



University of Essex



Campus Security and Safety Policy

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Campus Security and Safety Policy

Introduction

The University of Essex has over 17,000 students on study programmes across its three campuses in Colchester, Southend-On-Sea and Loughton. We have a diverse campus community representing more than 140 countries, with over a third of our students from outside the United Kingdom. We are a university with increasing numbers of students, with an ambition to grow to about 20,000 students.

Our academic departments are organised into three faculties. Their work is supported by a number of professional services that work and operate on the three campuses. Our policy of allowing open access to our campuses is a feature of the culture of the University but it is not without risks. Some security measures are therefore necessary in order to maintain a safe campus community for all. Adequate security measures are essential to maintain the University's ability to demonstrate its duty of care in providing a safe and secure environment in which to work, study and live.

This policy describes the approach taken to security across the University. Further policies, separate to this one, provide additional detail in relation to specific functions and areas of work to support the delivery of a safe and secure campus for staff and students and have been indicated where appropriate.

In this policy, security is defined as the protection of the University, its estate, its assets and its people against threats and/or risks, which may be physical or digital. To increase the effectiveness and experience of, as well as the confidence in, our security arrangements, the University will develop and apply security controls, and procedures which will be widely published on its web pages. Security is necessary for the safe and efficient operation of the University. Security measures are in place to support:

- an open, safe and welcoming campus supporting an engaged and positive culture
- the reduction of security incidents and the minimisation of risk
- the personal safety of individuals
- the protection of premises and physical assets, including personal property and vehicles; and
- the protection of personal data/information

These security measures are informed by clear, regularly reviewed procedures. They also form the foundation for the development of partnerships with external stakeholders in the further implementation of this security policy.

Three priorities underpin the security policy:

- proactive prevention: proactive deterrence to minimise crime and incidents and their effects on the campus, staff, students, contractors, visitors, tenants and members of the public
- managed response: a responsive, effective, efficient service that delivers the operational security needs of our campuses; and
- duty of care: a focus on staff, students', contractors' and visitors' welfare and wellbeing that promotes a safe and secure work, study and living environment supporting a positive and engaged culture

This Security Policy formalises a cohesive and integrated approach to security and all associated activities across the campuses.

Policy statement

Everyone who works, studies or resides in, or who visits the University campuses, has a responsibility for ensuring that our campuses remain safe and secure, by positively engaging and promoting the right standards of behaviour set out in this and other supporting policies. Where standards of behaviour do not meet the expectations set out by the University, this may result in action being taken under our conduct or disciplinary procedures. Where behaviour on our campuses may constitute a crime, we will work collaboratively with the police to support any criminal investigations.

Through the application of this policy, the University is seeking to ensure, as far as is reasonably practicable, the personal safety and security of all staff, students, contractors, tenants, visitors and members of the public at all three campuses.

At the University of Essex, we recognise that our community's wellbeing is impacted by the environment in which they live, work and study. Staff and student wellbeing are equally important and impact on each other. The University has signed the University Mental Health Charter and we are committed to providing an environment and culture that reduces poor mental health, supports good mental health, and facilitates staff and students to develop insight, understanding and skills to manage and maintain their own wellbeing.

The Security and Campus Safety (SCS) Team is responsible for the effective operation and implementation of the Security Policy and procedures and for compliance with all associated laws and legislation.

Purpose

The purpose of this policy is to specify the arrangements the University has in place to ensure, as far as reasonably practicable, the personal safety and security of all staff, students, contractors, tenants, clients, visitors and members of the public at all three campuses.

It takes account of the requirements of relevant legislation and standards, including:

- Counter-Terrorism and Security Act 2015
- Data Protection Act 2018 and the UK General Data Protection Regulation
- Health and Safety at Work Act 1974
- Equality Act 2010
- Human Rights Act 1998
- Private Security Industry Act 2001
- Regulation of Investigatory Powers Act 2000
- Surveillance Camera Code of Practice pursuant to S29 of the Protection of Freedom Act 2012
- BS 7958:2015 CCTV Management and Operations Code of Practice
- BS 7499:2013 Static Site Guarding and Mobile patrol Service Code of Practice
- BS 7858 Security Screening of individuals employed in a Security Environment Code of Practice

In addition, the University's regulations and codes of conduct that outline the University's expectations for acceptable behaviour can be found at <https://www.essex.ac.uk/-/media/documents/about/governance/code-student-conduct.pdf> (.pdf) and within the terms and conditions of individuals' employment contracts and through the University's employment policies (<https://www.essex.ac.uk/staff/employment-policies-procedures>).

Scope

The scope of this policy covers:

- **the personal security and safety** of the University's staff, students, contractors, tenants, clients, visitors and members of the public at all three campuses
- **information and data security** including reference to cyber security and the protection of personal data; and
- **the physical security** and safety of the University's campuses, buildings and other assets
- Personal, data-related and physical security is achieved through a combination of physical and technological security measures

Where existing, additional policies or codes of practice are of relevance to this policy, they have been referenced.

Policy enforcement

Failure to comply with this policy may lead to refusal or removal of physical or digital access from the University campuses and/or car parks. It may also lead to action in accordance with the University disciplinary procedures or to referral to the Police.

For contractors, it may lead to referral and response by the University's Estates Management Team.

Failure to comply with this policy may also impact the University's compliance obligations under UK legislation.

