

جامعة الشرقية
A'SHARQIYAH UNIVERSITY



University Security Manual

2022/2023

AD0008



Approval

This document was approved by:

Name	Date
1- Academic Board of ASU	22/05/2022
2- Board of Trustees	23/06/2022
3- Board Of Directors	18/06/2023

Implementation and Responsibility

Document owner	Contact person	Implementation date
Department of Administrative Affairs	Director of Department of Administrative Affairs	18/06/023

General Provisions:

- Noncompliance with this policy/procedure, by any means, renders the perpetrator liable and subject to ASU's disciplinary procedures.
- Any exception to this policy/procedure will not hold legal validity against ASU or third parties regarding its application unless it has been individually approved and agreed upon by the ASU Vice Chancellor or Board.

Revision date:

Version	Author	Revision (s) made	Date
1.0	Security Department	-	18/6/2020
2.0	Department of Administrative Affairs	Amendment of the headings of some policies and addition of provisions and procedures of CCTV system follow up as well as review of the linguistic and dictation mistakes and addition of some roles and responsibilities and the item of delivery and retrieval of custodies.	26/4/2023



1. Definitions

ASU	A'Sharqiyah University S.A.O.G
Vice Chancellor	University Vice Chancellor
Deputy Vice Chancellor – Resources & Institutional Support	Deputy Vice Chancellor – Resources & Institutional Support
Director of Department	Director of Department of Administrative Affairs
Head of Section	Head of Security Section
ASU Security Stakeholders	Holders of joint titles of ASU Security Section other than the security guard
Security Guard	The Duty Guard in worksite according to the monthly duty schedules

2. Purpose of Regulation:

- Documentation of ASU's provisions and procedures in the field of ASU security management.
- Ensuring the consistent and regular application of ASU Security Provisions and Procedures Policy and Guidelines, and the continuity of procedures, even in the face of employee turnover.
- Furthermore, this regulation fulfills ASU's commitments outlined in the strategic plan related to ASU's security management.

3. Scope of Manual

This Manual encompasses ASU security policies and procedures, encompassing aspects such as entry and exit protocols, employee identification, order and security control, key management, handling of notices and losses, the provision of security guard attire, the security guard duty system, and the detailed plan for the issuance and retrieval of employees' and trainees' belongings.

4. Manual structure

The Manual is divided into policies, and the related activities in each policy shall be covered into:

- Overview
- Provisions
- Procedures

5. Key Stakeholders

This Manual is applicable to all ASU students, academic and non-academic staff, as well as visitors to the university. It also extends to institutions and individuals with whom the university has contractual agreements. This Manual encompasses the security provisions and procedures of ASU.

6. Statement of Manual

I. The Department of Administrative Affairs is responsible for the application of this Manual and should be the point of contact for all inquiries and requests related to the matters contained within it.

II. The contents of this Manual are intended for internal use within ASU and should not be circulated or published outside the university's boundaries. The distribution of the Manual is controlled through the "Manual distribution" process (Form 1-7).

III. The Department of Administrative Affairs, in coordination with the legal consultant, holds responsibility for revising this Manual. This revision process is essential for implementing changes to ASU's security provisions and procedures, which may evolve to meet the university's varying needs and requirements.

IV. These revisions offer the necessary flexibility to keep the Manual up to date at all times. Any ASU employee, including the Administrative Department's officers, can request a review of this Manual. Such requests should be channeled through the deans of the colleges and the heads of relevant departments using the "Manual revision" form (Form 7-2).

V. The Department of Administrative Affairs is responsible for reviewing proposed changes to this Manual. If a proposal is not approved, a notification will be sent, specifying the reasons for the rejection. If the proposal is approved, the Administrative



Department, after obtaining the necessary approvals, will incorporate the changes as needed. The revised pages will be distributed to all parties concerned, accompanied by a cover letter that outlines the attachments and the effective date of the revisions, using the "Manual amendment" form (Form 7-3).

