

# Security Operations Plan

SAMPLE

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SAMPLE

## Purpose and Scope

This Security Operations Plan sets out how [Company Name] will manage security operations in a manner that protects workers, contractors, visitors, customers and other persons from harm, while safeguarding property, assets and information. It is designed to integrate with [Company Name]'s broader Work Health and Safety (WHS) management system and to meet obligations under relevant WHS legislation, regulations and Australian Standards.

This plan applies to all security operations undertaken by [Company Name], including but not limited to:

- Static guarding at retail and wholesale premises
- Mobile patrols and alarm responses
- Control room and monitoring centre activities
- Loss prevention and asset protection duties
- Crowd control and event security
- Cash-in-transit and high-value goods movements

It covers:

- Hazard identification and risk management relating to security work
- Security procedures and safe systems of work
- Roles, responsibilities and competency requirements
- Incident response, emergency management and escalation
- Communication, reporting and documentation
- Consultation, training, supervision and continuous improvement

## Objectives

The objectives of this Security Operations Plan are to:

- Provide a clear, practical framework for conducting security operations safely and effectively
- Ensure WHS risks associated with security work are identified, assessed and controlled
- Support compliance with WHS legislation, security licensing requirements and client contractual obligations
- Protect workers from work-related violence, aggression, fatigue, psychological injury and other hazards
- Minimise theft, loss, damage and disruption to client operations, particularly in retail and wholesale environments
- Establish consistent procedures for incident response, emergency management and reporting

- Promote a proactive safety culture where security personnel are empowered to identify hazards and contribute to improvements

## Legislative and Standards Framework

Security operations at [Company Name] must be conducted in accordance with, but not limited to, the following legislation, regulations and standards (as applicable in each State or Territory):

- Work Health and Safety Act and Regulations (jurisdiction-specific)
- Security industry licensing legislation and regulations (jurisdiction-specific)
- Fair Work Act and relevant industrial instruments
- Privacy Act and relevant State/Territory privacy legislation
- Crimes Acts and Summary Offences Acts (jurisdiction-specific)
- Relevant retail and wholesale industry codes of practice
- Australian Standards and guidance material, including but not limited to:
  - AS 3745 Planning for emergencies in facilities
  - AS 4421 Guard and control security services
  - AS/NZS ISO 31000 Risk management – Guidelines
  - AS 4801 / ISO 45001 Occupational health and safety management systems (where adopted)

[Company Name] will monitor legislative and standards changes and update this Security Operations Plan as required.

## Roles and Responsibilities

### Officers and Senior Management

Officers (such as directors and senior managers) must exercise due diligence to ensure [Company Name] complies with its WHS duties in relation to security operations. This includes:

- Ensuring appropriate resources and processes are in place to identify and manage security-related WHS risks
- Providing adequate staffing levels, equipment, training and supervision for security personnel
- Ensuring effective consultation mechanisms with workers and Health and Safety Representatives (HSRs)
- Reviewing security incident data, hazard reports and corrective actions
- Supporting a culture that does not tolerate unsafe practices, bullying, harassment or victimisation of workers who raise safety concerns

## Security Manager / Operations Manager

The Security Manager (or equivalent role) is responsible for implementing this Security Operations Plan and integrating it with [Company Name]'s WHS management system. Key responsibilities include:

- Developing and maintaining site-specific security risk assessments and procedures
- Ensuring security staff hold current licences, clearances and required training
- Allocating tasks and rosters in a way that manages fatigue and other WHS risks
- Ensuring security equipment (e.g. radios, body-worn cameras, vehicles, restraints where lawful) is fit for purpose, maintained and used safely
- Coordinating incident response, including liaison with emergency services and client representatives
- Ensuring incidents, near misses and hazards are reported, investigated and corrective actions implemented

## Supervisors and Team Leaders

Supervisors and team leaders must:

- Implement and enforce this Security Operations Plan at the operational level
- Conduct pre-shift briefings, toolbox talks and debriefings
- Monitor worker wellbeing, including signs of fatigue, stress or psychological harm
- Verify that patrols, checks and tasks are completed safely and documented appropriately
- Support new and inexperienced staff, providing on-the-job coaching and supervision
- Escalate issues promptly when risk levels change or controls are not effective

## Security Officers and Guards

All security officers and guards have a duty to take reasonable care of their own health and safety and that of others. Responsibilities include:

- Complying with lawful and reasonable instructions, procedures and safe work practices
- Using personal protective equipment (PPE) and security equipment as trained
- Reporting hazards, near misses, incidents, injuries and unsafe conditions without delay
- Participating in training, drills and consultation processes
- Refusing to perform tasks where there is an immediate and serious risk to health and safety, and escalating the concern