Related documentation

- Access Control and Key Management Policy (<https://www.essex.ac.uk/-/media/documents/directories/estates-and-campus-services/access-control.pdf>) (.pdf)
- Body Worn CCTV Policy and Procedure <https://www.essex.ac.uk/-/media/documents/directories/estates-and-campus-services/body-worn-camera-policy.pdf> (.pdf)
- Car Parking and Transport Policy <https://www.essex.ac.uk/student/travel-and-transport/parking-rules-and-regulations-at-colchester-campus>
- CCTV Policy and Code of Practice <https://www.essex.ac.uk/-/media/documents/directories/estates-and-campus-services/cctv-code-of-practice-policy.pdf> (.pdf)
- Data Protection Policy <https://www.essex.ac.uk/staff/working-with-information-and-data/data-protection-introduction>
- Health and Safety Policy (<https://www.essex.ac.uk/-/media/documents/directories/health-and-safety/hs-policy.pdf>) (.pdf)
- Information Security Policy
https://www1.essex.ac.uk/records_management/documents/information-security-policy.pdf (.pdf)
- Safeguarding Policy <https://www.essex.ac.uk/staff/safeguarding/safeguarding-policy-and-guidance>
- Data Sharing Agreements with local Police forces https://www.essex.ac.uk/-/media/documents/directories/records-management/information_sharing_agreement_essex_police.pdf (.pdf)
- Data Privacy notices <https://www.essex.ac.uk/disclaimer/privacy-statements>
- All materials that make up the Student Contract, including but not limited to the Code of Student Conduct and the Acceptable Use of IT Policy
- All materials that make up terms and conditions of employment

Responsibilities

Responsibility for security and personal safety rests with all persons who work at or who visit the University. All staff, students, contractors, tenants, visitors and members of the public should assist the University staff with physical security responsibilities. In addition, designated University staff carry additional responsibilities.

Staff

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

Students

Students have a responsibility to look after University facilities and their personal property and to give due consideration to security issues. They must follow security procedures designed to protect University property, in particular regulations governing access to computer laboratories. Students must co-operate with requests from the Security Team, especially with emergency or evacuation instructions and in relation to security procedures.

Visitors

All visitors, including conference delegates and event attendees, have a responsibility to look after University facilities properly and to give due consideration to security issues. In particular, they must follow security procedures designed to protect University property. Visitors must follow instructions from the Security Team or from their host department, particularly in emergency situations.

Registrar and Secretary

The Registrar and Secretary, as a member of the University Steering Group, and as the Head of Professional Services, has senior responsibility in ensuring that the Security Policy is developed, managed and monitored, and that the necessary resources are available for its implementation.

Deputy Registrar – Infrastructure and Environments

The Deputy Registrar has responsibility for overall development and planning of security strategy, policies and procedures, including development of appropriate staffing, training and resource plans for consideration and approval as part of the University's planning process.

Director of Facilities

The Director of Facilities in the Estates and Campus Services Section has responsibility for overseeing the development and implementation of security strategy, policies and procedures with particular reference to student welfare and to ensuring our duties under the Health and Safety Act 1974 are met, as well as the monitoring of the effectiveness and efficiency and the policies and procedures.

Head of Security and Campus Safety

The Head of Security and Campus Safety has responsibility for: the development and implementation of security strategy, policies, and procedures; delivery of an efficient and effective security service that is fit for purpose and customer centric to the University, with a focus on business continuity and the effectiveness of application; risk management and the implementation of appropriate and effective mitigations; and compliance with legislation and British standards.

Security Management Team

The Security Management Team has responsibility for: the day-to-day management and implementation of the Security Policy and procedures; monitoring these policies and procedures to ensure their continued effectiveness; delivery of an efficient and effective service to the University; management and training of security staff; investigation of serious crime or confidential breaches in security; provision of expert and impartial advice; emergency management and liaison with the police, other emergency services and local authorities where relevant; risk management, analysis and implementation of security solutions; provision of security hardware including keys, locks, safes, access control, CCTV, intruder alarm installations; and maintenance of good order on campus. This team is made up of the Deputy Head SCS, SCS Operations Manager, Systems and Buildings Manager, Campus Security Co-Ordinator (Southend and Loughton).

Security Supervisors and Lead Security Officers

The Security Supervisors and Lead Security Officers in the SCS team provide oversight of the implementation of the elements of the Security Policy with direct reference to physical security, and of the work of the patrol and security officers. They have operational responsibility for leading the immediate response to any safety or security incidents on campus and for delivery of a defence-in-depth approach to promoting personal and physical security on our campuses.

Defence-in-depth implements a combination of physical, technical and procedural security measures and includes:

- a 24-hour, year-round security team who carry out regular patrol and attend incidents and alarm activations, including first aid response

- the locking and unlocking of the University, including providing access to areas out of hours
- the control of access to car parks, the University, and limited access rooms by means of an ID card
- CCTV monitoring across the University from the Security control rooms, in accordance with data protection legislation and the CCTV Policy and Code of Practice
- maintenance of a central log of incident and overnight reports, as well as overseeing 'out of hours' emergency maintenance call-outs
- the requirement for assets over a specified value to be id-tagged and included in an asset inventory (and regularly maintained)
- liaison with Police, Ambulance and Fire Services as well as responsibility for emergency evacuation instructions
- provision of a reporting point for safeguarding concerns
- provision of physical security risk assessment and advice; and
- co-ordination of detailed University emergency planning, including Major Incident Response and Business Continuity Management jointly with the Health and Safety Advisory Service

Patrol and Security Officers

Patrol and Security Officers have responsibility for: patrolling all areas on campus; promotion of crime prevention and access control; maintenance of good order on campus, the provision of a safe environment; provision of support to colleagues in accommodation and student support services, providing a 24/7 presence for initial reporting and the correct signposting of services; and assisting with all aspects of student and staff safety and welfare. Patrol Officers provide a 24/7 campus-wide first aid service. In addition to core mandatory courses, all Officers are trained in mental health first aid, conflict management and physical intervention, and safeguarding.

The Patrol and Security staff are provided with an identifiable uniform, with body worn cameras at all times. A risk-based approach is taken to the wearing of stab vests as a safety measure for all deployable staff; this approach is reviewed in non-term time and extreme weather conditions.

Welfare officer(s)

Welfare officer(s) focus on student welfare and manage high-risk caseloads in conjunction with SWIS and Conduct teams. They provide assistance to the frontline team in carrying out welfare checks out of hours, providing advice and guidance about how to interact with vulnerable staff and students and supporting with traumatic events.

Traffic Officers (Colchester)

The Colchester-based Traffic Officers are part of the Travel and Transport team and manage the University transport infrastructure, particularly the car parks, to ensure that all vehicles on campus

comply with the relevant rules and regulations. They assist staff, students and visitors arriving on campus, and as directed on special occasions, such as visit days and degree graduation ceremonies. They also provide assistance to staff, students and visitors using the car parks and pay and display/charging systems machines and explain the enforcement system where needed.

