





CSW FORM

A. Proponent Office: SECURITY SERVICES AND MANGEMENT OFFICE

B. Action Requested:

- For comment
- For approval
- For endorsement
- For signature

REMARKS

C. Rationale/Background Information

The security manual is a supplement, and not a replacement to the existing University regulations, Board policies, and other applicable rules and procedures.

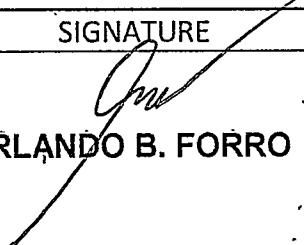
D. Supporting Documents:

- [Redacted]
- BOR Resolution
- [Redacted]
- [Redacted]

E. Proposed Resolution for BOR/BOT Action

Resolution \_\_\_\_\_

F. Recommending Approval:

OFFICE	SIGNATURE	REMARKS
SECURITY SERVICES AND MANAGEMENT	 ORLANDO B. FORRO	

UNIVERSITY OF SOUTHERN MINDANAO  
KABACAN, COTABATO

# **USM SECURITY SERVICES AND MANAGEMENT MANUAL**

**BOR Resolution Number 134  
Series of 2017  
(Revised 2019)**

## Table of Contents

Contents	Page
<b>Security Standard Operating Procedure</b>	4
<b>A. General</b>	4
1. Scope	4
2. Objectives	4
<b>B. Organization: Structure and Function</b>	4
A. Nomenclature	4
1. Office	4
2. Personnel	4
<b>C. Reporting Structure</b>	5
1. Chain of command	5
2. Structural Status	6
<b>D. Mission</b>	7
1. Basic Responsibilities	7
2. Basic Duties	7
3. Basic Authority and Limits	11
3.1 Identification Request	11
3.2 Emergency Authority	11
3.3 Complaints	12
<b>E. Code of Conduct</b>	12
1. Respect for Chain of Command	12
2.1.1 Unity of Purpose	12
2.1.2 Representation	12
2.1.3 Disciplinary Action	13
2. Public Contact	14
2.1 Behavior/Manner/Conduct	14
2.2 Requests and Complaints	14
2.3 Investigation	14
2.4 Conformance to Laws and Regulations	15
2.5 Violations	15
2.5.1 Public Statements and Appearances	15
2.5.2 Neglect of Duty	15
2.5.3 Leaving Duty Post	15
2.5.4 Sleeping on Duty	15
2.5.5 No Smoking	16
2.5.6 No Use of Alcohol	16
2.5.7 Possession and Use of Drugs	16
2.5.8 Political Activity	16
2.5.9 Use of Position to Gain Privileges	16
2.5.10 Gambling	16
2.5.11 Absences and Tardiness	17
2.6 Offenses	17



## SECURITY STANDARD OPERATING PROCEDURES

This manual is a supplement, and not a replacement to the existing University regulations, Board policies, and other applicable rules and procedures.

The manual is maintained by the Security Services and Management Office, which is responsible for disseminating any revisions and/or amendments. **It could be modified and adjusted to meet and suit the purpose.**

### A. GENERAL:

#### 1. Scope

The Security Manual prescribe the organization, functions of office/unit, responsibilities and specific duties of each individual in the unit.

#### 2. Objectives

The Security Manual is developed and implemented to ensure the routine functions and duties of the unit and the personnel in the absence of specific order to attain the maximum efficiency and effectiveness of the services provided by the organization.

### B. ORGANIZATION: STRUCTURE AND FUNCTION

#### A. NOMENCLATURE

##### 1. Office

The operational unit of the University directly charged with providing campus security services is the SECURITY SERVICES AND MANAGEMENT OFFICE, Main Campus, **USM Kidapawan City Campus, USM Buluan, USM AVAS and External Campuses.**

##### 2. Personnel

Personnel assigned in this office are composed mainly of security guards. The office shall categorized into permanent security guards, casual security guards and private security guards.

The University Security Services and Management Office, Main Campus is composed of the following personnel:

- A. Security Director
- B. Chief Security Officer
- C. Deputy Chief for Operation
- D. Deputy Chief for Administrative Services
- E. Supply and Armory Officer
- F. Traffic Officer
- G. Fire Marshall
- H. Investigation Officer

- J. Detachment Commander (Private Agency)
- K. Private agency guards

In line coordination of the three satellite offices:

1. USM KCC
  - A. Chancellor
  - B. Chief Security
  - C. Security Guards
  - D. Watchman
  - E. Private Agency Guards
2. USM Buluan
  - A. Supervisor
  - B. Private Agency Guard
3. USM AVAS
  - A. Supervisor
  - B. Private Agency Guard

## C. REPORTING STRUCTURE

### 1. Chain-of-command

Security guards report to their respective Team Leaders who in turn report to the Operation Officer who reports to the Chief Security Officer and/or to the Security Director, who, finally, reports to the President of University.

In the case of private security guards, they will report directly to their Detachment Commander who in turn reports to the Operations Officer of the Private Agency and to the Chief Security and/ or Security Director, who, finally, reports to the President of University.

The USM KCC has a line coordination directly to the Security Director which commands is through the Chancellor down to the Chief Security and down to their respective security personnel, watchman and private agency guards.

The security guards under USM Buluan and AVAS are directly reports to their respective Supervisors who in turn has a line coordination with the Security Director.

Use of chain-of-command is mandatory. Security guards receive both standing orders and ad hoc directives from the University President through this chain-of command and from no one else. The only exception is in case of emergency (3.2).

## 2. Structural Status

The Security Services and Management Office is a distinct unit directly under the Office of the President (See Figure 1- Organizational Structure).

