

Institute of Business Management



STANDARD OPERATING PROCEDURES

SECURITY DEPARTMENT

Institute of Business Management

STANDARD OPERATING PROCEDURE - SECURITY

Notice of Promulgation

This document titled “Standard Operating Procedure - Security” intended for the Security Department is hereby approved and promulgated for the guidance of all directly concerned with responsibilities assigned by the administration to enforce security rules and regulations to ensure safe and secure campus.

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1. INTRODUCTION

The Institute of Business Management (IoBM) campus is situated in Korangi Karachi. The campus comprises of 10 buildings (Admin, Academic, IT, Industrial Engineering, SSKCE, Library, Student Activity Centre, Maintenance Block, Servant Quarters & CHS Block), Parking Areas and sports ground. There are approximately 5,000 full time students and a staff complement of over 450, as well as a number of visitors who come to the institute daily.

The purpose of this policy is to provide a framework and procedures for identifying and dealing with security risk facing IoBM, its staff, students and visitors. This policy allows, as far as reasonably practicable, to ensure the safety and security of the campus, outlying facilities and the people using these facilities. Open access to the campus is an essential ingredient of academic life but is not without risks. Some security measures are therefore necessary to maintain a safe and secure environment for our staff, students and visitors. To increase the feeling and/or perception of security the Institute will develop and apply security controls, and procedures. Security is not intended to be a hindrance to academic activity but is a necessary ingredient for the safe and efficient operation of the Institute.

Security measures are in place to support:

- a. An open, safe and welcoming campus
- b. The reduction of incidents and the minimization of risk
- c. The personal safety of individuals
- d. Protection of premises, physical assets, including personal property and vehicles
- e. Clear, regularly reviewed policies and procedures
- f. Developing partnerships with external stakeholders with whom the Institute can work to help implement the security policy

There are three main drivers that underpin the security policy, which are:

- a. **Proactive prevention.** Proactive deterrence to minimize crime and incidents and their effects on the Institute, staff and students
- b. **Managed response.** A responsive, effective, efficient service to deal with the Institute's operational security needs.
- c. **Stakeholder care.** Student, staff and visitor welfare to promote a safe and secure work, living and study environment.

2. POLICY STATEMENT

The Institute will endeavor to ensure as far as is reasonably practical, the personal safety and security of all students, staff, bonafide visitors and contributors whilst at campus. The Security Department is responsible for the effective operation and enforcement of the Security Policy and Procedures across all Institute activities.

3. OBJECTIVES

To assist the service to focus on the necessary priorities the following strategic Security Services objectives have been formulated with the consent of Institute's senior management team.

- a. To provide a safe and secure campus that will create a feeling of safety and security for all.
- b. Responsive to the Institute community in the delivery of a skillful and quality security service.
- c. Affording dignity and respect to every individual.
- d. Develop a cooperative relationship with all members of the campus community.
- e. Maintain and develop a well-trained, community oriented, professional Security team.
- f. Work with members of the Institute community as partners in a combined effort to address mutual concerns and resolve mutual problems.

- g. Create an environment of teamwork through trust, commitment, collaboration, perspective, direction and cooperation.
- h. Decrease amount of actual or perceived criminal activity via high visibility security patrols.
- i. Create a community awareness of crime problems and methods of increasing the security services ability to deal with actual or potential criminal activity in a method that is swift, effective and placing emphasis on safety to the community.
- j. To encourage and enable reporting a crime or incident to security services or the police.

These objectives will be at the heart of service delivery for Security Services and will drive the recruitment, selection and training of staff moving forward.

It defines the roles / responsibilities of relevant persons and confirms IoBM's determination to minimize the security related risk. It also affirms IoBM's commitment to have in place security systems, procedures and control measures that ensure that the IOBM family, including visitors, can go about their business in a safe and secure environment.

4. **DEFINITIONS**

- a. **Access Control:** Control of entry/exit to an area by any physical, mechanical or electronic means.
- b. **Access Control Record:** Critical records maintained by the Access Control Supervisor, such items as card numbers and Access Control database.
- c. **Access Control Supervisor:** Designated individual within the management to enable/program Radio Frequency Identification (RFID) cards so that they may be used on access control devices/turnstile system.
- d. **Card Access Control Systems:** An electronic or electro-mechanical system used for entry/access into the campus using turnstiles.
- e. **Head of Security:** A designated employee responsible for the drafting, development and implementation of the IoBM security policies. He is to take the lead role in proposal and implementation of approved amendments that may be necessary to the Security Policy in the future.
- f. **ID Card:** This is an identification card printed and issued by the Security Department given to every student, faculty and staff. The latest version of this card contains RFID and is also used for access into the campus through turnstiles.
- g. **Key System:** Any mechanical device used to operate a mechanically controlled mechanism for authorized entry/exit to/from a restricted room/office.
- h. **Security Officer:** Senior Security Officer (SSO)/Security Officer (SO)/Assistant Security Officer (ASO) is an employee working under the guidance and instructions of HoD Security to assist him in discharging security duties effectively.
- i. **Security Supervisor:** A person responsible to the HoD Security through SSO/SO/ASO to effectively enforce IoBM security policy, ensure attendance and good conduct of security guards. He is in-charge of his shift and looks after Security Room/Reception working also.
- j. **Security Guard:** Senior Security Guard/Security Guard/Assistant Security Guard is a retired armed forces person or a civilian employed by the Institute for security purposes. Procedure for induction of a security guard is enumerated at Annex A.
- k. **Turnstile:** A mechanical gate consisting of revolving horizontal arms fixed to a vertical post, allowing only one person at a time to pass through.

5. **RESPONSIBILITIES**

Responsibility for security rests with all students, staff and visitors to the Institute. In particular, everyone should report all activity, suspected or real, of a criminal nature or any suspicious activity immediately to the security staff. Within this overall responsibility some particular elements are defined as follows:

- a. **Senior Management Team:** the senior management team of the Institute should ensure that support and resources are available to staff for the implementation of the Security Policy. Necessary measures to improve security in essential areas should receive priority consideration. Where appropriate, specific training to achieve acceptable standards of operation should be supported and properly resourced.
- b. **Executive Director Administration:** overseeing development and planning of security strategy, policies and procedures and overseeing the operation of the Security Service.
- c. **Head of Security:** the development, documenting and implementation of security strategy, policies and procedures and the monitoring of their effectiveness and efficiency. Investigation of serious crime, breaches in security and student disciplinary matters; provision of expert and impartial up-to-date advice; liaison with police, emergency services and local authorities; management of the IoBM Security Team, Incharge CCTV systems.
- d. **Security Officers:** the day-to-day management and implementation of the security policy and procedures; monitoring of these policies and procedures to ensure their continued effectiveness; delivery of an efficient and effective service to the Institute; management and training of staff; investigation of crime; advice on implementation of security solutions, security hardware, CCTV, etc.
- e. **Shift Security Supervisors and Patrol/Support Staff:** Security duties as defined in these Instructions, including CCTV monitoring, responding to all incidents, e.g. fire, disturbances, gas leaks, electrical/mechanical failures, damage to Institute fabric and lock-outs. This could include major incidents affecting the Institute's business continuity and disaster management. Patrol all buildings and campus on foot and by cycle, to ensure that the staff, buildings, contents, students and other users remains safe and secure, react to and deal with incidents and emergencies that arise.
- f. **Assistant Supervisor/ Security Guard** Role and responsibilities of Supervisor and Security Guard are defined at Annex B.
- g. **Heads of Faculties / Departments:** HoDs have a key role in promoting security within their area. The actual responsibilities will vary according to the location and the nature of the activity taking place. A number of specific responsibilities can be identified. It is recognized that Heads of Department may wish to delegate responsibility for the routine involved in these tasks to a nominated individual e.g. a faculty but the overall responsibility for security matters will remain with the HoDs. They are to ensure that:
 - 1) their staff have access to and are familiar with the Security Policy, paying particular attention to those issues which are directly relevant to the activity of their department. All members of staff and students in their department understand and exercise their security responsibilities, including the displaying of Institute's Identity cards, and have due regard to Institute property.
 - 2) Controlling access to their departmental areas by approving the issue of keys and by authorizing staff to have 'out of hour's access' only as necessary.