Heads of Department and Heads of Professional Services Sections

Heads of Department and Heads of Professional Services Sections have a vital role in promoting security and safety within their departments. The responsibilities will vary according to the location of the department or section and the nature of the activity, but a number of general responsibilities can be identified. It is recognised that Heads of Departments and Heads of Professional Services may wish to delegate responsibility for routine tasks to a nominated individual in their department, but overall responsibility for security matters will remain with the Head of Department or Head of Professional Services Section.

The general responsibilities held by all Heads of Department and Heads of Professional Services sections are:

- to ensure that all members of staff and students in their department or section understand and exercise their security responsibilities, including the displaying of identification cards (ID) where appropriate whilst on campus and having due regard to University property, in particular, the security of equipment and of personal and institutional data and information
- to liaise with the Head of SCS or their nominee on any security matter and to attend security coordination meetings if required
- to undertake a security risk analysis of their department's or section's areas and operations, in liaison with the Head of SCS or their nominee and act to remove or reduce as far as possible any security risks; and to maintain department or section equipment inventories
- to control access to their departmental/section areas by taking responsibility for the issue of keys and by authorising staff to have 'out of hours' access only as necessary
- to ensure that their departmental/section staff return to the department/section their University ID and any issued keys on their last day of work
- to notify the Head of SCS or their nominee of any potential security risk (including the purchase of expensive equipment), who will advise on any additional security or protection and investigate any related crime or incident
- to ensure that all staff, including all those with a contract of work, and including research staff, visiting lecturers, PG students and anyone employed as a tutor, supervisor or lecturer on an ad hoc basis, are familiar with and follow the procedures linked from the University Security Policy, paying

particular attention to those issues which are relevant to the activities of relevance to the department/section/individual; and

- to co-operate with reasonable requests from the SCS Team, especially with emergency or evacuation instructions and in relation to security procedures

Security and Campus Safety Contacts

The main contact information for the SCS Management Team and the SCS Services Team across the three campuses is listed below. These numbers should be used to contact the relevant individual or team where appropriate.

Colchester Campus contacts

Position	Contact name	Telephone	Email
Head of Security and Campus Safety	Richard Oliver	01206 872361	ro24196@essex.ac.uk
Deputy Head of Security and Campus Safety	Marc Lee	01206 872637	marclee@essex.ac.uk
Security and Campus Safety Operations Manager	Adam Gorden	01206 874649	agorden@essex.ac.uk
Systems and Building Manager	Nathan Baroni	01206 872971	n.baroni@essex.ac.uk
Welfare Officer	Dave Crane	01206 872080	djcrane@essex.ac.uk
Duty Security Supervisor (24/7)	5x Security Supervisors on shift rotation	01206 872589	secspvrs@essex.ac.uk
Security and Campus Safety Reception (24/7)	Security Staff on shift rotation	01206 872125 01206 873148	patrol@essex.ac.uk
Security and Campus Safety Emergency Line (24/7)	Security Staff on shift rotation	01206 872222	patrol@essex.ac.uk

Southend and Loughton Campus contacts

Position	Contact name	Telephone	Email
Southend Gateway Building (Normal Working Hours)	Security Staff on shift rotation	01702 328208	Southsec@essex.ac.uk
Southend University Square (Out of Hours)	Security Staff on shift rotation	01702 328208	southsec@essex.ac.uk
Loughton Reception (Normal Working Hours)	Security Staff on shift rotation	020 8508 5983	loughton_security@essex.ac.uk
Loughton Security (5pm – Midnight Monday to Friday only)	Southend Emergency Line	01702 328208	Loughton_security@essex.ac.uk

Section 1: Policy implementation

Providing physical security requires a balanced approach to ensure security and safety in an efficient way. The University will use a security 'threat and risk' assessment process to assess vulnerabilities. The University will also complete a security risk assessment in advance of relevant events within the University to ensure that reasonable and proportionate security measures are in place. Events requiring risk assessments will be defined using judgement based on their size, type and potential risks, with advice where appropriate from Workplace Health, Safety and Wellbeing. Vulnerabilities will be assessed and reviewed, and recommendations made for improvement plans to the Head of Security and Campus Safety.

In implementing this policy, the University of Essex will adopt a layered approach to security and will:

- reserve the right to limit access to areas within its campuses to students, staff, contractors, clients, visitors and members of the public
- take additional security measures to protect its high-value assets, high-risk facilities and confidential document storage areas
- provide additional security measures to ensure the protection of staff and equipment; these measures include, where applicable:
 - the provision of digital locks on doors where necessary
 - the requirement for all IT equipment to be marked with a unique identification code and all servers to be installed in secure locations; and
 - liaison with staff who work offsite to ensure appropriate measures are taken to minimise the risk to their personal safety and the security of any equipment being transported
- provide a range of Personal Protection Security measures for those staff that work in high-risk situations; these measures may include:
 - the introduction and operation of CCTV surveillance in sensitive or higher risk areas in or around the University as agreed in conjunction with the management team and the University's CCTV Policy and Code of Practice
 - the provision of security patrols around the three campuses in buildings, accommodation spaces and other university-owned property; and
 - the provision of personal (panic) alarm systems at strategic and higher-risk locations or on persons
- employ Security and Patrol Staff who are trained in compliance with BS 7499

- employ Security and Patrol Staff who are trained and authorised to operate and monitor CCTV equipment, where necessary; and
- to ensure uniformity of standards, fitness for purpose and financial viability, adopt standard specifications for the following items of security equipment:
 - Intruder Alarm Equipment
 - Access Control Systems including identity cards
 - CCTV surveillance and CCTV recording equipment
 - Door furniture, locks and suiting
 - Digital locks; and
 - Security lighting

In utilising these measures, the University will ensure full compliance with the University obligations under data protection legislation (the Data Protection Act 2018 and UK GDPR and revisions thereof) and any relevant University Code of Practice and revisions thereof.