(Legal Basis: 2003 Revised Rule & Regulations Implementing Guidelines of RA 5487)

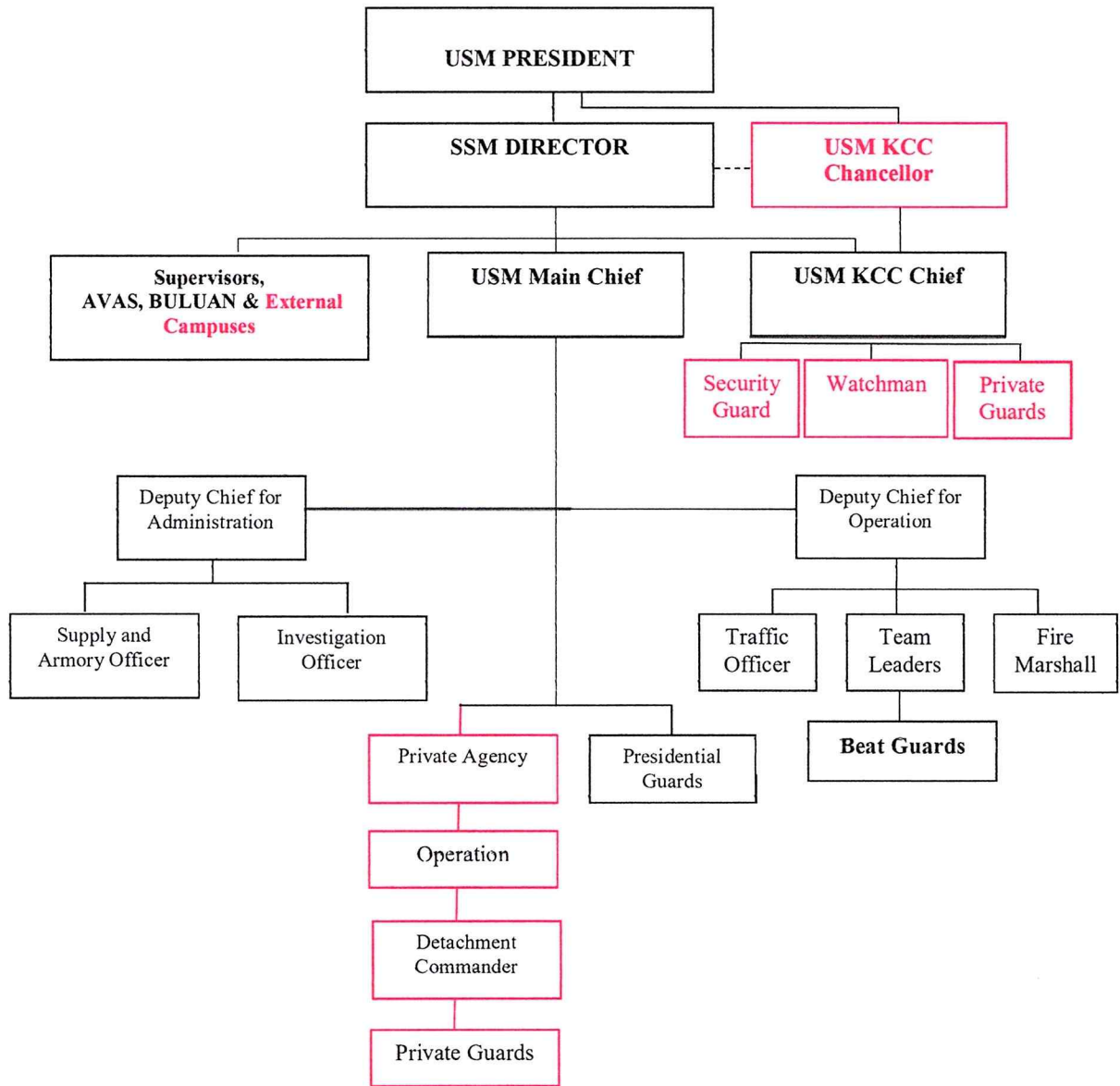


Figure 1. Showing the Organizational Structure of Security Services and Management Office.

## D. MISSION

### 1. Basic Responsibilities

The Security Services and Management Office is primarily charged with the following responsibilities:

- a. Ensure the safety of persons, including the University employees and students, guest and visitors of the campus;
- b. Protect and ensure the safety and security of the University properties, including buildings, grounds, equipment, and other assets of the University; and
- c. Respond to emergency situations or conditions and take appropriate timely actions to thwart the crisis situation within the legal limits of the office authority.

### 2. Basic Duties

In fulfilling these three primary responsibilities (protection of persons, protection of property, and emergency-response services), the duties of security guards include, but are not limited to, the following:

#### 1. Security Director

- a. The Office of Security Director is vested the authority and responsibility of running the Security Unit, Main Campus and its satellite offices by authority of the President.
- b. The Security Director is directly responsible to the President of the University in the operations and administration of the Security Unit.
- c. He is the overall head of Security Unit and other field units where he may delegate corresponding authority commensurate to their assigned responsibility.
- d. He implements policies promulgated by the policy making body and executed by the President.
- e. He directs, controls and supervises the unit and field units of the University in their respective assigned tasks.
- f. He performs other functions as directed by the President.

#### 2. Chancellor (USM KCC)

The Chancellor in line coordination with the Security Director has the general supervision and management of the security arrangements under his control.

#### 3. Supervisors (Buluan, AVAS & External Campuses)

The Supervisor refers to the head of office/department, who is a college dean, department head or a director of the field units and directly has a line coordination with the Security Director. He is

responsible in the supervision of the security personnel under his control.

**4. Chief Security Officer**

A Chief Security Officer is the organization's most senior executive accountable for the development and oversight of policies and programs intended for the mitigation and/or reduction of compliance, operational, strategic, financial and reputational security risk strategies relating to the protection of people, intellectual assets and tangible property.

The accountabilities of the Chief Security Officer include, but not limited to: direct the development of an effective strategy to assess and mitigate risk, manage crisis and incidents, maintain continuity of operations, and safeguard the organization; and direct staff in identifying, developing, implementing, and maintaining security processes, practices, and policies throughout the organization to reduce risks, respond to incidents, and limit exposure and liability in all areas of information, financial, physical, personal and reputational risks.

**5. Deputy Chief for Operation**

He supervises the operational activities of the security guards, to include the private security guards, takes charge of the deployment of guards, reads and evaluates all sentinel reports submitted by the security guards and relays to men new orders or directives from the Chief Security Officer and/or Security Director, develop and prepare security plan during University wide activities, and decides on minor matters.

**6. Deputy Chief for Administrative Services**

An Administrative Officer is the person who makes and prepares requests, prepares communications and implements various administrative services in support to the operations of the Security Office.

