



# FACILITIES MANAGEMENT



## FACILITIES MANAGEMENT SECURITY GUIDE



## CAMPUS SECURITY: SECURITY GUIDE

Stellenbosch University (SU) is a town campus where the campus and the surrounding suburbs are fully integrated, without walls, boundaries or fences. This creates a feeling of accessibility, but also makes the campus a popular address for criminals. This guide provides hints and advice about **safety** and **security**.

### The University's commitment

SU, together with the University's partners in combating crime, including the campus community as a whole, are jointly responsible for campus security. Although SU does not profess to be a law enforcement agency and cannot take over safety and crime fighting responsibilities from the SAPS, the University contributes actively in the form of security services at the various SU campuses.

### Your responsibility

Safety and security is a shared responsibility. Although all individuals enjoy freedom of movement and choice, they also bear the responsibility for the outcomes.

The SAPS and Campus Security cannot protect you at all times wherever you are. For that reason, you need to make sensible choices, as they impact directly on your personal safety.

When you elect to expose yourself and your property to risks, you do so at your own discretion and risk.

## GENERAL INFORMATION

### Who is Campus Security?

Campus Security is a services division in the SU's Facilities Management environment that contributes actively to crime prevention and security at SU campuses.

#### *Security*

Prevention of crime and best practice actions against criminal threats.

Security measures focus on the prevention of theft, illegal entry, assault, robbery and other types of crime.

#### *Safety*

This comprises physical safety in the work place and in residences.

Safety refers to the prevention of injuries, first aid, fire prevention and related incidents as indicated in the FM Induction Guide.

#### **MEDICAL EMERGENCY NUMBERS**

Campus Health Service (CHS): 021 808 3496

Stellenbosch Medi-Clinic: 021 861 2000

Stellenbosch Hospital: 021 883 3444

Western Cape Ambulance Service:  
021 937 0500

#### **CRIME EMERGENCY NUMBERS**

SAPS Emergency Centre: 10111

SAPS Stellenbosch Emergency: 021 809 5015

SAPS Stellenbosch Enquiries: 021 809 5000

SU Crisis Service: 082 556 6558

#### **Personal problems and stress**

Campus life can cause a lot of stress if one does not rest, relax, exercise and eat properly. Sport offers an excellent way to relax and to relieve stress. Contact the Crisis Service for professional assistance and support.

## SUPPORTING ROLES

### **The role and responsibility of your residence or department**

Campus Security has a supporting role to play in SU buildings. The departmental chairperson, building head or resident warden is responsible for drafting, communicating and enforcing rules and procedures to manage safety and security in buildings.

### **The role of the Advisory Committee for Student Security (ACSS)**

The ACSS is an independent student committee under the auspices of the Students' Representative Council (SRC), which in collaboration with the SRC and the Prim Committee, has insight into security related matters and provides inputs in that regard to Campus Security.

### **The role of the Monitoring and Advisory Committee on Crime (MACC)**

The MACC is a liaison committee chaired by the Vice-Rector: Community Interaction and Personnel (CIP), comprising representatives of SU, the SAPS, the Municipal Law Enforcement Division, the Traffic Department and the Magistrate's Court. The MACC aims to promote cooperation and support among the various role players responsible for fighting crime.

### **The role and authority of the SA Police Service (SAPS)**

The SAPS is the authority that gives effect to the government's responsibility to maintain law and order. The SAPS also has law enforcement jurisdiction in terms of SU sites and buildings. This implies that the SAPS has the right to enter the campus and campus buildings to carry out its official duties. Campus Security supports the SAPS in executing its duties.

### **The role of the SU Security Forum (SUSF)**

The SUSF is a forum of senior managers from various SU environments that advises Facilities Management on applying and continually renewing the SU's overall security strategy.

Campus Security will at your request and on your behalf call the SAPS, ambulance service and/or other emergency services, but Campus Security is not responsible for the response times of the SAPS or other emergency services. Campus Security will inform the SAPS telephonically, although only the direct victim of a crime may lay a formal charge at the SAPS or give a statement about the incident.

# INJURY PROCEDURES

## In residences

Residence coordinators are trained in applying first aid.

These first aiders have access to wall-mounted first-aid boxes at the office of the resident warden, head student (primaries/primaria) and in kitchens.