7. Forms

No	Description	Form No.
1	Manual circulation form	7.1
2	Manual revision form	7.2
3	Manual amendment form	7.3

8. Roles and responsibilities

The Department of Administrative Affairs shall be responsible for ASU security Section through the following duties and roles:

1. Establish and maintain an integrated administrative system for ASU security, continually working on its development, and coordinating with relevant security authorities both within and outside ASU, including Ibra Police Station and various private universities.
2. Safeguard public security, enhance control and discipline within the ASU campus and dormitories, and formulate security policies and plans for ASU premises and facilities.
3. Maintain readiness for any emergencies that may arise within ASU, ensuring ongoing coordination with ASU departments and external authorities.
4. Collaborate with competent security authorities such as the Royal Oman Police and the General Directorate of Civil Defense regarding security and preventive measures within ASU, with a specific focus on emergency situations.
5. Prepare regular and ad-hoc reports and provide statistical data on security activities within ASU, submitting them to the top management.
6. Receive and track complaints, identify student violations, refer them to the Students Affairs Department, and oversee their resolution.
7. Organize meetings for security guards to raise awareness of their roles and tasks and solicit suggestions for improving security services.



8. Manage all security operations at ASU, minimize accidents, provide remedies in case of incidents, mitigate damages, and offer security-related advice and recommendations to the relevant ASU departments.
9. Collect information on complaints, issues, and incidents occurring within ASU, whether reported by university officials or identified by the Administrative Department and forward them to the appropriate authorities.
10. Supervise and control entry and exit points across all ASU locations, verify the identification of visitors and associates, monitor the closure of the university campus after working hours, and its opening during holidays when required.
11. Develop and manage security shifts for ASU premises, ensuring security coverage on all working days, holidays, and leaves, 24 hours a day.
12. Assist in maintaining order during events and special occasions at ASU, as well as during the entry of VIPs and their entourage, in cooperation with various ASU departments and external authorities like the Royal Oman Police and Civil Defense.
13. Provide rapid response to emergencies in any ASU building, 24 hours a day, to safeguard lives and property within ASU.
14. Issue identification cards for university employees, trainees, and full-time contract workers, and program access eligibility based on specific categories.
15. Regularly monitor the external barriers of the university campus.
16. Maintain the condition of the State flag and ASU flag at the main location in the administration premises on a daily basis.
17. Ensure security guards comply with their duties according to instructions issued by ASU administration and the authorities responsible for the Department of Administrative Affairs and ASU Security Section, aiming to maintain security and order on the ASU campus.

9. Provisions and Procedures:

9.1 Entry and exit:

This chapter describes the provisions and procedures related to the policy of access to ASU campus and dormitories of women students to regulate the mechanism of smooth entry and exit on permanent and safe basis, and assurance of work and compliance with the instructions of access to ASU Properties.

9.1.1 Provisions of entry to, and exit from, ASU Campus

- 9.1.1.1 The emergency doors can be used only in emergency cases.
- 9.1.1.2 The period of entry of employees to ASU campus shall be after the end of the time of study or official holidays by showing the employee's ID.
- 9.1.1.3 Authorized persons shall be granted access to ASU campus after the end of study times, weekends and official holidays.
- 9.1.1.4 Exit of the tools or assets from ASU facilities shall require filling of the respective form, provided its data are complete.

9.1.2 Procedures of entry to, and exit to ASU Campus:

- 9.1.2.1 Provide ASU security Section with entry data of the authorized persons to ASU Campus whether students or others after the end of study times, weekends and official holidays two workdays before the date of their entry. They shall show their civil IDs at gate (1).
- 9.1.2.2 Recording of entry and exit data of employees, students and authorized persons after the end of study times, weekends and official holidays.
- 9.1.2.3 Assurance of the ID of dormitory students after their exit from Gate (1) in private unauthorized vehicles.
- 9.1.2.4 Assurance of the content of vehicles and that they don't transport ASU properties without permission before their exit.
- 9.1.2.5 Unauthorized vehicles shall be allowed to exit from gate (1) only after the end of reasons for non-authorization.

9.1.3 Provisions of entry to, and exit to ASU dormitories:

- 9.1.3.1 Women students of ASU dormitories shall comply with the specific instructions for entry to dormitories.
- 9.1.3.2 Women students of ASU dormitories shall comply with ASU buses for movement between the dormitory and ASU, except for those who are otherwise authorized.
- 9.1.3.3 Visitors to the dormitory should approach the supervisors' office to coordinate their requests in respect of access to dormitory.

