



Security Toolkit: Appendix B

Sample Corporate Security Policy Template

How to use this tool

1. The following is a sample corporate security policy that organizations can use as a template.
2. Organizations will need to review their own structure, workplace violence risk assessment, and Security Program Self-Assessment Checklist and Action Plan to determine which sections of the policy to include in their own procedures.
3. Organizations should expect to customize the sample policy, including roles and responsibilities, to ensure it reflects the needs of their own organization and results of all risk assessments.

Manual: Health and safety	Subject: Workplace security	Policy number:
Effective date:	Date revised:	Date of next review:
Policy reviewers:		
Authorized by:	Signature:	

Purpose

The purpose of the security policy is to ensure the:

- Protection of organizational property and people working, visiting, receiving and/or providing services at or for the organization; and
- Prevention of incident and accidents related to security risk factors and other related workplace hazards.

Policy commitment statement

is committed to the providing a safe environment for everyone.

recognizes the significant hazards related to workplace violence and potential security risk factors, and the legal and moral responsibility to take every reasonable precaution in the circumstances to protect employees and others. Our organization is committed to providing financial and human resources for the development, implementation and maintenance of a sustainable security protection and prevention program that will help to prevent or minimize security risk factors through hazard recognition, assessment, control and evaluation processes. All workplace parties are required to comply with the policy and any associated procedures as appropriate.

Goals

- Develop, implement, maintain and annually evaluate the security program.
- Prevent and/or reduce the harm to people related to security risks and workplace-violence hazards.
- Prevent and/or reduce the incidence of property damage.
- Increase security awareness to all workplace parties and the public.
- Ensure those participating in security prevention and protection receive the necessary training, and that records of training are maintained.
- Ensure that security equipment, materials and resources are provided and maintained.
- Ensure staff understand the roles and responsibilities of Security Personal

Scope

The security prevention program applies to everyone in the organization.

Definitions

Security. Healthcare security is the prevention of harm and property damage, the protection of property and of all persons from potential harm related to workplace violence exposures, and various occupational health and safety hazards in healthcare. Security is ensured through proactive measures, processes, monitoring, and patrolling, and through emergency responses as necessary. It may include, but is not limited to, the implementation of a safety management plan; appropriately trained and competent personnel who fulfill security functions (see training section), policy, procedures, processes, protocols, and activities; and the use of equipment and materials.

Security guard. Means a person who, for hire or reward, guards or patrols for the purpose of protecting persons or property or performs other prescribed functions. (The Private Investigators and Security Guards Act, 1997).

Roles and responsibilities

Employer

- Appoint a competent person to administer the security program.
- Ensure the development, implementation, maintenance and evaluation of a security protection and prevention program, in consultation with the JHSC.
- Ensure a workplace-violence risk assessment is conducted and that it includes security risks.
- Advise the JHSC or HSR of workplace-violence assessments, including risks associated with security.
- Provide any OHS security-related reports to the JHSC including copy of any risk assessment.
- Ensure the review and revision of H&S security measures and procedures at least once a year.
- Where the security program requires revision, consult with the JHSC or HSR and consider their recommendations when developing, establishing and putting into effect the revised measures and procedures.
- Consult the JSHC or HSR on security program training.
- Provide fiscal and human resources to support the security program, including training and equipment.
- Approve and annually review the security program, policy and procedures.
- Enforce the security policy and procedures.
- Ensure there are processes in place to identify and assess security risks and hazards; and identify, implement and evaluate security controls.
- Promote a culture of security and safety awareness.
- Take every precaution reasonable in the circumstances to protect workers.

Supervisor

- Participate in security risk-factor and hazard recognition, assessment, control and evaluation processes in the areas under your authority.
- Be familiar with the security risks and H&S legislation that applies to your work area.
- Enforce security policy and procedures.
- Post emergency numbers in a visible area.

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- Monitor security strategies under your authority by, but not limited to, conducting management inspections and auditing security-related work practices.
- Encourage employees to report security hazards / risks immediately.
- Respond to security reports and participate in investigations of security hazards and incidents in the area under your authority.
- Communicate security concerns, solutions and controls to employees and others in a timely manner.
- Develop a training matrix for employees that includes security.
- Ensure employees attend regular security-awareness training and workplace-violence prevention training that pertains to their work area — e.g., emergency responses, non-violent crisis intervention, working alone, alarms, etc.
- Ensure employees know what to do in case of emergency; where indicated, participate in mock drills.
- Maintain training records — e.g., scope and content, date, length of training, signatures, and evaluation of understanding.
- Promote a culture of security and safety awareness.
- Take every precaution reasonable in the circumstances to protect workers.

Worker

- Participate in security-hazard recognition and controls.
- Comply with security policies and procedures as required
- Attend regular security and workplace-violence prevention training.
- Report any security hazards or incidents to the supervisor or employer immediately.
- Respond to a security incident within your scope of knowledge and training.
- Cooperate in any investigations as required.
- Contact Security when you feel at risk or unsafe (add link or reference internal summoning immediate assistance procedure).

