



Ateneo de Zamboanga University

The Jesuit University in Western Mindanao, Philippines

Since 1912

**Operations Manual
University Security Office
(USO)**

**OPERATIONS
MANUAL**

IGNATIUS 500

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A. OVERVIEW

1. About AdZU

History of the Ateneo de Zamboanga University 1912 to 2024

The Ateneo de Zamboanga University began in 1912 as the Escuela Catolica, a parochial school of the Immaculate Conception Parish along Zaragoza Street downtown. The pre-World War II cathedral and the Escuela Catolica occupied an entire block of what is today the Universidad de Zamboanga. Its founder was Fr. Manuel M. Sauras SJ, who was director until 1926. There was no campus except for the church courtyard. The Plaza de Don Juan Salcedo (later renamed Plaza Pershing) across the street was convenient for school activities, practices, and drills.

In 1916, the Escuela Catolica became the Ateneo de Zamboanga (ADZ). The name of the Ateneo comes from the Greek *athenaion* or the Latin *athenaeum*, meaning a literary club, academy, or institution for learning. Athena is the Greek Goddess of Wisdom. The school may have originally been the Atheneo, which was Hispanized into the Ateneo.

By 1928, the school had moved to the nearby Mindanao Theater building at I. Magno Corner P. Reyes Streets. In 1932, the government officially recognized the Ateneo High School. War broke out in 1941, and Ateneo was used as a public school during the Japanese occupation. In 1945, Zamboanga was bombed to drive away the Japanese troops and two-thirds of the city was leveled to the ground, including the cathedral and the Ateneo.

After the war, Fr. Eusebio G Salvador SJ, the first Zamboangueno Jesuit priest and a product of the Escuela Catolica, transferred the cathedral and the school to its present location along La Purisima Street. He was the director of ADZU from 1938 to 41 and from 1946 to 47. He is considered the second founder of ADZ, and the main campus is named after him.

Before and after the war, ADZ was always known as the School for Boys. In 1984, girls were accepted for the first time in grade school, and in 1992, high school also began accepting girls.

In 1952, two-year Pre-Law and Associate in Arts programs were offered. Today, there are numerous courses offered in the School of Liberal Arts, the School of Management and Accountancy, the School of Education, the College of Nursing, and the College of Science and Information Technology.

The graduate school, with its various master's and doctoral programs, was established in 1976. The Zamboanga Medical School Foundation, Inc., established in 1994, produced its first doctors in 1999 and became the ADZU School of Medicine in 2004.

In 2001, the Ateneo de Zamboanga became a university. In 2006, the High School transferred to the eight-hectare campus at the Fr William H Kreutz, SJ campus in Tumaga. In 2011, ADZU opened the College of Law in consortium with Xavier University, and the following year, the university celebrated its centennial year.

The College of Law was originally located at Sauras Hall, completed in 2011. It has moved to Fr. Jose Ma—Rosauro Hall, completed in 2013. Sauras Hall was extensively damaged by the July 2016 fire that burned down the 66-year-old Brebeuf Gym.

In 2015, the grade school transferred to the Tumaga campus, joining the Junior High School, and in 2016, the Senior High School was established at the La Purisima main campus. The latest building on campus is the five-story Faustino W Saavedra Building (the new Senior High School Building), constructed in 2018. - *Salvador Wee SJ*

2. Vision, Mission, Goals, and Values

VISION

The Ateneo de Zamboanga University, steering forward like Mindanao's agile *vinta*, is determined to chart courses of transformative education, hope, and peace. Finding God in every wave and wind, we navigate with discerning leadership as a learning community. In our journey, the Spirit of Magis inspires us to sail with Christ toward a reconciled world.

MISSION

Guided by the compass of our Filipino, Catholic, and Jesuit values and heritage, Ateneo de Zamboanga University commits to seeking and upholding truth through a deeper engagement with God, one another, and creation:

- In faith, we are **Advancing Ignatian Spirituality**. We infuse Western Mindanao's education with transformative values that form persons and communities for and with others.
- In service, we are **dedicated to Holistic Growth and Human Flourishing**. We form compassionate and discerning leaders who care for our environment, and walk with, serve, and uplift others, especially the excluded, in a mission of reconciliation and justice.
- In excellence, we are **Zealous in Charting Global Paths**. We ensure our instruction, research, and innovations resonate beyond our shores, responding to the evolving realities of society and building a sustainable future for all.
- In companionship, we are **United in Purpose and Action**. We collaborate, adapt, and strive for institutional excellence and meaningful community engagements, always laboring for the greater glory of God.

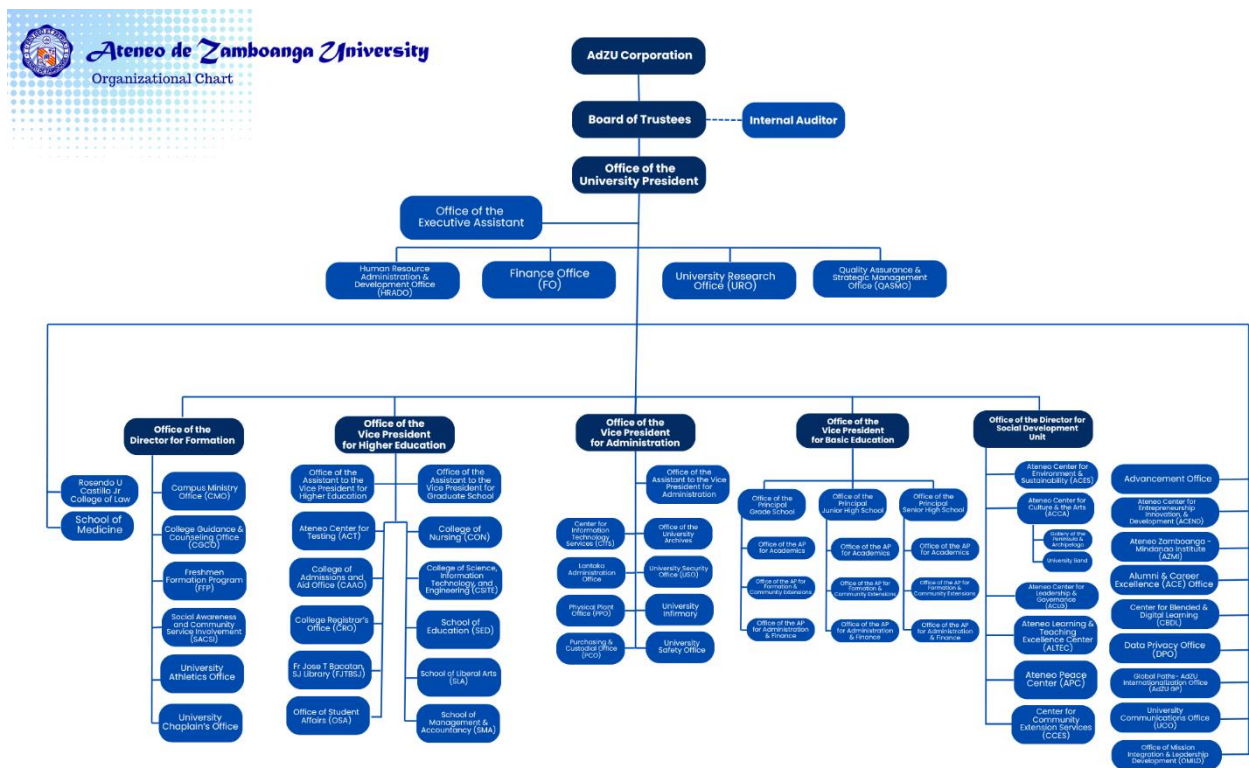
This is **Our ADZU**. This is **Our Mission**.
Pro Deo et Patria, in the service of God and Country.

