Standard Operating Procedure of Security Guard

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1. Scope

1.1. Covers all hospital security operations, setting a uniform framework for procedures and compliance.

2. Objective

2.1. To standardize security practices, ensure safety of people and property, and provide a clear reference for training and evaluation.

3. Responsibilities

3.1. **Access Control and Surveillance**:

- 3.1.1. Monitor and control access to the hospital premises, including entrances, exits, and parking areas.
- 3.1.2. Verify the identity of staff, patients, and visitors and maintain proper records.
- 3.1.3. Conduct regular patrols of the hospital premises to deter and detect security risks and investigate disturbances.
- 3.1.4. Monitor security cameras and other surveillance equipment to identify and respond to potential security threats.
- 3.1.5. Provide directions and assistance to patients and visitors.
- 3.1.6. Enforce safety regulations and policies within the hospital.
- 3.1.7. Ensure the proper functioning of security equipment and report any malfunctions.
- 3.1.8. Report any suspicious activities or behaviours.
- 3.1.9. Maintain confidentiality regarding sensitive information and incidents within the hospital.
- 3.1.10. Ensure light are put on and off in time.

3.2. **Conflict Resolution:**

- 3.2.1. Handle conflicts and disturbances among patients, visitors, or staff with professionalism and discretion.
- 3.2.2. Collaborate with hospital staff and law enforcement when necessary.

3.3. **Emergency Response:**

- 3.3.1. Act promptly during emergencies, such as fire outbreaks, medical emergencies, or security incidents.
- 3.3.2. Assist in the evacuation of individuals during emergencies.