During the day, when most students are attending classes, the Campus Health Service (CHS) may be contacted for first-aid and medical assistance.

## Injuries in lecture halls

Various academic and support buildings have a number of staff members who are trained in first aid.

Send someone to the nearest secretary or office to summon the first aider, the CHS and an ambulance.

FM's One-Stop Service Centre may also be requested to call an ambulance and other emergency services.

## Injury on campus or sports grounds

Contact the FM's One-Stop Service Centre to call an ambulance. If the injured person is close to an academic building, send a bystander to call the first aider assigned to the building.

Injuries on sports grounds must be reported at the gymnasium or club house of the nearest SU office (other sports grounds).

## Injury in town or in another place in Stellenbosch

Phone the Western Cape Ambulance Call Centre or, alternatively, the Stellenbosch Ambulance Service.



## DISEASES AND INJURY

### **Communicable diseases**

Any signs or symptoms that point to a communicable disease must be reported to the CHS immediately.

### **Needle sticks with contaminated needles**

Health Sciences students must report needle-stick incidents to the lecturer and the departmental chairperson immediately for preventative treatment and recordkeeping, as provided by the safety procedures of the Faculty of Medicine and Health Sciences.

### **Safe disposal of sharp objects**

Never dispose of sharp objects such as needles, razor blades or broken glass in ordinary refuse bins. Wrap these articles in protective material to prevent injuring those who empty refuse bins. Laboratories are equipped with drums for the disposal of hazardous waste products.

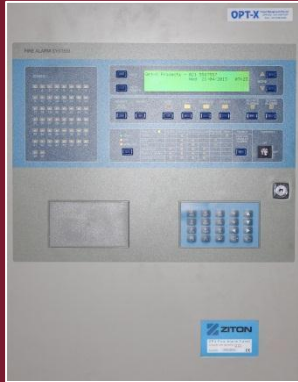
### **Electrical shock**

Immediately switch off the power supply. Do not touch or move the person. Call the nearest trained first aider to apply first aid. Report the incident to Facilities Management.

### **Reporting of an injury in the workplace**

The medical costs resulting from an injury in the workplace are covered by the workmen's compensation commissioner, if a claim is submitted in good time and in the correct way, and is accepted. If a staff member is injured while performing his/her duties in the workplace, the medical practitioner treating the injured person must be informed that the case is an injury on duty. The CHS must be informed during working hours, while injuries after hours must be reported to Facilities Management. In emergencies, staff may be treated at the emergency unit of the local Medi-Clinic, bearing in mind that the injury must be treated as an injury on duty.

# FIRE



## Fire alarm

Most SU Buildings are equipped with a fire alarm that will sound a loud alarm in the case of fire. Do not ignore an alarm; evacuate the building immediately. The emergency coordinator assigned to the building will announce when it is safe to re-enter the building.

## Fire extinguishers

Take note of the position of fire extinguishers in your environment. If a controllable fire has not spread, the nearest trained fire team member must attempt to extinguish the fire. Position the fire extinguisher on the ground before attempting to remove the security pin. That will prevent the security pin from pressing against the handle.

## Smoke and flames

When you smell smoke and/or see flames, you can be sure that there is a fire. Immediately activate the fire alarm by breaking the nearest red fire glass in the passage. Evacuate the building and take along your portable, valuable property such as your laptop and cell phone.

## Fire prevention

Make it your responsibility to report any fire hazards in the building where you live, work or visit, to a house committee member or safety representative. Take note that all SU buildings are smoke-free zones.

## ACCESS CONTROL

### **Controlled access to your place of residence/work**

Access to buildings are controlled by means of card-reading doors and monitored by security camera surveillance. Despite these systems, unauthorised persons entering these buildings often threaten the security and safety of the campus community. Every individual is personally responsible for ensuring that his/her place of residence and work are safe. Offices, lockers and residence rooms must be locked at all times to prevent theft. The University's approved access control principles and rules are available on the web page of Facilities Management. Your contribution to access control should be to display your identity card clearly at all times, not to allow anyone to walk with you through card-controlled doors, to report suspicious behaviour immediately, and to comply with the access control measures of your building or residence. Please also ensure that your visitors adhere strictly to the access control measures of the residence or building.