Core Values

- **Magis** – Our spirit of generosity and commitment to excellence
- **Cura Personalis** – Our care and respect for the individual person
- **Companionship** – Our desire to be in community
- **Social Involvement** – Our community is to be men and women with and for others, especially the poor
- **Discernment** – Our sensitivity to God, to spirituality, and to change
- **Animo** – Our passion to work, and the love and the joy it gives

3. Institutional Organizational Chart

The University’s administrative structure includes the **academic units** and the **offices of administration and services**. The academic units are the Higher Education Units (School of Medicine, College of Law, Colleges and Schools) and the Basic Education units (Senior High School, Junior High School, and Grade School). The offices of administration and services are the Office of the President, the Office of the Vice President for Administration, the Finance Office, the Human Resource Administration and Development Office (HRADO), the Office of the Vice President for Formation, and the Social Development Unit. The Organizational Chart shows how these offices are interrelated with each other.



4. About the Office

Established in 2008, the University Security Office (USO) at Ateneo de Zamboanga University (AdZU) plays a pivotal role in ensuring safety and security on campus. Tasked with fostering a secure environment, the USO collaborates closely with the university administration to oversee all aspects of security operations. This partnership not only aids in the development of security policies but also ensures their effective implementation, thereby preserving peace and order within the AdZU community.

Vision

We are always prepared to serve and protect the community.

Mission

- Secure the campus and keep the AdZU Community safe and secure.
- Works closely with the University administration in all aspects of security operations and recommends policies related to it.
- Provide administrative direction and ensure the proper implementation of security protocols with the purpose of preserving peace and order in the AdZU Community.

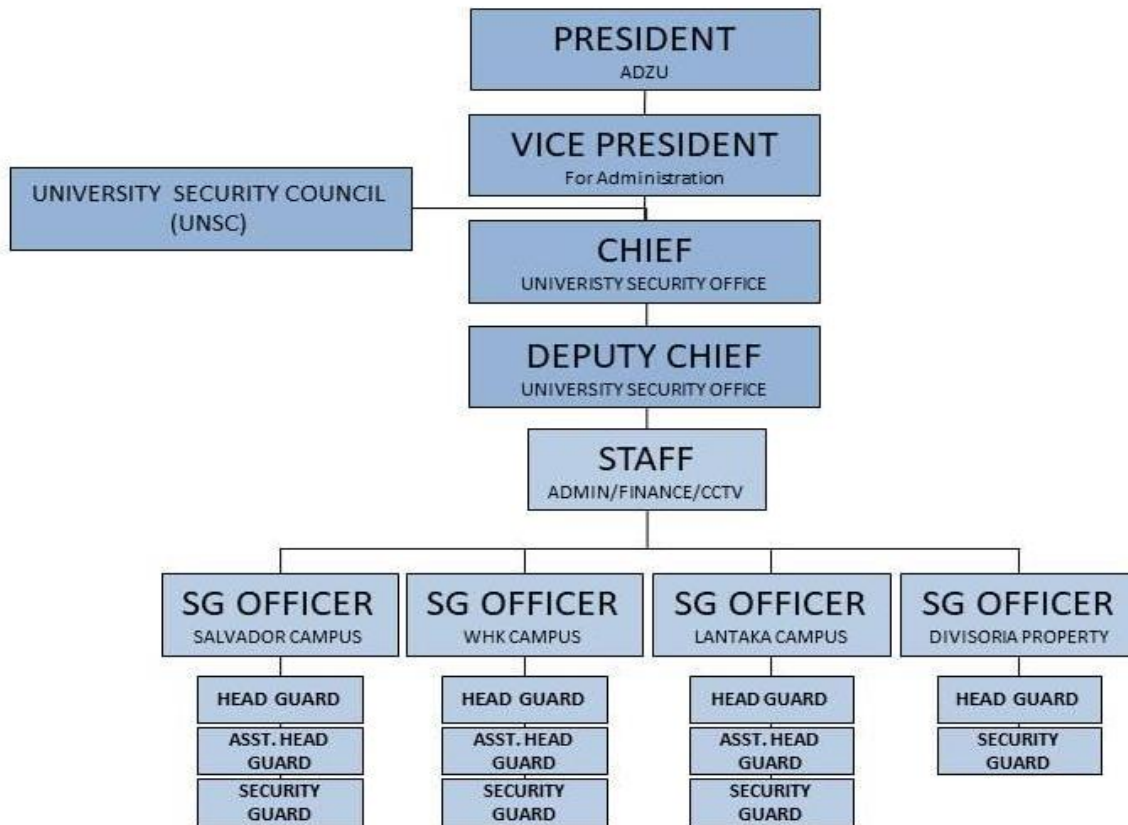
Contextual Challenges. AdZU is situated in Zamboanga City, a region where maintaining peace and order is essential for the university's operations. The proximity to the island provinces of Basilan and Sulu poses unique security challenges due to the presence of threat groups. The potential for imminent retaliatory actions from these groups underscores the critical nature of security at AdZU. The university's activities could be vulnerable to exploitation by organized criminals or terrorist factions, necessitating robust preventive strategies.

- Promote awareness through dialogues in the AdZU community on peace and order, adhering to the policies, protocols, and other guidelines of the university
- Work with ADZU Information Technology, Engineering, and Physical Plant on a research study and applicability for available security tools that may enhance the community security posture and its usage.
- Every member of the AdZU community is responsible for reporting any infractions, activities, or emergencies occurring internally and externally on and off the campus.

Legal Framework. AdZU Security Office, in adherence to RA 11917, the Private Security Industry Law, as amended by RA 5487, an act governing the organization and management of Private Security Agencies, company guard forces & government Security Forces.

B. STRUCTURE, ROLES, AND RESPONSIBILITIES

1. University Security Office (USO) Organizational Chart



2. Job Description

POSITION TITLE: University Security Chief	
Reports To: Assistant to the President for Administration and Finance	
SUPERVISES:	Deputy Chief and USO Staff
JOB OBJECTIVE:	To ensure the safety and security of people and properties on University campuses.
DUTIES AND RESPONSIBILITIES:	<p>A. Campus traffic and parking policies and guidelines:</p> <ol style="list-style-type: none"> 1. Develops, reviews, updates, and implements traffic regulations, policies, and guidelines in the Ateneo campus, including designated parking zones. Identify who can use parking zones, and determine consequences for violations. 2. Communicates policies and guidelines regularly through orientation and updates in various units or institutional activities, manual or memo formats, signage, and other means. 3. Resolves issues, conflict management, and other security concerns

	<p>4. Ensures Ateneo security personnel help ease traffic congestion during peak hours in the vicinity of the campuses and assist traffic police and officers.</p> <p>A. Safety and security protocols and standards</p> <ol style="list-style-type: none"> 1. Conducts periodic reviews. Update and implement Ateneo's security procedures and protocols. 2. Ensures that all security personnel and the University community are oriented, updated, and reminded of these safety and security protocols in different units and institutional activities. 3. Supervises the day-to-day operations of the security personnel on all campuses. 4. Monitors surveillance and CCTV operations. <p>B. Disaster and Risk Management Action Plan</p> <ol style="list-style-type: none"> 1. Develops, reviews, and updates the disaster and risk management action plans of Ateneo, including systems, structures, and people. 2. Upon approval of the action plan, provide the necessary support to anchor the implementation of the disaster and risk management action plan for all activities, supplies, and equipment. 3. Collaboration with the local City Risk, Disaster and Management Office, Bureau of Fire Protection, and the Office of Civil Defense (OCD) will be encouraged to facilitate ongoing education through seminars and joint initiatives. <p>C. Office management and supervision</p> <ol style="list-style-type: none"> 1. Proposes office budget and monitors expenses accordingly. 2. Monitors and assesses the performance of staff, including handling disciplinary matters 3. Coaches and builds the capability of staff. <p>D. Contracted services and external relations</p> <ol style="list-style-type: none"> 1. Gathers feedback from the Ateneo community on the performance of agencies contracted and relays such feedback to the proper channels. 2. Recommends action to address areas of improvement of concerns. 3. Monitors the compliance of contracted agencies with such recommendations.
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	<p>4. Maintains good and functional relationships with the city and local government units (LGUs) in the vicinity areas of Ateneo campuses for safety and security concerns.</p> <p>E. Performs other related tasks as assigned by the Vice President for Administration and or the President."</p>
MINIMUM COMPETENCIES:	Bachelor's Degree courses with at least 2 years of security/safety-related work.