The University layered approach will be defined as follows:

- the grounds of the University will be generally open to pedestrians with certain restrictions as is appropriate to the use and contents of areas on the University premises
- the built environment of the University should have a minimum of two means of security; in practice, this will mean locks on doors and windows along with a suitable and efficient intruder alarm system to be utilised when the building/area is not in use; some areas on the University premises will require additional measures, such as the focussed use of monitored CCTV and SCS staff on hand to test that they are secure
- internally, buildings should have easy open access to public areas as appropriate; access from open areas to secure areas within a building should be incremental and appropriate to the use, contents and sensitivity of the area to be protected
- where there is a wide range of means to secure movement from one area to another, a threat and risk assessment process should be carried out by SCS through which building users and other interested parties may raise issues, concerns, threats, and challenges to enable SCS to implement appropriate security measures

Some areas of the University estate will require greater restriction and stronger access control in order to safeguard University assets or to comply with the requirements of external bodies, for example the Home Office, for the storage and secure management of controlled information.

The University will also:

- reserve the right to require individuals on University premises to show verification of identity to confirm that they are entitled to have access
- reserve the right to require individuals who cannot verify their identity and entitlement to be on the University's campuses to leave the University and premises
- request police assistance in the event of any criminal offence being committed on the University premises, following appropriate protocols for requesting assistance from the police
- provide advice to staff, students contractors, and visitors on personal safety and the security of items and equipment; and
- provide adequate lighting in and around University such as car parks and access routes

The University will exercise campus-wide security control and direction and will issue procedures which will be widely communicated. The SCS team continues to work closely with the Police and security advisers to ensure the safety and wellbeing of the University. SCS keeps procedures and practices under regular review in the light of local and national guidance to ensure best practice.

Section 2: Crime reduction and staying safe

Proactive crime prevention and security awareness will help to ensure a safe, secure environment, enabling work, study and operations to continue with the minimum amount of disruption. Staff, students, contractors, and visitors should make every effort to counter the threat of crime.

In general:

- all suspicious activity should be immediately reported as set out in 2.2 below
- 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 in open areas should be locked out of sight when not in use, particularly overnight
- all suspected or evidenced crimes on University premises must be reported to the SCS Team; and

- where available, Security and Patrol Officers will make external (and where appropriate internal) patrols of buildings, to aid in the identification of security risks, monitor visitor and public safety and act as a deterrent against crime

Procedures for crime prevention and security awareness can be found at the University of Essex Security Webpages <https://www.essex.ac.uk/information/emergencies-security-and-safety/security-services>.

2.1 Incident reporting

It is the responsibility of all students, staff, contractors, tenants, visitors and members of the public 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 the analysis of risk. It also helps to identify security issues relating to data loss and unlawful access to digital materials. It permits investigation and recommendations to be made to prevent any recurrence. Comprehensive reporting of incidents provides an accurate picture of the level of crime throughout the University campuses and thus ensures that adequate resources are provided to combat that crime. Success in the investigation of any issue is greatly enhanced by fast, efficient and detailed reporting.

The following principles should be adhered to at all times, 24 hours a day, 365 days a year, when reporting incidents:

- all incidents of a security/safety nature on the University campuses should be reported in the first instance to the local SCS Team; the team is available 24/7 all year round and, in an emergency, the emergency number should be used (please see the contact details above)
- the attending member of the SCS team to an incident will carry out a dynamic risk assessment and obtain documented evidence for assessment; the use of body worn cameras will be used to record incident management; formal reports must be submitted by the Attending Officer, reviewed by a supervisor, and disseminated as appropriate to support services within the University
- victims of all crimes are advised to inform both the local police and the SCS team; in case of doubt, advice on police involvement may be sought from the SCS Management Team
- in line with the Data Sharing Agreement held between Essex Police and the University, the University will respect the wishes of victims of suspected crimes who do not want them to be referred to the police for investigation; the Police should only be contacted if the victim-survivor gives their consent to do so, as it is important that the victim-survivor is empowered to choose the reporting options that feels right to them; as a matter of course, staff should not go against the individual's wishes and report the incident to the Police without their consent; only in cases where there is an immediate and serious risk to the safety of others should the Police be informed without consent; in these cases, the University reserves the right to report suspected criminal offences committed by staff, students, or contractors to the police, in line with the relevant disciplinary procedures or in accordance with any Data Sharing Agreement

- any police involvement on University campuses must be notified to the Head of SCS or the Duty Supervisors to enable effective management of any subsequent actions on our campuses that may be required; Police operations on any of the University campuses will be undertaken in line with specific agreed protocols; and
- where appropriate, in addition to any police involvement into alleged criminal offences by staff, students, or contractors, the Head of SCS or their nominee will refer security incidents that may constitute breaches of the University's own Codes of Conduct for possible consideration under the relevant disciplinary procedure

The University has a zero-tolerance approach to sexual violence, harassment and hate crime. All staff, students, and visitors to our campus can report incidents anonymously or obtain support and guidance from an adviser through Report and Support¹.

2.2 Criminal investigations

All crimes that occur on University campuses will be investigated appropriately to prevent recurrence and aid crime prevention. The Head of SCS and the management 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.

Section 3: Access control and key management

Access control systems operate in some areas of the University. Card and fob-controlled doors and barriers are an effective method of preventing unauthorised access. The security strategy for each area will involve consideration of the appropriate access control system.

Access cards should be safeguarded in the same ways as keys to ensure security. It is the responsibility of the cardholder to safeguard their card and report any loss to the Security and Campus Safety team or their Head of Department or Section as soon as possible, so the card access can be cancelled.

¹ <https://reportandsupport.essex.ac.uk/>

3.1 Key and lock management

The SCS team controls the issue and use of all locks and keys in partnership with the Estates Management Team. No other make of lock or key should be installed on the University campuses without the authority of SCS. Operator keys or sub-master keys may be issued to departments or sections for local use and to be issued to individual staff.

All digilocks installed on University campuses must be fitted with a master key override to allow the SCS team the ability to enter the room in an emergency situation.

