Standard Operating Procedure (SOP) for Security Officers in the Security Unit

212.1 PURPOSE
The purpose of this Standard Operating Procedure (SOP) is to establish guidelines, procedures, and responsibilities for Security Officers at the University of Maryland, Baltimore (UMB).

212.2 SCOPE
The security unit, to include security officers, are responsible for maintaining the security and safety of the organization.

212.3 RESPONSIBILITIES
The security director is responsible for implementing and overseeing the security unit, to include the security unit supervisor, and ensure the unit operates effectively to ensure the safety of the organization. The security director reports to the chief of police.

The security unit supervisor is responsible for the daily operations of the security unit, to include managing security supervisors and ensuring security measures are implemented appropriately. The security unit supervisor reports to the security director.

Security supervisors are the first-line supervisors of the security unit. Security supervisors are responsible for training, motivating, and managing the performance of security officers. Security supervisors may be required to perform the duties of a security officer. The security supervisors report to the security unit supervisor.

Security officers are responsible for performing routine security activities, under direct supervision, to protect buildings and property and safeguard occupants and visitors during normal operations and special events. The security officers report to the security supervisors.

212.4 PROCEDURES

- Security officers are required to check in at the start of each shift at roll call.

- At roll call sessions, security supervisors must carefully inspect uniforms and equipment, assign security officers to their posts, and report any deficiencies to the security unit supervisor.

- Security officers will be assigned to one of the following posts:

  o Building security. This assignment requires security officers to check the identification of all who attempt to enter or remove property from a building. Security officers must remain at their post until properly relieved.

  o Garage security. This assignment provides crime prevention service in parking facilities. It includes checking for glass around vehicles, fluid leaking from vehicles, suspicious persons or activity, and property that appears to have been abandoned.

- ○ Campus patrol. This assignment requires a patrol of the campus or areas on campus to provide assistance as needed to the campus community and report any perceived criminal activity to the Communications Center.

- ○ Corner assignment. This assignment is conducted at specific times of day, during high pedestrian traffic times and are limited in duration. Security officers must maintain a highly visible position at the appointed intersection, monitoring vehicle and pedestrian traffic. The security officer shall provide assistance as needed to the campus community and report any perceived criminal activity to the Communications Center.

- ○ Break relief. This assignment requires security officers to provide the prescheduled 15-minute breaks and the prescheduled 30-minute lunch break to security officers who cannot conduct a self-relief. In addition, this assignment provides emergency relief when dispatched by security supervisors or security leadership.

- At the end of the tour of duty for security officers, they must check out with the security supervisor on duty or the security unit supervisor.

- At the end of the tour of duty for security supervisors, they must check out with the security unit supervisor, the security director, or officer in charge. If none is available, they must swipe their UMID at the card reader at the entrance of the building as they leave for the evening.