass, criminal damage, burglary, theft

3. Definitions

3.1 Security is defined as the state or feeling of being safe and protected.

4. The need for effective security

4.1 The BSO has a Statutory obligation under the Health and Safety at Work (NI) Order 1978 to manage its activities to minimise the risk of injury or death on BSO premises, and a responsibility to take reasonable steps to minimise the destruction, misuse, or theft of property.

4.2 In addition, the BSO has a legal responsibility to provide protection against fire and safety hazards, and to safeguard persons from the unlawful actions of others.

5. Security Strategy

In order to meet the objectives set by its Security Policy, the BSO will implement the following strategy

5.1 Deterring Criminal Activity

The BSO will apply high profile measures such as CCTV, lighting, and door Access systems. These will be supported by effective organisational and procedural systems and controls.

5.2 Reducing Criminal Opportunity

The BSO will reduce opportunities for criminals by:

- Incorporating physical protection and crime reduction measures into all designs for new buildings or adaptations to buildings (consultation will take place with the relevant landlord or Trust Premises Department if located other than on BSO property)

- Increasing staff awareness of security issues

- Improving access control systems to building and departments and wards

- Improving coverage and effectiveness of CCTV systems

- The wearing of Identification Badges (ID badges), this enables accurate identification of bona-fide, authorised persons on site

6. Corporate Responsibilities

6.1 Chief Executive and BSO Board

The Chief Executive has overall responsibility for the BSO security arrangements. The Chief Executive and the Board have a responsibility to ensure that resources are available to support the implementation of associated control measures via regular updates to the appropriate Committee on incident statistics.

6.2 Health and Safety & Environment Committee

- Responsible for co-ordinating and monitoring implementation of this policy

- Identifying, with managers, the resources required for staff training

- Providing advice to managers developing protocols/procedures/safe systems of work relating to security

- Reviewing reports from the Risk management System regarding security related matters

6.3 Director of Human Resources and Corporate Services

Within the BSO the Chief Executive has delegated this responsibility to the Director of Human Resources and Corporate Service.

6.4 Administrative Services Manager

The day to day operational responsibility lies with the Administrative Services Manager who has lead responsibility for ensuring security arrangements are considered and reviewed and brought to the attention of SMT/Board level and dealt with appropriately.

7. Local Security Arrangements

Local Security Arrangements are the responsibility of the most senior manager on site.

This remit includes:

- Supporting the Director of Human Resources and Corporate Services in the development and implementation of all security related policies

- Completing an annual report for submission to the Board outlining the BSOs security work and significant risks

- Working with relevant external stakeholders such as the HSE and Police and any other   relevant agency

- Promoting and maintaining a pro-security culture throughout the BSO

- Applying risk management techniques to security management and ensuring incidents are recorded and investigated

- The Administrative Manager will provide specialist advice, guidance and support to the BSO Board, Service and Senior Managers and staff on aspects of security management.

- All local security policies must be compliant to this Corporate Policy

7.1   Directors

Directors are responsible for:

- Their own team's security in terms of providing a safe and secure environment

- Ensuring their staff understand and comply with this policy

- Ensuring all significant security risks are identified and measures are implemented to establish a safe and secure environment

- Actively encouraging the reporting of incidents relating to security issues in accordance with the BSO's incident reporting procedures

- Liaising with the Administrative Services Manager and providing feedback and support to their staff in respect of incident investigation, particularly where injury has occurred

7.2   Departmental Managers

Departmental and section managers are responsible for

- Ensuring the day to day implementation of this policy, in order to maintain a safe and secure environment

- The initial investigation of any incident related to a security issue and/or violence at work

- Encourage contractor/visitor awareness

- Ensuring that staff are issued with and make appropriate use of identity badges.

7.3   Employee's Responsibilities

All employees of BSO must:

- Familiarise themselves with the content of this policy and associated procedures

- Attend Health & safety Training which encompasses Security

- Take reasonable precautions for their own security and that of persons who may be affected by their acts or omissions at work

- Comply with all relevant security procedures for the areas, in which they work and in shared premises

- Use all security equipment in accordance with any training and instructions given

- Report any shortcomings relating to security arrangements as soon as possible

- Report all incidents relating to security and violence at work, via the incident reporting process, and to their line manager

- Remain alert to the presence of unusual and unexplained packages, which cannot readily be identified. Any such package should be reported immediately to a supervisor or line manager. Under no circumstances should a suspect package be handled.