9.1.4 Procedures of entry to and exit from ASU dormitory:

- 9.1.4.1 Women students shall give the permission for exit from the dormitory to the security guards before leaving the dormitory.
- 9.1.4.2 Security guard shall document the cases of women students' violation of the instructions on access to dormitories.
- 9.1.4.3 Security guards shall direct the visitors to dormitory in the location of supervisors' office and shall not turn to the internal dormitory utilities.

9.2 Employee's ID:

This chapter describes the provisions and procedures related to the policy of issuance and provision of employees whether they are full-time or part-time employees or trainees with Employee ID, and the eligibility of use in ASU Campus facilities to distinguish ASU employees from others during and beyond the normal work hours.

9.2.1 Provisions of issuance and validity of Employee ID:

- 9.2.1.1 (Full-Time/ Part-Time) Employee or trainee ID shall be issued only by prior statement of the Human Resources Department.
- 9.2.1.2 Employee shall be responsible for Employee's ID when he returns it to ASU security Section for whatever reason.

- 9.2.1.3 Eligibility for use of the ID shall be through the normal work hours in all e-gates, except for the private gates. The holidays and weekends shall be for the employee's scope of work only.
- 9.2.1.4 ASU Security Section shall keep the replaced or expired IDs for destruction.
- 9.2.1.5 Employee's ID shall not be used outside ASU. Its use shall be limited to the work purposes of its holder only.

9.2.2 Procedures of issuance and validity of Employee's ID:

- 9.2.2.1 (Full-time/ Part-time) employee or trainee shall advise ASU Security Section via email or communication upon loss of his ID and shall prepare a report of loss of ID immediately after notification.
- 9.2.2.2 The cases of receipt of Employee's ID shall be documented in a special form according to ERB system with the data of received IDs.
- 9.2.2.3 In the event of ineffective access to the employee's ID, ASU security Section shall be advised to receive a temporary ID pending solution of the problem.
- 9.2.2.4 Professional IDs of the employees whose services expired or replaced IDs shall be destroyed according to a destruction record approved by Head of Department of Administrative Affairs with the data of destroyed ID every six months.
- 9.2.2.5 The employee notifies the university's security section immediately upon the loss of the issued card and prepares a lost card report after filing the notification.
- 9.2.2.6 The Human Resources and Financial Departments shall be addressed to pay the fine of replacement of ID with an amount of RO 10.



9.2.3 Table of the authorities of using of using Employee's ID for the electronically activated gates:

No	A	Eligibility		General remarks
		Normal workdays and hours	Days and hours beyond the normal work hours, weekends and holidays	
1	All ASU staff	All General gates in the various premises	Gates leading to their office site only, except for Vice Chancellor and DVCs for all general gates in the various buildings	Access to private sites according to coordination between the heads of departments and ASU top management.
2	ASU Security Section	All General gates in the various premises	All General gates in the various premises	-
3	Maintenance and cleaning workers	All General gates in the various premises	All General gates in the various premises	Their entry to the authorities shall be defined according to the work needs.

9.3 **Keeping order and control of security:**

This chapter describes the provisions and procedures related to the order keeping and security control policy and work with the instructions in ASU campus and its dormitories whether by ASU associates or visitors to provide security to ASU facilities.



