THE EMIRATES ACADEMY
OF HOSPITALITY MANAGEMENT

Policy:	**Campus Security**
Code:	**06ST31**
Reviewed/ Revised:	**28/07/2022** Date of Next Review: **February 2024**
Policy Owner:	**Director of Operations**
Target audience:	**All EAHM students, staff, visitors**

PURPOSE:
This policy is developed to establish a standard for the security operations and the ensure the security of all residents and visitors of The Emirates Academy of Hospitality Management.

SCOPE:
This policy applies to all EAHM students, staff and visitors at EAHM.

DEFINITIONS:
N/A

POLICY STATEMENT
EAHM takes the matter of its campus, Student, Staff, Faculty and visitors' safety seriously and provides certified and government approved security suppliers and procedures to safeguard all.

EAHM also has SOPs in place for the use of campus lockers and the issuing and return of their keys.

RESPONSIBILITIES:
The security is under the responsibility of EAHM security staff based in the gatehouse, opposite the Student lounge/Club House (Barza). However, all EAHM staff have a responsibility to ensure that the premises and students are secure at all times when working in the academy and are to report any incidents regarded as a threat to the normal safe environment to the Director of Operations or, Dean or Managing Director or in their absence, to Security who will take appropriate action. All missing or stolen items belonging to the academy, or its staff and students are to be reported immediately in accordance with the procedures detailed in this document.

The Director of Operations is responsible for the implementation, update and monitoring of the policy.

IMPLEMENTATION OF THE POLICY
1. **EAHM Timings**
    1.1. **Normal Academy Working Hours** - Monday to Friday - 8.00 am to 6.00 pm
    1.2. **Out of Normal Working Hours** – Monday to Sunday - 6.00 pm to 8.00 am and all day and night on Saturday and Sunday; and all official holidays as notified by Jumeirah Human Resources Department.

2. **Security routines & procedures**
    2.1. **During Normal Working Hours**
        2.1.1. During normal working hours the security of the building is the responsibility of the Arkan Security guards. While the receptionist located in the main entrance to the Academy and will ensure all colleagues and students

swipe/clock in, have their temperature taken as per the COVID policies and swipe their Al Hosn app through the Al Hosn tracker stand. As well as acquire information, purpose and temperature of visitors and announce them to the person they are visiting them to escort them from the lobby.

2.1.2. All Academy staff are to inform the Receptionist of any expected visitors or guests in advance.

2.2. Out of Normal Working Hours

2.2.1. Out of normal working hours the responsibility for the security of the building is passed to the Jumeirah Village security guards who operate from the gatehouse. Security guards are to secure the Academy as per the procedure laid down.

2.3. Closing Times

2.3.1. At 18:00, Monday to Friday, the security personnel are to lock the two front entrance doors, the two ante-room doors, the rear reception doors of Phase I building and the rear kitchen door. The entrance doors to the Café are to remain open until 8.00pm. Security must ensure that all students/visitors have left the premises. The rear passageway doors are fitted with a self-locking device which allows access to the building for Academy staff only.

2.3.2. At 21.00, Monday to Friday, the security personnel are to lock the remaining doors of Phase II building and the main entrance gate to the academy car park is also to be fully closed and locked.

2.3.3. The academy is to remain closed and locked throughout public Holidays and the whole of Saturday until 6.00 am on a Sunday morning.

Emergency fire escape doors are NEVER to be locked or blocked in any manner at any time, day or night. Any personnel disregarding this regulation may be liable to disciplinary action.

2.4. Opening Times

2.4.1. At 6.00 am, Monday to Friday, the security personnel are to open all the doors to the academy. This action will allow the cleaners and the catering staff to enter the building and prepare for the working day.

2.5. Staff Working Out of Normal Working Hours

2.5.1. Staff working out of normal working hours are to inform Director of Operations in advance to communicate to Security. Staff who have parked their vehicles in the front car park are to notify the gate house in advance. Staff is to ensure that they notify the gatehouse on leaving the building so that the entrance gates can be locked and, in the event of a fire, security personnel do not put their lives at risk attempting to evacuate staff that they believe may be working late in the building.

