SECURITY SERVICE LEVEL AGREEMENT

GENERAL STATEMENT AND GUIDANCE NOTES

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.
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1.0 General Statement

Security Services is a University service provider with a remit for:
Safeguarding students, staff and visitors
Safeguarding property
Traffic management

This SLA is designed to provide both staff and resource support to staff, students and visitors, and where contracted to conference related functions and tenants. The SLA will be reviewed annually.

2.0 Breaches of the Service Level/Comment

The Security Services Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:
Security Services Manager
Whiteknights House
University of Reading
Reading
Berkshire RG6 6AH

All complaints will be dealt with in accordance with the University’s complaints procedures.

Where the response is not deemed satisfactory, aggrieved parties should contact the Campus Services Director for further investigation.

Access to the security complaint procedure can be found at http://www.reading.ac.uk/security
3.0 Changes to service level

The SLA will be reviewed annually and where improvements are made the SLA will be duly annotated. Where there is a reduction of service, notice will be given that changes will be made either following written notification to specific parties or after three months’ notice has been given.

3.1 Contracts

Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.

3.2 Service

<table>
<thead>
<tr>
<th>Service</th>
<th>User responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Deployment</td>
<td>Security Services will take all reasonable measures available to prevent crime and deter criminal activity in order to safeguard people and property. In the interest of ensuring a safe and secure environment, Security Services staff will provide both foot and mobile patrols of the University estates on a 24 hour basis. It is the users’ responsibility to ensure that their area of operation is secure, and alarmed, before departing, and to report all suspicious incidents immediately.</td>
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<tr>
<td>Incident Reporting</td>
<td>Security Services will respond within a reasonable time frame (between 5-10 minutes on Whiteknights Campus and 15-20 minutes off-campus) to reports of all incidents upon University property or involving associated staff, students or visitors. Users are to report incidents without delay to Security Control Room in person or by telephone. Email is not to be used. To ensure good practice and preserve evidence, users are required to follow security advice. Security Services will provide a written report of all relevant incidents detailing known facts, action taken and detailed timings. The Security Update report will be distributed the next working day by 1000 hours to all registered recipients. Users, who are not a registered recipient of the Security Update and need to see a specific report, should contact the Security Services Manager. Security Services will support victims in the reporting of crime to Thames Valley Police and will assist them in all subsequent enquiries as required. Users (owners) are responsible for reporting personal loss to the police, even when committed upon University property.</td>
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<tr>
<td><strong>First Aid Response</strong></td>
<td>Security Services and Campus Services will provide first aid trained personnel to enable first response medical assistance to University users when dealing with Security issues.</td>
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<tr>
<td><strong>Chaperone Service</strong></td>
<td>Security Services will provide a chaperone service to vulnerable staff and students in accordance with the published protocol.</td>
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<tr>
<td><strong>Intruder Alarms</strong></td>
<td>Estates &amp; Facilities with Security Services will undertake security surveys and provide advice on the installation of intruder alarm systems to university specification. Security Services will monitor the University’s intruder alarm system and will respond immediately to alarm activations, or notification of such activations, to: Protect life Protect property Prevent crime Prevent loss or damage</td>
</tr>
<tr>
<td>Departments, Schools &amp; Functions</td>
<td>Security Services will monitor the University’s fire alarm system and will respond to activations, assisting in: evacuation, evacuation of personnel from refuges, welfare and safety of evacuees, Fire Brigade access, security of the scene, first aid, intelligence gathering, business continuity, provision of reports, checking of fire panel, liaison with evacuation officer, take charge out of hours.</td>
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<td>Fire Alarms</td>
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</tr>
<tr>
<td>Panic Alarms (Fixed)</td>
<td>Security Services will dispatch a patroller immediately upon the activation of identified Panic Alarms, prioritising the response. Where these are not identified the response will be as per intruder alarms (see above).</td>
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<tr>
<td>Disabled Rooms &amp; Lift Alarms (fixed)</td>
<td>Security Services will respond, to disabled room and lift alarm activations on Whiteknights Campus within 5-10 minutes.</td>
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<tr>