9.3.1 Order keeping and security control provisions:

- 9.3.1.1 Security guards shall follow up the condition of the State and ASU flag, whether they are in ASU facilities on continuous basis and replace it whenever necessary.
- 9.3.1.2 Compliance with order in the ASU Campus through CCTV on normal workdays from 7 am-10 pm.
- 9.3.1.3 The ASU Security Section shall prepare for the IT Department a quarterly report on the efficacy of work in the CCTV system room and shall follow up the requirements.
- 9.3.1.4 The Department of Administrative Affairs shall be addressed with the request for a check of CCTV records via email with a copy of the applicant to line manager.
- 9.3.1.5 ASU Security Section shall provide security support to the events in ASU campus, provided it is notified (3) business days before the date of the event.
- 9.3.1.6 Non-employees of ASU shall not be allowed to move between the classrooms or offices or circulate the pamphlets or film without prior permission.
- 9.3.1.7 Employees shall not be allowed to stop their vehicles in the parking of ASU campus for more than (24) hours. If necessary, they shall provide ASU Security Section with the same via email and ASU shall not be liable for parking vehicles in ASU campus or exit from it.
- 9.3.1.8 Students shall not be allowed to stay in ASU campus after the end of study without permission to be presented to ASU Security Section at least two workdays in advance.
- 9.3.1.9 Employees of the contracted company shall be required on an annual basis to wear uniforms in the company's name during the period of work on ASU facilities.
- 9.3.1.10 Security guard shall document the violations of order and the instructions and guidelines against its visitors and employees in ASU facilities on daily basis.



- 9.3.1.11 Traffic security guard shall issue the vehicles' violations of traffic regulations throughout ASU campus after pasting the violation on the glass of back door of the vehicle driver and shall complete the violation data in gate (1) before exit of the vehicle.
- 9.3.1.12 Violators shall pay to the traffic system from ASU associates a fine of RO 5 per violation after the first one during the same semester one week after notification via email. In case of nonpayment, the issue shall be referred to Human Resources and Financial Department to follow up the payment of penalty.
- 9.3.1.13 Repeated traffic violations which are arrested against ASU visitors shall be referred to security agencies to take the legal measure towards them at discretion of the head of department according to the type of violation which is reported.
- 9.3.1.14 Security agencies shall be engaged through the concerned persons of ASU Security Section in case of dire necessity to keep order at discretion of the Head of Department according to the type of reported violation, such as the cases of traffic violations in the opposite directions, rush driving or behavioral arrests where the parties are not ASU employees.
- 9.3.1.15 Violations of non-employees of ASU shall be referred to security agencies, and violations of employees shall be referred to Human Resources Department. Violations of students shall be referred to the Students' Accountability Committee and the arrest report shall be authenticated in writing against the perpetrators who are not employees of ASU.
- 9.3.1.16 Every employee shall be issued one sticker only to park his vehicle in the shaded parking lots after completing the form of application for sticker and shall return the sticker to ASU Security Section in case of damage to replace it, or after the employee's end of service.



9.3.2 Procedures of order keeping and security control:

- 9.3.2.1 The arrests documented by security guards to the appropriate authorities shall be referred according to the type and perpetrator of violation. The arrest report shall be documented in writing against the non-employees of ASU.
- 9.3.2.2 ASU employees shall inform the reception security and those appointed in ASU Administration in case other vehicles are parked in their assigned parking lots.
- 9.3.2.3 Noncompliant vehicles shall not be allowed to leave ASU campus without completion of the violation details. Security agencies may be engaged to ensure documentation of the data of violators who don't cooperate with the security guard.
- 9.3.2.4 The Employee shall advise ASU security Section upon loss of the vehicle parking sticker and shall prepare report of loss of sticker immediately after the complaint.
- 9.3.2.5 The Human Resources and Financial Department shall be notified to follow up payment of the fine instead of the lost sticker with an amount of RO 5.

9.4 Key management:

This chapter outlines the provisions and procedures regarding the distribution of office keys to employees, according to the designated allocations, to ensure the safeguarding of ASU properties, documents, and office contents against tampering, destruction, and loss.

9.4.1 Keys Management Provisions:

- 9.4.1.1 Keys shall be kept in the operation room and shall be classified by the buildings in a serial and ordered manner.
- 9.4.1.2 Keys shall be delivered to the employee according to the data received from the Assets Management Department and shall be deemed in his custody up to the end of his work for ASU.
- 9.4.1.3 The employee shall be responsible for the office keys until he returns to the ASU Security Section for whatever reason.

- 9.4.1.4 As a precautionary measure, the lost keys shall be replaced with the numbers of master keys, such as the corridors and WCs whenever they are available.
- 9.4.1.5 The security guard shall open any facility whether by the ordinary or electronic keys at the time of emergency or urgent maintenance that poses danger to ASU campus.