### **Use of access doors during power failures**

Thanks to battery back-up systems, the access control systems in SU buildings should continue operating normally for approximately eight hours. Safety committees must ensure that the battery back-up of access control systems operates efficiently by having the power disconnected and testing the system from time to time. Enquiries or requests to have the system tested may be directed to the IT Division at tel 021 808 4367. After eight hours, the batteries should be flat and the doors will open to prevent people from becoming trapped in buildings during extended power outages.

### **Stay alert!**

Always be aware of the safety and security risks in your direct environment. During the day, when walking along the street or cycling on campus, always stay alert to people around you who may regard you as a 'soft' target, especially after dark. Be aware of possible danger when you are in any high-risk facilities and be prepared for any contingency. Examples of high-risk behaviour is to walk around on your own after dark, using your cell phone carelessly when walking along the street, carrying valuable articles with you, leaving these articles within easy reach of open windows or keeping them in your car. Keep up to date with the weekly safety hints provided on the Campus Security news blog.



## THEFT AND BURGLARIES

### Theft

Most crime incidents in buildings may be attributed to poor application of access control. It is in your best interest to keep your door locked, even if you are inside. Close the windows when you go out so that thieves will not be able to reach in and pull valuable articles closer to remove them through an open window. Report incidents in residences to the resident warden or the house committee member for safety without delay.

Report an incident to Campus Security as soon as possible. You will be requested to indicate what was stolen; when and where the article was stolen; and to provide a description of possible suspects. You will also be required to provide some unique features of the stolen articles. If the theft is discovered shortly after it happened, speedy reporting and a good description could lead to an arrest. You will be advised to lay a criminal charge at the SAPS and to give a statement.



### Burglary

Do not touch anything. Take care, as this could disturb fingerprint and other forensic evidence left behind at the crime scene. Report the incident to Campus Security as soon as possible. You will be required to indicate where and when the burglary took place; how access was gained; which articles were stolen; and to provide descriptions of the stolen articles. If the incident is discovered shortly after it happened, speedy reporting could lead to an arrest. You will be advised to lay a criminal charge at the SAPS and to give a statement.

### Vehicle theft, attempted vehicle theft and vehicle break-ins

Do not touch anything. Take care, as this could disturb fingerprint and other forensic evidence left behind at the crime scene. Report the incident to Campus Security as soon as possible. You will be required to indicate where the incident took place. In the case of a vehicle theft, you will need to provide the make, colour, registration number and any unique features of the vehicle. You will also be required to indicate when the vehicle was presumably stolen and if you saw any suspects. In the case of a vehicle break-in, you will need to indicate what was stolen and provide a description of the article.

# THEFT

If the theft is discovered shortly after it happened, speedy reporting and a good description will be decisive in an arrest. You will be advised to lay a criminal charge at the SAPS and to give a statement.

Incidences of theft from vehicle will decline sharply if thieves do not succeed in stealing valuable articles from vehicles time after time. Currently, thieves succeed six out of ten times in grabbing valuable articles from vehicles and they will therefore continue to target vehicles in parking areas. Remove valuable articles from vehicles and do your share to prevent theft from vehicles on and around the campus.



## **Bicycle theft**

Report the incident to Campus Security as soon as possible. You will be required to provide information such as the date and time your bicycle was stolen or was last seen; what locking devices were used to lock your bicycle (U-lock, cable lock, chain lock); to give a description of your bike; as well as to indicate the place where it was left. If the theft is discovered shortly after it happened, speedy reporting and a good description could lead to an arrest. You will be advised to lay a criminal charge at the SAPS and to give a statement.



Assist the SAPS to put bicycle thieves behind bars by applying unique and distinct marks to your bicycle. Register your bicycle at Campus Security or mark it with distinguishable DataDot signs ([www.datadot.co.za](http://www.datadot.co.za)), so that you could be reached when your bicycle is found.

Park and secure your bicycle in one of the protected bicycle shelters on campus. Enquire at your house committee or at Facilities Management where there are bicycle shelters near your place of residence or work.

