

Security Policy & Procedures

November 2019



FOREWORD

Security issues are paramount in any society for its welfare and protection. KIUT is a place with huge number of students, staff and visitors and hence their safety is imperative. The Security Policy has been designed to provide preventive measures, management of risks and necessary action or measures to be taken in case of any security issue within the University premises. The Policy highlights the roles of each individual in respect of security issues while within and outside the University premises.

I believe KIUT students, staff and visitors security is guaranteed if this policy is implemented accordingly by all the stakeholders mentioned in this policy.



Prof. Jamidu H.Y. Katima

Vice Chancellor

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1.0. BACKGROUND

1. The Kampala International University in Tanzania (KIUT) was established in Tanzania in 2008 as a Dar es Salaam Constituent College of Kampala International University in Uganda. It was then known as Dar es Salaam Constituent College affiliated to the Kampala International University (KIU-DCC). The main goal of the college was to run academic and professional courses offered by Kampala International University (KIU) through the Open and Distance Learning (ODL) mode of course delivery.
2. On 15 January 2011, the Tanzania Commission for Universities (TCU) issued the college interim recognition through granting the KIU-DCC a Certificate of Provisional Registration (CPR) and, later on 27 September 2012, issuing the College a Certificate of Full Registration (CFR). Five years later, the Tanzania Commission for Universities (TCU) approved the aspired new status of KIU-DCC as a full-fledged university under the new name of “The Kampala International University in Tanzania (KIUT)”. The University’s first Chancellor was and still is His Excellency, Ali Hassan Mwinyi, the retired Third Phase President of Zanzibar as well as being the retired Second Phase President of the United Republic of Tanzania.

2.0. PURPOSE

3. This policy establishes the context within which security services are provided within the University area. The aim of the policy is:
 - a) To ensure the management of security is consistent with the University’s vision, and mission ; and
 - b) To minimize the University’s exposure to all levels of risk where personal and property safety are potentially compromised.

3.0. SCOPE

4. This policy applies to all members of the University including Students, Staff, Visitors and Contractors. The policy specifies the role of the University Security team and its remit across the University estate i.e. space and buildings.
5. The University Security team is also responsible for the security of University sites, such as students and staff hostels, where the security service may be provided by a third party.

4.0. POLICY STATEMENT

6. The University is committed to ensuring a safe and secure environment for the University community and the physical assets of the institution. The University will undertake its activities in a manner whereby:

- a) All members of the University community, including students and other clients, staff, visitors and contractors, are provided with a safe and secure environment in which to function;
- b) Precautions are taken to keep assets safe from crime, attack or danger; and
- c) There is a cohesive system of physical and logical controls, which permit the University to continue with its legitimate operations without disruption in the event of an emergency.

5.0. RESPONSIBILITY

7. Responsibility for security rests with **the Vice Chancellor**. However, staff, students and visitors to the University are expected to play a significant role to ensure that the policy is fully implemented. In particular, everyone shall report all activity, suspected or real, of a criminal nature or any suspicious activity immediately to the security staff. Within this overall responsibility some particular elements are defined as follows:
- a) **The University Council:** The University Council is ultimately responsible for approving and updating the Policy and ensuring that the relevant bodies/organs and individuals responsible for its implementation are appropriately identified.
 - b) **Senior Management:** The senior management of the University shall ensure that, support and resources are available for the implementation of the Security Policy. Necessary measures to improve security in essential areas shall receive priority consideration. Where appropriate, specific training to achieve acceptable standards of operation shall be supported and properly resourced.
 - c) **Director of Estates:** Shall supervise the development and plan of the security strategy, policies and procedures and overseeing the operation of the Security Service in the Institution.
 - d) **Head of Security:** Head of Security shall develop, document and implement security strategy, policies and procedures and the monitoring of their effectiveness and efficiency. Investigation of serious crime, breaches in security and student disciplinary matters; provision of expert and impartial up-to-date advice; liaison with police, emergency services and local authorities; management of the University of KIUT, Car Park keeper and CCTV systems.
 - e) **Security Management Team:** The day-to-day management and implementation of the security policy and procedures; monitoring of these policies and procedures to ensure their continued effectiveness; delivery of an efficient and effective service to the University; management and training of staff; investigation of crime; advice on

implementation of security solutions, security hardware, CCTV, intruder alarm installations etc.