POSITION TITLE: Deputy Chief	
REPORTS TO: USO Chief and Vice President for Administration	
SUPERVISES:	Security Officers & Security Supervisors
JOB OBJECTIVE:	To ensure the safety and security of people and properties on University campuses.
SCOPE OF WORK	<ol style="list-style-type: none"> 1. Assists the Security Chief in all aspects of the Safety & security of all persons and properties in the University campuses and properties. 2. Responsible for the Administrative Management and Operational security operations of USO. 3. Oversees the daily management of USO for Salvador, WHK, and Lantaka Facility & Divisoria property.
DUTIES & RESPONSIBILITIES	<ol style="list-style-type: none"> 1. Assists the USO Chief in the overall security management planning, implementation, and operations, also assists in the conduct of Security Training, Audits, Inspections, and Investigations. 2. Shall be in charge of the daily Monitoring of CCTV, shall note occurrences and incidents in campuses, & shall abide by our University Data Privacy Act. 3. Shall assist in the conduct of inquiries and interviews of incidents on campuses. 4. Assist in the meetings, Reviews, and Revisits, and evaluate the Security Performance of Contracted Security Guards. 5. Serves as Property Custodian of USO 6. Oversees daily tactical operations of USO Radio Equipment. 7. Coordinates with CITS in CCTV systems work in cases of technical trouble, repairs, retrofit specifications, and relocation of cameras, systems, and upgrades. 8. Coordinates with PPO in terms of Assistance for Admin Solutions in facilities. 9. Collaborates or serves as a Liaison with Units in University Community Programs.

MINIMUM COMPETENCIES:	Bachelor's Degree courses with at least 2 years of security/safety-related work.
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POSITION TITLE: ADMINISTRATIVE SUPPORT STAFF	
REPORTS TO: USO CHIEF	
SUPERVISES:	SECURITY OFFICERS
SCOPE OF WORK	<ol style="list-style-type: none"> 1. Handling clerical work, including listing, filing, and organizing data files. 2. Assisting in verifying and coordinating documents between Units/Offices' requests. 3. Maintaining forms and filed documents of the USO promptly. 4. Monitoring /Recording/downloading of CCTV videos on cases and situations that require response and resolution of cases in close collaboration with OPD & OSA. 5. In charge of the request for procurement for USO resources, as well as job orders for maintenance works of the Security infrastructures 6. Supervises CCTV operations and maintains the integrity of CCTV devices and their storage in compliance with the Data Privacy Act 2012 7. Coordinates with CITS on issues of technical troubleshooting, repairs, retrofit specifications, and relocation of cameras, systems, and upgrades. 8. Administrative support staff have an office-based role in helping the Security Office in the university with daily business by assisting in administrative duties such as organizing meetings and appointments, managing schedules, producing reports, producing travel arrangements, and responding to inquiries from clients or external.

<p>DUTIES & RESPONSIBILITIES</p>	<ol style="list-style-type: none"> 1. Assists the USO Chief in the overall security management planning, implementation, and operations, also assists in the conduct of Security Training, Audit, Inspections, and Investigations. 2. Shall be in charge of the daily Monitoring of CCTV, shall note occurrences, incidents on campuses, & shall abide by our University Data Privacy Act. 3. Monitors daily CCTV footage, documents campus occurrences and incidents, and ensures compliance with the University Data Privacy Act." 4. Assists in the conduct of inquiries, interviews of incidents on campuses. 5. Assists in the meetings, reviews, and revisits, and evaluates the Security performance of contracted security guards. 6. Serves as Property Custodian of USO. 7. Collaborates or serves as liaison with Units in University Community Programs.
<p>MINIMUM COMPETENCIES:</p>	<p>Bachelor's Degree courses with at least 2 years of security/safety-related work.</p>

<p>POSITION TITLE: Security Officers</p>	
<p>REPORTS TO: USO CHIEF</p>	
<p>SUPERVISES:</p>	<p>Contracted Security Guards</p>
<p>SCOPE OF WORK</p>	<ol style="list-style-type: none"> 1. Has the authority to investigate infractions of erring Security Guards for the good of the clients, with due diligence, and shall observe due process in the course of investigation of cases. 2. Responsible for the security and safety of persons in the Contracted Security Agency, as well as the property of the Security Office 3. Monitors the enforcement of traffic/parking regulations on campus 4. In charge of the distribution, collection of forms and requirements for yearly Decal stickers of the university for vehicles. 5. Maintains the integrity of CCTV devices and storage as well as the data input of all registered car owners who have applied for yearly decal stickers in the university, and shall observe compliance with the Data Privacy Act 2012 6. Must coordinate always and extend maximum courtesy to the University Administrators of the campuses assigned, as well as to the contracted company/agency

	<ol style="list-style-type: none"> 7. Must monitor daily security operations routine of head guards/assistant, shift in charge, and security guards at the post in the university. 8. Must see to it that Security Guards are in complete uniforms and or equipage or Paraphernalia. 9. Shall report and take note of interim hazards that can cause or are reasons for accidents. 10. Must strictly implement company rules and regulations following RA 8547 & RA 11917, Private Security Industry Law, and Minimum Health Standard Protocols 11. Must conduct Guard Mountings along with Inspectors once a week on designated campus assignments. 12. Manage the resources such as guns, ammo, and radio equipment of the office, as well as keep records of transport policy & Inventory checklist form.
<p>DUTIES & RESPONSIBILITIES</p>	<ol style="list-style-type: none"> 1. Oversee the overall security operations of the Contracted Company Agency guards. 2. Monitor the enforcement of security policies and procedures to prevent, detect, contain, and correct security problems or incidents; 3. Coordinate with the USO Chief in all aspects of security management & operations. 4. Monitor and review downloaded CCTV in cases that require a case or situation for the resolution of incidents in coordination with OPD units. 5. Oversee security guard performance and training 6. Oversee daily head guard meetings and monthly security meetings. 7. Establish a network with appropriate Local and National authorities (e.g., PNP, TFZ, ZCDDRMO, Barangay officials, WesMinCom, local government units) in all aspects of Security, Safety, in case to respond for any occurrence of Natural and or man-made disasters on campus. 8. Coordinate with the Security agency in matters related to security and its personnel. 9. Oversee the investigation of all security, safety, and health & maintain communication equipment functionality. 10. Assist in security meetings and help review, monitor, and evaluate security performance. 11. Oversee the training programs for security personnel.
<p>MINIMUM COMPETENCIES:</p>	<p>Preferably Bachelor's Degree courses with at least 2 years of security/safety-related work.</p>

C. PROGRAMS AND SERVICES

University Security Office implements various programs and services to enhance & address various security processes intended for faculty, staff, students, and concessionaires. Facility users outline are some prominent initiatives, including;

1. **Deployment of Campus Security Offices** in three (3) major campuses, having security personnel & office that monitors the campuses, manages the daily affairs, access control, and responds to emergencies.
2. **Sustainable Security Awareness Programs & Educational campaigns** are conducted to raise awareness about personal safety, emergency procedures, and how to report incidents.
3. **Safety and Emergency Planning:** Participates and engages often in developing comprehensive safety plans that include evacuation procedures, disaster preparedness training, and response protocols for emergencies such as fires or natural disasters.
4. **Surveillance Systems:** In this age of technology utilizing CCTV cameras and other surveillance technologies are utilized to monitor campus grounds and deter criminal activity.
5. **Collaborations with Local Authorities,** Our Partnerships through the years with local law enforcement and emergency services have enhanced coordination during emergencies and security threats.
6. **Training Programs for Staff and Students:** Regular training sessions on Security Awareness, threat emergency response, first aid, and disaster & crisis management are often conducted to equip the campus community with necessary skills.