## SAFETY IN SPECIFIC AREAS

### **Safety in Computer User Areas (CUAs)**

Although computers as such do not hold much danger, they do involve certain risks. Failing to make back-up copies could make you lose irreplaceable work. You could be injured when someone attempts to steal your computer, or be exposed to harassment or identity-related risks if you surf unsafe web sites. Computer user areas are used 24 hour a day. Despite controlled access and circuit television, there are still safety risks, particularly outside the CUA or if a student has to work alone in the CUA at night. **Be alert and informed.**

### **Safety in laboratories**

Laboratory work involves many risks, ranging from spillage of hazardous substances, contamination by hazardous waste products, gas explosions, fires, sharp object injuries and needle sticks. Laboratory safety should enjoy priority at all times. Report risks or enquire about safety at the laboratory manager. Study the laboratory safety brochures and apply any hints faithfully.

### **Storage of chemicals**

Inflammable substances and hazardous chemicals should not be stored together in one store. Separate and special store space should be set aside for the various hazardous substances. Certain prescriptions and directions need to be followed for storing inflammable and chemical substances. Direct enquiries about the relevant provisions and legislation to FM. Take care not to overload the shelves of storerooms. Glass and heavy objects should be stored on lower shelves so that they could be handled and lifted more easily. Use a sturdy step-ladder to reach taller shelves.

### **Chemical contamination**

Report a chemical spill at FM. Chemical substances can be toxic or cause an explosion. Evacuate the immediate area; create and maintain a safe distance between you and the substances; alert fellow students/colleagues; report the incident to the laboratory manager; and carry out his/her instructions. Do not pour water on chemical substances or pour these substances down the sewer system, as this can lead to harmful pollution.

## SAFETY IN SPECIFIC SITUATIONS

### **Gas leaks**

Report a gas smell immediately to the lecturer, laboratory assistant and to Campus Security. Give a good description of the area where you noticed the gas smell. Do not smoke or light matches or use lighters in the area. Walk a few feet away before using your cell phone, as cell phone signals can affect an unstable environment. Do not switch on any electrical equipment and open windows to improve ventilation. Request the lecturer or safety coordinator to have the central air-conditioning switched off, to prevent gas spreading through the building.

### **Gas, pressure or bomb explosions**

Evacuate the building in the same way as for a fire or evacuation exercise. Leave the building or environment through the nearest safe exit. Take personal items along, for instance your laptop, cell phone and purse. Assist people who need help. Wait for further instructions at the assembly point.

### **Handling heavy objects**

Handling heavy objects could lead to back injuries if not lifted or moved correctly. Heavy objects carried up and down stairs can result in serious accidents and even death, e.g. losing your balance and falling down stairs. Gas bottles, fire extinguishers and glass containers are examples of heavy objects that should be lifted and handled with care. Contact the technical assistant assigned to the building or ask an experienced colleague for advice and assistance when handling heavy objects.

### **Interruption of water supply**

Never leave taps running during an interruption of the water supply. Running taps can result in wastage, water damage and even flooding when the water supply is turned on again. Report power and water supply interruptions at the One-Stop Service Centre of Facilities Management.

## SAFETY IN SPECIFIC SITUATIONS

### **Noise**

Noise creates a disturbance and may lead to conflict or disciplinary procedures against noisemakers. Report noise to your lecturer, departmental head or resident warden.

### **Structural weakening**

In the unlikely event of huge cracks appearing in walls, report this to the safety committee chairperson. He/she will decide whether the building should be evacuated. The weak spots should be reported to Facilities Management, whether or not the building had to be evacuated, as FM staff will need to inspect the structural safety of the building.

### **Rape**

Report the incident as soon as possible. Campus Security will attempt to apprehend the suspect; call the SAPS on your behalf; accompany you to the trauma centre, police station or hospital; and call the SU Crisis Service at your request. If possible, provide a detailed description of the suspect(s). Do not shower, bath or change until the medical examination has been completed! The SAPS will accompany you to the local district surgeon who will do a medical examination and provide you with anti-HIV medicine or prescribe antiretroviral treatment. The SAPS will open a criminal investigation.

### **Assault and/or robbery**

Report the incident to Campus Security as soon as possible. You will be required to indicate where you are; what has happened; if you are able to describe the suspect(s); and if you require medical assistance. A detailed description of your attacker increases the prospect of a speedy arrest. You will be advised and assisted to lay a charge at the SAPS and to give a statement.

### **Harassment**

Report physical, verbal, sexual, electronic or any other form of harassment to Campus Security as soon as possible. Campus Security will call the SAPS and SU Crisis Service if required. You will also be referred to the SAPS or the University's investigative services.

