

## **Statement of objective**

Security is an important factor today and in establishments that have large numbers of people visiting; it is necessary that they have a basic infrastructure of security.

With this view, Mumbai Police suggest the following security measures. Depending upon the location, background and latest information; these standards may need to be upgraded for any particular establishment.

#

#

## **Security Directives for MALLS & MULTIPLEXES**

- Every person, employee entering the Mall/Multiplex, along with his baggage should be checked thoroughly. Trained guards may be deployed on every entry point and security gadgets like DFMD, HHMD, Baggage Scanner, should be installed for checking. A separate room should be available for checking of women by women security guards.
- Private security guards should be trained in handling of security gadgets and identifying of explosive devices.
- Every vehicle entering parking area should be checked. Security guards should be deployed in parking area.
- Security gadgets like road Blockers, Steel Bollards, Barricades, Boom barriers may be installed as suitable at the entry point.
- Security guards should be deployed for surveillance of suspected vehicles & persons.

- The CCTV cameras should be installed at surrounding area, vital places, stair cases, lifts & all prominent places, recording should be preserved for 30 days. Trained staff should be deputed at the CCTV control room round the clock.
- Armed private security guards may be deployed.
- A PA System & alarm system should be installed in Malls & Multiplexes for utilizing it in case of emergency. An emergency route should have illuminated sign boards which can be visible during night/in darkness.
- Frequent anti- sabotage checking should be done.
- Antecedents of all employees working in shops/stalls of Malls & multiplexes should be checked with the help of Police. Different colored photo identity cards may be given to them, depending upon their place of working. They should display their identity cards on their person till they are in Malls & Multiplexes.
- Before entering in the premises of Malls & Multiplexes all goods supply vehicles should be thoroughly checked
- In case of emergency, a siren/alarm should be installed to give alert message to all concerned.
- A responsible person should be appointed to have proper liaison with local police station.
- Private security guards should be briefed & trained.
- No one should be allowed to enter in Malls & Multiplexes with arms.
- A proper liaison should be maintained among management of Malls & Multiplexes, local police station and other security agencies.
- ID cards should have biometric features.
- Antecedent verification may be repeated every 3 years.

**Security Directives for**

**HOSPITALS**

- CCTV should be installed covering all areas of hospitals. There should be separate control room with trained operator for day/night. CCTV footage should be kept on record for at least 30 days.
- Only main entrance & OPD gate should be in use for general access.
- Trained and well-equipped security should be deployed. They should also be trained in soft skills as hospitals present a different working environment requiring sensitivity.
- A compound wall with adequate height may be constructed.
- Every person, employees, vehicles & baggage entering should be thoroughly checked. A separate room should be available for checking of women by women security guards.
- Security may also be deployed at every floor of the hospitals as far as possible for keeping surveillance.
- All employees of the hospital should display their identity cards on their persons. Patients & their relatives should be given temporary passes, which can be recollected from them at the time of discharge. A separate register should be maintained to keep the record of the passes given.
- Hospital premises should be randomly checked.
- A proper record of all who are residing in the premises of hospital should be maintained.
- A character verification/antecedents checking of employees working in the canteen and other ( e.g. housekeeping ) departments of the hospital should be done. They should be given identity cards with specific validity. They should display identity cards on their persons, when they are in the premises of hospital.
- No hawker should be allowed along the hospital perimeter

- Intercom/Walkie Talkie sets may be made available to the security staff for internal communication.
- Emergency exit gates should be made available for evacuation during the emergency. P.A.System should be installed to issue the instructions during the emergency.
- A Security Officer be deployed for Co-ordination of hospitalised patients/caretakers and hospital authorities.
- Sufficient lights arrangements should be done in the premises of hospitals.
- ID cards should have biometric features.
- Antecedent verification may be repeated every 3 years.

