



## Security Policy

Core Documentation Cover Page

# Security Policy

Version number	Dates produced and approved (include committee)	Reason for production/ revision	Author & Contributors	Location(s)	Proposed next review date and approval required
V1.0	Oct 2016 SMT	New policy to ensure the safety of all students, staff, visitors and patients, therefore ensuring their safety whilst on School premises.	Facilities & Purchasing Manager	All master versions will be held in J:\Core Documentation\ POLICIES, PROCEDURES, GUIDELINES Intranet Website	Oct 2018
V2.0	Aug 2017 PRAG Chair	Administrative Amendments to update institution name change from British School of Osteopathy to University College of Osteopathy and to update staff role titles.	Head of Estates	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Oct 2018
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V4.0	Jun 2023 SMT	Scheduled Review: Minor updates to reflect current practice.	Head of Estates	All master versions will be held in: SharePoint - Quality Team Published: Website	Jun 2026

### Equality Impact

Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)	
Neutral equality impact (i.e. no significant effect)	X
Negative equality impact (i.e. increasing inequalities)	

**If you have any feedback or suggestions for enhancing this policy, please email your comments to: [quality@uco.ac.uk](mailto:quality@uco.ac.uk)**

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## 1. INTRODUCTION

- 1.1 The University College of Osteopathy (UCO) has a duty of care to all students, staff, visitors and patients and therefore ensuring their safety whilst on the premises is a priority.
- 1.2 This policy sets out the procedures in place to minimise all security risks and ensure the buildings provide a safe environment for all users.
- 1.3 This policy should be read in conjunction with the Out of Hours Policy, the Control of Contractors Policy, the Lost Property Policy and the Incident Reporting Procedure.

## 2. ID BADGES

- 2.1 All staff and students are provided with a photo ID badge when they join the UCO. These act as identity cards, registration cards printing cards and door-access cards.
- 2.2 ID cards should be carried at all times whilst on the UCO's premises and all students and staff should be prepared to present them if challenged.
- 2.3 ID cards are not transferable and under no circumstances should the holder lend them to anyone else. Any misuse of the ID cards could lead to disciplinary action.
- 2.4 If a student or staff member forgets their card, a temporary visitor's card can be signed out at reception. The card must be returned at the end of the day. The reception team will send an email to anyone who forgot to return the card the previous day asking for it to be returned as soon as possible.
- 2.5 Lost ID badges should be reported to the Registry department immediately in order for them to be cancelled from the system. Replacement cards can be purchased from the Registry Office.
- 2.6 Damaged badges can be exchanged for a replacement in the Registry Office.
- 2.7 At the time of issue, student cards are also set with an expiry date after which they will no longer operate. This is based on the date the student is expected to finish the course.
- 2.8 The HR department will inform registry when a staff member leaves and their card will be cancelled from the system.

## 3. ACCESS TO THE BUILDINGS

- 3.1 It is the responsibility of all staff and students to remain vigilant and only provide the door code or allow access to the building to people who can show their ID card. If in doubt, they should be asked to report to reception.

### A) BOROUGH HIGH STREET

- 3.2 Access to the Borough High Street building is through the main front doors on Borough High Street or via the back door which is accessed through the car park on Trinity Street.
- 3.3 The front doors enter into the reception area which is manned at all times when the building is open. The back door is accessed using a secure keypad. The security code for the door is changed on an ad hoc basis.

- 3.4 The rear fire doors to the student union should remain closed at all times when the area is not in use. It is the responsibility of the last person using the area to ensure the doors are shut (but not locked).

#### B) SOUTHWARK BRIDGE ROAD

- 3.5 The clinic is accessed through the main reception on the corner of Southwark Bridge Road and Sawyer Street. The reception desk is manned at all times when the building is in use.
- 3.6 There is also a rear door on Great Suffolk Street. This door is accessible only by security fob, of which the UCO has a limited number. The fobs are kept by the Clinic Reception Manager and allocated to staff members on a first come first served basis. Once inside the lobby, access into the clinic is by ID swipe card only.
- 3.7 The fire doors should only be used to exit the building in an emergency.
- 3.8 Due to restrictions on the planning permission, the lobby between the North and South ends of the clinic is only accessible between 8am and 6.30pm Monday to Friday. Outside of this time, access to the South end of the building is solely via the rear door on Great Suffolk Street.

