

Attachment A to CORP2016-095
CORPORATE POLICY



Policy Title: **Security Policy**
Policy Category: Administration Policy
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Department: Corporate Services
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Attachments:
Related Documents/Legislation: Information Security, Cash Handling Policy, Violence in the Workplace policies, Municipal Alcohol Policy

Key Word(s): Security, Camera

POLICY STATEMENT:

The City of Waterloo has established a Security Policy to provide transparency and awareness of the City's definition of 'security' and all the security measures that comprise the City's current security operations.

PURPOSE:

The purpose of this policy is to provide a single guiding overview of the security program, which encompasses the protection of City assets. This policy complements the City's efforts to provide effective, healthy and safe services to the public, as outlined in the Strategic Plan. Where they exist, detailed procedures will be referenced.

DEFINITIONS:

Corporate Security & Property Coordinator: The employee(s) responsible for coordinating the corporate security and property program or their designate.

Piggybacking and tailgating: An unauthorized person following behind an authorized person to gain illegal access to a secured area.

Security: The condition of being protected against hazards, threats, risks, or loss.

Security Incident: A Security Incident is defined as:

- An incident placing a person or property at risk that requires action from law enforcement authorities, Incident Response Team / Security and/or City staff; or

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- An incident placing a person at risk involving an on duty City Staff member while on City Property or during the course of employment. This classification includes while walking to or from an off-site parking facility at the start or end of the workday; or
- An incident of a suspicious or unusual nature on City property that could place people or property at risk; or
- An incident that occurred during non-business hours that impacts or affects the City workplace; or
- An incident that is in violation of the *Respectful Behaviour Policy*.

Security Measures: A practice or item designed to protect people and prevent damage to, loss of, or unauthorized access to City assets, including equipment, facilities, outdoor space, material, and information.

SCOPE:

This policy applies to all City staff, including Incident Response Team members and members of the public on City property.

The policy does not apply to electronic information and technology security which will be addressed by the Information Security Policy and related procedures.

The scope of the City's current security operations, which are covered within this policy, include:

- Security Administration
- Threat Risk Assessment
- CCTV
- Access Control
- Security Lighting
- Incident Response, including Active Armed Attacker

This policy is intended to work in conjunction with the City of Waterloo's existing policies on:

- Information Security Policy
- Cash Handling
- Violence in the Workplace
 - Respectful Behaviour
 - Harrasment and Discrimination
- Municipal Alcohol

The policy is supplemented by procedures outlined in Appendix A to this policy which are subject to additions, review and changes as needed.

POLICY COMMUNICATION:

It is the responsibility of the Corporate Security and Property Coordinator to ensure this policy, and any subsequent updates, are communicated to all staff and to ensure that the public are informed about any actions they must undertake to ensure compliance with this policy.

Methods for disseminating this information include, but are not limited to: signage informing the public of areas where they are not permitted within City facilities; signage which clearly states which areas are monitored by CCTV.

POLICY:

1. Security Administration

The City of Waterloo conducts its activities in a manner that complies with relevant Provincial and Federal regulation. In an effort to maintain adequate safety and security, the City has established policies, protocols, and procedures. One facet of the City's security initiative is the administration of the security program and policy. The policy is supported by the City of Waterloo Security Administration Procedure.

It is the responsibility of the Corporate Security & Property Coordinator to review these protocols and procedures annually to ensure their ongoing effectiveness. Changes to protocols and procedures should incorporate organizational changes, as well as changes in technology.

2. Threat and Risk Assessment

A risk assessment is the foundational piece of the City's overall security program. This includes: the process of identifying internal and external threats and vulnerabilities; identifying the probability and impact of an event arising from such threats or vulnerabilities; defining critical functions necessary to continue the City's operations; defining the controls in place necessary to reduce exposure; and evaluating the cost of such controls. The policy is supported by the Threat and Risk Assessment Procedures.

Threat and Risk Assessments are to be conducted on an as needed basis, or not to exceed three years per City facility, to ensure that existing risks are being monitored effectively, and that emerging risks are being identified. The Threat and Risk Assessments are to be conducted by the Corporate Security & Property Coordinator.

3. **CCTV**

CCTV allows camera images to be recorded and retrieved in order to maintain visual surveillance of a facility from a remote source. An effective CCTV system will help the City of Waterloo reconstruct security breaches at City-owned facilities and outdoor areas, as well as to identify those involved in the incident. The policy is supported by the CCTV Procedures which detail the collection and use further including the requirement to restrict access to protect personal information collected.

All CCTV recording may be stored for a period of 28 days unless used in which case it will be stored for a period of at least 365 days or according to the City of Waterloo Retention By-Law.

The Corporate Security & Property Coordinator will undertake annual evaluations of the CCTV system in order to ensure overall compliance with this policy.