**7. Supply and Armory Officer**

- i. Keeps and receives deposited USM firearms and ammunitions,
- ii. Receives supplies intended for the USM Security Office,
- iii. Requests additional firearms and ammunitions, if necessary, and
- iv. Issues firearms and ammunitions to incoming USM Security Guards on post.
- v. Account for all the firearms of every shift and record the whereabouts of these firearms in a logbook.

## **8. Traffic Officer**

He imposes and implements traffic rules and regulations to all vehicles entering the University campus. He also directs and guides all vehicles to designated parking area(s).

## **9. Fire Marshall**

The Fire Marshall acts on a quick response to emergency incidents involving fire.

## **10. Investigator**

- i. Conducts investigation of any incident that may occur inside USM premises;
- ii. Takes pictures at the crime scene;
- iii. Conducts inspection of all USM infrastructure and buildings;
- iv. Prepares a spot report on the incidents that take place inside the campus; and
- v. Submits incidental reports as necessary.

## **11. Team Leaders**

The Team Leaders shall monitor the performance of all beat guards who are accountable to the administration for any violation they may commit during their tour of duty. Hence, they are required to submit daily observation report for evaluation and appropriate disposition.

Disseminate instructions and official orders to all concerned. Assign any member of their respective patrol teams to take charge of the posts vacated in case of any absences. The Team Leader must sign the sentinel's report of the guards during their inspection tour of duty and see to it that the report is properly accomplished.

## **12. Watchman**

Watchman shall set to watch. He is responsible in keeping guard and protecting his employer, customers, clients and/or a building or any government properties under his AOR.

## **13. Detachment Commander (Private Agency Guards)**

The Detachment Commander are directly responsible both operationally and administratively the private agency guards under his control and supervision. He shall monitor the performance of all private guards who are accountable to the administration for any violation they may commit during his tour of duty. Hence, he is required to submit daily observation report for evaluation and appropriate disposition.

1. He disseminate instructions and official orders to all concerned.

2. He is responsible to the Agency as well as to the Client (USM) in the enforcement and implementation of Rules and Regulations/Policies both the Agency and the Client.
3. He assigns any member of his respective members to take charge of the posts vacated in case of any absences.
4. He shall require the guards to submit sentinel's report and see to it that the report is properly accomplished.
5. He must hold office during day time but should also oversee the night shift as he deems necessary.
6. He receives instructions from the Security Director or any Higher Authority of the Client and implements the same as required.
7. He conducts inspection of his units and institutes corrective measures on the spot on problems he may detect or brought to his attention. If not possible, he brings the problem to the Security Director or to his Operations Officer.
8. He accounts for the daily attendance of his men and makes it an SOP to brief the men before they are posted. He sees to it that his men are in proper uniform and presentable.
9. He performs other duties as may be directed by the Client's Security Director or by his Agency.

#### **14. Security Guards**

Security guards shall perform the following functions:

- i. Patrol campus grounds, either on foot or in an authorized University vehicle;
- ii. Conduct regular checks and inspections to insure building safety and security;
- iii. Report damage, malfunctions, faulty equipment or utilities, or any unusual or questionable or dangerous or suspicious conditions or activities anywhere in the campus, indoor or outdoor;
- iv. Assist all persons to comply with University regulations and rules of conduct on Campus, including issuing traffic and parking citations, where and when appropriate;
- v. Provide security coverage for University-wide functions/activities as assigned by the Deputy Chief for Operation;
- vi. Control crowd control when necessary; and
- vii. Promptly respond to requests for routine office services.

### **15. Private Agency Guards**

Private security guards are responsible purely for enforcing company policies, rules and regulations of management and clients, with the ultimate objective of providing security to the assets and persons of clients.

Private security guards are responsible to act in a manner prescribed by the private security agency in close coordination with the security arrangement in the University under the Security Director on within their specifically assigned areas to be secured, as provided for in the contract between the client and the private security agency, as specifically stated in the memorandum of agreement.

1. The Private Agency Guard on duty/post must always carry his license to practice his profession, Xerox copy of the firearm's license assigned to him, and his Duty Detail Order, authorizing him to carry his issued firearm within his area of jurisdiction.
2. If the Private Agency Guard is manning a fixed post especially entrance and exit points, he must maintain a guard's logbook and enters in said logbook all events/passages of VIPs vehicles and inspections of all entry vehicles.
3. Guards must observe and apply religiously the provisions of the Code of Ethics, Code of Conduct, and the General Orders of the Security Guard when on post.
4. He must always be in complete and proper uniform and presentable while on actual duty.

### **3. Basic Authority and Limits**

#### **3.1 Identification Requests**

Security guards are authorized to verify the identification of any person upon entering the University premises, whether that person is an employee or non-employee, student or non-student. Any University employee or student who refuses to comply with the security guard's request for identification shall subject to disciplinary action by the University.

#### **3.2 Emergency Authority**

In case of fire inside the University Campus, the University Fire Brigade, under the Fire Marshall, shall lead the action according to the Standard Emergency Reaction Plan.

In case of extreme emergency, the Security Director shall assume the role of a controlling authority for all participating units. In the absence of specific instruction from the University President, he shall automatically assume the role of directing the proper course of actions.

The headquarters of the security unit shall be at the Security Services and Management Office, located at the University main gate. It shall likewise serve as the point of coordination.

The standard signal to be used in case of extreme emergency shall be sirens which when sounded, the Office of the Security shall serve as center of coordination.

### **3.3 Complaints**

The security investigator does not formulate the University regulations. He merely helps to ensure compliance with them. Thus, he should not enter into heated debates, arguments, or any other uncongenial exchanges with persons who have been issued citations or have been otherwise reminded by security guards of the obligations to comply with regulations. Those who wish to complain about or contest an action of security guards shall politely refer to the appropriate administrator (see section 2.2). Security guards must at all times be aware that they are representatives of the University and must treat all persons with courtesy and consideration, regardless of provocation. Security guards shall, at all times, observe proper decorum and propriety and avoid using harsh or foul language. As a uniformed representative of the University, the security guard must be a model of good manners and right conduct.