3) Ensuring that their departmental staff return to the department, their Institute card and any issued keys on their last day of work.

4) Notifying the Security team of any security risk (including the purchase of expensive equipment etc) who will advise on any additional security or protection.

h. Staff: All staff must ensure they are familiar with and follow the procedures in the IoBM Security Policy, paying particular attention to those issues which are relevant to their activities. They must also co-operate with requests from the Security Team, especially in emergency or evacuation situations and follow security procedures. Staff are required at all times when on campus to carry their IoBM ID cards.

i. Students: have a general responsibility to look after Institute facilities properly and to give due consideration to security issues. They must follow security procedures designed to protect Institute property, in particular regulations governing access to computer rooms or areas with other public use equipment. Students must co-operate with requests from the Security Team, especially in emergency or evacuation situations and in relation to security procedures. All Students are subject to the set out Regulations of the Institute as in the General instructions and restrictions. These instructions are issued to the students on joining the Institute. Students are required to carry their Institute cards with them at all times when on campus.

j. Visitors: (including conference delegates and external event attendees) have a general responsibility to look after the Institute facilities whilst on campus and to give due consideration to security issues. In particular, they must follow security procedures designed to protect Institute property and where issued, wear their visitors badge at all times. Visitors must follow instructions from the Security Team or from their host department, particularly in emergency situations.

6. CRIME PREVENTION

a. Security Awareness Proactive crime prevention and security awareness will help to ensure a safe, secure environment, enabling work and study to continue with the minimum amount of disruption. Staff and students should make every effort to counter the threat of crime. Personal valuables should be locked away or placed out of sight or kept on the person, and personal property should never be left unattended. Windows in offices must be closed and secured on departure where locks are fitted. Curtains or blinds in these rooms should be closed at dusk and lights (except security lighting) should be turned off when leaving. Laptops and other portable IT/AV equipment should be locked out of sight when not in use, particularly overnight, in open areas. All incidents of crime on Institute premises, real and suspected, must be reported to the Security Team. Where available Security Officers will make external (and where appropriate internal) patrols of buildings, to aid in the identification of security risks, monitor public safety and act as a deterrent against crime.

b. Incident Reporting It is the responsibility of all staff and students of the Institute to report all activity, suspected or real, of a security/safety nature. Incident reporting is crucial to the identification of patterns of criminal activity and risk analysis. It permits investigation and recommendations to be made to prevent a recurrence. Comprehensive reporting of incidents provides an accurate picture of the level of crime or incidents throughout the Institute and thus ensures that adequate resources are provided to combat the impact on the Institute community. Success in the Institute's fight against crime, and the general welfare of the Institute community is greatly enhanced by fast, efficient and detailed reporting. All incidents of a security/safety nature on campus should be reported in the first instance to Security on ext. 222 (24 hours) or 362, 370 or 345 (working hours).

c. Security Rounds Members of the Security Team will carry out regular overt rounds 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 campus crime free.

d. Security Risk Analysis Departments and divisions are responsible for assessing and mitigating security related risk arising from their activities. Departments and divisions may carry out periodic risk assessments to determine their security needs, in liaison with the Security Team.

e. Crime Handling The victim in all reported cases, in particular assault, sexual assault, indecency, fraud, theft (including car or cycle theft) burglary and hate crime are advised to inform the security team. Criminal Offences committed by students, if required, will be reported to the Police by the Head of Security, after consent of senior management, where appropriate,

f. Crime Investigation All crimes that occur on Institute premises will be investigated appropriately to prevent re-occurrence and aid crime prevention. The Head of Security or other members of the Security Team as delegated will carry out internal investigations of security related incidents, producing written reports for circulation where necessary and providing follow up crime prevention advice.

7. **ACCESS CONTROL**

a. All staff and students are issued with a IoBM ID card which is used as an identity and access through Turnstile system. Students are required to carry their card with them at all times and to show their card to officers or employees on request. Staff are required under the terms of their employment contracts to carry their card at all times whilst on Institute premises. Loss of the card should be reported, as soon as possible to the Security team. Card controlled entry is an effective method of preventing unauthorized access and the security strategy will move towards expansion of access control systems throughout the Institute. Access cards should be regarded for security purposes the same as a key. Cardholders must safeguard their card and report any loss to the Security team as soon as possible, so the card access can be cancelled.

b. Visitors and ad-hoc Contractors will be issued with a 'visitor's pass' at point of entry and should wear these passes throughout their visit to the Institute. The member of staff responsible for the visitor/contractor should ensure that their visitors return this pass when signing out upon leaving the campus.

c. Contractors who will be on site for more than a week will generally be issued with a Institute 'Contractor' card to allow them access to the building they are working in. Arrangements for these cards are to be agreed by the Project Manager/HoD Maintenance. Contractor identity cards must be displayed at all times whilst on Institute premises.

d. All staff and students are required to show their Institute card to security staff, on request. Failure to do so may result in an immediate request to leave Institute premises, if a person's identity cannot be confirmed.

e. Weekend Functions/Meetings/Events The use of Institute premises at weekends or out of hours is restricted. Departments or individual staff wishing to teach, run tutorials, organize an event or carry out maintenance work, should obtain approval of appropriate authority and inform of their activity to the security through HoD well before time. They are to provide a list of attendees/ workers etc with CNIC#/ date/timings of function/activity/event/work.

f. **Institute Core Hours**

1. These are currently: 08:30 – 17:00 Monday to Sunday, except Friday.
2. Evening/ weekend Classes may continue till 21:30, except Friday

g. **Out of Hours Access** Staff who require access to work in their office outside normal opening hours need written permission from their Head of Department, and must inform security of the fact giving location, timings and nature of activity.

8. PERSONAL SECURITY

Whilst it is the responsibility of the Security team to provide a safe and secure environment, it is the responsibility of all students and staff on Institute premises to take all reasonable measures to ensure their own personal security. Following are general guidelines:

a. **Moving between Institute buildings** students and staff should make themselves aware of their surroundings and of other people when walking between buildings. Try to avoid poorly lit or isolated areas and where possible, walk with other members of staff or students. Report any deficiencies in lighting on Institute buildings through the Estates Helpdesk so that remedial action can be taken where appropriate.

b. **Suspicious behavior** If suspicious activity is noticed, notify or get a colleague to notify Security. Challenge if you feel able but do not get yourself into a vulnerable or confrontational situation. More important is to make a mental or written note of a description, direction of travel, what suspicious acts you saw and any other information which may help Security identify and locate the individual(s). Security staff will direct security response to the area as a matter of urgency, and if appropriate, ensure the Police are contacted. Each situation of this type will be different and it is at the discretion of the individuals concerned as to what action they wish to take, but at no time should they put themselves at risk. Reporting suspicious activity is extremely important to Security Staff in helping to prevent and detect crime against the Institute.

c. **Threatening or abusive behavior** If staff or students are faced with threatening or abusive behavior, stay calm, avoid raising your voice and finger pointing/wagging. Call a friend, work partner or manager and/or Security.