All digilocks installations must be requested via the Estate Management Helpdesk. The department/section should keep a record of all keys issued locally and ensure that staff return keys when they move offices or leave University employment. The keys issued will also be monitored by the Security and Campus Safety Service. It is the responsibility of all individuals who are issued keys or cards to ensure their safekeeping at all times and report any loss immediately to security staff. The Security and Campus Safety Service have the facility to access student accommodation located on the University campus and within the control of the University. Any student keys or cards that have been lost should be reported to the Security and Campus Safety Service.

All keys belong to the University and are not exclusive. The SCS team carries out duties over 24hrs, 365 days per year and requires access to all areas especially in emergency situations. In exceptional circumstances, certain restrictions may apply to sensitive areas, but agreement should be achieved between interested parties regarding access in any emergency situation.

Contractors' access to the University will be strictly controlled by the Estates Management Team according to agreed access control procedures before work commences on the University campuses.

The following principles must be adhered to in the management of keys and locks:

- all losses of keys/cards must be reported immediately to the Security and Campus Safety Team
- persons leaving the University or transferring to another department or section are to return their keys directly to their departmental or section office; they should not pass keys directly to their replacement as these need to be clearly audited for security purposes; the correct form must be signed as per the Access Control and Key Management Policy
- where building refurbishment is carried out, the cost of new locks and keys should be included in overall project costs
- replacement keys will only be issued after an investigation of the loss; the cost of replacement will be charged to the department/section or individual concerned
- any loss of master or sub-master keys will be the subject of an inquiry, with all resultant costs for replacement of locks and keys borne by the department or section concerned; if loss of master or sub master keys is suspected to have arisen through negligent action by a member of staff,

student, or contractor, then an investigation under the appropriate disciplinary procedure or code of conduct should be undertaken. Further disciplinary action may be taken if appropriate, following the completion of the investigation

Further information can be found in the Access Control and Key Management Policy (<https://www.essex.ac.uk/information/emergencies-security-and-safety/security-services>).

Section 4: Asset protection, equipment, data and documentation

The safekeeping of all University property will help to ensure that the maximum amount of equipment is available for use at all times. Staff and students must take all reasonable steps to ensure that University equipment is protected from the possibility of theft. Information about security of equipment, security hardware, insurance cover, mail deliveries and stationery can be found on the Security webpages (<https://www.essex.ac.uk/staff/emergencies-security-and-safety/security-services>), through the IT Acceptable Use Policy (<https://www1.essex.ac.uk/it/about/acceptable-use-policy/default.aspx>) and via the University's Insurance Team (<https://www.essex.ac.uk/staff/professional-services/insurance-team>).

4.1 Data protection and UK GDPR

The data of living persons is protected under the Data Protection Act 2018 and the UK General Data Protection Regulations (together, data protection legislation). Data protection legislation creates responsibilities and rights for processing personal data; this covers all aspects of the collection, holding, use and disposal of personal data. Staff need to handle personal data in an ethical way and data protection legislation provides a framework for reaching this objective. The University Data Protection Policy must be followed to ensure data is managed and stored correctly and securely, and the Data Protection Officer consulted for guidance as appropriate. More information is available at: <https://www.essex.ac.uk/staff/working-with-information-and-data>.

4.3 Confidential waste

Printed documents containing confidential information should be disposed of in the confidential waste bins, located in various departments around the University. Please refer to the disposing of documents policy section as follows; <https://www.essex.ac.uk/staff/working-with-information-and-data/disposing-of-documents>. If you have any questions referring to confidential waste matters please contact the Soft FM team: softfm@essex.ac.uk

4.4 Security in the office

It is the responsibility of all staff to be aware of, and familiar with, all procedures that ensure a safe and secure environment for personnel, equipment, documentation and information in their office areas.

General Awareness:

- University ID cards should be carried by students, staff and contractors at all times on University campuses.
- Staff should have the University Security and Campus Safety Numbers for reporting incidents in their phones and readily available should they require any assistance.
- Staff working 'out of hours' should ensure they follow 'out of hours' procedures and contact SCS if they need assistance.

At the end of each working day, staff should ensure that:

- valuables and confidential documents (laptops, sensitive data, personnel files etc.) are locked away with keys secured in key cabinets or taken home
- any departmental keys that have been issued during the day have been returned and any losses reported immediately
- a 'clear desk policy' is maintained where possible to ensure confidential and personal data and documentation is locked out of sight²
- all non-essential electrical appliances are switched off/unplugged
- doors and windows are closed and locked as appropriate;
- ground floor curtains and blinds are closed, with any items on windowsills which hinder closure removed, and lights turned off
- intruder alarms (where installed and a local responsibility) are set; and
- PCs are switched off or password protected when not in use to prevent unauthorised access to information

² Please refer also to the Information Security Policy

Section 5: Personal security and the individual

While it is the responsibility of the Security and Campus Safety team to provide a safe and secure environment, it is the responsibility of all staff, students, contractors, tenants, visitors and members of the public on University campuses to take all reasonable measures to ensure their own personal security. Advice about how to do this is provided in paragraph 5.4.

The SCS team can provide further information on keeping safe within the University's campuses, as well as personal safety whilst visiting the University and in everyday life. The University reviews its policies and procedures around crime and terrorism regularly to ensure that it is using the most up to date advice and best practice to ensure a safe and secure environment for all.

5.1 Moving between areas on campus

Staff and students should make themselves aware of their surroundings and of other people when walking between areas on campus. Individuals are advised to try to avoid poorly lit or isolated areas and where possible, walk with other members of the campus community. Any deficiencies in lighting on campus should be reported through the Estates Helpdesk so that remedial action can be taken where appropriate.

5.2 Suspicious behaviour

Suspicious activity should be notified to Security, by the individual who noticed it or someone nearby. Individuals are strongly advised not to put themselves in a vulnerable or confrontational situation. It is more important is to make a mental or written note of a description, direction of travel, the detail of the suspicious acts witnessed and any other information which may help Security identify and locate the individual(s). Security and Patrol staff will direct the 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 the action they wish to take, but at no time should they put themselves at risk. Reporting suspicious activity is extremely important to Security and Patrol Staff in helping to prevent and detect crime against the University.