These programs aim to create a safe and secure learning environment for all students and staff, addressing both everyday safety concerns and larger security challenges.

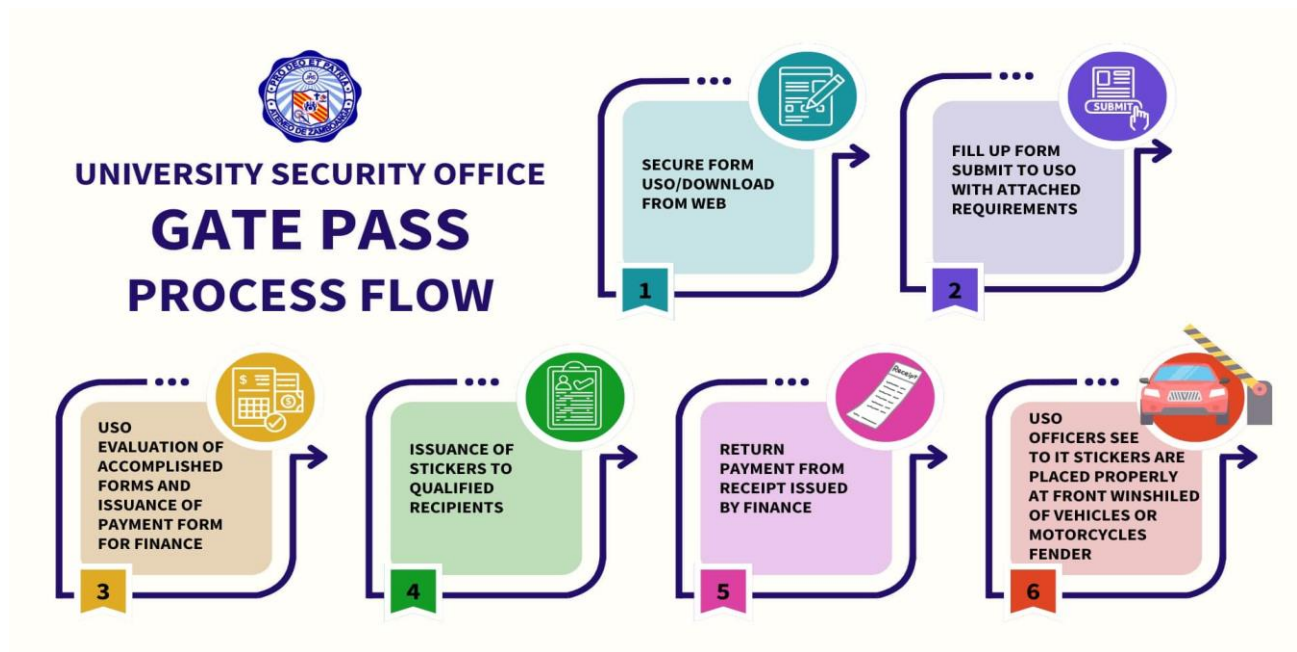
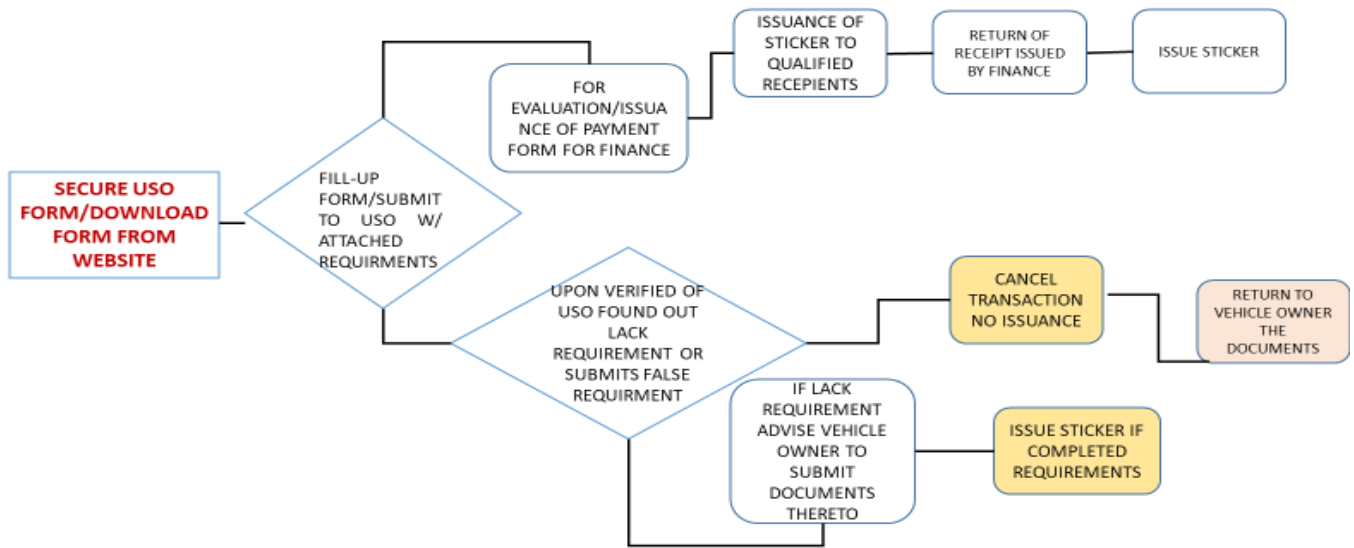
The specific services provided by the university security office typically include:

1. **Patrols and Surveillance:** 24/7 Regular shifts patrolling the campus to ensure safety, prevent crime, and offer assistance when needed. They are being monitored through radio communication, cellphones, and CCTV in real time.
2. **Emergency Response:** Acting as the first point of contact in case of emergencies, such as medical situations, fire alarms, or any other urgent incidents, requires security attention within our scope and jurisdiction.
3. **Crime Prevention:** Implementing programs and offering resources aimed at reducing and preventing crime on campus.
4. **Access Control:** Managing access to gates, such as gate pass decal stickers, visitors' passes, buildings, and critical facilities, often through the use of RFID ID cards or key systems, to ensure that only authorized individuals can enter certain areas.
5. **Security Escort Services:** Providing escort services for students, staff, or visitors who feel unsafe walking alone, especially at night.
6. **Incident Reporting and Investigation:** Taking reports of crimes or suspicious activities and conducting investigations as necessary to resolve incidents.
7. **Coordination with Law Enforcement:** Liaising with local police and emergency services to coordinate responses to larger incidents and ensure a comprehensive safety strategy.