9. DRUGS / ILLEGAL SUBSTANCES/SMOKING

a. All suspicions of the handling or using of controlled or illegal substances should be reported to Security, in the first instance, so that appropriate investigation and consultation with Institute authorities may take place.

b. IoBM is a non-smoking campus, hence smoking of any type is not allowed within the campus including Parking Areas. A fine of Rs 10,000/- will be charged from the defaulters. Repeated offence may culminate on rustication of a student and termination of job of employee. Use of drugs, Pan, Gutka or any such other toxic substance is also strictly prohibited.

10. LOST AND FOUND

a. **Found Property** Unidentified found property should be handed in to staff at the building reception. When property is handed in, the date/time, finder's name, department and contact details will be recorded. If the property is not returned to the owner or is left unclaimed for a minimum of one month, the property will be passed to charity or disposed of.

b. **Claiming Property** When a person claims property, full details will be required. i.e. a full description of the item and for certain items, proof of ownership may be requested. When staff are satisfied of the owner's claim, the property will be handed over on signature.

c. **Property Left in Classrooms** No items of property or teaching material should be left unattended in classrooms. Classrooms are cleaned daily and any item of property will be treated as found property and dealt with as above. Any item whose value is questionable (leftover hand-outs or teaching material) and/or condition is poor, is to be treated as 'waste' and disposed of. A guide to dealing with lost and found property may be found at Annex H.

11. VISITORS

Visitors are required to follow IoBM security procedures and follow directions from their host or the Security Team, particularly in an emergency situation. Visitors must display their passes at all times and visit only office/building/person intended to visit/meet. It is the responsibility of the host to ensure that security is timely informed of a scheduled visit and visitors are informed to comply with the IoBM Security Policy.

12. CLOSED CIRCUIT TELEVISION (CCTV)

IoBM uses CCTV systems around the campus (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 IoBM and the system is operated by the Institute's Security.

- a. **Purpose of CCTV:** The IoBM Security Team uses CCTV for no other purpose except to protect life and property and to prevent crime. The images captured are recorded and retained in the event if may be needed as evidence of any criminal activity.
- b. **Privacy and Disclosure of Images:** All images from CCTV system are to be treated as confidential. Requests to access recorded images whenever essential must be made to HOD Security.
- c. **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 and will be sited only for a specific time period necessary to an operation. Details of CCTV operation and cameras is given at Annex D

13. IDENTITY CARDS

All staff and students will be issued with an IoBM ID Card. This card acts as identity and access control card. Card holders must safeguard their card and report lost cards as soon as possible. An ID card must be displayed prominently by students and employees when inside the campus. Identity cards are not transferable nor should they be loaned out to or used by anyone other than authorized holder. The identity card remains the property of IoBM and must be returned whenever a student completes education or an employee leaves job with the institute. Procedure for issue and handling of ID card, sample ID Card Forms and Clearance Form are appended at Annex E.

14. PARKING

IoBM has earmarked sufficient areas for the purpose of car parking.

- a. Students are to park their vehicles at the designated place i.e. Nullah Parking, unless otherwise arranged and informed. Faculty and management are to park their vehicles at the parking spaces designated opposite of each building. Students, Faculty and management are issued stickers to be displayed at the wind shield of their vehicle for identification, after filling-in and submission of a request form. Though every effort is put in to ensure safety of parked vehicles yet parking is allowed at the owners' risk.
- b. Areas near Main gate and Gate No.2 are marked for staff and students' motorbike parking respectively. Anyone leaving a motorcycle on Institute premises must leave it safely and securely locked. The Institute cannot accept any liability for vehicles, motorcycles, bicycles or their contents when parked or left on Institute premises.
- c. Only cars with sticker are allowed to be parked on campus. Sticker issue policy is appended at Annex F along with Parking Form as Appendix I to Annex F.

15. CONTROL OF LOCKS AND KEYS

Locks and keys are issued by the Maintenance Department via Security Department. Issue of new locks to replace old ones can only be requested by HoD to the Maintenance Department informing security regarding change and keys management. This request may be done via the IoBM email system/ CMMS or through a memorandum, as appropriate. Detail are given at Annex G.

16. EVENTS/FUNCTIONS

Usually IoBM students, faculty and management attend events/functions on the Institute premises, however, outsiders may be permitted for the duration of a public event. Most events are on a first come first served basis but some are ticketed and access is granted only to those who possess a valid event ticket. The organizers of an event must liaise with the Security well before an event for the smooth entry and security. In certain cases, where large number of participants are expected, provision of enhanced security from Local Police or Rangers may be required after risk assessment.

17. ASSET PROTECTION

It is the responsibility of every employee and student to take reasonable measures in protecting Institute's property, as well as their own personal property, from theft, loss or damage.

18. CONTROL OF CASH

Members of a student's society or staff who handle cash on behalf of the institute must adhere to the cash handling guidelines provided by the Finance Department of IoBM.

19. SECURITY OF BUILDINGS

The Security staff usually guards all entrance/exits doors to buildings. It is the responsibility of staff to ensure that their office space is secure and locked after working hours.

20. INSTITUTE EQUIPMENT

Staff and students are to make all possible efforts to ensure that Institute equipment is protected from any 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 Security where required.

21. FIRE FIGHTING AND EMERGENCY EVACUATION

Staff and students are encouraged to familiarize themselves with the information provided by the Institute on what to do in case of fire or an emergency. They should also familiarize themselves with the contact details of Security Team, police and other emergency services.

a. **Fire Alarm Activation** Fire Alarm system has been installed in all blocks of the institute.

In the event of a fire alarm activation the Security Team will check and confirm the incident. Security is to manage a fire incident, including an orderly evacuation of the building and directing occupants to the designated fire assembly point, and calling fire brigade if necessary. Under no circumstances can anyone re-enter the affected building(s) without "all clear and go ahead" from the Security Team or the fire brigade. Staff, students and visitors to the Institute are required to fully cooperate with security officials in the event of fire.

b. **Fire Fighting Posts.** There are five (05) firefighting posts located as under:

- 1) Behind Admin Block,
- 2) Academic Block front
- 3) Student Activity Centre
- 4) Maintenance Block
- 5) CHS Block

c. **SSKCE Block** SSKCE Block is equipped with sufficient number of firefighting extinguishers. Fire hoses have also been installed on each floor with a water connection to extinguish a fire.

d. **First-aid** If a person has an accident or is ill, Institute's doctor may be contacted on extension 727. The Security Reception may also be called on 222 for any assistance.

e. **Bomb and Suspected Material** Any member of staff or student who receives a suspicious package should not open the package, but immediately call security on 222. 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. Please see Annex J for details.

f. **Emergency Contacts** The Security Room is staffed 24/7 and can be contacted on 222 (Internal) PTCL 021- 35092663 or UAN 021-111-002-004 EXT 222 during emergency. Some of the outside emergency numbers of police, hospitals, fire brigade and ambulance services are given at Annex I for general information.

g. **Fire Exercise/Drills** In order to familiarize and train students, faculty and management staff, Security Department, in coordination with head of departments, is to occasionally conduct fire exercises/drills for the students and staff.

22. CAMPUS LOCKDOWN

A situation that could cause serious harm to the Institute community or property, reputation or to the critical operations may dictate lockdown of campus. Security is usually the first point of notification of such an incident through appropriate and brisk mode of communication For more information on emergency evacuation and lockdown please see Annex K.