9.4.2 Keys Management Procedures:

- 9.4.2.1 The ASU campus premises will be unlocked by the security guard at Gate (1) at 6 AM on regular workdays and will be locked at night after the conclusion of the roaming security guard's shift in case any employees are delayed. The premises will also be unlocked and locked as needed on weekends and official holidays. Nighttime closure will be enforced during regular workdays.
- 9.4.2.2 The ASU campus premises will be closed at the end of regular work hours by the roaming security guard. Gate (1) will be informed about any employees who are delayed in their offices, and the deputy security guard at Gate (1) will secure the closure of their offices after they leave.
- 9.4.2.3 Security guards will unlock closed doors based on directions from the relevant officers in ASU Security Section, the office owners, or in cases of emergency or urgent maintenance that may endanger ASU Campus facilities. These cases of unlocking and closure will be duly documented.
- 9.4.2.4 The process of issuing and returning office key custody to employees will be documented in a specialized form, consistent with the ERB system, including key details.
- 9.4.2.5 In the event of a lost office key, the employee must promptly notify ASU Security Section and prepare a report detailing the key loss immediately after notifying.

9.4.2.6 The Human Resources Department and the Financial Department will be contacted to oversee the payment of a fine, which amounts to RO 20, in lieu of a replacement key for any employee who loses their key.

9.5 Dealing with complaints and lost items:

This chapter outlines the provisions and procedures pertaining to the management of notices related to the maintenance of order and security for ASU visitors. It also covers the process for receiving reports of losses, ensuring the secure return of lost items to their owners, the responsibility for their safekeeping, and the confidentiality of associated data.

9.5.1 Provisions of dealing with complaints and lost items:

- 9.5.1.1 ASU employees and visitors shall be responsible for keeping and protecting their personal belongings while in ASU.
- 9.5.1.2 ASU shall not be responsible for the loss of any neglected personal belongings, including their theft or sabotage.
- 9.5.1.3 Notice that may be delivered to ASU Security Section (10) days after the date of occurrence can't be considered.

9.5.2 Procedures of dealing with complaints and lost items:

- 9.5.2.1 Filling in the property notice or loss presentation form or get the properties in ASU Security Section.
- 9.5.2.2 Losses which are received shall be kept in a safe and enclosed place under supervision of stakeholders of ASU Security Section by recording the losses and delivering them to their owners on request according to the respective form.
- 9.5.2.3 Announcement, by the end of every semester, via email of the type of losses which are kept in ASU Security Section for all ASU employees.
- 9.5.2.4 The notices presented to ASU Security Section shall be processed and monitored within three workdays after the date of receipt, provided their data are complete.

9.5.2.5 In case of failure to receive the lost items one year after the date of finding them, everything that has cash price shall be delivered to ASU's Charity Fund to dispose it, and anything that doesn't have precious cash value shall be delivered according to destruction report every six months to be approved by Head of Administrative Department.

9.6 Security Guard Duty System:

This chapter describes the provisions and procedures related to the policy of definition of security guard duty terms and definition of the worksites and their rotation between them as well as the period of leaves according to the academic calendar of study in ASU and the mechanism of keeping the custodies of job duties.

9.6.1 Provisions of security guard duty system:

- 9.6.1.1 Security guards are expected to carry out their duties with dedication, honesty, and integrity during their regular working hours. They are required to exhibit accuracy and objectivity in the execution of their assigned tasks.
- 9.6.1.2 Security guards are responsible for treating all individuals, regardless of their cultural, religious, or traditional backgrounds, with respect and courtesy. They are prohibited from causing offense to others through any means.
- 9.6.1.3 Security guards are not permitted to receive or grant entry to unauthorized individuals into the duty guard rooms or the CCTV room.
- 9.6.1.4 During their regular working hours and shifts, security guards must refrain from engaging in activities that could affect their primary duties, such as using mobile phones or attending to personal matters.