### 4. RECEPTION STAFF

- 4.1 Normal opening hours cover the periods when the buildings are fully staffed and therefore there are first aiders and fire wardens available in an emergency situation. For the teaching building this is 8am-5pm Monday to Friday. For the clinic, this is 8am-8.30pm Monday to Thursday and 8am-6pm on Fridays.
- 4.2 The clinic is also open until 8.30pm Monday-Friday and 8.30am-4.30pm on Saturdays during which times the reception is manned by a UCO employee.
- 4.3 Outside of normal hours, the BHS reception cover is contracted out to external companies.
- 4.4 All staff working on reception can ask to see photo ID cards at any time.

### 5. SIGNING IN

#### A) NORMAL OPENING HOURS

- 5.1 During normal opening hours staff and students do not need to sign in, but they will need to present their ID badge if requested.
- 5.2
- 5.3 All visitors will be asked to sign in at reception. They will be given a temporary ID badge which they should display at all times and return to reception when they leave the building.
- 5.4 Patients and any accompanying people with them will be asked to wait in reception until called by their student osteopath

- 5.5 CPD attendees will be asked to sign the register on reception and will be given an ID badge to wear whilst they are in the building.
- 5.6 Room hire attendees will be asked to sign the visitor's book and will be given an ID badge to wear whilst they are in the building.

#### B) OUT OF HOURS

- 5.7 For visitors entering the building out of hours, the same procedures will be followed as for normal opening hours. However, during this time staff and students will also be asked to sign in. For more information see the Out of Hours policy.

### 6. RETURNING ID CARDS

- 6.1 All visitors should return their ID card before leaving the building at the end of the day. They can either be handed to reception or placed in the box provided.
- 6.2 When issuing ID cards, the reception team take the individual's contact details in order to follow up any unreturned badges the next day.
- 6.3 A privacy notice is held on reception telling people why we are taking their contact details and what we will use it for.

### 7. KEYS

#### A) STAFF

- 7.1 All staff are entitled to a key for the office in which they are based. Wherever possible this will be provided by the Facilities Department within a week of them starting their role.
- 7.2 All lost keys should be reported to the Facilities Department as soon as possible.
- 7.3 Spare keys are available to sign out from reception if necessary. Before any key is signed out the receptionist is entitled to ask to see the ID card.
- 7.4 Keys should be returned to the Facilities Department when a staff member moves offices or leaves the UCO's employment.

#### B) WINDOW KEYS

- 7.5 Keys to the 1st and 2nd floor windows of the teaching building can be signed out from reception by all staff and students. It is the responsibility of the person who signed out the key to ensure they lock the window when leaving the room and sign the key back in when they have finished with it.

#### C) STUDENT UNION KEYS

- 7.6 Keys to the student union are kept at the teaching building reception. They can only be signed out by students who are on the permitted list.

### 8. BUILDING CLOSURE

- 8.1 Intruder alarms are set over night at both buildings. If these are triggered, the key holding contractors will be informed and will attend site.

#### A) BOROUGH HIGH STREET

- 8.2 At the end of the day the security officer will patrol the building and lock up each floor, the gates to the car park and the building exits and set the alarm.
- 8.3 The security officer will close any open windows in the classrooms, but they will not unlock individual offices to check the windows.
- 8.4 It is the responsibility of the last person using the room to ensure the windows are closed, the lights switched off, the air-conditioning switched off and door locked where applicable.

#### B) SOUTHWARK BRIDGE ROAD

- 8.5 The clinical site is locked by the cleaning staff who are last on site. They ensure that all external doors are locked and the alarm set before leaving site.

### 9. SECURITY OF BELONGINGS

- 9.1 Unfortunately, occasional thefts do happen within the buildings. All staff and students should take care of their belongings at all times and ensure they are never left unattended.
- 9.2 The UCO cannot accept responsibility for the loss of any personal items.
- 9.3 If anyone believes they have been a victim of theft they should report it to the receptionist at either site and complete an incident report – see the Incident Reporting Procedure for more information
- 9.4 More information about misplaced items can be found in the Lost Property Policy.

#### A) STUDENTS

- 9.5 All students are entitled to a locker at the teaching building. These can be obtained from the Head of Student Services.
- 9.6 Coin return lockers are available at the clinic for the duration of a clinic session. Lockers must be left empty at the end of the session.

#### B) STAFF

- 9.7 All staff based at the teaching building have access to a lockable office. Offices should remain locked whenever they are left unattended.
- 9.8 Lockers are available at Borough High Street site for staff who require them and can be obtained from the Head of Student Services.
- 9.9 Lockers are available at the Southwark Bridge Road site and can be obtained from the Clinic Reception Manager.

### 10. INCIDENT REPORTING

- 10.1 All security incidents must be reported to the receptionist at either building in the first instance. See the Incident Reporting Procedure for more information.