SELECTION CRITERIA – SECURITY GUARDS

As far as possible, security guards will be selected amongst prospective candidates considering following criteria:

CATEGORY	FORCES RETIRED	CIVILIAN	REMARKS
Age	55 max	45 max	
Height	5'6"	5'5"	
Weight	65-70 kg	60-65 kg	
Education	Middle (min)	Middle (min)	
Reading & Writing Skills	Should be able to read English and read, write Urdu	Should be able to read English and read/write Urdu	1. Police clearance required for civilians.
Health Condition	Category A	Fit after medical checkup	2. General conduct and behavior be confirmed from the last employer.
Priority	<ul style="list-style-type: none"> • Infantry/Armored Corps/ Artillery/Air Defense/ Engineers/NLI/EME/ ASC/ AMC • Navy/Air Force Fighting arms/general duty. • Rangers/FC/DSG/Coast Guard/ Mujahid Force. 	<ul style="list-style-type: none"> 1. 05 years or more 2. 02 years or more 	<ul style="list-style-type: none"> 3. Guard should be preferably a non-smoker, not using Pan, gutka or other toxic substance.
Experience	<ul style="list-style-type: none"> • Minimum 6 years color service 	<ul style="list-style-type: none"> • Minimum 02 years as security guard • Good bearing and character 	
Documents	<ul style="list-style-type: none"> • Original discharge book/Service Card • CNIC 	<ul style="list-style-type: none"> • CNIC • Police Verification • Photo Copy of CNIC's of Neighbors • Discharge/Experience letter from last employer 	
Domicile	Any, preferably Karachi settled.	Any, preferably Karachi settled.	
Family Details	<ul style="list-style-type: none"> • Parents • Wife • Children • Dependents (brother/sister) 	<ul style="list-style-type: none"> • Parents • Wife • Children • Dependents (brother/sister) 	

1. Prospective candidate must be apprised of terms and condition of service at the Institute.
2. Short writing/reading test may be taken where applicable.
3. Police verification is essential prior to joining duty.
4. Medical examination report must be submitted within 14 days of joining duty.
5. Experience may be relaxed in case of a physically fit and intelligent candidate.
6. Candidate may be asked to render below undertaking, if selected, which is to be kept in his file.

UNDERTAKING

1. I do hereby affirm that I will perform duty in Day/Night shift at IoBM and at the residences whenever required and as ordered by my seniors. I nor have any criminal record neither any serious medical issue which may cause harm to me or others. I do not use Pan/Gutka or any such substance.
2. I shall submit my medical examination report within 14 days of joining for duty

Signature: _____ Date: _____

Signature of Interviewer: _____

Signature of HoD: _____

DUTIES OF SECURITY STAFF

DUTIES OF SSO/SO/ASO

Senior Security Officer/ Security Officer/ Assistant Security Officer are expected to perform below mentioned duties:

1. Ensure smooth working of all issues related to the security guards, e.g. Annual Leave S/L, C/L and off etc. Prior approval of HoD is required for all such activities.
2. Assign duties to the security guards (both day/night shift) after approval from HoD.
3. Ensure up-to-date issue/receipt record and processing of application forms for ID cards.
4. Issue parking stickers to students and staff and keep record of all transactions.
5. Ensure firefighting and other security equipment is in satisfactory working condition.
6. Keep record of equipment held by the department e.g. binoculars, temperature guns, emergency lights etc.
7. Ensure appropriate parking of vehicles inside the campus and in Students' Parking Area.
8. Ensure smooth flow of traffic inside the campus and on the main road in front of IoBM.
9. Ensure safe guard and function of small weapons, particularly daily/monthly maintenance.
10. Ensure working of walkthrough gates in consultation with concerned maintenance staff.
11. Ensure supervisors and guards perform duty with alertness and repeated offences reported.
12. Signing of visitor book, handing/taking over & Equipment Record every start of week and putting up for monthly signatures of HoD.
13. Ensure yearly renewal of Institute's weapon licenses. i.e. towards end of the year.
14. Ensure parking of vehicles and smooth flow of traffic inside campus & on main road.
15. Upkeep and safety and security of small weapons and ammunition.
16. Ensure neat/clean Pakistan & IoBM flags are displayed daily at the main gate, preferably hoisted at 08:30am and lowered at 5:30pm.
17. Take daily rounds of campus, observe for abnormal activities and report to HoD. Schedule of rounds is given at Appendix I to Annex B.
18. Act as in-charge printing examination question papers, observing all safety/security measures.
19. Keep liaison with in-charge CCTV and Turnstile.
20. Keep liaison with Maintenance, HR, and other departments as per requirement.
21. Carry out routine working on behalf of other security officer in his absence.
22. Ensure safety and security of personnel and material inside the campus.
23. Maintain liaison with rangers, police, traffic police and civil administration as required.

Note: Any other duty(ies) may be assigned by the HoD or higher management as required.

DUTIES OF SECURITY SUPERVISOR/ASSISTANT SUPERVISOR

1. Assign duties to the security guards ensuring rotations of guards on all locations, in consultation with the security officer and after signatures of HoD.
2. Assign off days to guard in consultation and concurrence of security officer.
3. To ensure that security guards are present and taken over duty at the assigned location.
4. To ensure at the start of each shift that guards are dressed appropriately for their duties.
5. Ensure security guards do not use mobile phones, drugs, pan/gutka or smoke, while on duty.
6. Ensure each guard receives lunch/prayers break.
7. Assist SSO/SO/ASO to train and assess guards to ensure familiarity with and implementation of the security procedures.
8. Accept and process leave (sick/casual/annual) requests (Annual Leave not more than 7% of total strength and not more than 3 guards from any shift)
9. Disseminate instructions issued by HoD/SSO/SO/ASO to the guards and next shift supervisor.
10. Have knowledge of electronic devices including fire alarms, CCTV, turnstile and walkthrough gates.
11. Immediately report any systems malfunction to the SSO/SO/ASO.
12. Record all daily unusual occurrences in the Log and report to seniors.
13. Carry out investigations as required and ensure reports to the HoD Security.
14. Provide assistance to staff that experiences any welfare difficulties.
15. Initiate disciplinary procedure of incident keeping SSO/SO/ASO informed.
16. Take rounds of all locations under intimation to the SSO/SO/ASO.
17. Ensure up-to-date record of security guards' leave, off days, casual leave, sick leave, attendance and overtime in coordination with Salary & Compensation Department.
18. Ensure just distribution of special conveyance allowance to guards performing duty at residences.
19. If unable to resolve any issue, immediately report to the Security Officer.
20. Ensure polite dealing with visitors, students and staff.
21. Maintain visitors record and ensure concurrence of concerned staff is obtained.
22. Manage parking place for visitors, student and staff.
23. Take report of each building/location at start and end of day and report clearance to SSO/SP/ASO.
24. Assign duty to a guard for hoisting and lowering of neat/clean flags at the main gate.
25. Supervise security of functions in the Institute.
26. Ensure all security devices and equipment is in good working condition and report for defective ones, if any, is made.