2.5.2. Staff leaving the academy out of normal working hours should do so by using one of the four emergency exits or via the rear passageway door which is fitted with a card entry and exit device.

2.5.3. Staff are required to carry their Jumeirah ID cards with them at all times for identification purposes. When working out of normal hours, security personnel are authorized to check the identification of any person in the academy. Staff is to show identity cards if and when requested by the security personnel. Security personnel are to note the details of any member of staff failing to show their identity card in the security incident book and report the matter to the Director of Operations the following morning.

2.5.4.   Staff is responsible for all students on the premises at all times. Staff working out of normal working hours on taught programmes is to ensure that all their students have vacated the building before leaving themselves.

2.5.5.   Members of the academy staff who need to enter the academy "out of normal working hours" at short notice may do so via the rear passageway doors by using their electronic access card. Staff wishing to enter the building for short periods is not required to notify the gatehouse or the Director of Operations in advance. However, staff remaining in the academy building for any length of time to work is to notify the Director of Operations in advance to inform security personnel in the Gatehouse of their arrival and departure times.

2.6. Use of the Academy for Functions Out of Normal Working Hours

2.6.1.   Monday to Friday – Functions taking place in the academy, Monday to Friday, and are out of normal working hours are to be cleared with security personnel by the *Director of Operations* as part of the normal administrative arrangements for any type of event. Staff is to inform the *Director of Operations* of all functions and events at the earliest opportunity.

2.6.2.   Saturday to Sundays – Functions taking place in the academy on a Saturday or Sunday are to be communicated in advance to security personnel and arrangements made for security staff to open the academy at the required time.

The event co-coordinator is responsible for informing the gatehouse when a function has finished, so that the academy can be locked. If the event has an exact finish time, security can be informed prior to the event and will lock the academy at the designated time. The coordinator is also responsible for ensuring that all guests have vacated the premises and academy car park.

2.7. FMS Compound - Security Control

To ensure the security of the FMS Compound the flow of students/staff through the FMS compound by has been restricted.

The criteria are as follows:

2.7.1. Access into the FMS compound:
- Colleagues working in laundry or facilities
- Colleagues depositing or collecting laundry
- Colleagues task to fulfil any official activity within the FMS compound
- Corporate directors
- General Managers
- Confirmed guests / visitors coming to see any FMS based colleagues
- Confirmed contractors with valid work permit and security pass

Students/staff **MUST** provide ID card and the reason for entry in to the FMS premises.

2.7.2. Cars access into the FMS compound:
- Vehicles belonging to any Laundry or Facility colleagues performing duty.
- Contractor vehicles on presenting valid work permit [after searching]
- Trainers at the training centre [as per authorized list]
- Any company vehicles for servicing or wash
- Vehicles of corporate directors

- Vehicles of general managers
- Delivery vehicles [after searching and presentation of valid delivery note]

ALL VEHICLES SHALL BE ELIGIBLE FOR SEARCHING AT RANDOM / NO PRIVATE VEHICLES TO BE PARKED FOR LONGER THAN THE WORKING SHIFT.

The key for the training centre side gate will be with the security manning the FMS. This gate will be unlocked every morning at 07:00 and locked in the evening at 19:00.

3. **VISITOR REGISTRATION PROCEDURES**
   3.1. **Types of Visitors and the process to check them in**
       3.1.1. Colleagues and Students: whether arriving from the main entrance or from within the campus grounds are required to pass by main reception area to swipe/clock in. Have their temperatures taken as part of the COVID –19 requirements as well as have their Al Hosn status verified through the Al Hosn tracker console
       3.1.2. Academy visitors: require to come through main reception area have their temperatures taken as part of the COVID –19 requirements as well as have their Al Hosn status verified through the Al Hosn tracker console and state the colleague and reason for visit. Whereby the receptionist will call the mentioned colleague to escort their guest to their office
       3.1.3. Contractors: are to register in at the security gate at the side entrance of the campus ground premises. Their National ID name and company would be required as well as purpose of visit. Upon completion of the task they are to check out at the security gate once more
       3.1.4. Student accommodation and Lodging visitors: are to register at the security gate at the side entrance of the campus ground premises as well as the welcome centre. They are to vacate the premises at 23hr00 as per our visitation hours policy and check out at the security gate once more
       3.1.5. Sister property colleagues: depending on the reason of visitation whether as a contractor to provide a service or an academy visitor policy of either Colleague, visitor or contractor would apply.