## **E. CODE OF CONDUCT**

### **1. RESPECTS FOR CHAIN OF COMMAND**

#### **1.1 Unity of Purpose**

The Security Director shall sustain and support subordinates who perform their duties and responsibilities well and who act in good faith. He shall not belittle nor begrudge subordinates who volunteer constructive criticisms or feedbacks for the improvement of security services and personnel performance.

#### **1.2 Representation**

The Security Director shall serve as representative of, and advocate for the Security Office when officially interacting with the University President.

### 1.3 Disciplinary Action

The Security Director and the Chief of the Security Services and Management Office of the University shall spearhead the creation of the University Security Counsel Team which shall comprise of eight (8) dynamic members. The Team's primary concern shall focus on the undesirable acts and attitude committed by security guards, and also, on the upliftment of good security personnel whom performance contributes much on the achievement of the entire security force.

The Security Counsel Team headed by the Chairman shall help in the delivery of quality security services (*Safety and protection*) to the University constituents and clients.

No disciplinary action or assignments shall be imposed by the Security Director and/or by the Chief Security Officer unless such action or assignment is part of the disciplinary decision made by the Security Counsel Team in compliance with the Disciplinary Council.

The **USM Security Counsel Team** comprises of the following:

1. Chairman
2. Vice Chairman
3. Members
4. Representatives from Private Security Guards

All Security Guards of lower rank shall salute and address "SIR" all officers of the University, officers of the AFP and PNP, Officers of the Security Agency and other top government officials.

For commission of an offense in violation of Rules and Regulations of the Agency or University, as reported by any source shall be acted upon. The Administrative Officer shall cause the issuance of a Memorandum requiring the erring individual to explain in writing why no disciplinary action be taken against him for the reported offense. Investigation may be conducted if necessary.

If the explanation is satisfactory, the individual is informed accordingly. If not, appropriate disciplinary action in the form of written admonition or reprimand, suspension or higher penalty shall be imposed in accordance with existing Rules and Regulations. Offenses that carry the penalty of dismissal shall be investigated.

## 2. PUBLIC CONTACT

### 2.1 Behavior/Manner/Conduct

Guards shall be courteous in the performance of their duties, shall exercise patience and discretion, and shall not engage in argumentative discussions regardless of provocation. Guards shall not use coarse, violent, profane, insolent or sarcastic language or gestures and shall not express, either in word or action, prejudice against any race, religion, politics, national origin, age, lifestyle, or other personal or group characteristics.

Security guards must realize that their highly visible public position carries with it special responsibilities and that the uniforms they wear grant them no privilege to be abusive or vindictive in executing their duties. Security guards shall be firm but courteous to all persons, respectful toward officers and persons in authority. They are diligent and fair in the performance of their duties.

### 2.2 Requests and Complaints

When someone request for assistance, register a complaint, or make a report either by telephone or in person, the investigation officer shall obtain all pertinent information in an efficient, courteous manner and shall act promptly on the case/complaint, judiciously, and in accordance with the University rules and regulations.

The investigator shall not attempt to dissuade anyone from lodging a complaint against any guard, the office, the University, or any employee of the University. Complaints shall be recorded and forwarded to the Office of the President.

### 2.3 Investigation

Where law enforcement representative is not present at a crime scene and the security guard on duty is within the immediate vicinity where the crime was committed and within his area of responsibility, the security guard on duty there should conduct the initial investigation and protect the crime scene. His investigation, which is preliminary in nature, will end when investigator arrives at the crime scene. He turns over all evidence he must have gathered, notes on the identities of witnesses and other relevant data that may be needed by the regular investigator.

The investigator gathers the facts of the case, collects other information relevant to the case, and further evaluates the evidence at hand to formulate a conclusion that could be the basis for recommendation which could be the basis for a decision to impose necessary disciplinary action to the erring individual.

In all phases of the investigation process, rights of individuals shall be respected and the due process observed.

### The Three "Is" in Investigation

- a) **Information** – Statement obtained by interview from persons at the crime scene, statements gathered from non-witnesses and statement obtained during interrogation.
- b) **Interrogation** – Interrogation is the formal version of the interview. It is for the purpose of obtaining admission or confession of his crime or obtaining information which will enable the investigation in the most effective and expeditious manner to assure a successful prosecution before the court of justice.
- c) **Instrumentation** – Instrumentation is the means of obtaining or producing evidence by utilizing sophisticated investigative instrument.

## 2.4 Conformance to Laws and Regulations

Security guards shall obey all laws of national, provincial, or local jurisdiction where they belong. Conviction of violation of any law shall constitute prima facie evidence of a violation of the University's rules of conduct for security guards. Guards shall not commit any act or omit any act that constitutes a violation of any laws, a violation of any rules or regulations of the University, or a violation of any legitimate directives or orders issued through proper chain of command.

## 2.5 Violations

### 2.5.1 Public Statements and Appearances

Guards shall not address public gatherings, publish written materials, act as correspondents to news media, release or divulge information about the office or, in any way, represent himself or herself as spokesperson for the University or department without prior permission from proper authority.

### 2.5.2 Neglect of Duty

Guards shall not engage in any activity or personal business that interferes with the performance of their duties or causes them to neglect or be inattentive to their duties.

### 2.5.3 Leaving Duty Post

Guards shall not leave the University during their duty shifts for food or meal purposes. Food must be brought and consumed on campus unless so directed by a team leader.

### 2.5.4 Sleeping on Duty

Guards shall remain awake and alert while on duty. Guards who are unable to do so shall report to their team leader, who in turn, shall determine the appropriate course of action. Any guard found to be

sleeping on duty shall be subjected to disciplinary action by the Security Counsel Team.

If found sleeping on post, a penalty of one (1) month suspension shall be imposed. The succeeding penalty shall be dismissal or termination of job contract.

#### **2.5.5 No Smoking**

Guards are prohibited from smoking when in uniform, especially, when they are engaged in traffic direction or control or are engaged in direct contact with the public (except during meal breaks). That they adhere to the University no-smoking policy and other related regulations.

#### **2.5.6 Use of Alcohol**

Guards shall not possess nor drink alcoholic beverages while on duty and when in uniform. The odor of alcohol from the security guard's breath or clothing shall be prima facie evidence that the guard is unfit for duty and subject to disciplinary action.