DUTIES OF SECURITY GUARD

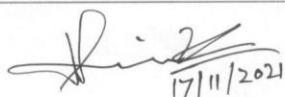
Security guards are required to close up on duty at 07:00 for the Day Shift and 19:00 for the Night Shift unless otherwise instructed. They must put on neat, clean and smart uniform while closing up on duty. Following are the duties and responsibilities of a security guard considering location/area:

1. Ask security guard, from whom taking charge of location, for special order, if any.
2. Ensure that all exits, doors and windows are closed, particularly watch main entrance and exit.
3. Ensure that all electrical appliances e.g. ACs, fans, lights and computer etc are switched off.
Any appliance not powered off be reported immediately.
4. Allow entrance to authorize people after checking of ID card and vehicles with stickers.
5. Report any suspicious behaviors and happenings to the supervisor.
6. Ensure no one uses drugs, pan/gutka or smokes in the vicinity. Any contravention of the aforesaid may be reported immediately.
7. Treat students, faculty, visitors and staff politely. Any issue be reported to supervisor immediately.
8. Respond to fire alarms, other sirens or noises and react in a timely manner
9. Submit reports of daily activity and of every suspicious action to the supervisor immediately.
10. Do not use mobile phone while on duty.
11. Report "all clear" to the supervisor at the end of the day.
12. Never leave location without informing supervisor. Permission for meals and prayers may be obtained from the shift supervisor.
13. Timely inform supervisor for the annual leave, casual leave or off day and seek permission prior to avail leave/off. Inform supervisor by any means if sick and unable to come on duty.
14. Attend morning assembly in the day shift and evening assembly for the night shift.
15. Mark attendance in the attendance machine both at the time of closing up and getting off.
16. Never argue when facing complex situation. Direct all such matters to the shift supervisor.
17. Hand over lost and found items to the supervisor immediately.
18. Check weapon for accurate working prior to signing for weapon take over.

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SCHEDULE OF SECURITY ROUNDS

DAY	TIME	DESIGNATION	REMARKS
<u>Monday</u>	07:30am-08:30am	Security Supvsr	One Security Officer performing duty in afternoon.
	09:30am-10:30am	HoD Security	
	11:30am-12:30pm	Security Supvsr	
	02:00pm-03:00pm	Assistant Supvsr	
	04:00pm-05:00pm	HoD Security	
	05:30pm-06:30pm	Security Officer	
<u>Tuesday</u>	07:00pm-08:15pm	Security Officer	One Security Officer performing duty in afternoon.
	07:30am-08:30am	Security Supvsr	
	09:30am-10:30am	HoD Security	
	12:00pm-01:00pm	Assistant Supvsr	
	02:00pm-03:00pm	Security Officer	
	04:00pm-05:00pm	Security Supvsr	
<u>Wednesday</u>	06:30pm-07:30pm	Security Officer	One security Officer performing duty in afternoon.
	08:15pm-09:15pm	Security Officer	
	07:30am-08:30am	Security Supvsr	
	09:30am-10:30am	HoD Security	
	11:30am-12:30pm	Security Supvsr	
	02:00pm-03:00pm	Security Officer	
<u>Thursday</u>	04:15pm-05:15pm	HoD Security	1. One Security Officer's off day 2. One Security Officer performing duty in afternoon.
	06:30pm-07:30pm	Security Officer	
	07:30am-08:30am	Security Supvsr	
	09:30am-10:30am	Assistant Supvsr	
	11:30am-12:30pm	Security Supvsr	
	02:00pm-03:00pm	Security Officer	
<u>Friday</u>	03:15pm-04:15pm	HoD Security	1. HoD's off day 2. One Security Officer's off day 3. One Security Officer performing duty in afternoon.
	06:30pm-07:30pm	Security Officer	
	07:30am-08:30am	Assistant Supvr	
	09:30am-10:30am	Security Supervisor	
	11:00am-12:30pm	Assistant Supvr	
	02:30pm-03:00pm	Security Officer	
<u>Saturday</u>	04:00pm-05:00pm	Security Supervisor	1. One security Officer performing duty in afternoon. 2. One Security Officer's off day
	06:00pm-07:00pm	Security Officer	
	08:15pm-09:15pm	Security Officer	
	07:30am-08:30am	Security Supvsr	
	09:00am-10:00am	HoD Security	
	11:30am-12:30am	Assistant Supvsr	
<u>Sunday</u>	02:30pm-03:30pm	Security Officer	1. HoD's off day 2. One Security Officer's off day 3. One security Officer performing duty in afternoon.
	04:30pm-05:30pm	Security Supvsr	
	06:00pm-07:00pm	Assistant Supvr	
	08:15pm-09:15pm	Security Officer	
	07:30 am-08:30am	Assistant Supvr	
	09:30 am-10:30am	Security Supervisor	


17/11/2021

Niteet. Thakur
NIT 17/11/2021

Annex C

Institute of Business Management



GATE PASS

Company/Proprietor: _____ Date & Time Out: _____

Name (person taking out): _____ Department: _____

Requested by: _____ Dept S#: _____

Returnable (Yes/No): _____ PO / PRF # : _____

S#	Description of Item	Qty	Purpose/Remarks

Requester's Name

Concerned HoD's Name

Signature _____

Signature _____

Security Supervisor

SSO/SO/ASO

HoD Security

CLOSED CIRCUIT TELEVISION (CCTV)

1. Introduction

Closed Circuit Television (CCTV) is a surveillance system, which keeps an eye on selected places in the campus in the form of video film monitored at Control Room. The idea of CCTV is to ensure safety and security through surveillance. It can be most gainfully utilized to achieve the optimum security level. CCTV at IoBM is operated and manned by the Security Department.

The CCTV system is to be monitored by a CCTV operator at the CCTV Control Room located on the 1st Floor of Library Block. Images from cameras are recorded 24x7 in real time and to be retained preferably for a period of 15 days, depending on the space available in a particular Hard Disc Drive. Recording and backup of essential images, if made, must be stored in a secure/locked cabinet. It is helpful to ensure the following:

- a. Detecting offenders and preventing crimes, theft, sabotage, burglary within the campus.
- b. Providing evidence for any investigation and offender's prosecution.
- c. Providing chances for pre-empt action/responding to any crises and harassment of any kind.
- d. Enhancing confidence and commitment of the security staff.

2. Responsibilities of CCTV Operator

- a. Monitoring and operating CCTV cameras and associated equipment in the CCTV Control Room, while managing associated alarms and calls.
- b. To ensure safety & security of people & property within Institute via CCTV network surveillance.
- c. Responsible for operating and maintaining surveillance equipment, watching both live and recorded footage, making entry of incident in the Log Book with date, time, camera number and reporting to seniors.
- d. Ensure that CCTV control room is always clean and tidy.
- e. Have a "Log-In" Password and must "Log-Off" before handing over the charge.
- f. Only authorized and trained CCTV operators will operate any of the equipment within the CCTV control room.
- g. Operator must be present at all times when equipment is in use. If Control Room is left unattended it must be securely locked.
- h. Submit Daily CCTV Monitoring Report to SSO/SO/ASO.
- i. He is expected to maintain a high level of professionalism, care and integrity at all times.
- j. CCTV operator must have a thorough understanding of the equipment. Should carry out deleting or archiving old footage as needed, organizing old footage in an orderly fashion, and switching out hard drives or servers as required.
- k. Remain in constant contact with the shift supervisor.
- l. Entrance, exits and parking areas must be under surveillance at all times. Cameras should be focused particularly during the morning incoming and afternoon outgoing timings. Any discrepancy (e.g. accidents, damage to property, pilferage, theft and misconduct etc.) is to be noted, it must be zoomed, recorded from all possible angles and the information passed to the ASO/SO for action.
- m. Employees and visitors' vehicle entrances must be closely monitored for registration number identification and checking/recording purposes.
- n. Any other duties assigned by the HoD Security.