At all times discretion is to be used when applying these procedures. The Director of Operations is to be contacted for any clarification of these regulations.

   3.2. **Procedures**
       3.2.1. Security is to capture the following information:
           - Date of visit.
           - Name of visitor – obtain a business card if possible and keep it with the *Visitors Log Sheet*.
           - Representing – write down the name of the company the visitor represents. If the visitor is representing themselves, write down "self".
           - Reason for Visit – write down the reason for the visit. If visitors are meeting academy staff, write down the name of the staff member. Contractors are to state the work they intend to carry out. This reason must be entered on to the *Visitors Log Sheet*.
           - Time In /Out – complete the time the visitor arrived and also the time they left the academy. Ensure that the visitor is aware that they have to book out with reception before leaving.

Contractors must not be allowed to park in the front car park but are to be directed to the rear service road. Exceptions to this regulation are when a delivery can only be made via the front entrance. Contractors must not use the front entrance as a short cut to the rear of the academy but are to be informed to use the paths around the building.

4. **LOCKERS AND KEYS**

The Academy provides 27 male and 27 female lockers in the segregated changing rooms located to the rear of the kitchen passageway, for temporary use by students to keep their items while attending Culinary practical classes. As an addition, there are 148 lockers on the ground floor of Phase II building of the Academy, that can be reserved by students for the full duration of their term. Below states the process, policy and procedure:

4.1. **Availability**

4.1.1. With the limited number of lockers available for use, the lockers will be provided on a first come first served basis.

4.2. **Period of Use**

4.2.1. Lockers will be provided for a period of not exceeding one full school year. All locker keys are to be returned to the Administration Office by the last day of the year as published in the Academy's academic calendar. Exceptionally, students requiring the use of lockers in periods outside the academic semester are to apply in writing to the Administration office for an extension period

4.3. **Keys**

4.3.1. **Responsibilities** – A student who signs for a locker will:
- Be responsible for the safety of the key at all times
- Will not lend the key to any other person
- Will return the key at the end of the loan period
- Will notify the Administration office immediately if the key is lost
- Will make immediate payment for the replacement of the key

4.3.2. **Signatures** - Keys are to be signed for by individual students. Students may not sign for another student's locker key

4.4. **Lost or Mislaid Keys**

4.4.1. **Lost keys -** Lost keys are to be reported immediately to the Administration office and a replacement charge of AED 100 must be paid before another key or locker will be issued.

4.4.2. **Mislaid Keys** - A student who has mislaid or forgotten a key is not entitled to receive a replacement key until the original key has been found or the replacement key charge has been paid. Students who have forgotten locker keys will under no circumstances be issued the spare key. Administration staff will, at the first opportunity, open and lock the locker for the student with the spare key.

4.4.3. **Failure to Return Keys** – Students failing to return keys by the stipulated dates or by the end of the academic semester as published in the academic calendar will be liable to the replacement key charge of AED 100.

5. **CONTENT OF LOCKERS**

5.1. The locker provides storage for academic materials and clothing only. A student may not use the locker to store food, any unauthorised or harmful material. Students failing to abide by this rule will be required to immediately return the locker key and may face disciplinary action, as per the 06ST13 Student Discipline.

6. LIABILITY

6.1. The Academy accepts no liability for theft and all students are advised to obtain private insurance to cover theft of personal property.

ASSOCIATED DOCUMENTS:
- Student Locker Key Form
- 06ST29 Campus Security
- 06ST13 Student Discipline

MENTIONS:
- Catalogue
- Student Handbook
- EAHM Policies and Procedures handbook

DATE OF NEXT REVIEW:

This document should be reviewed by **February 2024.**

POLICY APPROVALS RECORD

Policy Name:	**Campus Security**		
Policy Code:	**06ST31**	Formerly:	EA/A&SS/001 & EA/A&SS/011
Date of first approval:	**02/2019**		

Reviewed/ Updated	Details of Amendment
25/07/2022	- Update to the policy and procedure
28/07/2022	- Added Lockers and Keys policy