#### **2.5.7 Possession and use of Drugs**

Guards shall not possess or use any controlled substances, drugs, narcotics, or hallucinogens, except those prescribed by a physician. When such substances are prescribed, guards shall notify their team leader prior to beginning of their tour of duty. Should the team leader determine a guard to be incapacitated, unfit to operate a motor vehicle, or otherwise unable to perform security duties, the team leader shall place the guard on sick leave until further determination of action can be made by the team leader, who shall do so by consulting the guard's attending physician.

#### **2.5.8 Political Activity**

Security guards when on duty or in uniform shall not engage in any political activity on behalf of or against any candidate or political issues.

#### **2.5.9 Use of Position to Gain Privileges**

Security guards shall not use their official positions or employment with the University to secure unwarranted privileges or exemptions for themselves or others, nor shall they give the appearance of doing so.

#### **2.5.10 Gambling**

Security guards shall not engage in any games of chance or other gambling activities, legal or otherwise, while on duty or in uniform. They must behave or act as good role models to the students, faculty and staff of the University.

### **2.1.1 Absences and Tardiness**

Excessive tardiness (reporting for work more than ten (10) times or accumulated 60 minutes in one month whichever occurs first. Tardiness shall continue to be deducted from salary).

Unauthorized and unexcused absence from work including unauthorized extended leave shall be considered as absence without official leave (AWOL). Each day of AWOL shall be considered as one separate offense.

### **2.6 Offenses:**

#### **2.6.1 Absent Without Official Leave (AWOL)**

1<sup>ST</sup> OFFENSE - written explanation (1 DAY)

2<sup>ND</sup> OFFENSE - 15 days suspension

3<sup>RD</sup> OFFENSE - dismissal

#### **2.6.2 Abandonment of Post**

1<sup>ST</sup> OFFENSE - reprimand for counseling

2<sup>ND</sup> OFFENSE - written explanation

3<sup>RD</sup> OFFENSE - 15 days suspension (warning for dismissal)

Succeeding offenses will be dismissal from security service

#### **2.6.3 Sleeping on Post**

Security guards shall subject for 1 month suspension if found sleeping while on duty and the succeeding offenses will be dismissal from the service.

#### **2.6.4 Smoking**

1<sup>ST</sup> OFFENSE - reprimand

2<sup>ND</sup> OFFENSE - 1 day university service

3<sup>RD</sup> OFFENSE - 15 days suspension

#### **2.6.5 Use of Alcohol**

1 month suspension for the security guard caught under the influence of liquor while performing his duties and the succeeding offenses will be dismissal from the service.

#### **2.6.6 Possession and Use of Drugs**

Guards who shall possess or use any controlled substances, drugs, narcotics, or hallucinogens, except those prescribed by a physician will be terminated or dismissed from the service.

#### **2.6.7 Tardiness**

1<sup>ST</sup> OFFENSE - written explanation (3x late)

2<sup>ND</sup> OFFENSE - 15 days suspension

3<sup>RD</sup> OFFENSE - dismissal

### **2.6.8 Wearing of Improper Uniform**

Security guards shall be charge insubordination if not in proper uniform while on duty.

### **2.6.9 Gambling**

- 1<sup>ST</sup> OFFENSE - reprimand
- 2<sup>nd</sup> OFFENSE - 15 days suspension
- 3<sup>RD</sup> OFFENSE - dismissal

### **2.6.10 In-Subordination**

Security guards guilty of in-subordination will be charge an administrative case

- 1<sup>ST</sup> OFFENSE - 5 days suspension
- 2<sup>nd</sup> OFFENSE - 15 days suspension
- 3<sup>RD</sup> OFFENSE - filling of case

### **2.6.11 No Attendance to University Wide Activities, Unit Convocations and Meetings**

- 1<sup>ST</sup> OFFENSE - written explanation
- 2<sup>nd</sup> OFFENSE - 15 days suspension (3x absent)
- 3<sup>RD</sup> OFFENSE - dismissal

### **2.7 Respect for Notices/Memorandum**

Security guards shall not deface or alter in any way any notice posted by the office. No notice of a derogatory nature shall be posted at any time.

### **2.8 Radio Discipline**

Security guards operating radio equipment shall limit communications to official business and shall observe proper radio etiquette applicable locally and internationally, as well as the University policies and regulations governing proper radio conduct.

### **2.9 Visibility**

Patrol officers, while on duty, shall not sequester themselves, nor shall they conceal themselves except when assigned to do so, for security purposes. Security guards shall be immediately and readily available to the public during their duty hours.

## F. CODE OF ETHICS

- 1) As Security Guard, his fundamental duty is to serve the interest or mission of his employer and his clients he is supposed to serve.
- 2) He shall be honest in thoughts and deeds both his personal and official actuations, obeying the laws of the land and the regulations prescribed by his agency and those established by the University he is supposed to protect.
- 3) He shall not reveal any confidential matter confined to him as a security guard and such other matters imposed upon him by law.
- 4) He shall act at all times with decorum and shall not permit personal feelings, prejudices and undue friendship to influence his actuation in the performance of his official functions.
- 5) He shall not compromise with criminals and other lawless elements to the prejudice of the customers or clients and shall assist the government in its relentless drive against lawlessness and other forms of criminality.
- 6) He shall carry out his assigned duties as required by law to the best of his ability and shall safeguard life and property of the University he is assigned.
- 7) He shall wear his uniform, badge, patches and insignia properly as a symbol of public trust and confidence, as an honest and trustworthy security guard, watchman, and private agency guard.
- 8) He shall keep his allegiance first to the government, to the Agency he is employed and he is assigned to serve with loyalty and dedicated services.
- 9) He shall diligently and progressively familiarize himself with the rules and regulation laid down by the University and those of the customers and clients.
- 10) He shall at all times be courteous, respectful and salute his superior officers, government officials and officials of the University where he is assigned and supposed to serve.
- 11) He shall report for duty always in proper uniform and neat in his appearance.
- 12) He shall learn at heart and strictly observe the laws and regulations governing the use of firearms.