- f) **Directors/Deans/Heads of Departments/Supervisors:** Have a key role in promoting security within their Directorates/Departments. The actual responsibilities will vary according to the location and the nature of the activity taking place. A number of specific responsibilities can be identified as follows:
- Ensuring their staff have access to and are familiar with the Security Policy, paying particular attention to those issues which are directly relevant to the activity of their department/directorate.
 - Ensuring that all members of staff and students in their department understand and exercise their security responsibilities, including the displaying of University Identity cards, and have due regard to University property.
 - Notifying the Security team of any security risk who will in turn advise on any additional security or protection.
- g) **Staff:** All staff must ensure they are familiar with and follow the procedures outlined 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 the Security Team, especially in emergency or evacuation situations and in relation to security procedures. **Staff are required at all times when on University property to display their University cards.**
- h) **Students:** Shall have a general responsibility to look after University facilities properly and to give due consideration to security issues. Specific responsibilities can be identified as follows:
- a) They must follow security procedures designed to protect University property, in particular regulations governing access to computer rooms, laboratories or areas with other public use equipment.
 - b) Students must co-operate with requests from the Security Team, especially in emergency or evacuation situations and in relation to security procedures.
 - c) All Students are subject to the Regulations of the University as set out in the General Regulations and Procedures Affecting Students, which include security instructions and restrictions.
 - d) **Students are required to display their University cards at all times when on University property.**
- i) **Visitors:** All visitors who make use of University property and facilities have a general responsibility to look after these facilities properly and to give due consideration to security issues. In particular they must follow security procedures designed to protect University property. Responsibility for personal property always remains with the owner of the property. The University takes no responsibility for such property left on

the premises and this includes motor vehicles and motorcycles, although the Security staff will do their best to provide a security presence across the campus at all times. **Visitors are required to display their University visitors cards at all times when on University premises.**

6.0. CRIME PREVENTION

8. The purpose of crime prevention is to protect the University community from crime affecting its members, property, activities or cooperation with various external partners. Crime is prevented by reducing the opportunities to commit crime, by increasing the risk of being caught, and by minimising the gains from criminal acts.
9. The most typical property offences include theft, property damage and burglary. These types of crime have a negative impact on the University's teaching and research activities. Thefts are mainly targeted at property that has direct utility or resale value. Burglaries are committed in premises that are supposed or known to contain valuable property.
10. The University's open operating environment is challenging for the prevention of property offences. The premises shall be shielded using technological security systems and also in co-operation with security service companies.
11. **Security Awareness:** Security awareness will help to ensure a safe, secure environment, enabling work and study to continue with a minimum amount of disruption. Staff and students shall make every effort to counter the threat of crime.
 - 11.1. **Procedure of Security Awareness:** All suspicious activity shall be immediately reported.
 - a) Personal valuables shall be locked away or placed out of sight or kept on the person, and personal property shall never be left unattended.
 - b) Windows in offices must be closed and secured on departure where locks are fitted. Curtains or blinds in the rooms shall be closed at dusk and lights (except security lighting) shall be turned off when leaving.
 - c) Laptops and other portable equipment shall be locked out of sight when not in use, particularly overnight, in open areas.
 - d) All incidents of crime on University premises, real and suspected, must be reported to the Security Team.
 - e) Where available Security Officers will make external (and where appropriate internal) patrols of buildings, to aid in the identification of security risks, monitor public safety and act as a deterrent against crime.
 - f) Security awareness campaigns should be organised on campus regularly.
12. **Incident Reporting:** It is the responsibility of all staff and students of the University 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 risk analysis. It permits investigation and recommendations to be made to prevent recurrence. Comprehensive reporting of incidents provides an accurate picture of the level of crime throughout the University and thus ensures that adequate resources are provided to combat such crime. Success in the University's fight against crime is greatly enhanced by fast, efficient and detailed reporting.