- 9.6.1.5 Security guards are held accountable for all equipment, tools, and records used in their work area during their duty hours until they are handed over to the next shift worker.
- 9.6.1.6 Security guards are required to adhere to their duty schedules and may be asked to work beyond their regular hours on days of ASU events or whenever it is deemed necessary. They will be compensated in accordance with the regulations.
- 9.6.1.7 ASU Security Section stakeholders are responsible for conducting field visits to security guard work locations on weekends and official holidays, with no more than one visit per month. They will receive appropriate compensation for these visits.

9.6.2 Security guard duty system procedures:

- 9.6.2.1 Work schedules for the upcoming month will be released at least three days prior to their implementation, and they will be prominently displayed in various security work sites.
- 9.6.2.2 Stakeholders within ASU Security Section are responsible for providing security guards with the necessary work-related forms and records. They will also ensure the complete and timely documentation of these forms.
- 9.6.2.3 Wireless communication devices will be stored in designated areas, and the security guard who signs for their receipt will be held accountable for their safekeeping.
- 9.6.2.4 In cases of sickness or emergency leaves, the shift will be covered by another security guard from the same site, if possible. Alternatively, an additional security guard may be assigned with appropriate compensation.
- 9.6.2.5 Security guards are responsible for the daily maintenance and tracking of work site assets, including records, forms, devices, and keys. These items are to be handed over to the duty colleague on a daily basis, with daily events duly documented.



- 9.6.2.6 Security guards are not permitted to leave their work site during their shift until it has been handed over to the duty colleague. If the colleague is delayed or fails to report for duty, the guard will adhere to the designated handover procedures or, when necessary, contact ASU Security Section stakeholders.
- 9.6.2.7 Ordinary leave may be granted to security guards during any month of the year, as needed, and it should not conflict with leave during the summer.
- 9.6.2.8 Security guards on the ASU campus will maintain direct contact and coordination with their colleagues using wireless communication devices.
- 9.6.2.9 Security guards will establish direct communication with the maintenance company at ASU for emergency situations related to electricity and water services.

9.7 Supply of security guards' uniform:

This chapter outlines the provisions and procedures regarding the supply of security guard uniforms, which serve as a distinguishing mark for these guards during their duty. The uniforms are approved by ASU to ensure their official status as security guards on the ASU campus. The goal is to encourage cooperation from all ASU visitors with the security guards.