Security Administrator or Delegate

- Ensure adequate knowledge, training and experience commensurate with the security administrator function.
- Be familiar with the risks and legislation that apply to the work.
- Take a leadership role in corporate security and promote a security and safety culture through an ongoing security-awareness communications and marketing plan.
- Develop a written corporate security program including a plan, policies, procedures, safe work practices, and training. Determine appropriate security staffing levels and competencies, and coordinate annual policy reviews.
- Ensure consultation with the JHSC/HSR when developing and revising security policies and procedures.
- Implement, maintain and evaluate the security program.
- Identify metrics and quality indicators to evaluate the security program.
- Develop, implement, maintain and evaluate processes for recognizing, assessing, controlling and evaluating security risk factors and hazards.
- Obtain and maintain appropriate security equipment and materials in compliance with organizational purchasing policies and procedures, and approval processes.
- Address imminent threats of danger and implement necessary measures in response. Where required, notify the JHSC/HSR.

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- Work closely with local police, fire and EMS to manage threats to the organization.
- Be consulted on building renovations and new-building planning, taking into account architectural design principles related to security.
- Ensure security functions are included in job descriptions of those performing security administrator and security guard roles.
- Ensure those hired for security purposes are competent, qualified and adequately trained.
- Enforce policies and procedures.
- Participate in investigations related to security matters, and communicate improvements.
- Ensure that security is represented on the workplace-violence prevention committee.
- Take every precaution reasonable to protect workers and others.
- Ensure security alerts clinical staff to any person with a history of violent behaviour (insert link /reference to organization's flagging procedure).

Security Guard/Protection Agent (if applicable)

- Ensure proper licensing under the Ministry of Justice.
- Maintain the license as a condition of employment and be able provide proof of licensing at least annually.
- Report loss of licensed status to the manager.
- Participate in security training (e.g. CGSB – see training section of this policy) and mandatory hospital training upon hire.
- Complete annual certification / re-certification in security training as well as any mandatory hospital re-certifications.
- Effectively perform and carry out security duties both verbally and physically, and in a manner that reflects the core values of the organization.
- Fulfill relevant security-officer responsibilities related to the Criminal Code, common law and case law, protection of other persons, defense of property, self-defense, seizure and use of force; and under provincial and municipal legislation – e.g., trespass and provincial offences legislation and parking by-laws; and duties as outlined by the employer (CAN/CGSB-133-2008).
- Comply with security and organizational policies and procedures.
- Conduct patrols and inspections; guard; and respond to emergencies in compliance with the organization's policies and procedures.
- Report any hazards and deficiencies, and ensure corrective action is taken.
- Complete documentation in accordance with accepted standards.
- Carry out other duties as required by the manager/administrator – e.g., representation on security on committees, etc.
- Participate in investigations related to security, and communicate findings to the security administrator as required.

Joint Health and Safety Committee (JHSC)

- Be consulted in the development and revisions of the workplace violence prevention policies and program, including security per the Ontario Regulation 67/93 Health and Residential Facility Regulation.
- Participate in investigations as outlined in the Occupational Health & Safety Act.
- Receive and review occupational health and safety-related security reports regarding worker safety.

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- Review workplace-violence risk assessments, including areas/responsibilities pertaining to security.
- Conduct monthly inspections that include identification of security concerns or hazards.
- Make recommendations for improvement in writing to management as needed.

Communication

The security policy will be communicated to all management and employees at the time of hire and on a regular basis.

Training

is committed to develop and provide all management and employees with security policy training, security awareness training and department-specific security training relevant to the security-related risks in their employment and work locations. Training development will be done in consultation with and in consideration of the recommendation of the JHSC/HSR as required by legislation. Training will be provided at orientation and refreshers will be provided on an ongoing basis. All training and training content will be documented and maintained by the designated party – e.g., human resources, or an educator or manager. Employees will be required to sign and date training records and, where applicable, perform tests of competency.

Based on the results of the workplace violence risk assessment, the employer must determine the appropriate training methods for various workplace parties. These could include:

- theoretical training (e.g. lectures, webinars, on-line modules)
- applied training involving more active participation including “hands-on practice, tests, drills, and exercises

Refer to Appendix 5, 6, 7 for additional training guidance.

Evaluation

The Corporate Security Policy will be evaluated, reviewed and approved annually by senior management. Should the policy review lead to the conclusion that the measures and procedures should be revised, or new procedures be developed, senior management will consult with the JHSC or HSR and consider their recommendations when establishing and putting into effect the revised measures, procedures and training. Quality improvements will be implemented as required and these will be communicated to JHSC/HSR, employees and management.

Procedures

Procedures and safe work practices will be developed and customized by the organization and would reflect the requirements identified on the risk assessment. Additional security-related policies and procedures may be made by the employer.

Approval

Senior Executive Name

Senior Executive Signature

Date

Developed in consultation with:

- Security Services
- Senior Management
- Patient Programs
- Joint Health and Safety Committees
- Workplace Violence Prevention Committee
- Emergency Measures Committee
- Environmental and Support Services

References

Canadian General Standards Board. (2008). Security Officers and Security Officer Supervisors, CAN/CGSB-133.1-2008. Gatineau, Canada: Canadian General Standards Board. Retrieved from <https://www.scc.ca/en/standards/work-programs/cgsb/security-officers-and-security-officer-supervisors>

Health Care and Residential Facilities Regulation, O. Reg. 67/93. (1990).

Ministry of Community Safety and Correctional Services. (2009). Training Curriculum for Security Guards. Private Security and Investigative Services Branch: Toronto, On, Canada: Queen's Printer for Ontario.

Occupational Health and Safety Act, R.S.O. (1990) c. O.1.

Private Security and Investigative Services Act, 2005, c. 34, s. 2 (4).