5.3 Threatening or abusive behaviour

If staff, students, contractors, tenants, visitors or members of the public are faced with threatening or abusive behaviour, individuals should stay calm, avoid raising their voice and avoid confrontation. Individuals experiencing this behaviour should contact the Security Team.

Threatening or abusive behaviour towards staff and students will not be tolerated and will be dealt through the University's disciplinary and conduct procedures.

5.4 Personal safety advice

The following advice for personal safety is given:

- Stay alert - awareness is your best defence
- At night, ensure a safe route is taken, sticking to well-lit and populated areas
- Be and give the impression of being confident - even if you don't feel it
- Trust your instincts - if you think something is wrong, then get help
- Always use safe methods of travel after a night out, such as the safety bus or by pre-booking a licensed taxi for your journey home
- Stay with your friends and avoid walking home alone
- Walk facing traffic so you can see what's heading towards you and so a car can't pull up behind you unnoticed
- If you regularly walk home or go out jogging, try to vary your routes (without taking risky shortcuts)
- Wearing earphones is common practice, but please be aware that they may appear attractive to potential attackers and reduce your alertness to your surroundings
- If you are carrying a bag make sure the clasp is facing inwards, all zips are closed correctly, and all pockets closed. If your bag is snatched let it go; your safety is more important than your property
- If you have expensive items such as jewellery, mobile phones or music listening devices, keep them out of sight
- If you are threatened by a person, scream, shout and set off a personal attack alarm to startle the attacker, giving you time to escape. Try to make a note of details such as registration plates, clothing, and height, then report the incident, if it has taken place on a University campus, to the Campus Security Team and to the Police on (101) if the attacker has left. If you are in danger then please contact the Police on (999)

Lone Working

- Even in a busy university, there may be times when staff are working alone on site or working away. Examples include working alone in premises, working outside normal hours or working separately from others. Lone workers should not be put at higher risk than other employees and may require extra risk control measures to keep them safe.
- Please refer to the Lone working health and safety page: <https://www.essex.ac.uk/student/health-and-safety/lone-working> or contact the Workplace Health, Safety and Wellbeing team for further advice: safety@essex.ac.uk.

5.5 Staying safe – terrorism

The personal safety of our staff, students, contractors, tenants, visitors and members of the public is of paramount importance in the unlikely event of a safety threat such as firearms or terrorist activity on any of our campuses.

While there are no known specific threats to the University, the UK's national threat level is regularly updated and changes. In the unlikely event of an incident, the government's advice is to follow the Stay Safe principles: Run, Hide, Tell³.

The University Security and Safety Service carries out staff training on countering terrorism in the form of ACT Awareness and ACT e-learning. Liaison is undertaken with the local authority, police and counter terrorism security advisors to ensure that the University plans and practices are regularly reviewed, tested and updated to ensure the safety and security for everyone who is on the University campuses.

5.6 Harassment, bullying, victimisation and hate incidents

The University has a zero tolerance approach to discrimination, harassment and bullying. Zero tolerance means that (i) we will take action and (ii) the action will be proportionate to the circumstances of the case. The University's document, *Harassment and bullying: Our zero tolerance approach*⁴, describes the approach that we take.

³ <https://www.gov.uk/government/publications/stay-safe-film>

⁴ <https://www.essex.ac.uk/-/media/documents/directories/equality-and-diversity/zero-tolerance.pdf> (.pdf)

Harassment, bullying, victimisation and hate incidents adversely affect working, learning and social conditions for employees, workers, contractors, students, invitees and visitors and are unacceptable. Examples of behaviours that may constitute harassment, bullying, victimisation or hate incidents include:

- direct verbal abuse or comments that make another person feel uncomfortable, intimidated or degraded
- physical abuse, physical attacks, such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson
- threats of attack, including offensive letters, abusive or obscene telephone calls and other intimidating behaviour
- verbal abuse or insults, abusive gestures and/or other abuse, such as offensive leaflets and posters, unfounded and malicious complaints
- jokes or banter relating to an individual
- refusing to address a person by their preferred name and correct gender pronoun
- outing an individual without their permission or spreading rumours or gossip about their gender identity, expression and/or history
- ostracising someone because of a protected characteristic
- persistently asking an individual intrusive questions about how an individual chooses to observe their religion or belief
- failing to respect the religion or belief of another person (i.e. by persistently offering inappropriate food and drink)
- antisemitic behaviour (the University has adopted the International Holocaust Remembrance Alliance working definition of antisemitism)
- making someone feel frightened, less respected, made fun of or upset
- spreading a false rumour about someone; or
- victimising someone (where one person treats another badly because they in good faith have performed a “protected act”)

5.6.1 Hate incident: Don't tolerate it, report it

The University investigates any incident which is perceived by the victim, or any other person (e.g. a witness), to be motivated by hostility or prejudice, based on a person's: disability or perceived disability; race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; transgender identity or perceived transgender identity. Where, following investigation and consideration of the evidence, an incident is found to be motivated by hostility or prejudice, the University will consider this to be a Hate Incident and treat this as an aggravating factor in considering any appropriate action to take. Hate incidents may also be crimes and consideration should be given to reporting such matters to the police. At the University, we have a zero-tolerance approach⁵ to discrimination, harassment and bullying.

5.6.2 Reporting hate incidents

Reporting incidents helps the University to provide support to those who need it and to understand where to focus preventative efforts. It is important to report hate incidents, whether as a victim or a witness, providing details where possible on whether the incident involved students, staff contractors, tenants or visitors.

Hate incidents can be reported to the University's Hate Incident Reporting Centre (HIRC). The HIRC can assist staff and students in reporting hate incidents or crimes to Essex Police. Incidents can also be reported directly to the police. To book an appointment with a trained Hate Crime Ambassador please email hirc@essex.ac.uk and someone will respond to arrange a suitable time. Incidents should be reported to the University by contacting one of the following:

(Please add 01206 87 if calling from an external phone or 224 before the four-digit number if calling using the StudentCom service in University accommodation.)