- Have available BSO identity badges at all times.

- Store personal items securely at all times, either in a locked room, locked drawer, cupboard or locker. Personal items should not be left accessible. This means staff are responsible for the security of lock codes, keys or padlocks that may be in their possession

7.4   Risk Assessments

Risk assessments should be completed for any significant security hazards in line with the Management of Health and Safety at Work Regulations. The Head of Service or senior manager is responsible for ensuring these assessments are undertaken.
Copies of completed risk assessments should be forwarded to the Administrative Services Manager for action and/or review.

7.5   Premises security

7.5.1   Directors and senior managers are responsible for ensuring adequate security arrangements are in place for the buildings where they are responsible for service delivery. Site security is an issue for all staff and a general level of awareness is essential.

7.5.2   Any untoward findings should be reported immediately to the manager responsible for the site and/or service.

7.5.3   Within BSO premises Facilities Management staff/ porters may be tasked with the role of responding to security incidents. They will offer support to the staff involved and may assist in attempting to diffuse a situation. However, they are neither trained nor employed to use control and restraint methods and should not be requested to do so. If they are confronted with a situation that is out of their control, they should remove themselves to a place of safety and contact the police.

7.5.4   All members of staff should ensure that their work areas are secured at the end of the working day (where applicable) and that departmental keys are held in a secure place at all times.

7.5.5   The loss of any key(s) must be reported to the appropriate departmental manager and to the BSO's Corporate Services Department. It is important to avoid delay so as to ensure premises can be secured.

7.5.6   The Premises Officer or Corporate Services will be responsible for issuing and holding all spare keys associated with suited or security locks and on no account must replacements be cut without prior permission. The control of keys and their replacements in other areas is the responsibility of the local manager.

7.5.7   Members of staff, who require access through any door, which is controlled via digital door locks or proximity access systems, will be issued with the appropriate code numbers or personal fobs/cards to ensure the security of the area is maintained at the highest level. Code numbers must not be issued to unauthorised personnel.

7.5.8 All access codes should be changed:

- Every 6 months, or

- Whenever it is felt that the code has become compromised,

Or

- Following the dismissal of a member of staff

7.5.9 Security passes are personal to the user and must not be passed to unauthorised personnel or loaned to other members of staff. Lost or mislaid passes or ID Cards must be reported immediately. If access cards/fobs are lost this must be notified as soon as possible in order for the fob to be deactivated.

8. Lockdown Arrangements

8.1 In some circumstances it may be necessary to lockdown a premises.

8.2 The aim of a site lockdown is to exclude or contain people by preventing entry, exit or movement of people on site. Each BSO premises should be capable of achieving a partial or full lockdown in the event of any given emergency. These arrangements will vary in complexity depending on the size of the premises and the scale of the emergency.

8.3 Directors and managers responsible for premises will need to ensure that a risk profile has been undertaken for the most critical buildings. A risk profile can be completed in consultation with the Administrative Services Manager. A decision should be made on the premises capacity and capability to lockdown, with a view towards developing robust lockdown procedures. With smaller, less critical premises, a lockdown may be achieved by staff securing windows and doors.

9. BSO Assets

9.1 The BSO will maintain asset registers and will ensure the security of its assets, as per Standing Financial Instructions.

9.2 Every employee has a responsibility for the security of the BSO property they use. Any damage to the BSO's premises, vehicles and equipment, or any loss of equipment, stores or supplies must be reported immediately to the line manager. This includes notification to the Finance, ITS and administrative services departments as required and the police as necessary

9.3   Where practicable, assets should be suitably marked as BSO property.

10. Visitors

10.1   Where appropriate, visitors should sign in at the reception area and be issued an ID badge. They should wait in the reception area until they are escorted to their destination. At the end of the meeting, the visitor will be escorted back to the reception area to sign out, prior to departure

10.2   Members of staff should be aware of anyone trying to 'tailgate' – i.e. gain access to a controlled access area by closely following them as they enter. If the person is not recognised as a member of staff, or authorised visitor, he/she should be asked to:

- Wait at the door or in a designated waiting area. Give details of the person, with whom they have an appointment. Await the arrival of an identified member of staff to escort him / her into the controlled access area

- At the end of the appointment / meeting, the visitor should be escorted out of the controlled access area

11. Staff property

11.1   Each member of staff is responsible for the safe keeping of his / her own property. Staff should consider what personal belongings they need to bring to work and ensure they are held securely in the building. The loss of personal belongings must be reported immediately to the employee's line manager and an incident report completed. Where appropriate, the police should be contacted and corporate services notified via the incident reporting process. Staff should note that pedestals are not to be considered to be

11.2   A Loss / Damage Form available from the Finance Department can be completed and forwarded via the line manager to the Finance Department, where any claim for reimbursement will be assessed.

12. Reporting, Investigations & Sanctions

12.1   All security incidents must be reported via the incident reporting procedures (Policy on reporting accidents incidents and near misses) as quickly as possible so that line manager and corporate services is notified and can begin an internal investigation. When a criminal offence is committed or alleged to have been committed on BSO premises by any person, staff should inform their line manager and also contact the DHRCS/Administrative Services Manager without delay.

12.2 The DHRCS/ASM will liaise with the police, affected staff and the line manager regarding any investigation or offence. The Director of Human Resources in conjunction with the relevant Director will appoint a person to conduct an internal investigation into any significant security breaches. Investigations involving staff will be handled fairly in line with the BSO's equality and diversity arrangements. The BSO will cultivate good relationships with the local police, and will actively seek to prosecute any individual who wilfully damages/steals BSO property or inflicts harm to any member of staff.

13. Consultation, Development and Approval

13.1 This policy is drafted and developed by the Administrative Services manager which involved stakeholders, views of colleagues, service users and staff side

13.2 Policy documents are available via the BSO's website. Copies of the policy will also distributed across all BSO localities in accordance with agreed dissemination processes.

13.3 The principles embedded within the policy will be included in induction training for staff and in the Minimising Risk mandatory training updates. Staff will receive instruction on their workplaces security arrangements as part of the local induction they receive from their line manager.

14. Planning and Implementation

14.1 The Chief Executive will ensure through the BSO's line management arrangements, that security considerations are included in any future business planning. Directors will ensure appropriate cascading of security objectives throughout their area of responsibility in order to ensure that needs are identified, prioritised, and that appropriate resources are allocated.

15. Monitoring and Review

15.1 The Administrative Services Manager will follow up security risk assessment and site surveys both as a means to identify possible security risks and to promote a positive health and safety culture. Security breaches and other loss events will be reported on a regular basis to the Health and Safety Group & Environment Group. The investigation of such incidents will be used as a tool to identify causation, assist police, prevent reoccurrence and assess the effectiveness of policy controls.

15.2 Managers will be responsible for monitoring and reviewing their own local security risk assessments and associated building arrangements. This policy will be reviewed no later than January 2017.

16. Equality Considerations

16.1 This policy has been screened for equality implication as required by Section 75 of Schedule 9 of the Northern Ireland Act and it was found that there were no adverse impacts on any grouping. This policy will therefore not be subject to Equality Impact assessment.

17. Procedure for Dealing with a Suspect Package/Bomb

17.1 Physical Security Measures

ALL staff should ensure that windows and doors are secured when work areas are not in use. Good housekeeping will help reduce the areas in which a bomb or suspect package can be left undetected. Ensure that ALL work areas are kept litter free.

17.2 Please ensure that you wear ID badges at ALL TIMES whilst at work. If you approach an individual who is not identifiable, then question his/her presence on site. Remember, be vigilant and report any persons acting suspiciously to your Supervisor/Line Manager.

17.3 Your Powers of 'Stop and Search' include the legal right to refuse entry to any person who will not permit a search of their hand baggage. You have no power to carry out a body search unless the individual agrees.

Reporting Incidents

17.4 If you come across a suspect package and have any doubts as to its origin, then DO NOT handle it. Report its presence immediately to your manager/supervisor and ensure the police are contacted. In all cases where a bomb threat is received, the police should be informed immediately and kept advised as to what action is being taken.

