Security Officer in the radio room using state of the art modern technology equipments
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>ii</td>
</tr>
<tr>
<td>Preface</td>
<td>iii</td>
</tr>
<tr>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td>Vision</td>
<td>1</td>
</tr>
<tr>
<td>Mission</td>
<td>1</td>
</tr>
<tr>
<td>Core Values</td>
<td>1</td>
</tr>
<tr>
<td>Main Clients</td>
<td>2</td>
</tr>
<tr>
<td>Main Partners/Stakeholders</td>
<td>2</td>
</tr>
<tr>
<td>Core Functions</td>
<td>2</td>
</tr>
<tr>
<td>Process of Acquiring University Car Park Sticker</td>
<td>3</td>
</tr>
<tr>
<td>Complaint Resolution Process</td>
<td>3</td>
</tr>
<tr>
<td>Client Expectations</td>
<td>3</td>
</tr>
<tr>
<td>University Expectation</td>
<td>4</td>
</tr>
<tr>
<td>Support Services</td>
<td>4</td>
</tr>
<tr>
<td>Commitment to Service Delivery</td>
<td>5</td>
</tr>
<tr>
<td>Feedback and Address</td>
<td>5</td>
</tr>
</tbody>
</table>
Foreword

With the launch of this service charter, the Security Department enters into an era of ensuring greater safety of students, staff as well as University property in our endeavor to continuously provide Quality Service.

Implementation of the charter will involve a review of the way security services are delivered to our clients. Mechanisms will be put in place to ensure full implementation of the commitments made in this charter in line with the university vision of becoming a world class University committed to scholarly excellence.

The hallmark of this Charter will be the extent to which the Department will continuously provide quality security services to students and staff as well as secure University property as outlined in the University Strategic Plan- 2008-2013.

Prof. Peter M. F. Mbithi, EBS., Ph.D
Deputy Vice-Chancellor, Administration & Finance
Preface

The Security Department has issued this service charter which sets out the scope and standards of security services we render to our clients.

The Department will endeavour to strive to meet the dynamic security needs of our customers as well as play its role in helping the University of Nairobi remain a world Class University committed to scholarly excellence.

The charter is therefore our commitment to provide quality security service to all our clients as well as securing University property at all times.

We shall feel most privileged to receive your feedback to enable us identify areas of improvement.

Wilfred M. Wahome
Chief Security Officer
Introduction

This service charter sets standards of services rendered to our clients – students, staff and other stakeholders. It’s our commitment to offer quality and reliable security services.

Vision

To be the University preferred security team that is disciplined, efficient, adaptive and focused.

Mission

To provide quality security services to meet the expectations of students, staff and the general public.

Core Values

In our endeavour to render service the Department is committed to the following core values:

- Professionalism and integrity
- Respect to rule of law
- Teamwork
- Confidentiality
Security Department

- Honesty
- Innovativeness
- Discipline

Main Clients
- Students
- Staff
- The Public
- Suppliers
- Riley Security Services Co. Ltd
- Neighbours

Main Partners/Stakeholders
- Kenya Police
- Nairobi City Council
- Provincial Administration
- National Youth Service
- Other Government Agencies

Core Functions
- Prevention and detection of crime.
- Apprehension of offenders.
- Collection of intelligence.
- Enforcement of rules and regulations.
• Liaising with external security organs.
• Protection of life and property.
• Prevention of wastage of resources.

**Process of Acquiring University Car Park Sticker**

1. Production of both original Student ID or staff ID and motor vehicle logbook bearing names on the said ID to Chief Security Officer’s office.

2. Documents will be verified by Chief Security Officer or any other officer delegated and the bearer issued with the sticker if cleared.

**Complaint Resolution Process**

1. Reports to be made either to security personnel within reach or to the Departmental security report office.

2. The security personnel receiving a report will record the same in the Occurrence Book provided at the Security Report Office.

3. Investigations will commence immediately and a report prepared.
Client Expectations

- Timely and quality service
- Friendly staff
- Confidentiality
- Respect for human rights
- Respect of rule of law
- Honest staff

University Expectation

- Ensure total security within the University
- Collect security intelligence and advise University Management accordingly
- Plan, offer, and maintain security during special functions.
- Investigate and report on cases for action.

Support Services

To enable the Department function efficiently, there are support services received from:

i) Administration
ii) Maintenance Section
iii) ICT Centre
iv) Procurement
v) Legal Office
vi) Planning Division
vii) Finance
viii) SWA/UNES/Colleges/ Schools/Faculties
ix) Health Services
x) Estates

Commitment to Service Delivery

• Investigations into received reports to commence immediately and concluded as soon as it is practicable.
• Issuance of car park stickers to be on the spot.
• Guards are placed at strategic points all the time to deter commission of offences.
• 24 hour patrols will always be undertaken by security personnel within and around the University.
• Security personnel shall be smartly dressed and will identify themselves with staff ID.
• Arrested suspects will be immediately handed over to the police stations having jurisdiction along with exhibits if any.
Always work in collaboration with National Police Service to enhance security in the University.

Feedback and Address

- Complaints, compliments and suggestions should be forwarded to The Office of Chief Security Officer and in case of appeal to the Office of Vice-Chancellor.
- Feedback may be channeled via telephone, letters, e-mail and suggestion boxes.
- Confidentiality and Privacy shall be respected at all times.
- All feedback shall be addressed as soon as practicable.

The security staff as servants to the University, pledge our commitment to the University in its Vision of a world Class University committed to scholarly excellence.
The Security Department is operational round the clock i.e. 24/7. Any queries, information or report may be made through the following telephone numbers.

0717035268, 0750982391, 0731453262
or
020-318262 Exts 28701 & 28295
or
020- 2319186

Confidentiality shall be observed at all times.
All feedback shall be addressed within seven days
Other Contacts

SWA: 020 2728117
Chiromo: 020 4449004/4442121 Ext. 023
Upper Kabete: 020 3592734-9 Ext. 27298
CHS: 020 2726300/2726550 Ext. 003
Dental: 020 2720322-7 Ext. 69
Parklands: 374038/3740366
Kikuyu: 250022 Ext. 27776/27777
Lower Kabete: 4184160/3 Ext. 202
Kenya Science: 3865641 Ext 231
• Professionalism and integrity
• Respect to rule of law.
• Teamwork
• Confidentiality
• Honesty
• Innovativeness
• Discipline