8. **Safety Training and Awareness:** Offering workshops and training sessions on personal safety, emergency procedures, and risk mitigation to the campus community.
9. **Lost and Found Management:** USO Running adopts a system for students and staff to report lost items and retrieve found items.
10. **Traffic and Parking Enforcement:** Managing campus traffic flow and enforcing parking regulations to maintain order and safety.
11. **Gate Pass Issuance:** The yearly issuance of gate pass stickers is a vital initiative aimed at enhancing safety and security within the school campus. This program is designed for faculty, staff, students, parents, and concessionaires, ensuring that all individuals entering the premises are properly identified and authorized. The gate pass sticker system includes:
 - a) **Enhanced Security:** By requiring a visible identification sticker, the school can easily monitor who is on campus at any given time. This helps to determine unauthorized access and enhances overall safety.
 - b) **Traffic Control:** The stickers facilitate better traffic management within the campus. By regulating the flow of vehicles and pedestrians, the school can minimize congestion and reduce the risk of accidents.
 - c) **Community Engagement:** Issuing stickers to parents and concessionaires fosters a sense of belonging and community involvement. It encourages responsible participation in school activities while ensuring that all visitors adhere to safety protocols.

Gate Pass Issuance Procedures:

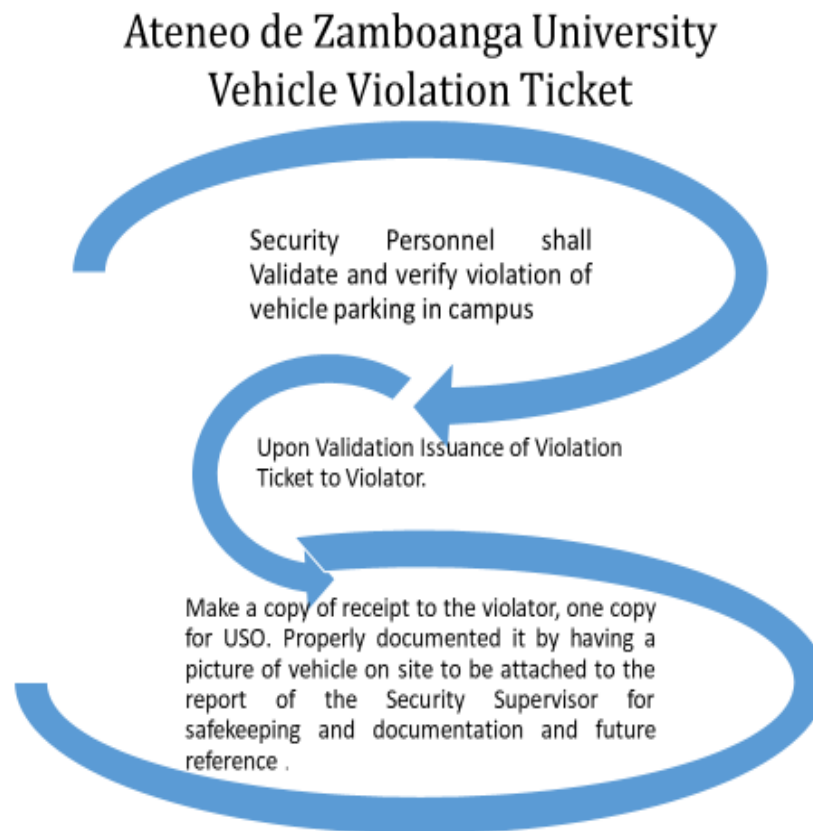
- a. Submit the following to the University Security Office-USO Father Eusebio Salvador Sj Campus for Senior High School, Colleges, Graduate school, School of Medicine, College of Law, and Central Services & Concessionaires, and for Grade School and Junior High School at Kreutz Campus.
- b. Filled out Gate Pass Applications Form attached are the following:
 - 1pc 2x2 photo applicant
 - Photocopy of vehicle registration
 - Photocopy of driver's License
 - Photocopy of AdZU ID
 - Photocopy of Official Receipt of Enrollment
 - List of authorized drivers (Concessionaires)
 - Upon approval of the Requirements
 - Secure Payment Slip from USO (400.00) per gate pass
- c. Pay the fee at the finance office
- d. Present the Official Receipt of Payment to the USO to get the gate pass.
- e. Gate pass application with lacking requirements or submitting false documents shall not be processed.



A vehicle violation ticket on campus serves several important purposes:

1. **Safety:** It helps maintain safety by ensuring that vehicles are parked or operated in compliance with campus regulations, thus reducing congestion and preventing accidents.
2. **Orderliness:** Tickets promote orderly use of parking spaces and roadways, ensuring that essential areas, such as fire lanes or accessible parking, remain clear for those who need them.
3. **Compliance with Regulations:** They enforce campus policies regarding parking and vehicle usage, encouraging students, staff, and visitors to follow the established rules.
4. **Deterrence:** Issuing tickets serves as a deterrent against repeated violations, encouraging the campus community to adhere to rules.

Overall, the purpose of a vehicle violation ticket is to promote a safe and organized campus environment.



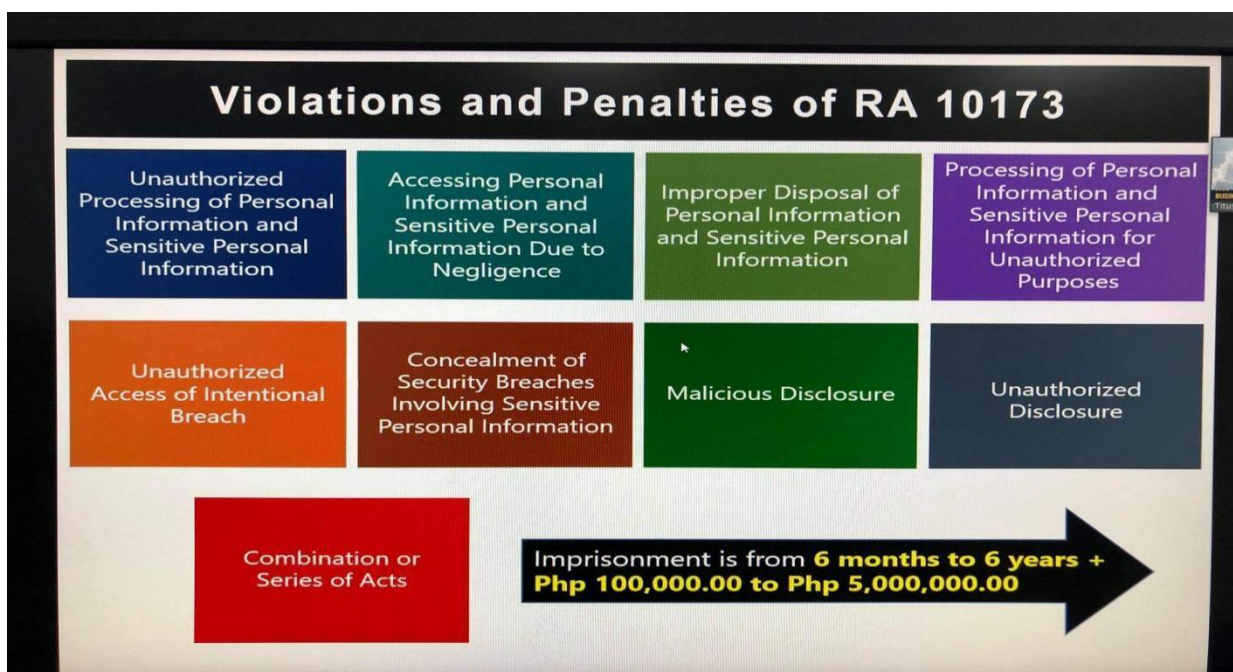
12. Closed-circuit television (CCTV) systems are an important component in university security for several reasons:

- a. **Deterrence of Criminal Activity:** The presence of CCTV cameras can deter potential criminals from engaging in illegal or harmful activities on school grounds, knowing that their actions are being recorded.
- b. **Monitoring and Situational Awareness:** CCTV allows school administrators and security personnel to monitor the premises in real-time. This ensures quick responses to incidents, aiding in the security of students, staff, and property.
- c. **Evidence Collection:** In the event of an incident (e.g., theft, vandalism, or bullying), CCTV footage can provide valuable evidence that assists in investigations and disciplinary actions. This can help resolve disputes and inform authorities effectively.
- d. **Enhanced Safety Measures:** CCTV systems can be integrated with other security measures like access control, allowing comprehensive monitoring and management of who enters and exits the school.
- e. **Parent and Staff Reassurance:** Knowing that a school has a reinforced security system can provide peace of mind to parents, students, and staff, contributing to a safer and more secure learning environment.