3. Maintenance

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- a. CCTV operators will be responsible for the reporting of faults within the CCTV Control Room or any associated equipment located elsewhere, including cameras on a daily basis in writing via e mail to concerned Maintenance officials informing HoD Security and SO/ASO. Status or condition of cameras must be reported daily to the security manager.
- b. Defective cameras, DVRs/NVRs, LEDs/LCDs and Convertors must be reported to Maintenance staff for appropriate action.
- c. Preventive and on-spot maintenance of CCTV Control Room and cameras is to be done on regular basis by maintainer, arranged through the maintenance department.

4. Dos and Don'ts

- a. No CCTV operator is allowed to give his ID, login password to any staff.
- b. Operator must refrain from invading the privacy of people, or harass and intimidate them.
- c. Visitor access to the CCTV monitoring room is prohibited.
- d. No unauthorized access is allowed for copying, viewing, or recording CCTV videos.
- e. Security staff shall inform CCTV operators of any suspicious movements which may affect safety of all and Institute's property. Likewise, CCTV operators should immediately inform the Duty Shift Supervisor of any suspicious movement captured in cameras for immediate appropriate action.
- f. Proper storing of footage is one of the most important roles of CCTV operators. Accurate recording and backups of all events should be maintained from all cameras in DVR / NVR hard disks and should be kept for at least for 15 days or as instructed by HoD.
- g. Constant monitoring and spot-checks should be conducted to ensure compliance of SOP.

5. Media Sharing

- a. Recorded videos will not be shared or viewed by anyone without prior permission of the HoD Security.
- b. In no case the recorded media copy or recording is to be handed over to any one by any means or request.
- c. The HoD Security will deal with the request and decide whether viewing of recorded images should be extended to anybody or in case, if situation dictates, after permission of ED Admin.

6. Location OF CCTV Cameras

Location and other details of CCTV camera is appended at Appendix I to Annex D.

LIST OF CCTV CAMERAS**Admin Building**

S#	Location	Quantity
1	Main Entrance	1
2	Reception	1
3	Finance Counter	1
4	President's Gate Entry Ground Floor	1
5	President's Parking	1
6	Diesel tank Area	1
7	Rear Entry	1
8	First Floor	1
9	First Floor	1
10	Purchase Dept	1
11	QEC	1
12	President's Office	1

(Total 12)

Main Gate

1	In Gate	1
2	Out Gate	1
3	Walk Through Gate Entry	1
4	Parking Area (opp CBM Block)	1

(Total 04)

Library Block

1	Basement	1
2	Basement	1
3	Male Locker Room	1
4	Female Locker Room	1
5	Ground Floor Reception	1
6	Ground Floor Right Side	1
7	Ground Floor Left Side	1
8	Ground Floor Right Side	1
9	First Floor Stair side	1
10	First Floor Right Side	1
11	First Floor Right Side	1
12	First Floor Left Side	1
13	First Floor Control Room Side	1
14	Old Exam Entry	1
15	Main Entry	1

LIST OF CCTV CAMERAS

CHS BUILDING

S#	Location	Quantity
1	Basement	1
2	Basement	1
3	Ground Floor	1
4	Ground Floor	1
5	Ground Floor Lift Area	1
6	First Floor	1
7	First Floor	1
8	Second Floor	1
9	Second Floor	1
10	Third Floor	1
11	Third Floor	1
12	Top Floor Speed Dome	1
13	Top Floor Speed Dome	1
14	Rear Exit	1
15	Bike Parking	1

(Total 15)

CBM BUILDING

1	Basement	1
2	Basement	1
3	Basement	1
4	Ground Floor	1
5	Ground Floor	1
6	Ground Floor	1
7	Ground Floor	1
8	First Floor	1
9	First Floor	1
10	First Floor	1
11	First Floor	1
12	Second Floor	1
13	Second Floor	1
14	Second Floor	1
15	Entrance	1
16	Entrance	1
17	Entrance	1

(Total 17)

MAINTENANCE BLOCK

1	Penal Room Area	1
2	Generator Room Area	1
3	Diesel Tank Area	1
4	Servant quarter	1
5	Rear of Servant quarter	1

(Total 05)

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Appendix I to Annex D

IT BUILDING

S#	Location	Quantity
1	Main Entry	1
2	New Building Entry	1
3	Lab One Ground Floor	1
4	Lab Two Ground Floor	1
5	Lab Three Ground Floor	1
6	Lab Four First Floor	1
7	Lab Six Second Floor	1
8	Lab Seven Second Floor	1
9	Lab Eight Second Floor	1
10	Lab Nine Second Floor	1
11	Lab Ten Second Floor	1

(Total 11)

STUDENTS ACTIVITY CENTER

1	Cafeteria in	1
2	Cafeteria in	1
3	Mobile Charging booth	1
4	Seating area	1
5	First Floor (Irshad Karim Room)	1
6.	First Floor Seating Area	1
7.	Table Tennis Room	1
8.	Main Door Entry	1
9.	Car Parking Entry	1
10.	Rear of Washroom Corridor	1
11.	Library Side	1

(Total 12)

MAINTENANCE BLOCK

1	Main Entry	1
2	Main Hall Area	1
3	Office Area	1

(Total 03)

STUDENT PARKING (NULLAH AREA)

1	Main Entry	1
2	Gate No 2	1
3	Center Area	1
4	Gate No 3	1
5	Students Parking	4

(Total 08)

SSK BUILDING-EXAM HALL

Exam Hall First Floor	17
-----------------------	----

Total number of cameras in IoBM: 126

IDENTITY CARDS

1. GENERAL

- a. The card printer operator is responsible for timely collection of data of students for printing of ID cards in the approved format on the available blank cards.
- b. The operator is the custodian of the data which is to be kept confidential. and should not be misused or leaked for any purpose other than card printing.
- c. The operator is responsible for printing cards and forwarding these cards after necessary entry in the turnstile software to the respective SSO/SO/ASO.
- d. Concerned SSO/SO/ASO is to initiate email informing students for collection of ID cards. He is to inform HR also for staff and faculty cards.
- e. Any printing material required for printing purposes is to be requisitioned from time to time as per requirement and if not received, the SSO/SO/ASO should be informed well in time. A sufficient reserve stock of printing material is to be kept to meet any urgent requirement.
- f. The operator is responsible to keep all the printing devices up-to-date and in case of any fault, report to the maintenance department as well as SSO/SO/ASO for repairs.

2. PROCEDURE

a. Issue of ID Cards:

- 1) **Students:** are issued ID cards after completion of admission process through Admission Department on orientation day or as appropriate. A list of candidates with necessary data is provided by the Admission/IT to the security for printing of ID Cards for new entrants.
- 2) **Staff:** IoBM faculty/management/support staff is provided with ID Card upon joining. HR Department forwards requisite form with required documents to the security for this purpose
- 3) **Alumni:** are issued with Alumni Card after completion of formalities with Alumni Office.

b. Lost Cards: All lost IoBM ID cards must be reported to the relevant issuer immediately to prevent misuse by unauthorized individuals. Students and staff must report lost cards through official email to the security as soon as possible.

c. Duplicate ID Card: may be issued to student, faculty, management and support staff, if original card damaged, expired or lost. A formal request on prescribed form may be forwarded by the concerned person to the security. Management, Faculty and IoBM Support Staff are to forward such requests through HR. Sample ID card form is appended at Appendix A.

d. Support Staff: Janitorial staff will be issued an entry pass by the respective contractor. A list of janitorial workers is to be forwarded to the security and be updated by the contractor as and when required.