4. **Access Control**

Access control refers to the control of persons, vehicles, and materials through the implementation of security measures for a protected area. This may be done through technologies, procedures, databases and staff. Access control systems may be manual, machine-aided manual or automated. The policy is supported by the Access Control Procedures.

Access Control procedures should be included in the Risk Assessments, to ensure their ongoing effectiveness.

5. **Security Lighting**

The purpose of security lighting is to discourage unauthorized entry, protect staff and members of the public on City property and detecting intruders – at both City facilities and outdoor space. The policy is supported by the Security Lighting Procedures.

Security lighting will provide the following benefits:

- Deterrent to those wishing to commit suspicious activities
- Improved surveillance and response
- Reduced liability for the City
- Enhanced observation and potential for witnesses

Security lighting, and associated equipment, must be inspected on a bi-annual basis. Inspections should include the following:

- Check electrical circuits and test all connections
- Ensure proper lamp functionality
- Ensure that lamps are kept clean and maintain their proper lighting angle

- Ensure that the lighting intensity continues to meet security requirements
- Ensure that batteries are charged for emergency lighting in compliance with applicable regulations

6. Incident Response

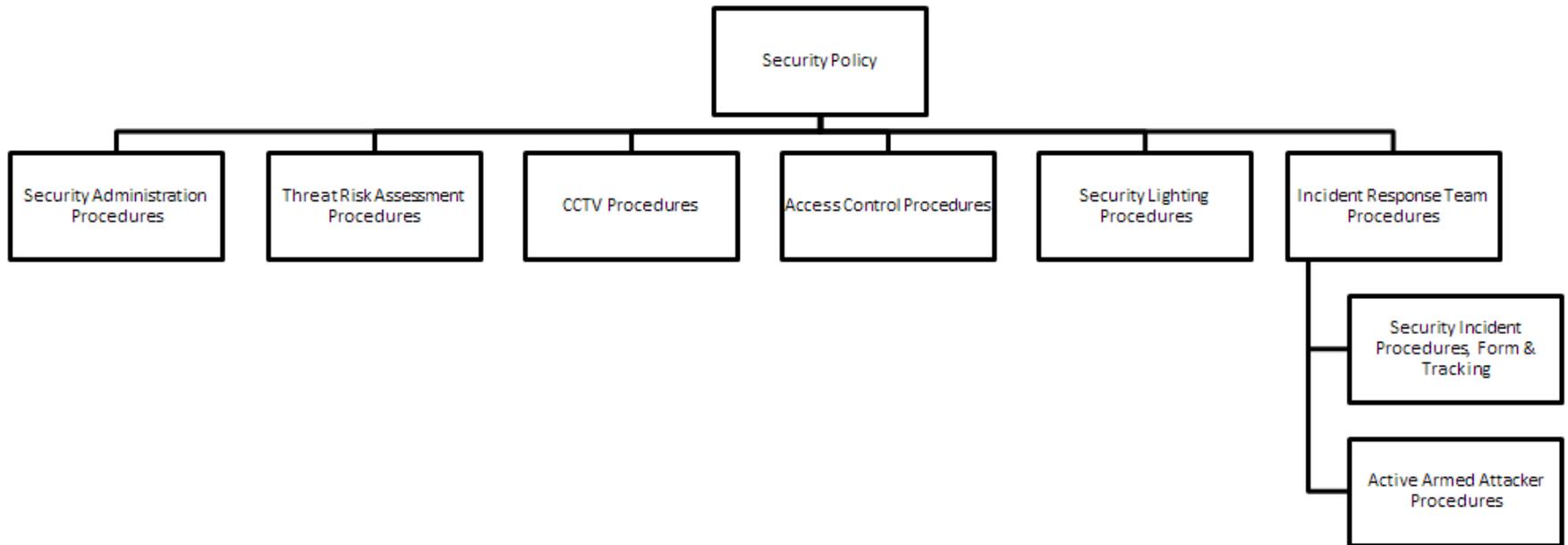
The 'Incident Response Team' is comprised of City staff members that have training and knowledge of emergency response, security, leadership and operations. These team members have been designated by the City to respond to incidents that occur at City facilities, including outdoor space. The Incident Response Team responds to incidents that affect both staff and members of the public. Incident Response Team membership is voluntary, and all team members must undergo a training session to ensure they understand their roles and responsibilities, and when to activate external responders (e.g. Police, EMS, fire). The policy is supported by the Incident Response Procedure and the Active Armed Attacker Procedure and reporting is per the Security Incident Form.

Incident Response procedures must be reviewed on an annual basis, with input from Incident Response Team members. The City of Waterloo, Security Section, led by the Corporate Security & Property Coordinator is responsible for coordinating the annual review.

COMPLIANCE:

In cases of policy violation, the City may investigate and determine appropriate corrective action.

Appendix A: Supporting Procedures and Forms
Additional Procedures will be created as needed



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