- f. **Cost Effectiveness:** Over time, the investment in CCTV can be cost-effective by reducing incidents that lead to financial losses, such as vandalism or theft.
- g. **Remote Accessibility:** Modern CCTV systems often allow for remote monitoring, providing school authorities with the flexibility to monitor the school premises off-site if needed.
- h. **Emergency Response Coordination:** In case of an emergency, CCTV can assist emergency responders by providing them with a clear picture of the situation, facilitating faster and more effective responses.

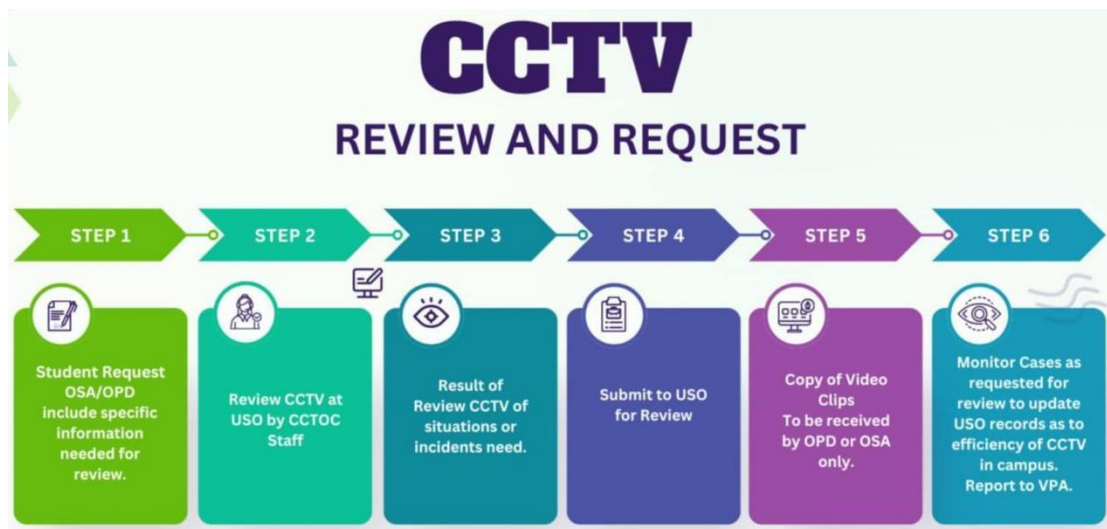
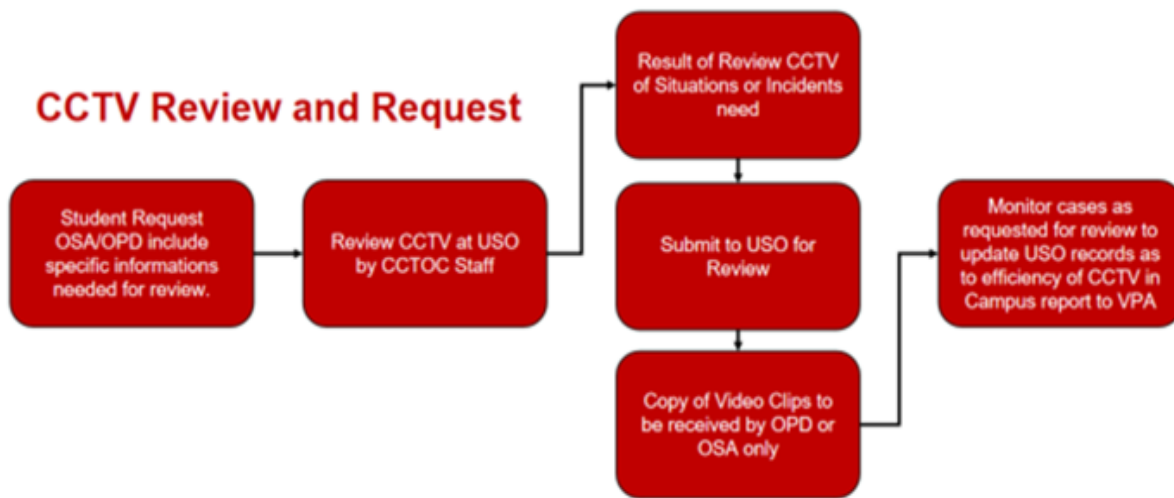
It's important that CCTV systems in schools are used responsibly, respecting privacy laws and ensuring that their presence is communicated clearly to the school community.

CCTV Review and request (Reference OSA OPD Procedures on Data Privacy Act.) CCTV Policy 2022



1. Student Request for CCTV View, either coming from OSA or OPD, SOM, and College of Law, a form to be completed by the student, and will be referred and transmitted by the respective OPD /OSA
2. Copy of Video clips to be received by OSA, OPD, SOM, and COL only for students concerned to view the incident.
3. USO to monitor the cases that were sent to OSA, OPD, SOM, and COL.

- In cases for Central Services staff, employees, concessionaire, contracted Security personnel, or the PPO Vice President for Administration will request CCTV view.