STUDENTS' ID CARD FORM

To,
Head of Security
Institute of Business Management
Korangi Creek Karachi

Dear Sir,

Date _____ Applicant's Signatures _____
Student's Name _____ Student's Full ID# _____
(*Block/Capital letters*)
Students CNIC _____ Program _____

Please enclose following with this form (As applicable):

- Two recent photographs (3x3 cm Blue background).
- Copy of valid National ID Card.
- Payment receipt of Rs.2000/- (Reprinting charges for lost/damaged card).
- Expired/damaged ID Card.

Below for security department use only



ID CARD RECEIPT

Name _____ ID# _____
Student's NIC# _____ Programme _____

Signatures with official stamp _____



FACULTY/MANAGEMENT/SUPPORT STAFF ID CARD FORM

To,
Head of Security
Institute of Business Management
Korangi Creek Karachi

Dear Sir,

Date _____ Applicant's Signatures _____
Name _____ Full ID# _____
(*Block/Capital letters*)
CNIC _____ Designation _____

Please enclose following with this form (As applicable):

- Two recent photographs (3x3 cm Blue background).
- Copy of valid National ID Card.
- Payment receipt of Rs.200/- (Reprinting charges for lost/damaged card).
- Expired/damaged ID Card.

Below for security department use only



RECEIPT

Name _____ ID# _____
CNIC# _____ Designation _____

Signatures with official stamp _____



CLEARANCE FORM

This is the confirmation of "Nil Claim" against the below mentioned employee/student of IoBM:

Mr/Ms: _____

Full ID#: _____ Programme/Designation: _____

Address: _____

Phone or Cell # _____

*Cheque in favor of Father/Mother/Guardian's name: _____

Department	HoD/Officer Name	Remarks	Signature
Library			
Finance			
HoD			
IT			
Security			
Media Studies			
House Keeping			
Immediate Supervisor			
Proctor			

- *As applicable*

CAR PARKING STICKER POLICY

General

IoBM has a vast campus which entails a lot of movement of personnel and vehicles within its premises. To ensure proper identification, checking and smooth entry of cars belonging to the students, faculty, management, visitors and vendors, this policy would underline the issuance and usage of car parking stickers.

Vehicle Sticker

Separate color of parking stickers (Size 3" x 3") will be issued to students, faculty and management (maximum of two vehicles) belonging to the an individual for complete tenure. A form in this regard will be filled in by the user and deposited in the Security Office along with documents/ items listed in the form. A sample of the form used for issue of sticker is appended as Appendix I to this document.

Color of Sticker

Following approved colors will be used for the vehicle parking stickers:

- a) Students: Red
- b) Faculty: Blue
- c) Management: Green

Sample color and design of each sticker is appended as Appendix II to this document

Display of Sticker

It is suggested that sticker is to be pasted on Right Top Corner of the wind screen (from inside) so that it is visible to the guard standing at the entry point. However it may be pasted on any prominent location of wind screen, if desired by the user.

Charges

Rupees 100/- per sticker will be charged at the time of issuance of sticker.

Disposal

- a) Stickers is to be returned, whether on one or more cars, at the time of clearance of a student, faculty and management.
- b) Replacement may be obtained if faded/unreadable due to weather impact.
- c) Sticker must be removed from a vehicle when disposing off the vehicle. Sticker is to be returned to the security department whenever no longer required.

Visitors

Visitors are issued with a visitor card when entering into the campus. They are to park their vehicle at the visitors parking or as requested by the security staff at the entrance.



SECURITY DEPARTMENT
CAR PARKING STICKER REQUISITION FORM

I wish to park my vehicle at Students/Faculty/Management Parking Area and request for the issuance of vehicle parking sticker. My car is fit and will not cause any inconvenience to others. I shall comply with all Govt/ IOBM Traffic rules and regulations. I also assure that I will park my vehicle at designated parking space, only for the duration of my classes/duty timing. I will not play any music inside IOBM. I will ensure appropriate dressing and conduct of my driver and will not allow him to roam inside the campus. I will paste sticker at right top corner of car wind screen. My particulars are as under:

IoBM ID # _____ Name _____ CNIC # _____ Program _____

Department _____ Category (Perm/Visiting) _____ Driving License # _____

Vehicle Registration # Car 1 _____ Car2 _____ Make & Model _____ Color _____

Signature of Applicant _____ Date _____

Note:

1. *Sticker will be valid for the above mentioned person and vehicle only.*
2. *A copy each of the following to be attached:*
 - Valid CNIC
 - IOBM ID Card copy.
 - Car Registration.
 - Valid Driving license copy.
 - 1x photograph (Passport Size).
 - Rs.100/- payment slip from Finance Department.

Approved _____

(FOR SECURITY OFFICE USE)

Car Sticker # (1) _____ (2) _____ Valid up to _____

Issued by (Name) _____ Sign _____

Receiver Sign _____ Date _____

VEHICULAR STICKERS



COLOURS

Students: Red
Faculty: Blue
Management: Green

LOCKS AND KEYS

All key holders are required to:

1. Acknowledge an approved form documenting record of the issuance of the key.
2. Maintain, secure and be responsible for any issued key(s).
3. Report loss or theft of keys immediately to the security.
4. Keys, if no longer required, must be returned to security, Human Resources, or Maintenance as applicable.
5. Visiting faculty, Research Assistants, Contractors and Vendors must approach for key through HoD of the sponsoring Department.
6. HoDs are to ensure that a duplicate key is held by the Security for emergency use. Such keys may be sealed and signed by HoD, if situation demands.
7. Tampering with or attempting to bypass security on an electronically controlled or monitored door in any way, including but not limited to key bypass, propping and taping is prohibited.
8. Worn keys will be replaced without charge. Original keys must be returned to the security.
9. Replacement of lost/stolen keys or failure to return assigned keys will result in charges to the person identified as the key holder.
10. Deans, Directors or HoDs may notify to the Maintenance Department, informing Security Department, to have their locks replaced. In cases where making of key is due to employee's negligence, charges will be borne by the responsible person or as approved by the higher management.
11. An employee of IoBM may be issued keys needed to access particular office and/or work area subject to the written request of concerned HoD.
12. A person being assigned an office/facility must draw the key in person and present his/her ID Card at the time of transmittal.
13. Record keeping of digital/numerical lock systems will be maintained by the concerned department. A sealed copy of combination will be kept by the concerned HoD under lock and key for emergency use.
14. Each Department is responsible for periodically performing physical inventories of keys. Departments are to perform, at a minimum, annual audit of individual who have access to the keys. Any changes shall be communicated to the security.
15. No lock may be installed on any Institute building or property without the prior approval of management. Locks installed without prior approval will be removed, confiscated and the cost not be reimbursed.