## **G. GENERAL ORDER**

A Security Guard and watchman shall memorize and strictly observe the following general orders:

- 1) To take charge of the post and all company properties in view;
- 2) To walk during my tour of duty in a military manner, keeping always on the alert and observing anything that takes place within sight or hearing;
- 3) To report all violations or orders I am instructed to enforce;
- 4) To repeat all calls from posts more distant from the guard house where I am stationed;
- 5) To quit my post only when properly relieved;
- 6) To receive, obey and pass on the relieving guard all orders from company officers or officials, supervisors, post in charge or shift leaders;
- 7) To talk to no one except in the line of duty;
- 8) To sound or call the alarm in case of fire or disorders;
- 9) To call the superior officer in any case not covered by instructions;
- 10) To salute all company officials, superior in the agency, ranking public officials and commissioned officers of the Armed Forces of the Philippines and officers of the Philippine National Police; and
- 11) To be especially watchful at night and during the time of challenging to challenge all persons on or near my post and allow no one to pass or loiter without proper authority.

## **H. EQUIPMENT AND DRESS**

### **1. Surrender of Property**

Office personnel shall surrender all office and University property in their possession upon separation from the office or upon order of the President. Failure to return nonexpendable items may obligate the person to reimburse the University for the fair market value of such items.

### **2. Uniforms and Personal Equipment**

- a. Shirts: white and blue
- b. Pants: ankle length, blue
- c. Belt: black
- d. Shoes: black

Personal equipment, considered as part of the uniform, consists of the following:

- a. Flashlight: Stream light rechargeable flashlights mounted on patrol vehicles. Officers may, at their own option and expense, carry minilights.
- b. Handcuffs and case: Handcuffs may be used only as last resort for detaining a dangerous or violent person when all other means to control him have been exhausted.
- c. ID card: an employee identification card.
- d. First Aid kit

### **Private Agency Guard Uniforms:**

#### **1. Day Shift**

- a. White Long sleeves
- b. Blue pants
- c. Pursing cap
- d. Authorized shoes
- e. Reflectorized vest
- f. Complete paraphernalia, whistle, handcuff and first aid kit

#### **2. Night Shift**

- a. Blue Long sleeves
- b. Blue pants
- c. Bull cap
- d. Authorized shoes
- e. Reflectorized vest
- f. Complete paraphernalia, whistle, high beam flashlight, handcuff and first aid kit

### **3. Personal Grooming**

All guards, male and female, shall report for duty well-groomed, with special attention to the following:

- a. Neat Haircut: The guard is limited to sporting 2x3 length of hair to appear neat and presentable.
- b. Facial Hair: The University allows beards and mustaches provided they are neat and well-trimmed. Partial growth (i.e. stubble) is not acceptable; guards must report for duty clean and freshly shaven.
- c. Jewelry: Bracelets, earrings, and necklaces should not wear while on duty; however, medical bracelets, watches, wedding band, or other rings may be worn while on duty.

## **I. PATROL VEHICLE**

The University shall use and maintain one (2) units of patrol vehicle (Multicab, SLA272 and Patrol Car B2 R372) and one (1) unit Fire truck (RDU 474) in good running condition for the Security Office, as well as emergencies and quick response.

### **1. Equipment**

That Security patrol vehicles must be equipped with two-way radios for emergencies and quick response, as it is vital in unusual incident and or suspicious personalities reported inside the University.

Stream light/flashlight are also important especially during night time, for proper identification and familiarization. Modern and high end equipment authorized and approved by the President can also be used like close circuit television (CCTV).

### **2. Inspection of Patrol Vehicles**

Each guard assigned as Patrol shall inspect the patrol vehicle, both interior and exterior, prior to placing the vehicle in operation. Any damage or uncleanliness shall be orally reported immediately to the team leader.

The official driver of the unit is responsible in ferrying guards to and from far distances where they are assigned daily. Further, the official driver shall take charge in keeping the vehicle CLEAN before leaving.

### **3. Operation of Vehicles**

Guards shall operate patrol vehicles in a careful, prudent manner and must observe all orders, laws or policies regarding their operation.

## **J. DUTY SCHEDULE AND FITNESS FOR DUTY**

### **1. Reporting for Duty**

Guards shall report for duty at the assigned time and place and shall be physically and mentally fit to perform their obligation and responsibilities. They shall be in complete proper uniform, shall be properly equipped, and shall be fully aware of all information required for the performance of their duties that they can immediately assume their assignments.

Security Guards are not allowed to go on leave without proper approval by the Operation Officer or by their respective Team Leaders. Any Security Guard who takes a leave of absence without filing a leave prior to its effectivity shall automatically be declared absent without official leave (AWOL) and shall not entitled to any benefits. In case that there are absences among the beat guards in the evening, the team leaders may assign any member of his patrol team as reliever.

## **2. Fitness and Unsatisfactory Performance**

Guards shall maintain physical and mental competency to perform their duties properly and execute the responsibilities inherent in their positions. Unsatisfactory performance shall include, but shall not be limited to, lack of knowledge of the application of laws, rules, and regulations; unwillingness or inability to perform assigned tasks; failure to conform to work standards; failure to take appropriate action within their realm of responsibility; absence without leave; misbehavior or misconduct on duty; or repeated infractions of rules, regulations, or directives.

## **3. Notification of Illness or Injury**

Guards who cannot report for work due to illness or injury and guards injured while on duty shall comply with standard University procedures for reporting such problems.

For any incident that may occur in a particular area of responsibility, the concerned beat guard shall be required to submit a written report to his direct superior or team leader for proper information. Reference and evaluation shall be properly concurred by the Team Leaders.

## **4. Familiarization with Current Orders**

Before starting their tour of duty, all security guards shall acquaint themselves with all matters affecting the execution of their duties. All security guards - including the team leaders, and all security officers - shall read the security log, the incident reports, the work-request forms, and all other posted notices at the office. Routing memorandum will also serve relative to the new orders, policies and measures and/or regulations concerning the execution of their duties, and they shall indicate that they have received and reviewed the aforementioned materials by initialing each one.

## **5. Work Hours**

The normal work month for pay purposes begins at 0001 hours on the first day of each month and extends to 2400 hours on the last day of the month.