All crimes that occur in the university premises shall be reported to the University Management immediately.

The DVC F&A shall involve the external security organs, where need be.

12.1 Procedure of reporting of Security/Safety Incidents: -

- a) All incidents of a security/safety nature on academic university grounds shall be reported in the first instance to the Head of Security in the Directorate of Estates.
- b) All incidents of a security/safety nature at the Residences shall be reported in the first instance to the Head of Security in the Directorate of Estates.
- c) The victim in all reported cases of all crimes, but in particular assault, indecency, fraud, theft (including car or cycle theft) and burglary are advised to inform both the local police and the security team. In case of doubt, advice on Police involvement may be sought from the Head of Security.
- d) Criminal Offences committed by Students will be reported to the Police by the Head of Security, in line with Student Regulations.
- e) Any Police involvement on University premises is to be notified to the Vice Chancellor to enable effective University management of any subsequent actions on the university estate.
- f) Where appropriate, in addition to any police involvement into alleged criminal offences by staff, DVC Finance and Administration will be informed by the Head of Security for possible consideration under the University disciplinary procedure.
- g) This reporting procedure shall be followed 24 hours per day.

13. **Crime Investigation:** All crimes that occur on University premises will be investigated appropriately to prevent re-occurrence and/or aid crime prevention. The Head of Security or other members of the Security Team as delegated will carry out investigations of security related incidents, producing written reports for circulation where necessary and providing follow up crime prevention advice. Depending on the complexity of the case at hand, the matter should be referred to the national security organisations for assistance.

7.0. ACCESS CONTROL

14. **University Cards:** All staff and students are issued with KIUT card which is used as an identity card, a student registration card, and a Library membership card.

- a) Students are required to display their cards at all times. Failure to do so may result in an immediate request to leave University premises, if a person's identity cannot be confirmed.
- b) Staff are required under the terms of their employment contracts to display their card at all times whilst on University premises.
- c) Visitors and contractors should be advised to always display their visitors cards except for the VIPs
- d) Loss of any card shall be reported, as soon as possible to the Security team and Departmental office, so the card access can be cancelled.

15. **Meetings/Events/Weekend Functions:** The use of University premises at weekends or out of hours is restricted. Departments or individual staff wishing to teach extra tutorials or organize an event or meetings shall contact Directorate of Estates and be allowed with the permission from DVC Finance and Administration.

8.0. SECURITY OF EQUIPMENT

16. **Security of Equipment:** The safekeeping of all property will help to ensure that the maximum amount of equipment is available for use at all times. Students and staff are to make all possible effort to ensure that all equipment is protected from the possibility of theft or damage.

16.1 Procedure of Security of Equipment:

- a) All computer equipment shall be secured depending on its use.
 - b) The physical protection of ICT/Laboratory equipment is important on and off University. Equipment used in departments and faculties must be managed to reduce the risk of the equipment being damaged, stolen or accessed by unauthorized persons.
 - c) All valuable portable ICT and Lab equipment such as laptops etc., must be locked away out of sight when not in use, especially overnight.
 - d) All valuable equipment shall be marked using the appropriate identification codes. Advice on this can be sought from the Security Team.
 - e) Suspected theft of equipment shall be reported promptly to both the Security team and Head of Department.
 - f) Deans/Heads of Departments/Directors are responsible for maintaining inventories for all plant, equipment and furniture in their departments/directorate.
17. **Security Hardware:** Installation of CCTV, intruder alarms or access control systems on University property will only be undertaken following consultations with the Head of Security who will advise on equipment, installers and security response. Where CCTV is installed, the requirements of Data Protection must be adhered to.