- Student Services Hub T 4000
- Students' Union Advice Centre T 2021
- Director of Inclusion T 3506
- Director of People and Culture T 3394

⁵ Zero tolerance means that (i) we will take action and (ii) the action will be proportionate to the circumstances of the case. For more information, please see <https://www.essex.ac.uk/staff/diversity-and-inclusion/zero-tolerance-of-harassment-and-bullying>

Suspected hate crimes can also be reported directly to Essex Police, either online <https://www.essex.police.uk/>, telephone (101) or by visiting the local police station. All are encouraged to report incidents to the University in the first instance, but if incidents are reported directly to the police, they should also be reported to the University by contacting one of the services mentioned above. No action will be taken by the Police unless the victim-survivor wishes them to do so.

The Student Services Hub will also be able to give information about the personal and academic support that is available within the University. Members of staff may also want to inform their trade union.

5.7 Drink, drugs and illegal substances

The University understands that many people like to go out with friends to socialise. This could mean going to a friend's house, a pub, club, a sporting event, music festival or other event. These activities may involve alcohol consumption, and individuals could witness drug use.

The University has a zero-tolerance approach to the possession or use of illegal drugs or the supply of any drugs, or anti-social behaviour relating from the misuse of drugs or alcohol on University premises. All suspicions of the handling or using of controlled or illegal substances should be reported to the Security and Campus Safety Service or via Student Conduct, so that appropriate investigation and consultation with relevant authorities may take place.

The SCS team uses multiple methods in conjunction with the Police to stop drug use on campus, including intelligence-led activities, drug detection kits, electronic detection checks and the use of sniffer dogs to detect and deter criminal activity around drugs on our campuses. The University's Drugs and Alcohol Policy⁶ is managed by Academic Section; please contact the Student Progress team (<https://www.essex.ac.uk/student/professional-services/student-progress-team>) or the Student Wellbeing and Inclusivity Service SWIS for further information (<https://www.essex.ac.uk/student/healthcare/alcohol-and-drugs>).

5.8 Sexual harassment and violence

The University takes incidents of sexual harassment and sexual violence very seriously, with specific provisions made in the Code of Student Conduct and relevant staff conduct procedures. The

⁶<https://www.essex.ac.uk/-/media/documents/about/governance/student-alcohol-and-drug-policy.pdf> (.pdf)

University wants to ensure that any persons affected can access appropriate information and support from the correct agencies.

Sexual violence can take many forms but in general refers to any kind of unwanted sexual act or activity, including, but not limited to, rape, sexual assault and sexual abuse. The University considers sexual harassment to be: unwanted conduct of a sexual nature; less favorable treatment as a result of the submission to or rejection of sexual harassment; or harassment related to sex in relation to teaching, learning, working or social situations. Further information can be found on the University webpages here: <https://www.essex.ac.uk/information/equality-and-diversity/zero-tolerance-of-harassment-and-bullying>.

Should an incident of sexual harassment or violence take place at the University and/or someone is in danger, and the victim-survivor wishes to do so, the incident can be reported to Security and Campus Safety Services or through the University's reporting system, Report and Support (<https://reportandsupport.essex.ac.uk/>).

- If the victim-survivor chooses to report the incident to Security and Campus Safety Services, a Security Patrol Officer can be deployed and the victim-survivor will be offered help and support as a matter of priority, with any medical attention arranged if needed.
- The University's dedicated reporting system, Report and Support (<https://reportandsupport.essex.ac.uk/>), allows any student, employee or visitor to the University of Essex to report, discreetly and securely, any incident that they have experienced or witnessed. Where the alleged perpetrator is an employee, worker, contractor or visitor the report will be reviewed by People and Culture, and where they are a student, the report will be reviewed by the Student Wellbeing and Inclusivity Service. Where appropriate, action will be taken in accordance with the relevant Codes of Conduct. The University of Essex has a duty of care towards all members of its community to prevent and respond to incidents of harassment, sexual violence and to hate incidents. Reports may be made anonymously, or contact details can be provided if the individual would like University services to follow-up the report and to discuss options for support and/or taking further action.

The victim will be encouraged to report the matter to the Police, advised on how to do so and the University will support those who choose to report an incident to the Police. The University can formally report an incident to Essex Police with the consent of the victim, who will be offered support via the Student Wellbeing and Inclusivity Service or People and Culture. No action will be taken by the Police unless the victim-survivor wishes them to do so. The Police should only be contacted if the victim-survivor gives their consent to do so, as it is important that the victim-survivor is empowered to choose the reporting options that feel right to them. As a matter of course, staff should not go against the individual's wishes and report the incident to the Police without their consent. Only in cases where there is an immediate and serious risk to the safety of others should the Police be informed without consent.

SU Advice may also be approached for support.

5.9 Safeguarding

The University operates a Policy on Safeguarding Children and Adults at Risk, outlining the arrangements in place to safeguard those who are most vulnerable, principally those who are under 18 years of age⁷ and 'adults at risk'⁸.

Further information around safeguarding can be requested from the Designated Safeguarding Officers within the University or from the Safeguarding team (see <https://www.essex.ac.uk/staff/safeguarding>).

Section 6: Closed Circuit Television (CCTV)

The use of CCTV has been recognised as a powerful tool in the fight against crime, both in its prevention and detection. The University uses CCTV systems in many areas of the University, covering the parts of the campuses that have been identified as needing to be monitored, based on risk analyses. The University operates CCTV systems in full compliance with data protection legislation and with due regard to the privacy of individuals. CCTV is installed, with the objective of assisting to provide a safe and secure environment. The separate CCTV Policy and Code of Practice provides more detail about the approach taken; the University adheres to this during its operations of the system and use.

