

## **STANDARD OPERATING PROCEDURE**

SOP No: GPR 002

Effective Date: 7 February 2019

Version Number: 2



# **SECURITY INCIDENT RESPONSE, REPORTING AND MANAGEMENT**

## **PURPOSE**

1. This SOP documents the processes for the responding, reporting and the subsequent management of security incidents at Glebe Park Residences (GPR).

## **INTRODUCTION**

2. Incident response relates to timely and effective action to ensure the safety of residents, and to minimise disruption and damage caused by a security incident. Incident reporting and management relates to recording of security incidents and to their analysis in order to identify security risks and any trends, to determine the effectiveness of extant security measures, and to identify possible improvements.

## **SCOPE**

3. This SOP covers responses to security incidents, their reporting and subsequent management.

## **DEFINITIONS**

4. A security incident is any occurrence whereby residents' amenity is threatened by the behaviour of others or whereby the physical security system operating at GPR is compromised. Physical security involves those preventative measures that control who can enter the premises.

## **RESPONSIBILITIES**

5. Overarching responsibility for security management for the GPR complex rests with the Executive Committee (EC) on behalf of the Owners Corporation. Within the EC, the Security Sub-Committee (SSC) provides advice on security matters and periodically assesses security risks and building security arrangements for GPR.

6. Owners and tenants also have an critical role in security management. It is important that there is a healthy security culture among all the residents in the complex. Residents should work cooperatively with the EC to ensure that their personal security contributes to ensure the effectiveness of the overall security of the GPR complex and the common areas of the building.

7. The Building Manager (BM) is responsible for the day-to-day management of the access controls and the physical security of the premises. He is also responsible for enforcement of the security related provisions of the House Rules.

8. The Strata Manager (SM) is responsible maintenance of the Security Incidents Register and for assisting the BM in the enforcement of the House Rules.

## INCIDENT RESPONSE, REPORTING AND MANAGEMENT

9. Figure 1 is a flowchart for incident response, reporting and management. The procedures and processes are further amplified in the following paragraphs.