17.5 Switchboard operators most frequently have to deal with telephone bomb warnings; however, any member of staff may be confronted by such a message. Any member of staff receiving a call should:

- Keep calm
- Try to obtain as much information as possible from the call
- Keep the line open even after the caller has rung off
- Report the call immediately to their line manager or the senior manager on-site

18. Search Plan

18.1 The Senior Manager on duty (or on call) or another designated manager will initiate a search. If a blanket search is required then individual areas in larger premises, such warehouses will be asked to conduct rapid searches, in order to eliminate them. Searchers should be looking for unidentified objects(s) that:

- Should not be there
- Cannot be accounted for
- Are out of place

18.2   If a suspicious object is found then follow the golden rules:

DO NOT TOUCH OR MOVE THE OBJECT.

If possible leave a distinctive marker near (not touching) the device. Move away from the device to a designated control point. Inform the senior manager.

18.3.   The senior manager should implement the evacuation plan, if required.

18.4   Stay at the control point and draw an accurate plan of the location of the suspicious package or device. The person finding the object should be immediately available for interview by the police.

19. Evacuation

19.1   The decision to evacuate premises will be taken by the senior manager on duty usually in consultation with the police.

19.2   Evacuation will follow one of two patterns, either as quickly as possible using all available exits or via alternative routes so that people can leave the building without being placed in danger by passing too close to the suspect device:

- Take all belongings
- Leave windows and doors open
- Assemble well away from the building

19.3   Once an evacuation has been completed, the senior manager will decide when the building can be re-occupied. If the police are on site they will assume control and staff must be directed by them

20. Staff Training

20.1   Good training is essential so that in the event of the need to search and evacuate, not only the search teams but also every employee will know what to do. Regular searches and evacuation drills will help maintain staff awareness and vigilance. Telephonists, secretaries and any persons likely to answer a telephone should be instructed how to handle a bomb threat call.

(Refer to the checklist at Appendix 1)

21. Recovery

21.1   Immediately following an incident staff and visitors must be prepared for a certain amount of disruption particularly in gaining access back into affected areas. Police may remain in situ and may well ask for identification prior to access. If a cordon is in place the police will ensure the security of premises within it. Once the cordon is lifted the responsibility reverts to the BSO and to the senior manager.

21.2   Staff must NOT speak to the media about incidents but pass all enquiries through to the HR and Corporate Services Directorate

Appendix 1

This form will be held by switchboard operators only

CHECKLIST RECEIPT OF TELEPHONED BOMB THREAT			
LISTEN CAREFULLY! Record the **EXACT** wording of the threat:			
Was a 'Code-Word' given?		Yes	No
Exact 'Code-Word was			
(This detail is a confidential matter it must not be further recorded or repeated)			
If possible, ask these questions:			
Where is the bomb situated?			
When is it due to explode?			
What does the bomb look like?			
What kind of bomb is it?			
What will cause it to explode?			
Did you place the bomb?			
Why?			
Where are you calling from?	Fixed Line	Booth	Mobile
Private Line			
What is your telephone number?			
What is your name?			
What is your address?			
Time call completed			
Keep the telephone line open (even if the caller has disengaged).			
Do not use any facility on the telephone (i.e. callback) until Police have arrived.			
If your telephone has Automatic Number Reveal note down the number			
Using a separate telephone line			
NOW CONTACT THE POLICE USING 999 IMMEDIATELY			
Once the Police and your immediate Supervisor/Manager has been informed please complete the Information overleaf:			

Time and Date of call			
Length of call			
Your telephone number (that which the call came in on)			
ABOUT THE CALLER			
Caller's Age Group			
Child	Youth		Elderly
20-30	30-40	40-50	50-60
Gender			
Male	Female		
Language Used			
Well spoken	Poorly Educated	Foul	Incoherent
Threat Message	Read	Spontaneous	Taped
Callers Voice			
Calm	Angry	Rational	Deliberate
Emotional	Stutter	Slow	Rapid
Deep	Soft	Hostile	Drunk
What accent?			
Was the voice familiar?			
Who did it sound like?			
Background Sounds			
Traffic	Other voices	Music	Machinery
PA System	Static		Clear
Any other remarks			
YOUR DETAILS			
Signature			
Print Name			
Building/Department			