SOP: Property Safety, Security, and Emergency Response Guidelines

This SOP provides comprehensive **property safety, security, and emergency response guidelines** to protect assets, personnel, and visitors. It covers access control measures, surveillance systems, security patrols, emergency communication protocols, incident reporting procedures, and evacuation plans. The objective is to minimize risks, enhance situational awareness, and ensure a prompt and effective response to emergencies, thereby maintaining a safe and secure environment on the property.

1. Purpose

To outline standardized procedures to safeguard property, personnel, and visitors through proactive safety, security, and emergency response protocols.

2. Scope

This SOP applies to all employees, contractors, tenants, and visitors on the property.

3. Responsibilities

- **Security Personnel:** Monitor property, enforce access control, conduct patrols, and respond to alarms/incidents.
- **Property Management:** Ensure implementation of safety and security measures and coordinate emergency response activities.
- **All Staff:** Comply with all safety, security, and emergency procedures. Report potential hazards and incidents promptly.

4. Access Control

- Issue authorized identification badges/cards to all personnel and visitors.
- Monitor all entry and exit points; maintain access logs.
- Report and address unauthorized access immediately.

5. Surveillance Systems

- Install and routinely inspect CCTV cameras in all critical areas.
- Store surveillance footage securely for a minimum of 30 days.
- Monitor feeds for suspicious activities and respond accordingly.

6. Security Patrols

- Conduct regular (documented) patrols, both scheduled and random, across the property.
- Check for security and safety hazards, unauthorized occupants, and potential emergencies.
- Document findings and corrective actions taken.

7. Emergency Communication Protocols

- Maintain a list of emergency contacts and communication channels.
- Use public address systems, alarms, or messaging platforms to notify occupants of emergencies.
- Communicate promptly and clearly during incidents.

Type of Emergency	Communication Method	Responsible Person
Fire	Alarm, PA System, Evacuation Announcement	Security Lead, Fire Warden
Medical	Direct line to first responders, Radios	Security/First Aid Officer
Security Threat	PA System, SMS alert, Email blast	Property Manager, Security Lead

8. Incident Reporting Procedures

- Report all safety, security, and emergency incidents using the Incident Report Form within 1 hour.
- Document incident details, persons involved, witnesses, and actions taken.
- Preserve evidence and notify law enforcement as required.

9. Evacuation Plans

- Post clear evacuation routes and assembly points throughout the property.
- Conduct evacuation drills at least twice a year.
- Ensure responsible persons account for all staff and visitors at assembly points.

10. Review and Continuous Improvement

- Review and update this SOP annually or following any significant incident.
- Encourage feedback from personnel to enhance procedures.

Document Owner: Property Manager | **Reviewed:** [Date]