18. **Protecting Information Assets:** Maintenance of the security of computers and related equipment is vital to the organization. Computers are prime targets for theft; they are easily disposed of and have a high value. The theft of a computer may also lead to delays in University processes, the loss of important data and disruption to learning and teaching. Viruses and worms damage software and data; result in time lost and can close down whole organizations.
19. **Confidential Waste:** It is the responsibility of the Directorate, Faculty and Departments requesting disposal to ensure confidential material is secured at all times until shredded/collected or properly removed from university premises.

9.0. ASSET PROTECTION

20. **Control of assets:** Directors/Deans or Heads of Departments are responsible for maintaining proper security at all times for all buildings, stock, stores, furniture, equipment and cash under their control.
21. **Prevention of Fraud:** All enquiries relating to fraud shall be directed to the Head of Security. Further action may be taken in line with the Regulations and Procedures affecting Students or the University's Disciplinary Procedures.
22. **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 and documentation in their office areas. At the end of the working day, staff shall ensure that:
- a) Valuables and confidential documents (laptops, exam scripts, research data, personnel files etc.) are locked away with keys secured in key cabinets.
 - b) Any departmental keys that have been issued during the day have been returned and any losses reported immediately.
 - c) All non-essential electrical appliances are switched off/unplugged.
 - d) Doors and windows are closed and locked as appropriate and keys are safely kept.
 - e) Ground floor curtains and blinds are closed with any items on window sills, which hinder closure, removed and lights turned off.
 - f) PC's are switched off or password protected when not in use to prevent unauthorized access to information.
23. **Personal Security:** It is the responsibility of all students and staff on University premises to take all reasonable measures to ensure their own personal security.
- a) **Moving between University buildings** - students and staff shall make themselves aware of their surroundings and of other people when walking between buildings. Try to avoid poorly lit or isolated areas and where possible, walk with other members of

staff or students. Report any deficiencies in lighting on University buildings through the Directorate of Estates so that remedial action can be taken where appropriate.

- b) **Suspicious behaviour** - If suspicious activity is noticed, notify or get a colleague to notify Security. Challenge if you feel able but do not get yourself into a vulnerable or confrontational situation. More important is to make a mental or written note of a description, direction of travel, what suspicious acts you saw and any other information which may help Security identify and locate the individual(s). Security staff will direct security response to the area as a matter of urgency, and if appropriate, ensure the Police are contacted by appropriate authority. Each situation of this type will be different and it is at the discretion of the individuals concerned as to what action they wish to take, but at no time shall they put themselves at risk.
- c) **Threatening or abusive behaviour** - If staff or students are faced with threatening or abusive behaviour, stay calm, avoid raising your voice and finger pointing/wagging. Call a friend, work partner or director and/or head of security.

24. **Drugs and Illegal Substances:** All suspicions of the handling or using of controlled or illegal substances shall be reported to the Head of Security in the Directorate of Estates, in the first instance, so that appropriate investigation and consultation with University authorities may take place.

25. **Property - Lost and Found**

- a) **Found Property:** Unidentified found property shall be handed in to staff at the building reception. When property is handed in, the date/time, finder's name, department and contact details will be recorded. If the property is not returned to the owner or is left unclaimed for a minimum of three months, the property will be submitted to the nearest police station for further action.
- b) **Claiming Property:** When a loser claims property, full details will be required. i.e. a full description of the item and for certain items, proof of ownership may be requested. When staff is satisfied of the owner's claim, the property will be handed over after the owner has put their signature in the appropriate book.
- c) **Property Left in Lecture Classrooms:** No items of property or teaching material shall be left unattended in teaching rooms. Teaching rooms are cleaned daily and any item of property will be treated as found property and dealt with as outlined above in part (a). Where the value is questionable (leftover hand-outs or teaching material) and/or the condition of the item is poor, normal practice is to treat this as 'waste' and dispose of it.