Shifts: Normal Monday through Sunday shifts are as follows:

Shift A, Standard Day Shift: 6:00 AM – 12:00 PM

Shift B, Standard Swing Shift: 12:00 PM – 6:00 PM

Shift C, Standard Night Shift: 6:00 PM – 12:00 AM

Shift D, Standard Night Shift: 12:00 AM – 6:00 AM

All first shift Guards are required to sign-in a logbook at post #1 before going to their respective post of assignment. The 2nd shift guards, on the other hand, shall be required to log-out at post #1 before off duty.

Relieving and outgoing guards in the evening are required to act as reserved guards. The 2<sup>nd</sup> shift guard shall report before 8:00PM, while the first shift shall leave not earlier than 4:00AM.

## **K. REPORTS**

### **1. Timeliness and Completeness of Reports**

Guards shall submit all sentinels reports on time and in accordance with established procedures. Reports shall be truthful and complete. No guards shall knowingly enter any inaccurate, false, or improper information in any report, oral or written. The relieving guards or 2nd shift guards assigned during daytime or night time shall be responsible in submitting the Sentinel's Report properly accomplished for monitoring and evaluation of peace & order status.

### **2. Reporting Internal Violations**

Security guards shall report to their team leader or to the detachment commander in the case of private security guards any and all information that comes to their attention indicating or suggesting that any member of the office has violated or intends to violate any law, rule, regulation, or directive. The team leader may direct the reporting guards to submit a written report or to keep the matter confidential to allow the team leader to consult with the Operation Officer or directly to the Chief Security and/or to the Security Director.

### **3. Investigation of Alleged Misconduct**

Internal investigations, under the supervision of the University Management, shall be conducted whenever criticisms or complaints are made against the office or its personnel regarding alleged misconduct, harassment, intimidation, discourtesy, or any other behavior potentially in violation of law or University rules, regulations or procedures. Investigations of cases that may result in criminal prosecution shall honor the rights accorded to all citizens of the Philippines in such circumstances. If evidence supporting a criminal complaint is found, the investigation shall be directed to the Police Department that has jurisdiction over the campus.

### **4. Accident Investigations**

Any on-campus vehicular accident shall be investigated by the office partially prior to proper turn over to the Police Department that has jurisdiction over the campus. Any on-campus car accident

involving a University employee and a non-employee (including students) shall be investigated following the same procedure.

#### **5. Internal Accidents Involving Patrol Vehicles**

Internal accidents involving the security guard patrol vehicles and other University owned vehicles or vehicles owned or operated by a University employee shall immediately reported to the concerned head of office and together with a filed written report. The Investigation Officer shall arrange for an investigation. Accidents involving the supervisor shall be investigated by the President or, at his discretion, by the Police. (See also Section 3.5.4)

#### **6. Incident Investigations and Reports**

All unusual incidents, irregularities, or suspicious incidents shall be reported and entered into a logbook intended for the purpose. Examples include, but are not limited to, injuries, damage to University property, suspicious persons or vehicles, and faculty or other University employees on campus or in buildings after hours.

While the Security Office is prohibited from conducting criminal investigations, it shall be responsible for securing information on incidents of loss, robbery, vandalism, injury, and potential or actual hazards to campus property. For losses or damages, a one (1) month suspension or termination from the service shall be imposed pursuant to existing policies, rules and regulations.

##### **6.1 Interviewing.**

Upon report or discovery of theft, injury, vandalism, etc., the Security guard receiving the report or making the initial discovery shall be responsible for interviewing staff and others concerning the incident, unless otherwise directed by the team leader.

##### **6.2 Filing Reports.**

The investigator making inquiries regarding on-campus incidents shall be responsible for submitting a written Incident Report containing the names of individuals interviewed; dates, times, and locations of interviews; information acquired; and the relationship, if any, to other similar incidents. The incident report shall be submitted to the Office of the President for guidance and information.

### **L. SECURITY OF BUILDINGS**

All University personnel must leave the office buildings during official closing hours unless they have the permission from the President to remain on the premises or are able to demonstrate to the security guard that they are engaged in legitimate University related activity. In any case, the patrol officer shall record in the Security Log the name and location of any University employee who would remain in the building after the scheduled time.

When special events such as registration, theater rehearsals or productions, meetings, social activities, or other events necessitate the use of University facilities after designated closing times, the University employee responsible for the event shall notify the Security Office of the nature of the event, the facilities to be used, and special services or personnel needed.

### **1. Campus Permits for Students**

Students not under direct supervision of any College or department personnel should not be allowed entry into the academic areas unless they have in their possession a duly executed campus permit signed by authorized University personnel and a valid University ID card, both of which must be shown to the security guards upon request.

A campus permit may be issued to authorized student only shall not transferred to any other student. The permit shall not extend to others who may accompany the authorized student. Permits are not valid beyond normal closing hours for University buildings. Exceptions to these stipulations must be noted in Security Management Office procedures.

Violations of the above shall be recorded in the Incident Report form, a copy of which shall also be sent to the appropriate unit.

## **M. PROTOCOL ON THE ENTRY OF MOTOR VEHICLES**

### **Rationale**

For security and safety reasons, motor vehicles need to be identified and regulated in their entry into the University premises. For this purpose, distinction is made between the privilege of access and the privilege of parking.

Parking areas owned and managed by the University are limited in number. As a matter of principle, these areas are generally allocated by the Administration.

### **Principles**

1. The University reserves the right to impose rules and regulations regarding the use of areas where motor vehicles may be granted access.

2. While the security personnel of the University exercise full responsibility over the motor vehicles inside the premises of the University, the University shall not be responsible for any loss or damage.
3. The grant of access and/or parking privileges, although for a fixed period, is temporary in nature. As such, no vested right or privilege may accrue from these to any individual, group or organization.
4. The access accorded by virtue of the vehicle sticker shall apply exclusively to the motor vehicle and not to the passengers. Passengers may be subject to other security procedures.

#### **Policies**

1. Parking is allowed only from 6:00 am to 7:00 pm, Mondays to Fridays. In cases when the vehicle will be parked outside of these hours, permission from the Security and Safety Office should be secured.
2. The University reserves the right to declare certain parking areas/slots as a no-parking zone, or certain schedules as a no parking period to accommodate University requirements such as during major events.