CCTV is used in order to:

- prevent, detect and reduce the incidents of criminal activity at the University
- facilitate the identification, apprehension and prosecution of offenders concerning crime and public disorder; and as an aid to public safety
- detect, prevent and reduce offences against the person or property
- improve the efficiency with which the University can alert the Police to any unlawful activity

⁷ Hereafter known as a child/children, which includes both children and young people. The term 'child' as defined in the UN (1990) *Convention on the Rights of a Child*

⁸ As defined in Section 42 (*Care Act 2014*)

- assist in the University emergency procedures and operations
- assist with civil emergencies that take place
- provide the Police, Emergency Services, HM Customs and Excise, Health and Safety Executive, and University with evidence upon which to take criminal, civil and disciplinary action respectively
- support crowd management and public safety for any events taking place on our campuses
- prevent and enable the University to respond effectively to any harassment and bullying
- assist with traffic management operations, such as the provision of university parking facilities and the lawful use of these facilities; and
- provide a training facility for new Staff or internal SIA training courses and provide footage for training purposes

The CCTV systems consist of Pan-Tilt-Zoom (PTZ) and static cameras on the University campuses. The systems are controlled by the main Control Rooms on the three campuses during normal operations. Further details are listed within the CCTV Policy and Code of Practice.

The CCTV Policy and Code of Practice provides assurance that the use of information obtained from CCTV is made without compromising ethics, confidentiality or privacy. Additional information is included in the Body Worn CCTV Policy and Procedure. The rights of individuals are fully protected in compliance with the requirements of the Data Protection Act (DPA) and the UK General Data Protection Regulation (together, UK GDPR).

Access to the CCTV monitoring and recording systems is strictly controlled, subject to data protection legislation, and is limited to duty security staff or authorised management.

Information will only be shared with third party organisations, for example Essex Police, in circumstances where it is necessary to safeguard the health, safety and security of members of the University community, or in accordance with any legal obligation or data sharing agreement.

The University reserves the right to use a recording made by the system and/or still images generated from such recordings, as evidence in internal grievance/complaints investigations and/or in disciplinary investigations involving staff, students or contractors of the University. The University reserves the right to use a recording made by the system and/or still images generated from such recordings, in any civil prosecution brought by the University.

The terms for the storage of data and images within the CCTV system are set out in the CCTV Policy and Code of Practice, in compliance with data protection legislation, with the average footage being stored for no longer than 31 days on the system unless required for evidential purposes or the investigation of crime. The University recognises that, under the requirements of data protection legislation, no images should be retained for longer than is necessary. Accordingly, some recorded

images may be erased after a shorter period, for example, where it can be determined more quickly that there has been no incident giving rise to the need to retain the recorded stored images.

Section 7: Security risk analysis

Before high-value items are purchased, or new systems developed, risks need to be evaluated. For physical items, this evaluation should include consideration of:

- the location and nature of the area where the items will be stored
- other uses that may be made of the storage area, with reference to building construction and design
- current access control or other security measures for the location
- the past security record relating to the location; and
- the value and desirability of the item

Risks may vary depending on the time of day, level of building use or alterations made to the building where the item is to be stored. A risk analysis, therefore, needs to be carried out at least annually, and more frequently where variations are identified. Once a risk analysis has been prepared, it should be evaluated in consultation with the Head of Security and Campus Safety or their nominee to decide if the risks are acceptable and the level of protection that would be required. For new systems and the creation or purchase of data, this risk evaluation should include, at a minimum, the development of a Data Protection Interests Assessment.

The University uses a ten principle approach for risk analysis in relation to the management of high-value items:

- target removal
- target hardening
- remove the means to commit the crime
- reduce the payoff and loss
- access control
- visibility and surveillance
- environmental design
- rule setting
- increase the chance of being caught

- deflecting offenders

Section 8: Welfare and wellbeing

Patrol Officers are on campus 24 hours of every day of the year at Colchester and Southend and during operating hours at Loughton. They are trained in first aid, mental health first aid, conflict management and physical intervention.

As well as keeping the University safe, our Patrol Officers are always available to help with any welfare issues. All Patrol Officers can provide pastoral care and welfare support. They work closely with the Student Wellbeing and Inclusivity Service, making referrals where further help is needed, with the consent of the individual. Students, staff and visitors are encouraged to approach the Patrol Officers to ask for advice on crime prevention.

The University delivers a comprehensive welfare service to students, staff, and visitors. The first point of contact for students during office hours is the Student Services Hub, where services and advice can be given in matters regarding accommodation, health, wellbeing, disability, immigration, finance and education. Wellbeing support is available for students from the Student Wellbeing and Inclusivity Service and, out of hours, via a dedicated support helpline (<https://www.essex.ac.uk/student/professional-services/student-wellbeing-and-inclusivity-team>). Staff in need of support should approach People and Culture or Occupational Health in the first instance during office hours, or the Information Centre out of hours. Visitors should approach the Information Centre.

Further details on the welfare services offered on campus can be found at:

<https://www.essex.ac.uk/student/advice-and-support>

<https://www.essex.ac.uk/life/student-services/student-support>

Section 9: Critical Incident Management Plan

The University has a Critical Incident Management Plan, which is used when an incident is considered to be serious, i.e. a situation that could cause significant harm to the University. The Plan describes the potential actions, resources and management structures which will be at the University's disposal in support of its strategic objectives for critical incident management, to:

- protect human life
- protect property and assets

- minimise and address adverse impact on people
- protect and promote the University's reputation
- return the University to normal business operations as soon as possible

Security is usually the first point of notification of an incident and will escalate this using their procedures and in line with the Plan.

Section 10: Monitoring and evaluation

Responsibility for monitoring and evaluation of this Security Policy lies with the Head of Security and Campus Safety and the Facilities Management Senior Team. The policy will be reviewed annually, or when any new legislation or statutory obligations arise, or as identified by the University.

In addition, an internal audit of University Security and Campus Safety measures will be conducted when required by the University.

This Policy is the property of The University of Essex and should not be published, distributed or copied without written permission of the Director of Estates and Campus Services, University of Essex, Wivenhoe Park, Colchester, Essex, CO3 4SQ. Tel: 01206 873411.

Any amendments or suggested alterations should be sent to the Head of Security and Campus Safety, University of Essex, Wivenhoe Park, Colchester, Essex, CO3 4SQ. Tel: 01206 872361.

Document Control Panel

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