26. **Student:** Students are expected to behave well in the community; mostly students shall respect their neighbours, adapt acceptable behaviour and to help promote good community relations.

10.0. VEHICLE PARKING

27. **Car Parking:** Staff, Students and Visitors vehicles and their contents left on University premises must do so safely and ensure it is securely locked and have to be aware that they park the vehicle at the owner's risk. The University accepts no responsibility for theft or damage to vehicles on its premises.

Car stickers shall be printed for all staff vehicles at the expense of the car owners.

28. **Motorcycle Parking:** Anyone leaving a motorcycle on University premises must leave it safely and securely locked. The University cannot accept any liability for vehicles, motorcycles, or bicycles or their contents when parked or left within the University premises.

11.0. CLOSED CIRCUIT TELEVISION (CCTV)

29. **Closed Circuit Television (CCTV)** has been recognised as a powerful tool in the fight against crime, both in its prevention and detection. The University uses CCTV systems around the campus covering many of the public access points and adjacent streets. CCTV is installed, with the objective of assisting to provide a safe and secure environment in the University.

29.1. CCTV Operating Procedures:

- a) To ensure that concerns over integrity, confidentiality and ethics are not compromised,
- b) Access to the CCTV monitoring and recording systems is strictly controlled and is limited to duty security staff or authorized officers.

30. **Police:** In general, the Police shall not require access to nor be allowed access to University CCTV systems except under the following circumstances:

- a) Emergencies or investigation of serious incidents.
- b) Identification of offenders.
- c) Liaison and training purposes, by prior arrangement with the Head of Security, as authorised by the Head of Security.
- d) Authorized by the law or order of the court.

31. **Human Resources - Disciplinary Procedures:** It is necessary to use CCTV as part of a disciplinary investigation as a source of evidence. Footage to support such an investigation can be accessed to support investigations with the authorisation of the Head of Security who will consider the request and ensure it complies with the objectives of the system.

12.0. TRAINING

32. A strong security program requires staff and students to be trained on security policies and procedures. All staff and students need to have the necessary skills to carry out their assigned duties safely.

32.1. **Training requirements:** The training plan shall ensure;

- a) All staff and students attend the approved security awareness training programme.
- b) Staff and students receive training appropriate for specific job roles and responsibilities mostly during orientation week.
- c) Staff and students are trained on how to identify, report, and prevent security incidents.
- d) Staff and students are trained on how to defend themselves and how to avoid risks
- e) Staff and students annually attend security awareness refresher training.
- f) The Management shall prepare, maintain, and distribute an information security manual that concisely describe information security policies and procedures.

13.0. FIRE PROTECTION AND RESCUE MEASURES

33. The purpose of fire protection is to prevent fires in advance or to limit the damages of a fire as effectively as possible. In operational terms, fire protection can be divided into fire prevention and fire extinguishing.

34. **Fire prevention** includes pre-emptive measures such as structural fire safety, fire inspections conducted by the city rescue department, and the distribution of information and instructions regarding fire safety.

35. **Rescue measures refer** to the immediate measures taken in order to protect and rescue people, property and the environment, and to limit the damage and minimise the consequences of actual or imminent accidents.

36. The validity of the University's facility-specific rescue plans shall be developed. The rescue plans shall address the accident and danger situations that are most probable from the perspective of the University's activities.

37. Training on how to handle these situations shall be provided for staff on an annual basis.

38. Training includes practice in initial fire extinguishing and emergency exit rehearsals as well as first-aid courses.

14.0. CIVIL DEFENCE AND EMERGENCY PRECAUTIONS

39. **Civil defence** encompasses the protection of people and property and the performance of rescue tasks in exceptional situations.