#### **N. PROTOCOL ON THE ISSUANCE OF GATE PASS AND VISITORS SECURITY PASS**

As one of the University guidelines (USM Student Code) all students, as well as faculty and staff are required to wear prescribed uniforms and wear IDs for proper and immediate identification. All faculty, staff and students who are owners of vehicles and motorcycles, as well as tricycles are required to secure gate pass/sticker at the Security Services and Management Office and present their photocopies of vehicles' Original Receipts/ Certificate of Registration, then fill-up Form 6 Gate Pass Application, pay their gate pass/ stickers only at the SSM office. This renewed yearly.

##### **1. Security Procedure in Issuing Vehicle Pass**

To formulate policies and guidelines that would regulate and control the access, identification and movement of students and personnel, visitors and vehicles while inside the campus and perimeters, all visitors should be required to log and leave a valid government-issued identification card upon their entry, the security guard on duty shall issue USM identification gate pass card which must be surrendered upon leaving the University.

## 2. Vehicle Sticker/Gate Pass

The USM Gate Pass sticker is made of water proof sticker paper measuring 3 x 2 inches with the University president's signature. This shall be put in the vehicle's shield and motorcycle's head cap for easy and clear identification.

### O. OTHER SERVICES

Other services conducted by the USM-SSM are; receiving request for security assistance for the various student's activities of the University; incident report handling when untoward undertakings are reported; issuance of gate pass/visitor's IDs to private owners of vehicles, faculty, students, tricycles and motorcycles; issuance of USM sticker to USM employees, students, visitors and University owned vehicles. Requirements are valid IDs, driver's license, certificate of registration, official receipt of vehicle registration, and authority/consent to use or Deed of Sale for vehicles not registered under the name of the applicant. Said gate pass sticker is valid for a year only. Visitor's IDs are likewise issued upon entering the USM gate and is also returned to guards on duty upon leaving the University premises. The signing of students' campus activity permit is also undertaken and signed by the Chief Security Officer.

SERVICES	STEPS	REQUIREMENTS	Persons Responsible	Processing Time	Fees
1. Signing of Campus Activity Permit	<ol style="list-style-type: none"> <li>1. Bring campus activity permit.</li> <li>2. Check the details of the activity.</li> <li>3. Endorsed to the Chief security for approval.</li> <li>4. Submit a copy of campus activity permit after duly signed by the Director of Office of Student Affair (OSA).</li> <li>5. Compiles the submitted copy of campus activity permit.</li> </ol>	Campus Activity Permit	Chief Security Office Personnel	3 minutes	None
2. Request of Security Assistance	<ol style="list-style-type: none"> <li>1. Bring letter of request together with approved letter of activity and copy of campus permit duly signed by the Director of Office of Student Affair (OSA).</li> </ol>	<ol style="list-style-type: none"> <li>1. Approved letter of activity if beyond curfew hours or over the weekend.</li> <li>2. Letter request to the Security services</li> </ol>	Chief Security, Operation Officer, Guards to be assigned	5 minutes	Rate/ hour of guard on duty

	<ol style="list-style-type: none"> <li>2. For after school hour's activity, Overtime permit will also be submitted.</li> <li>3. Check completeness and validity of submitted documents.</li> <li>4. Endorsed to the Chief Security for approval.</li> <li>5. Prepare Special Detail Order.</li> <li>6. Issuance of Special Detail Order to the assigned security guards.</li> </ol>	<p>and Management Office.</p> <ol style="list-style-type: none"> <li>3. Campus Activity Permit.</li> <li>4. Overtime permit beyond school hours.</li> </ol>			
3. Issuance of stickers to USM employees, students, visitors and University owned utility vehicles	<ol style="list-style-type: none"> <li>1. Applicant to appear or apply personally.</li> <li>2. Present original and/or a copy of the requirements.</li> <li>3. Office Personnel on duty checks validity and veracity of the documents.</li> <li>4. Fill out the application form.</li> <li>5. Checks the details of application form if duly accomplished.</li> <li>6. Endorsed to the Chief Security Officer for approval.</li> <li>7. Logbook the details of application.</li> <li>8. USM Vehicle Sticker will be issued after approval.</li> </ol>	<ol style="list-style-type: none"> <li>1. Official Receipt of vehicle registration</li> <li>2. Certificate of Registration</li> <li>3. School/Employee ID</li> <li>4. Driver's license</li> <li>5. Authority/ consent to use or Deed of Sale for vehicles not registered under the name of the applicant</li> </ol>	Office personnel	5 minutes	15.00
4. Issuance of USM gate pass to USM employees, students, and visitors owned single motorcycle vehicles	<ol style="list-style-type: none"> <li>1. Applicant to appear or apply personally.</li> <li>2. Present original and/or a copy of the requirements.</li> <li>3. Checks validity and veracity of the documents.</li> <li>4. Fill out the gate pass ID card.</li> <li>4. Checks the details of gate pass ID card if duly accomplished.</li> <li>5. Logbook the details.</li> </ol>	<ol style="list-style-type: none"> <li>1. Official Receipt of vehicle registration</li> <li>2. Certificate of Registration</li> <li>3. School/Employee ID</li> <li>4. Driver's license</li> <li>5. Authority/ consent to use or Deed of Sale for vehicles not registered under the name of the applicant</li> </ol>	Office personnel	5 minutes	15.00

	6. USM gate pass ID card will be issued after lamination.				
5. Issuance of USM Gate Pass Card to visitors and utility or delivery vehicles	<ol style="list-style-type: none"> <li>1. Present and leave any valid identification card and/or driver's license to the guard on duty.</li> <li>2. Guard on duty issue the USM gate pass card.</li> <li>3. To logbook the details of the vehicle including the purpose and time of visit.</li> <li>4. Surrendered card upon leaving.</li> </ol>	Valid identification card and /or driver's license	Guard on duty	3 minutes	None
6. Incident Report Handling	<ol style="list-style-type: none"> <li>1. The complainant/s shall report personally or through written report.</li> <li>2. Fill –up the Complaint Form.</li> <li>3. Put into blotter's logbook.</li> <li>4. Conduct initial investigation.</li> <li>5. Prepare Spot Report.</li> <li>6. Submit copy of Spot Report to the Office of the University President.</li> <li>7. Cases/ incidents not covered by the University shall be endorsed to the proper authority.</li> </ol>	Personal appearance or written report containing the details of the incident.	Investigator	10 minutes	None