### **Suspicious acts or persons**

Report the incident to Campus Security as soon as possible. A proper description of the position of the suspects, their clothes and the direction in which they fled or drove off should be provided to Campus Security.

Suspicious persons who are seen wondering about in SU building should be questioned about their business and urged to leave the area if they are unable to provide an explanation for their presence. Do not confront a person who appears to be aggressive or armed, or makes threats.

## SAFETY IN SPECIFIC AREAS

### **Campus boundaries**

The authority and jurisdiction of Campus Security are limited to SU buildings and premises. The unfenced campus and public streets crossing through campus make the demarcation of the SU campus a complex matter. Moreover, many students live off-campus and move around outside campus boundaries. Although the main focus of Campus Security services concerns SU buildings and premises, in emergencies (considering the merit of each) Campus Security will give assistance in the area that borders the campus. However, it is unrealistic to expect Campus Security to be everywhere and to respond to every possible threat. Contact Campus Security in an emergency, but be sure to call the SAPS for assistance beyond campus boundaries. You are primarily responsible for managing your own safety and security on campus or beyond campus boundaries.

### **Parking areas**

There are various parking areas on campus. Campus Security makes every effort to patrol the entire campus, but a campus-wide effort is required to make a difference in terms of vehicle-related incidents. Enquire at the SU parking office, at tel 021 808 3916, about areas where you are allowed to park. Be vigilant when you walk around remote parking areas and report any suspect circumstances to Campus Security immediately.

### **Transport**

Try to walk together in groups or join a lift-club to and from campus, especially for transport after dark. Familiarise yourself with the Matie Bus Service (shuttle service) and use these vehicles for transport to and from the campus. Always keep your self-defence pepper spray close by (you can buy that at any pharmacy in the Neelsie or through your house committee members), should someone try to attack you. Students should always wear the correct helmet when cycling or skateboarding. When cycling after dark, be sure to use a headlight and wear clothing that can be easily seen.

### **Lease accommodation**

Information and advice are available at Neelsie Properties for private accommodation or at the SU Accommodation Services for SU accommodation. Be alert to the risk of carbon monoxide poisoning when your accommodation comes equipped with gas fires, heaters or cookers. Be alert to signs of danger such as obviously faulty wiring, damaged plugs and light switches, exposed live wires and discoloured socket outlets.

## **Vehicle accidents**

The most common causes of vehicle accidents are speed, alcohol abuse, reckless driving and a lack of driving experience. Always choose an experienced driver who is sober and puts the safety of passengers first. In the event of a vehicle accident, the following priorities apply: (1) protect yourself by steering clear of approaching traffic; (2) provide assistance to injured persons; (3) warn oncoming traffic, especially at night; (4) call the emergency services; and (5) be vigilant. If someone was killed or seriously injured in the accident, the vehicles may not be moved, unless by order of a traffic or police officer. In the case of a minor accident in which no one was killed or injured, the position of the vehicles should be recorded, following which the vehicles may be moved out of the way. Record the registration number, identity number, contact details and residential addresses of all the drivers involved before leaving the scene. If possible, record the license number and identity number of the other driver personally. Report the accident within 72 hours at the nearest police station and within three days to your insurance company or that of your parents. Also, obtain the names and contact numbers of eyewitnesses before leaving the scene.

## **Electrical appliances**

Never overload electrical sockets. By overloading, you create a fire hazard. Hair dryers, curling tongs and similar items need to be switched off and unplugged before you leave the room. Electrical equipment such as heaters and cooking appliances should be used with circumspection by following the instructions carefully. These should be kept away from flammable substances at all times. Consult the rules and regulations of residences to determine which appliances may be used.

## **Kitchen safety**

The use of electrical appliances for heating food must be limited to kitchen areas. Do not switch on cooking appliances such as stoves, ovens, kettles and gas braais and then leave the room. Never pour water on hot fat or oil. Use a special fire blanket or wet blanket/duvet for smothering kitchen fires, rather than pouring water or other liquids over them. Ensure that all appliances are switched off after use. Never store cleaning agents in food or cold drink containers.

For further information, please visit the web page of

Facilities Management at

<http://www0.sun.ac.za/fasiliteitsbestuur/>

Enquiries or suggestions may be directed to FM at tel 021 808 4666,  
or by e-mail to [fmhelpdesk@sun.ac.za](mailto:fmhelpdesk@sun.ac.za)