9.7.1 Provisions for Supply of Security Guards Uniform:

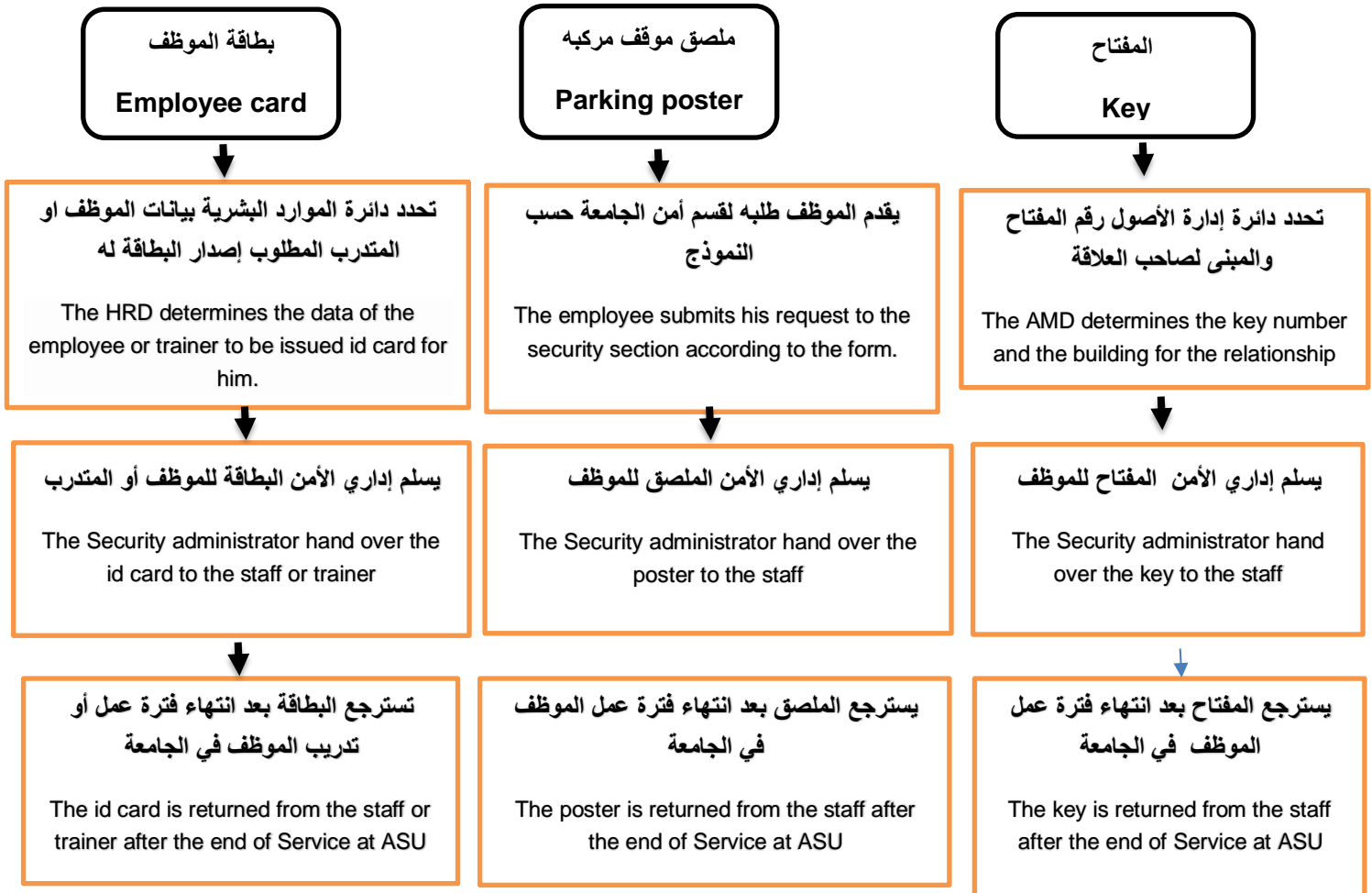
- 9.7.1.1 Security guards will be provided with uniforms that adhere to the shape and colors approved by ASU's administration.
- 9.7.1.2 The uniforms will prominently feature the ASU logo and name. The logo and name will be displayed on the caps, shirts, and reflective vests. The words "ASU Security" will be displayed on the shoulders of the shirt, and the security guard's name will be on the right side of the shirt.
- 9.7.1.3 Security guards are required to wear the approved uniform during their work hours. In certain circumstances and for security

purposes, some individuals may be exempt from wearing the uniform and instead wear traditional attire such as dishdasha and masr on specific days.

9.7.2 Procedures of supply of security guards' uniform:

- 9.7.2.1 Each security guard will receive an annual allocation of the following items: (1) pair of black shoes, (3) shirts, (3) pants, (3) caps, and (3) pairs of socks. Women security guards will also be provided with an additional (3) black hijab.
- 9.7.2.2 Items such as jackets, reflective vests, whistle ropes, and belts will be issued to security guards upon their initial appointment. These items will be replaced as needed, and a formal request for the release of consumed uniforms must be submitted and approved by the Head of the Administrative Department.
- 9.7.2.3 The security guard will receive the designated uniform items according to a specific form. These items will be considered the guard's personal property and will not be returned at the end of their service with ASU.

9.8 Detailed diagram of ASU employees' custody delivery and recovery procedures:





Appendix of Forms:

Form 7.1 Manual Circulation Form

Guide Version No: _____					
Date of Issue	Receiving entity			Date	Distributor's signature
	Name	Title	Signature		



Form 7.2		Manual Revision Form	
Version No.	Date of Issue	Number of regulation review item	Remarks



Form 7.3			Manual of regulation amendment		
Date:		Issued from:		Title:	
Issues which are proposed to be revised (attach copies as necessary)					
Amended description			Number of item and page		
Reasons for the proposed amendments:					
Comments of the Head of Administrative Department					
Signatures of ASU Vice Chancellor					
Authorized signatory					
Approved by			Date of Validity:.....		
Not approved	Signature				Date