LOST AND FOUND PROCEDURE

Safe custody of personal belongings is the prime responsibility of the owner, however at times due to over sight or lapse, important items/documents left unattended on insecure place are lost/stolen. Considering the discomfort and agony through which owner of a lost/stolen item may pass, Security Department has devised a policy for safe keeping of lost & found items and subsequent handing over to the owner. Procedure appended below is to be followed whenever an item is reported lost/stolen and/or found/handed over to the security:

1. **Student/Faculty/management** whose item has lost or stolen, is to carry out initial search. Assistance of a colleagues/friend/companions may be helpful to locate the misplaced/lost item. Nearest guard's help may be requested to assist the owner in this regard. Despite search if an item is still not found, the owner is to personally report the matter at the main gate. The owner may contact security for update on the action(s) taken so far for the Lost/stolen/misplaced item.
2. **Security Guard**, if finds an item or item handed over by another person, is to immediately inform supervisor and deposit it after filling in requisite form. Cash is to be specifically counted, noted and from signed by both guard and supervisor.
3. **Supervisor**, after noting down the details of the received item, is to inform SSO/SO/ASO. A search or investigation will be made by the security department to locate a reported misplaced/lost item. CCTV help may be taken where required. Contact number and other information of the owner may particularly be noted for exchange of updated information.
4. **SSO/SO/ASO**, upon receipt is to ensure that necessary record is maintained of the deposited item. Details of lost/misplaced items are to be taken from the owner and investigation process be initiated under intimation to HoD Security. If no one claims an item received in Lost and Found for more than 24 hours, the item(s) is/are to be deposited in Lost & Found Help Desk in Central Store on the next working day. Signatures of the transaction and other details are to be recorded.
5. **HoD Security** depending on value of the deposited article may circulate mail to all concerned disseminating limited information, e.g. Cash found from.....(location) on.....(date) at.....(time) or wrist watch found from.....(location) on.....(date) at.... (time) etc. He is to counter sign when a form is closed either upon handing over to owner or deposit with Lost & Found Help Desk.
6. **Disposal** of claimed items to an owner may be executed after positive identification and necessary entry on the form. Incentive, if any, from the owner may also be noted in the respective space of the form, signed by the SO/ASO and countersigned by the HoD Security.

Date _____

LOST AND FOUND DEPOSIT FORM - SECURITY

Below listed items brought by _____ at _____ hrs., are hereby received for safe custody of Security:

Deposited by: Name _____ Designation _____ Sign _____

Received by: Name _____ Designation _____ Sign _____

Shift Supervisor Name _____ **Designation** _____ **Sign** _____

SSO/SO/ASO: Name _____ Designation _____ Sign _____

Date _____

LOST AND FOUND DEPOSIT FORM - CENTRAL STORE

To:

The In-charge, Central Store Help Desk.

Below listed unclaimed Lost & Found items are hereby deposited for safe custody and further disposal:

Sent by: Name _____ Designation _____ Sign _____

Received by: Name _____ Designation _____ Sign _____

HoD Security _____

IMPORTANT TELEPHONE NUMBERS

<u>S#</u>	<u>LOCATION</u>	<u>NUMBER</u>
1.	HoD Security	Internal: 345
2.	Security Officer	Internal: 362
3.	IoBM Gates:	
	Gate No.1 (Main Gate)	Internal: 222 PTCL: 021-35092663 UAN: 021-111.002-004 EXT 222
	Gate No. 2	Internal: 391
	Gate No. 3 (SAC)	Internal: 392
	Gate No. 4 (CHS)	Internal: 399
	Gate No. 5 (SSK)	Internal: 395
4.	Police Station Zaman Town:	0333-2761221, 0307-2301819
5.	Sindh Rangers (Bhitai):	021- 344942202
6.	Fire Brigade Korangi Industrial Area:	021- 35066260-1
7.	Fire Brigade Central:	021- 37773252 021- 99215007-8
8.	Fire Brigade PAF Base Korangi Creek	021-9955-1500
9.	Helpline:	Police (Emergency)
	Rangers	15 1101
	Army	1135
	Traffic	1915
	K Electric	118
10.	Hospitals:	Indus Hospital
	National Medical Centre	021- 35112717
	Jinnah Hospital	021- 11- 222 - 662
	Liaquat National Hospital	021- 99201300 - 39
		021- 111 - 456 - 456
11.	Edhi:	Emergency. Centre
	Ambulance	021- 32310066 - 32310077 115
12.	Chippa:	1020, UAN 111-111-134
13.	Fatmid Foundation:	021- 32225284, 32258656, 32256036
14.	Red Crescent:	021- 35836275, 35830376
15.	Alamgir Welfare Trust:	021- 34852055 - 60

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BOMB THREAT

1. Bomb Threat All bomb threats, whether written or verbal, will be taken seriously and acted upon as outlined in this document. Students or employees are to respond according to the following directions:

- a. ALL threats are to be reported immediately to Campus Security on extension 222/362.
- b. A person who receives a bomb threat is to remain calm and obtain as much information as possible.
- c. S/He should be alert to background noises (traffic, machinery running and music)
- d. Listen for voice characteristics, accents, and speech defects.
- e. If the threat is in written form, the person who receives the document must avoid unnecessary handling in an effort to retain fingerprint evidence and call Security immediately.

2. Discovery of a Bomb or Suspected Bomb An explosive device can be hidden in any object. Common forms are pipes, letters, and parcels. If an employee receives or discovers an object that looks suspicious, is ticking, or making a suspicious sound, the employee should not touch or move the object. Notify the Campus Security immediately.

3. Letter and Parcel Bomb Mail or a parcel delivery having below listed characteristics may be considered suspicious and possibly may contain a bomb:

- a. No return address or poorly typed address.
- b. Hand-written address or misspelled common words.
- c. Markings such as "confidential" or "personal", incorrect titles or titles without a name.
- d. Excessive weight or postage.
- e. Lopsided or uneven envelope.
- f. Rigid, inflexible envelope or excessive securing materials, such as tape, string, etc.
- g. Protruding wires, tinfoil, or other materials.
- h. Oily stains or other discolorations.
- i. Any visual distractions.
- j. Parcel is emitting noises, such as ticking or buzzing.

4. Responsibilities and Assignments When the President or the competent authority determines that an evacuation is necessary, the Head of Security will alert the appropriate classrooms and offices of the evacuation.

EMERGENCY EVACUATION AND CAMPUS LOCKDOWN

1. General: Guide lines for evacuation of a building are listed below:

- a. Evacuate building by the safest and nearest exit route. Emergency exit routes have been marked with arrow in each building
- b. Use stair case or emergency exit doors.
- c. The person with a mobility impairment should ask for assistance of the nearest security staff. Any individual, co-worker, supervisor, or instructor may be informed of his/her specific location.
- d. Staircases and classrooms are "safe refuge areas," and may provide safety from fire for a few minutes or more. Open doors will violate the integrity of the "safe refuge area" and allow smoke, and possibly fire, into the area, therefore keep door closed.
- e. Once outside, the co-worker, supervisor, or instructor will inform the first emergency responding personnel that there is a person with mobility impairments in a "safe refuge area", which floor the person is on, and the location of the "safe refuge area". Evacuations will be made by first emergency response personnel.
- f. If possible, the person can notify 222 of his/her location from a nearby available telephone extension. The first emergency responders will remove the person with mobility impairment from the building.

2. Weather Emergency

In the case of a storm or severe rain following of the actions are recommended:

- a. Move all loose articles (i.e. garbage cans or any flat articles) inside a building.
- b. Close doors and windows to protect against wind and water damage.
- c. Monitor weather information from various media sources (Radio, TV, etc.)
- d. Provide perimeter security as long as it is safe to do so.
- e. Check all buildings for any accumulation of water or flooding.
- f. After storm, provide safe access to damaged areas; assist with assessment of damage.
- g. After storm, survey campus for possible damage and notify Maintenance Department
- h. If necessary after storm, prepare reports e.g. accident/incident report, shift report.

CAMPUS LOCKDOWN

For the protection of the students and employees a lockdown may be necessary in a situation where evacuation would be inappropriate. In case of an intruder or suspected armed person, security may be alerted by an employee, student or local enforcement agency. Lock down will be announced by the administration after considering gravity of the situation at a particular time. In such a case employees and students will:

- a. Remain in offices and class rooms.
- b. Communicate from office/classrooms with Security by available mean, if necessary.
- c. Move away from windows and doors so occupants cannot be seen from outside.
- d. Turn off lights to aid concealment.
- e. Notify Security with the location, if intruder is observed outside a building.