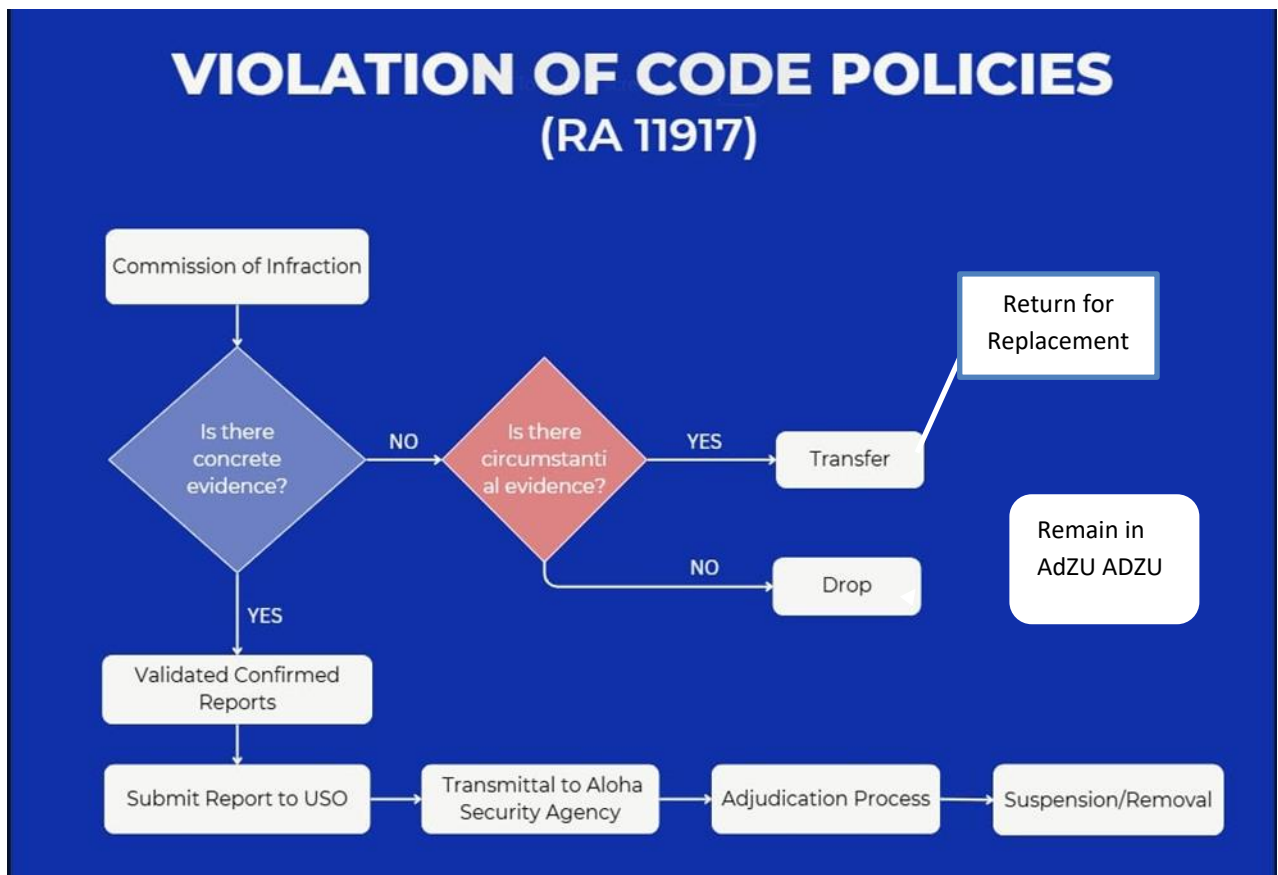
Security Guard Administration & Discipline Procedures

The purpose of security guard administration and the establishment of a code of ethics, conduct, and administrative policies in a university security office setting is multifaceted:

- Ensuring Safety and Security:** The primary role of security personnel is to maintain a safe environment for students, faculty, staff, and visitors. By adopting specific codes and policies, the university sets clear standards for how security guards should operate to effectively prevent and respond to incidents.
- Professional Conduct:** The Security Code of Ethics ensures that security personnel operate with integrity, respect, and professionalism. This includes treating everyone fairly, respecting privacy and rights, and making unbiased decisions.

3. **Consistency and Accountability:** Clearly defined policies and codes ensure that all security personnel operate under the same guidelines, providing consistency in how security is managed across the campus. This also helps hold individuals accountable for their actions, promoting transparency and trust.
4. **Legal Compliance:** University security operations must comply with relevant laws and regulations. A formal code of conduct helps ensure that security practices are following legal standards and do not violate human rights, labor, and welfare codes, which reduces liability risks for the institution.
5. **Crisis Management:** Detailed policies and protocols prepare security staff to effectively respond to emergencies or crises, minimizing potential damage and enhancing the safety of the campus community.
6. **Community Relations:** Good relationships between security personnel and the campus community are fostered by ethical conduct and clear, fair policies. Security personnel are often the first point of contact for visitors, making their professionalism crucial in shaping the university's public image.

By having this structured administrative system and ethical guidelines, a university can effectively manage its security operations while ensuring a safe and welcoming environment for all.



1. Violation of infractions and code of conduct and policies as stipulated op RA 11917 of the new Security Law, amending RA 8547, and USO Code of Policies and conduct for Security.

- a. Incident report to be accomplished by the respective head guards or their assistants, indicating the violation or infraction
- b. The validated Report will be verified by USO and submitted to Aloha Security Investigation Services with transmittal for proper investigation
- c. Cases or infractions will be adjudicated, and due process will be observed during the pendency of the case, if validated. Not true. Drop closed or unavailable information or evidence
- d. Adjudicated & validated cases with evidence will be forwarded to USO, with subsequent recommendations based on evidence and violation of the code of policies of Security in AdZU, which constitutes either termination or suspension, depending on the severity of the case/s

Utilities & Facilities Incident Response Report

The essence of roving security patrols conducted by security guards in facilities is to enhance safety and security through active monitoring. This includes the documentation and reporting of Utilities & Facilities Incident response being undertaken by the Security shift in charge.

Process Flow of Reporting.



D. POLICIES, PROCEDURES, and GUIDELINES

1. Office Hours and Staff Schedules:

- a. **Duty Schedule for Security Office Personnel:** Security Office personnel shall be on duty from 8:00 AM to 5:00 PM, Monday to Friday, and from 8:00 AM to 12:00 PM on Saturdays. In cases where supervision or a prompt response is required, working hours shall be extended until tasks are completed.
- b. **University Operating Hours:** The university operates from 6:00 AM to 9:00 PM Monday to Friday & Saturday from 8:00 am to 12:00 noon only. Contracted Security Personnel should render 24/7 duty and are distributed into three (3) shifts: 1st, 2nd, and 3rd shift.
- c. **Permit to Stay Beyond Office Hours:** USO Shall monitor and adhere to the staff or personnel wishing to stay on campus beyond 5:00 PM must secure a Permit to Stay from their respective Unit heads and (for academe) from the Vice President for Administration (VPA) for Central Services.
- d. **Leave of Absence for Security Personnel:** Security Office employees planning to take a leave of absence must file their request in advance through the AdZU Portal, stating the reason for the leave. Absences are permitted only for valid reasons, such as medical issues, family emergencies, or severe weather conditions.
- e. **Dress Code and Attire:** The University Security Chief and Support Staff are required to wear the uniform prescribed by the Human Resource Administration and Development Office from Monday to Friday as stated in the Administrative Manual and or optional *Security Office Marked Polo Shirts* and Security Vest especially on Field Work & School activities events that requires to be present to supervise contracted security personnel of the university.
- f. **Resource Management and Safeguarding of Equipment:** Security Office Staff shall adhere to safeguarding equipment, tools & supplies for efficient and effective security management and its operation. A Proper Maintenance schedule is essential for zero disruption of cases, and that can have an impact on the low delivery of basic services.

2. Records and Document Management

Essential documents and files are vital in the security office, where hard copies are properly filed and stored in steel filing cabinets and properly recorded. At the end of the school year, the office staff will organize and file the different documents into their respective folders or binders.

- a. General administrative files document related to the daily operations of the office & security safety plans.
- b. Budget & Financial records detailing the budget allocations and expenditures.
- c. A comprehensive schedule or calendar of University programs and activities.
- d. Request Letters and forms to and from various offices and departments.
- e. Liquidation Forms: Forms used for accounting expenditures and reimbursements.

- f. Logbooks are maintained to track inter-office transmittals and transactions. These records serve as an essential tool for monitoring all documents accurately, enhancing transparency within the office.
- g. Documents posted on the bulletin board should be placed with cover pages.
- h. Security Office Classifies documents into three categories: Confidential, Restricted, and Secret files.
- i. Disposal Process. Documents that are more than three (3) years from their acquisition date are shredded to ensure compliance with the Data Privacy Act and disposal.