### **Security Directives for**

## **HOTELS**

- To block the entry of suspected vehicles hotels should consider installing road blockers/steel bollards/ boom barriers, etc.
- DFMD, HHMD, Explosive detectors, X-ray Baggage Scanner may be installed at each entry gate of the Hotels.
- The CCTV cameras should be installed at all prominent places; recording should be preserved for 30 days. Trained staff should be deputed at the CCTV control room round the clock.
- The management should depute trained private armed security guards.
- Separate patrolling staff should also be constituted.
- Vehicles should be allowed to enter in parking area only after proper checking.
- Vehicles parked on the roads around the hotel should be verified and checked.
- Antecedents of staff working in the shops situated within the hotel premises should be carried out and photo identity card should be issued to them. They should display their identity cards on their persons while they are in the premises.
- Alarm system for emergency alert should be installed in the premises of hotel.

//5//

- The owner of the travel agencies from which vehicles are hired for the use of hotel customers should be asked to check the antecedents of the drivers of said cars.
- All material including food stuffs /vegetables, stationary & other pity articles etc. should be thoroughly checked at the entrance gate.
- The hotel management should depute a security officer as liaison officer who will guide security guards & also keep liaison with local police station.
- ID cards should have biometric features.
- Antecedent verification may be repeated every 3 years.
- Photo ID proofs of the guests checking in should be kept on record (Scanned/photowise) & such record should be in exclusive custody of a responsible Hotel Executive.
- Regarding visit of foreign tourist relevant directions regarding arrival/departure notification be followed.

### Security Directives for

## SCHOOLS

- School/Educational institute gates must be kept closed immediately after the arrival of children till the dispersal of children begins, to prevent any easy intrusion.
- In case of visit of parents to the school.....
  - A) Visitors identity, relation with student and reasons of visit be verified,
  - B) They should be frisked, so that they could not carry any objectionable articles.
  - C) Prior permission of the principal be obtained.
  - D) Visitor / parent should not be allowed to enter the classroom directly. They should remain in office and allowed to visit the student in presence of principal / teacher /nodal officer.
  - E) Visitor / parents be asked to leave the premises as soon as the purpose is served.

- The telephone numbers of nearest hospital(s), police stations and assistance desks should be displayed prominently in the school/educational institute premises.
- Guards should be identified/deployed for each gate and there should be a list mentioning who has keys of which gate. All gates should be covered by guards.
- A centralized address system should be installed through which classes can be addressed collectively / individually as per requirements.
- All teachers, staff & security guards should be briefed properly and apprised of any possible threats.
- There would be a list with duties specified by names like.....
  - A) Which teacher/staff would be responsible for controlling children, B) Which one would inform police/hospital authorities) Which one would be responsible for informing the parents and so on.
- All the bus drivers to be briefed to respond quickly and drive away their buses with children if they see any commotion/attack at the gate and directed by security guards to do so.
- The guard at the gate should be alert to notice any suspicious person moving around or standing near the school.
- A security check should be carried out in school/educational institute by the security staff & employees to check if any object is lying unclaimed at various points such as in the classroom, at any gate, in the ground, etc. If they notice any suspicious articles they should immediately inform the principal/nodal officer/police.
- The antecedents of all the new staff members employed in the school should be verified properly.
- All labourers working in the school....
  - A) Should be issued a temporary photo I-Card, so that no unauthorized person enters the school premises by using their name.
  - B) They or their accomplice should be checked by security guards to prevent anyone of them from bringing any unidentified

//7//

/illegally /suspicious articles (like arms/bomb/IED).

- ID cards should have biometric features.
- Antecedent verification may be repeated every 3 years.

### **Security Directives for**

## **School Buses and Public Buses**

- Every bus should have CCTV cameras with 15 days recording facility.
- Every bus should have drivers and conductors whose antecedents are verified by the police.
- The concerned authorities (principles) should satisfy themselves about the details of the vehicle such as registration number, road permit , driver s license, insurance and vehicle fitness.
- The eye-sight of the drivers should be checked every six months.
- Occasional surprise check may be conducted tom see whether the driver and conductor have consumed alcohol.
- Lady attendants should be appointed on school buses.
- There should be a First-Aid box and fire extinguisher in every bus. Driver and Conductor/attendant to be trained to use them .
- In case of school buses the windows must be fitted with horizontal grills.
- ID cards should have biometric features.
- Antecedent verification may be repeated every 3 years.