40. **Emergency precautions** refer to actions to ensure that the University's main tasks can be maintained with as few disturbances as possible in all states of security and exceptional situations in the society.
41. These measures include, for example, contingency planning, advance preparations, training, and emergency rehearsals.
42. The state of security in any society can be divided according to the level of the threat into normal conditions, disorder and emergency conditions as follows:
- a) **Normal condition** is a state of security in which there are no or only minor disturbances, or in which the threats can be prevented in advance or, if needed, eliminated through the authorities' ordinary powers and resources.
 - b) **Disorder** is a state of security in which there are disturbances that may require particular measures from the authorities, but which is less serious than the emergency conditions.
 - c) **Emergency condition** is a state of security with multiple or severe disturbances that cannot be dealt with by the ordinary powers and resources of the authorities. Additional resources and legislative measures are needed in this state.
 - d) **An exceptional** situation is an unexpected or sudden situation that can endanger security in the society or the population's living conditions.
43. Keeping such a situation under control may require the use of a special mode of management and communication. An exceptional situation can occur in any of the above-mentioned states of security. Exceptional situations include, for instance, pandemics and terrorist threats. The University shall devise an emergency precaution plan, which shall comply with the National Security Strategy for the Society.

15.0. SECURITY COMMUNICATION

44. Fluent organisational communication and clear policy definitions contribute to the wellbeing and safety at work. Sufficient knowledge of issues related to one's own work and work environment increases the sense of safety, as does confidence that supervisors and experts can handle the matters under their responsibility.
45. **Open communication** can also prevent confusion and many potential problems in advance. The staff and students shall have easy access to information on the guidance, health and psychosocial services available. Clear instructions shall also be offered regarding, for example, information security disturbances, indoor air issues, accidents, crisis communication, encounters with difficult clients, and sexual harassment.
- 46.

47. Security communication includes:
 - a) Clear reporting and informing
 - b) Competent personnel services and customer services
 - c) Safety and operation instructions for problem situations
 - d) Readiness to organise crisis communication and support
48. Effective communication helps prevent and limits crises. For the needs of safety and security operations, the University maintains readiness for specific crisis communication channels. Messages and instructions can be sent via the mobile network to all staff and students and via mailing lists to all students and employees.
49. The University website shall also be used as a crisis communication channel for internal and external target groups.
50. The Vice Chancellor or the DVC FA is responsible for crisis communication together with the PRO or the person acting as her/his deputy.
51. Communication is a significant part of crisis management in the University.

16.0. INTELLIGENCE SUPPORT

52. The Management understands the significant role of intelligence in helping the Management to understand and manage the security policy to reduce risks.
53. The Management will therefore work with relevant national bodies to train and raise awareness of staff and students on issues related to intelligence as a major component of University Security.
54. Through such training the Students and Staff will learn to:
 - a) Analyse intelligence issues or challenges,
 - b) Identify, describe and critically evaluate information sources and applicable intelligence technologies,
 - c) Appraise contemporary and emergent threats, challenges and issues within a sphere of the security industry such as university security, cyber security, national security, terrorism, local / neighbourhood security etc.
 - d) Identify and apply professional ethics to the intelligence field,
 - e) Work collaboratively with a diverse group,
 - f) Develop general professional written and oral reports and presentations that are relevant to security for University decision-makers

17.0. ENFORCEMENT

- 55. Management shall develop and maintain a communications process to communicate new security programmes and items of interest.

- 56. Management shall ensure that staff responsible for implementing safeguards receive training in security best practices.

- 57. Management shall ensure periodic security reminders (flyers or posters, emails, verbal updates at meetings) keep staff and students up-to-date on new and emerging threats and security best practices. The frequency and method of delivery of such reminders shall be determined by the Head of Security.

- 58. Failure to comply with this Policy may lead to refusal of access or removal from buildings and / or car parks. It may also lead to action in accordance with the Student or Staff Disciplinary Policy or referral to the Police. For contractors, it may lead to referral and response by the relevant Project Manager.

The Security Policy is effective from 15th day of November 2019



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Chairman of the KIUT Council