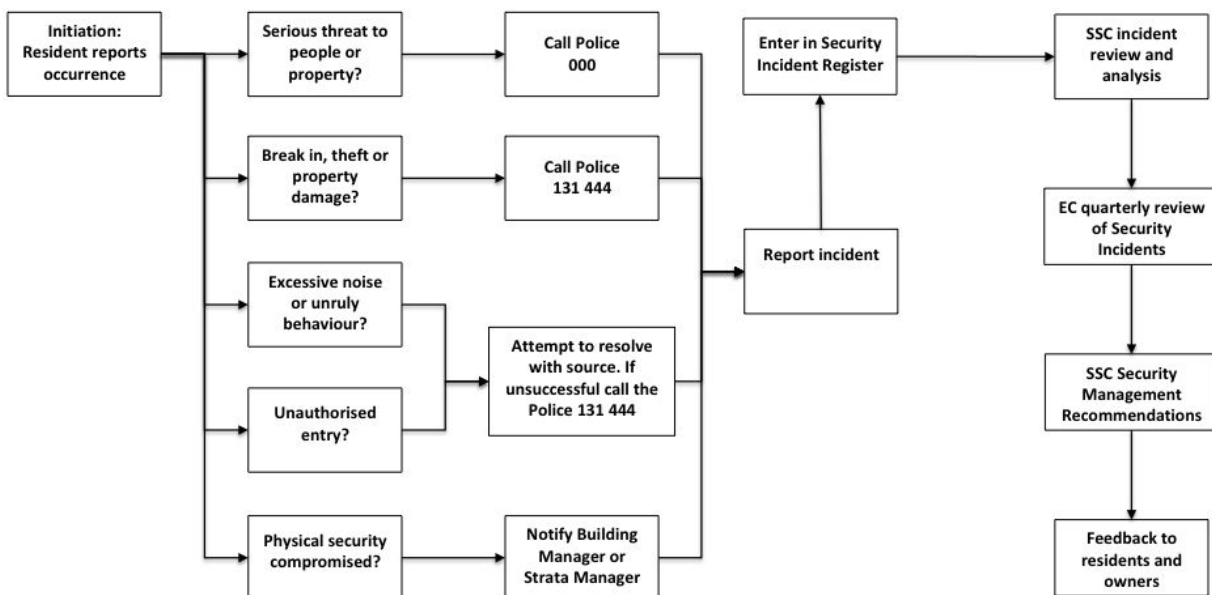


Figure 1: Incident Response, Reporting and Management Flowchart

### Security Incident Response

10. Any actions taken to respond to a threat must be taken with safety as the first goal.

- a. If there is a serious threat to people or property, the Police should be called on the emergency call service number Triple Zero (000).
- b. In instances involving possible break-in, theft or damage to property, the Police should be contacted immediately on their assistance line 131 444.

- c. Any disturbance associated with excessive noise or unruly behaviour should be addressed with the originators. However, if they are belligerent or fail to respond to your request, then Police attendance should be requested by phone on 131 444 or in the case of an emergency on 000.
- d. In instances of possible unauthorised entry, the people should be questioned over their reason for being on the premises. If not explained, then they should be asked to leave and escorted from the property. If they are considered dangerous or prove uncooperative, then the Police should be called.
- e. If a door or an external gate is found left open, this should be secured and reported to the Building Manager (BM) on 0412 689 938 to determine if this was an omission or a technical fault.

### **Incident Reporting and Recording**

11. All security incidents should be reported to the Strata Manager (SM) as soon as possible after the security incident response using the Security Incident Report form at Annex A. The form can be accessed on the GPR website or printed from this SOP. The SM's email address is: [teambravo@independent.com.au](mailto:teambravo@independent.com.au).

12. The SM will upload a copy of each Security Incident Report onto Glebe Park EC dropbox account. In addition, the SM will record the details of the incident in a Security Incidents Register (SIR) that is also located on the same dropbox account. The SIR logs the date and time of any incident, its material particulars, any actions taken, and includes relevant comments or observations relating to the incident and how it was managed. Annex B contains an example of the SIR. As well as recording the details of incidents, its purpose is to assist in the management of incidents and to assist the SSC in the long term identification of systemic risks.

### **Security Performance Review**

13. An important aspect of security management is incident review and analysis. The SSC, in conjunction with the SM and BM, will review each reported security incident to determine the effectiveness of security measures and adjusting them as risks and circumstances change.

14. Before each EC meeting the SSC will circulate a consolidated report on new entries in the SIR. The EC should review any trends to determine the effectiveness of extant security measures, and note any changes to the security risk assessment. It should also identify possible improvements and initiate action to improve the effectiveness of GPR security management system. Lastly, any changes in the security posture should be reported to the residents and owners.

*Approved by Executive Committee Glebe Park Residences (UP3309) on 7 February 2019*

## GPR SECURITY INCIDENT REPORTING FORM

Report No.						Registered in Security Incident Log <input type="checkbox"/>
Date:						
<b>GPR SECURITY INCIDENT REPORT</b>						
<input type="checkbox"/> Injury	<input type="checkbox"/> Theft	<input type="checkbox"/> Vandalism	<input type="checkbox"/> Suspicious Activity	<input type="checkbox"/> Threat	<input type="checkbox"/> Noise	<input type="checkbox"/> Other
Date of Incident:		Time of Incident:		Location of Incident:		
Description: (attach additional pages if necessary)						
Reporting Person						
Name:						
Address:						
Email:						
Phone:						
Witnesses						
Name:				Name:		
Address:				Address:		
Email:				Email:		
Phone:				Phone:		
Property Involved (attach additional pages if necessary)						
Item:				Item:		
Model:				Model:		
Serial No:				Serial No:		
Value:				Value:		
Police Involved						
Name:						
Station:						
Contact Details:						

## GPR SECURITY INCIDENT REGISTER EXAMPLE

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