<td>CCTV Management</td>
<td>Estates &amp; Facilities Directorate with Security Services will undertake Security Surveys and provide advice on the installation of CCTV systems to University specification.</td>
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<tr>
<td>Control Room – Operating Hours</td>
<td>Security Services main Control Room located at Whiteknights Campus will provide a 24 hour operational service throughout the year.</td>
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<tr>
<td>Control Room - Staffing</td>
<td>Security Services main Control Room located at Whiteknights Campus will be permanently staffed by trained personnel.</td>
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<tr>
<td>Control Room – Call Handling</td>
<td>Control Room staff will respond to telephone calls received as follows:</td>
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<td></td>
<td>Extension 6300 (emergency number) will be answered within 5 seconds, 95% of the time and within 10 seconds, 100% of the time.</td>
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<td></td>
<td>Extension 7799 (enquiry number) will be answered within 15 seconds, 90% of the time.</td>
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<td>Control Room - Response Action</td>
<td>Control Room staff will respond in the appropriate manner according to the nature of the call, prioritising as necessary.</td>
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<td></td>
<td>Users should be clear and concise about the issues reported and the nature of the call to ensure proper prioritisation.</td>
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<tr>
<td>Control Room - Management of Incidents</td>
<td>Supervisors and Controllers will co-ordinate incidents, ensuring that appropriate follow-up action and investigation is undertaken in a timely manner.</td>
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<td></td>
<td>Supervisors and Controllers will co-ordinate the correct compilation of reports.</td>
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<tr>
<td>Control Room – CCTV usage</td>
<td>Control Room staff will monitor and respond accordingly to incidents observed on the CCTV surveillance system.</td>
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<tr>
<td><strong>Control Room - Systems</strong></td>
<td>Control Room staff will monitor and maintain all systems within the Control Room in accordance with the agreed maintenance provision, taking prompt action through service providers to rectify faults and issues.</td>
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<td>-------------------------------------------------------------------------------------------------</td>
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<tr>
<td><strong>Control Room - Out of Hours Contractors</strong></td>
<td>Control Room staff will assist Estates &amp; Facilities colleagues in the signing in and out of external contractors outside of normal working hours.</td>
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<tr>
<td><strong>Control Room - Loss of Services</strong></td>
<td>In the event that the main Control Room situated at Whiteknights Campus is lost through any form of natural or unplanned event, the Security Services Manager will implement the Business Continuity Plan to re-establish services with as little disruption as possible to the University.</td>
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<tr>
<td><strong>Traffic Management - Regulations</strong></td>
<td>Security Services will carry out car parking management in accordance with the University of Reading Car Parking Regulations.</td>
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<tr>
<td><strong>Traffic Management - Signage</strong></td>
<td>Security Services staff will deploy appropriate signs as required.</td>
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<tr>
<td><strong>Traffic Management - Patrols</strong></td>
<td>Supervisors and Controllers will co-ordinate the patrolling of the University car parks, access and egress routes to provide as far as is reasonably practicable a safe and secure environment.</td>
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<td></td>
<td>Patrollers will carry out their duties in accordance with the University Car Parking Regulations to ensure reasonable access to authorised parking areas.</td>
</tr>
<tr>
<td><strong>Civil Parking Notices</strong></td>
<td>Security Services will monitor and work with the external company engaged to issue Civil Parking Notices to vehicles that</td>
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</tbody>
</table>
contravene the University of Reading Car Parking Regulations.

| Special Events | The University of Reading reserves the right, at all times in accordance with University Regulations, to change the use of car parking provision for special events. Users, where possible, will be informed in advance of any changes of use. | Users to comply with any information that is provided. |

### 4.0 Version control

<table>
<thead>
<tr>
<th>VERSION</th>
<th>KEEPER</th>
<th>REVIEWED</th>
<th>APPROVED BY</th>
<th>APPROVAL DATE</th>
</tr>
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<tbody>
<tr>
<td>1.1</td>
<td>Security Services</td>
<td>Annually</td>
<td>EFC</td>
<td>21st June 2016</td>
</tr>
<tr>
<td>1.2</td>
<td>Security Services</td>
<td>05/07/17</td>
<td>EFC Chairs Action Ref 17/54</td>
<td>25th October 2017</td>
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