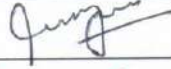


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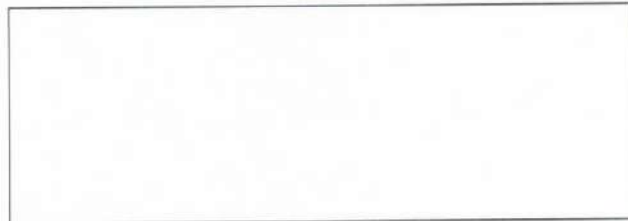
DOW UNIVERSITY OF HEALTH SCIENCES



STANDARD OPERATING PROCEDURE

Policy for Security and Safety, DUHS

	NAME	DESIGNATION	SIGNATURE	DATE
PREPARED BY:	Dr. Rustam Zaman Mangnejo	Incharge, Security		05/04/2023
REVIEWED BY:	Sanam Soomro	Director QEC		April 15 th , 2023
APPROVED BY:	Prof. Mohammed Saeed Quraishy	Vice Chancellor, DUHS		15/4/2023
REVISION NO.:		00		
DATE OF LAST REVISION:		0		
DATE OF ISSUE:		April 19, 2023		






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Sr. No	DCR No.	Rev. Date	Page No.	Section No.	Description of Change
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DISTRIBUTION LIST

The following personnel are on the controlled distribution list:

- Vice Chancellor
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- Registrar
- All Constituent Heads of Departments/ Schools and Institutes



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TERMS AND DEFINITION

TERMS	DEFINITION
Secure	Certain to remain safe and unthreatened.
Law Enforcement	Law enforcement is the activity of some members of government who act in an organized manner to enforce the law by discovering, deterring, rehabilitating, or punishing people who violate the rules and norms governing that society.
Chowkidar	A watchman who looks after a building.
Loss Prevention	It refers to measures taken to prevent the loss of life, health, and property.
Deterrence	The act of preventing a particular act or behavior from happening.

LIST OF ABBREVIATIONS



Document Name:	Policy for Security and Safety, DUHS
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CCTV	Closed Circuit Television
CD	Compact Disc
QRF	Quick Reaction Force
CSO	Chief Security Officer
DIMC	Dow International Medical College
DIDC	Dow International Dental College
LEA's	Provincial Training of Law Enforcement Agencies
DUHS	Dow University of Health Sciences

1. PURPOSE:

To provide a safe and **secure** campus that will create and maintain a feeling of safety and **security** for all stakeholders, including students, faculty, staff and patients. The security department will be responsive to the DUHS community in the delivery of skillful law enforcement services as and when required, including taking part in improving the quality of life through community partnerships.



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2. SCOPE:

This policy applies to the Dow University of Health Sciences OJHA, DMC, DIDC, and any other campus or outreach locations, including but not limited to the laboratory locations and service locations.

3. RESPONSIBILITIES:

- **Vice Chancellor, DUHS** sets the Vision of the security and safety department at each campus and within each separate service location of DUHS.
- **Security In charge** is responsible for management and the implementation of the safety and security measures at each campus and location of DUHS, including outreach and service locations; He or she prepares and conducts training for new hires and current staff including training on workplace searches, drug and alcohol procedures, and related safety and security topics.
 - He or she will oversee facility security to protect all company assets. The Security Supervisor may also manage and/or implement security protocols related to the storage of confidential information and documents.
- **CSO Outsourced Security Supervisors (2):** The outsourced security supervisors are responsible for supervising lower-level security guards during their duty shifts. They ensure that all security guards are performing their expected duties including the following-
 1. Man his assigned static post for the duration of his tenure of duty. If patrolling then patrol the assigned area, so to provide a secure environment to the facility.
 2. Assist patients, visitors and staff with direction, first aid, furnish their queries pertaining to facility activities.
 3. Control the traffic and parking ensuring smooth flow of traffic and parking discipline.
 4. Check visitors into the facility, through searching and use of electronic devices.
 5. Check ID cards of the staff labors in the facility.



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6. Respond to all emergency calls on the facility.
7. Assist in fire evacuation and firefighting.
8. On detection report all suspicious acts and baggage to the Security Control/officer.
9. Check gate passes when deployed at key entry and exit points.
10. Check ID cards of the staff, labors in the facility/Cargo gates.