3. Supplies and Equipment Management

In the university security office, supplies and equipment management procedures are vital for maintaining operational readiness, timeliness, efficiency, security, and accountability. Once the Budget is approved Security Office Admin Staff the office staff initiates the procurement process by submitting a request through the PCO online purchase system, indicating the specific items to be requested as the Office's operational requirements. USO submits a request for PCO, following thorough is necessary to have an update on the progress of the request. Upon delivery of the requested materials, tools, and equipment, they will be delivered to the Station of USO where it is needed. USO Administrative staff to end users /Recipients of the materials and equipment, subject to inventory, safeguarding, monitoring, and proper usage. These procedures help ensure that the security office operates efficiently, resources are utilized optimally, and the integrity and functionality of equipment are maintained.

4. Budget Management

Budget management is critical for the effective functioning of the security office. It involves planning, monitoring, and controlling the financial resources allocated for security operations. It needs an assessment to evaluate the security needs of the organization. This includes assessing risks, current security measures, and areas requiring improvement. USO Budget Goals- Establish clear goals related to security spending, such as enhancing personnel training, upgrading technology, or improving emergency response capabilities. Based on actual performance and previous budget spending. Resource Allocation - Determine how much funding is available and allocate resources to various security initiatives based on priority and impact. *Security Office works and functions according to our desired needs and sustainability.*

Effective budget management is essential for the security office to operate efficiently and effectively to safeguard organizational assets & tools. By following the outlined steps mentioned above, the office can ensure that financial resources are allocated wisely and aligned with the organization's security objectives. This serves as a foundational document for budget management within the security office. Regular updates and reviews are essential to keep the manual relevant and effective.

5. Communications Protocols

Through the years, the Security Office has observed essential protocols ensuring efficient and secure communication within the department and with other campus entities. We have

practiced and ensured that everyone in our team is informed and engaged to avoid a breakdown in communication that can result in minor and major disruptions and possibly loss of lives and property. In terms of reporting, conflict resolution, monitoring, and decision-making, the office adheres to a hierarchical structure. Ensuring that all personnel understand their roles and responsibilities and adhere to the Republic Act 11917, as amended by RA 5487 security industry law.

- a. **Incident Reporting Protocol:** USO Sets Clear guidelines on how to report security incidents or emergencies, including the preferred communication channels (e.g., phone, cell phone, email, radio).
- b. **Emergency Communication Protocols:** Procedures for alerting the campus community in case of emergencies (e.g., Bombing, active shooter, natural disasters, floods, Apparent Suicide, lockdowns) often utilizing systems such as mass notification systems, PA systems, advisory text alert services, and even Social media.
- c. **Interdepartmental or Unit Communication:** Protocols for communication with other departments (e.g., campus facilities, police department, health services), including regular meetings or incident coordination.
- d. **Data and Information Handling:** Guidelines for handling sensitive information, ensuring privacy and security, and communication protocols for sharing information with authorized personnel.
- e. **Communication Tools:** Specification of tools and platforms used for communication (e.g., radios, internal messaging systems, email) and their proper usage.

6. Meeting Protocols

The Security office conducts regular monthly meetings every last Saturday of the month, ensuring that all team members are on the same page & the office's objectives and to attain its goals. The primary focus of these meetings is to provide a comprehensive update on various aspects of the office's operations. Team members report on their accomplishments, actions taken, ways forward, and activities, and address any issues or concerns that may have arisen since the last meeting. Office documents, Staff Attendance to ensure records and participation. Photographs are taken to document these collaborative moments, creating a visual history of the team's efforts and achievements. *The role of the Security Office is typically responsible for overseeing policy implementation, providing guidance on data protection issues, and liaising with other departments.*

7. Confidentiality and Data Protection Policies

The University Security office ensures compliance with (Data Privacy Act of 2012 Republic Act 10173) and the University Data Protection policies by implementing strict protocols for collecting, handling, storing, and dispensing information. This includes secure access to sensitive data, regular training for staff on confidentiality practices, and adherence to legal guidelines.

8. Office Risk Management and Control

USO Compliance and Risk Management. In alignment with Republic Act 10121, USO adheres to a comprehensive disaster risk management framework that emphasizes a multi-sectoral

approach. This framework encompasses disaster prevention, preparedness, response, rehabilitation, and recovery, particularly relevant given the increasing severity of climate-related events like flooding and potential earthquakes or tsunamis in the area. Through these coordinated efforts, the University Security Office not only safeguards the campus but also cultivates a culture of safety in the AdZU community. By continuously adapting to emerging threats and enhancing operational protocols, the USO remains committed to ensuring that students, faculty, and staff can thrive in a secure educational environment.

Risk management and control in a university security office involves identifying, assessing, and mitigating risks to ensure the safety and security of students, faculty, staff, and campus property.

THREAT ASSESSMENT AND VULNERABILITY ANALYSIS (TVA)

Sample Matrix Threat of Terrorism/Criminal Activities

RISK	RISK EVALUATION		
	PROBABILITY (Remote, Probable, Highly Probable)	SEVERITY (Negligible, Moderate, Major)	RISK LEVEL (High, Medium, Low)
BIFF- MILF-Lawless groups convergences at city	Probable	Moderate	Medium
Proliferation of loose firearms and IEDs in the city	Highly Probable	Major	High
attacks on downtown Zamboanga Sieae	Probable	Major	Medium

Evaluation of risk

$$(\text{Risk}) = (\text{Probability}) \text{ of event} \times (\text{Severity}) \text{ of harm}$$



How are risks ranked or prioritized? (cont.)

Table 1: Risk matrix

Probability	High			
	Med.			
	Low		X	
		Low	Med.	High
		Severity		

Table 2: Risk Ratings

Description	Colour Code
Immediately Dangerous	
High Risk	
Medium Risk	
Low Risk	
Very Low Risk	

Canadian Center for Occupational Safety and Health
<http://www.ccohs.ca/>

Department of Labor and Employment
 OCCUPATIONAL SAFETY AND HEALTH

E. QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

To enhance quality assurance and continuous improvement at the university security office, the unit adopted a structured approach, ***Operational Framework, and Emergency Preparedness***. The USO has developed a standardized response plan to various hazards, working in conjunction with local emergency responders. This proactive approach allows for a coordinated response to emergencies, reflecting a commitment to best practices in safety management. Regular reviews and improvements of emergency preparedness plans, systems, and training ensure that the campus remains equipped to handle potential threats effectively.

By focusing on these structured elements, a university security office can effectively enhance its quality assurance processes and foster an environment of continuous improvement.

1. Feedback Mechanisms

Through the years, the office actively receives feedback from the community, be it from internal and external partners or facility users accessing AdZU Services. This mechanism has gained ground in further improving the security office and its personnel. ***Community trust & Integrity are important***. We value that each piece of feedback—whether it’s a suggestion for improvement or a complaint—provides valuable insights into the functioning of the whole organization and will be reflected in the AdZU community. The office demonstrates its commitment to creating a supportive environment that prioritizes the needs of its community by actively listening to employees and students.

2. Continuous Improvement Strategies

Continuous improvement in the context of the university security office involves a systematic approach to enhancing processes, ensuring safety, and increasing the effectiveness of security measures. Here are several strategies USO implements to achieve continuous improvement:

USO is implementing an operational and strategic strategy in a way to achieve our mission and goals and to keep up with the changing times and current trends. Regular Training and Development, as reflected on RA 11917 Security Industry law, Physical ability, and mental health wellness are important to perform our services. Promote open communication to build trust and ensure community cooperation. By adopting these strategies, a university security office can enhance its operations, foster a safer campus environment, and remain vigilant in addressing emerging security challenges.

APPROVALS AND EFFECTIVITY

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APPENDICES

1. Office Forms and Templates
2. AdZU Security Management Protocols
3. Training Calendar of Activities