- **CSO DUHS Security** - Oversees the daily workflow, schedules, and assignments of security staff and guards;

1. Check all entry and exit points of duty area at regular intervals, including but not limited to:
2. Supervise the work of security staff junior to him in shift.
3. Keep a look out for any safety hazard or potential security risk.
4. Observing any unusual or suspicious activities on the part of visitor, guest or employees in the area of responsibility.
5. Investigate any theft, robberies occurring in the area of duty.
6. All precautions must be taken against sabotage and terrorist activities.
7. All possible measures are adopted for prevention of panic and chaos in the premises.
8. Ensure safety and security of the property by checking doors and locks at night.
9. In addition to the above mentioned duties and job functions any other assignments given occasionally or on daily basis over and above normal duty hours and beyond the call of his duties, will be performed with full dedication, zeal and sense of responsibilities.
10. Provide emergency response.
11. Keep the security head informed of all security matters within his area of responsibility.

- **Guards** - Implements security and security protocols for all assigned facilities and campus locations, as identified; Takes proactive steps to provide a safe

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and secure working environment to staff and visitors.

- **DUHS Supervisors & Chowkidar:** Conducts regular walk-throughs and security inspections for assigned facilities.

4. PROCEDURE:


4.1. Security Measures in Place to Combat Security Threats Identified and Everyday Safety Assurance:

- 4.1.1. Dedicated QRF force for response in emergency and around the clock patrolling of campuses.
- 4.1.2. Acquired PTA Wireless Frequency License from for DUHS Security Department
- 4.1.3. Security Bikes available to both DUHS Supervisor and Dogma Security QRF to ensure patrolling and threat deterrence.
 - 4.1.3.1. Security In and out procedures at all Exits, entrances and gates:
 - 4.1.3.2. Campus Security Surveillance Room established: Any incident reported is monitored on CCTV and archived on CD for retrieval as required.

CCTV Control Room Monitoring
• 24 / 7 Hrs. (Monitoring in three shifts)
• Total Cameras Ojha = 1389 DMC = 85
Chanaser Goth = 120
• PTZ Cameras = 05 (Non Functional)
• OJHA Campus 679 cameras (HEC)
• With 19 LCDs for Display
• Recording backup up to 12 Days Approx
• HEC Cameras up to 6 Days Approx
• Staff :
• Operators = 3 OJHA 1 DMC
• Technicians = 3 OJHA

4.2. Strength of Outsourced Security Guards:

• OJHA Campus = 195
• DMC = 32

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• DIDC Chancer Goth= 7
• DIDC Jouhar= 5
• Sindh Hospital for Infectious Disease = 8
• Gamma Knife = 2
• Family Clinic Hijrat Colony = 3
• Chest Clinic Nazamabad = 2
• Chest Clinic Malir = 2
• Radiology & Labs = 38
• Boys Hostel Jouhar= 2
• Girls Hostel Bath Island= 2
Total Strength= 298

4.3. Outsourced Security (Shift schedules and Numbers):

• Outsourced security guards are to follow two Shifts of 12 Hrs. from 7 to 7pm.
• Chief Security Officer = 2 (1+1) Day & Night
• Supervisors = 5 (3+2) Day & Night
• Ladies Guards = 35 (17+9+7) Morning Evening Night
• Armed Guards = 4 (Day & Night)
• Unarmed Guards = 206 (136+64) Day & Night
• Total Strength: Day Shift =136 & Night Shift =64

4.4. Entrance And Exit Gates Security and Safety ensured through security guards and Chowkidars at the below mentioned Gates around perimeter:

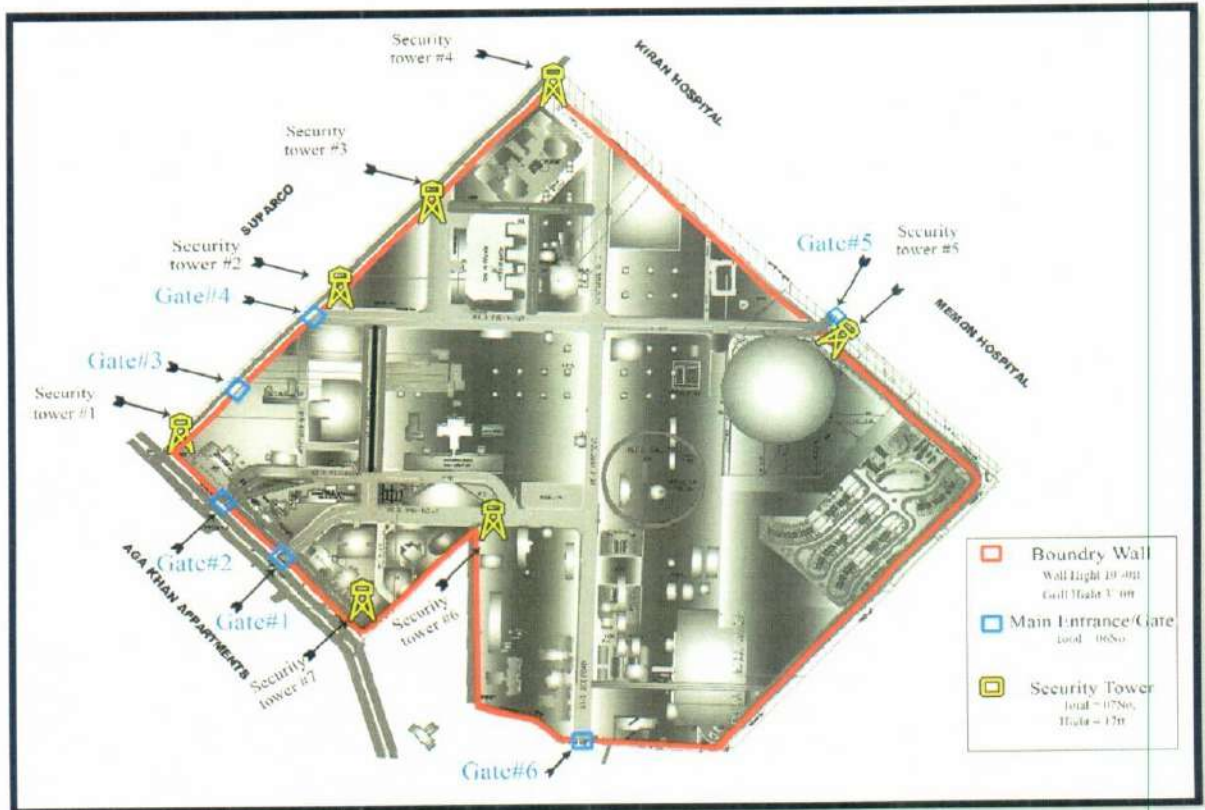


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4.5. Watch Towers established throughout the parameter of Ojha Campus (5) -



4.6. Establishment of Security of Primary Threat Objectives at the following locations:

1. BOYS HOSTEL- OJHA
2. GIRLS HOSTEL-OJHA



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3. DIMC & DIKIOHS buildings.
4. NIPA, Infectious Diseases Hospital
5. DIDC Jouhar Hospital.
6. Dow College of Pharmacy buildings (inside OJHA Campus)
7. Dow Institute of Nursing and Midwifery Building
8. DMC campus building
9. DIDC building



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4.7. Other Role of Security and Safety Department:

1. Patients and visitor's facilitation and support.
2. Fraud, Theft, Robbery, Fighting, Lost and Found.
3. General investigation and conflict resolutions.
4. Handling Accidental Cases inside the campus.
5. Traffic Management inside campus.
6. Loss Prevention of all assets that are within the campus and locations of DUHS, including outreach and service locations
7. Identification of the Safety, Security Hazards and Fire Safety measures as required by the accreditation council and for general security awareness around campus and locations
 - a. Identification of secure and gathering locations for each building for fire safety drill
 - b. Fire safety drill to be conducted for each campus location at least once a year in a coordinated effort among students, teachers, staff and security department. In this regard, the security in charge must be in coordination with the Principal/Director of each program for smooth conduct of fire safety drills.

8. The Safety Department will be in Coordination with Police and LEA's as per the following liaison offices:

- (i) Sachal PS and Mobina Town PS in coordination for inside and outside Ojha campus security
- (ii) Eid Gah PS and Risala PS at DMC Campus
- (iii) PS Mehmoodabad at Chanaser Goth Campus



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- (iv) Rangers response unit and area DSR on board
- (v) Traffic Police for controlling and maintaining traffic at all entry points.
- (vi) In coordination with SSU in case of any incident.
- (vii) In coordination with SUPARCO Security for Ojha Campus security