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# OFFICER POST ORDERS

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## SECURE GUARD SECURITY SERVICES



**SECUREGUARD**

**Sample Post Orders for Client Review**

Prepared By:

**Nick Pashtoon**

**Operations Manager**

[Date]

**Client:** Sample Post Orders for Client Review

**Address:** Unknown LLocation

**Phone:** 888-555-1234

**Client Point of Contact #1**

**Name:** John Smith

**Position:** Facility Manager

**Phone Number:** 888-555-1234

**Email:** john@abccompany.com

**Client Point of Contact #2**

**Name:** Jane Smith

**Position:** Operations Manager

**Phone Number:** 888-555-1234

**Email:** john@abccompany.com

## Secure Guard Points of Contact



**Operations Manager:** Nick Pashtoon  
Office: 888-908-7818  
Tell: 310-465-5673  
Email: Nick@secureguardservices.com

***When to contact Nick***

- Post order questions
- Scheduling
- Leave requests
- Payroll /HR related questions.



**Supervisor:** Anstone Nguyenle  
Tell: 657-384-3776  
Email: Anstone@secureguardservices.com,

***When to contact Anstone***

- Any post related issue
- Last minute call offs / Late arrival
- Uniform or Equipment deficiencies
- Training questions

## BACKGROUND

## SHIFTS

Shifts	Times
Shift #1 - Morning	6:00 am - 2:00 pm
Shift #2 - Swing	2:00 pm - 10:00 pm
Shift #3 - Overnight	10:00 pm - 6:00 am

## REQUIRED UNIFORM

All guards are required to be fully uniformed in the following clothing articles. Anything more or less is a violation of Secure Guard Security Services Employee Rules.

Uniform Piece	Required
Secure Guard Black Button Up	<input checked="" type="checkbox"/>
Secure Guard Gold Security Badge	<input checked="" type="checkbox"/>
Black Slacks	<input checked="" type="checkbox"/>
Black Shoes	<input checked="" type="checkbox"/>
Secure Guard Full Duty Belt (Flashlight Holder Included)	<input checked="" type="checkbox"/>
Secure Guard Flashlight	<input checked="" type="checkbox"/>
Secure Guard Black Jacket (Permit to weather conditions)	<input checked="" type="checkbox"/>
Secure Guard Handcuffs	<input type="checkbox"/>
Secure Guard Pepper Spray	<input type="checkbox"/>

## **GUARD RESPONSIBILITIES**

### **Humanity Information:**

**Please ensure that you clock in and out on site as it is your responsibility. Remember that this is how your payment will be calculated through the time clocks, which are GPS-based to track your location when clocking in and out. Additionally, kindly log all your lunch breaks in Humanity.**

### SilverTrac Information:

Please follow the Silvertrac protocol for breaks and lunch by logging in.

1. Before starting your shift, address any issues that occurred prior to your arrival. Ensure that these issues are recorded in Silvertrac and provide video or photographic evidence whenever possible.
2. Conduct a thorough property patrol by scanning each checkpoint and update your daily activity report with any findings. Record any abnormal or unusual activities in Silvertrac. If you come across any maintenance issues, please take pictures and document them in Silvertrac.
3. Record the entry of all emergency vehicles onto the property.
4. Log all incoming trucks, vendors, and guests by issuing passes upon their entrance.

### **General Duties and Responsibilities:**

1. Maintain a visible and professional presence to discourage criminal activity.
2. Monitor and control access to the premises, permitting only authorised personnel.
3. Utilise the access control system for parking registration and issue parking passes as needed. (Subject to client approval - The specific format and additional details can be customised according to the requirements and procedures of the organisation and facility.)
4. Maintain accurate visitor and vendor sign-in/out log sheets according to clients requirements.
5. Conduct regular patrols of the assigned area to identify and prevent security breaches.
6. Respond promptly to alarms, emergencies, and incidents, taking appropriate action.
7. Provide exceptional customer service by assisting visitors, employees, and clients when necessary.
8. Accurately document all incidents, observations, and activities in a detailed manner.

### **Security Measures:**

1. Take the time to become familiar with the layout of the premises, ensuring you know the location of emergency exits and alarm systems.
2. Double-check that all doors, windows, and gates are securely and properly locked.
3. If included into management agreement, keep a close eye on surveillance cameras and alarm systems to promptly detect any suspicious activity.
4. Regularly inspect fire extinguishers, emergency lighting, and other safety equipment to ensure they are in proper working order.
5. Promptly report any maintenance, safety or security issues to the appropriate management and authorities.

### **Emergency Procedures:**

1. Make sure you are familiar with the emergency response plan for the premises.
2. Familiarise yourself with the exact locations and usage of fire alarms, smoke detectors, fire extinguishers, first aid kits and emergency exits. Additionally, remember that all supervisors from Secure Guard Security Services carry First Aid kits.
3. Take the time to understand the emergency and evacuation procedures for each site.
4. In the event of a fire, follow the established evacuation procedures and, if necessary, provide assistance to others.
5. If there is a medical emergency, administer first aid and immediately call for medical assistance.
6. During critical incidents, cooperate fully with law enforcement and emergency services.
7. Be aware of the nearest fire station and police station.

### **Communication and Reporting:**

1. Maintain effective and concise communication with fellow security personnel and supervisors.
2. Utilise two-way radios, phones, or other communication devices as necessary.
3. Immediately report any suspicious activities, security breaches, or incidents.
4. Ensure accurate and detailed incident reports are completed, including witness statements if applicable.
5. Follow the appropriate reporting and escalation procedures.

### **Legal and Ethical Considerations:**

1. Familiarise yourself with the laws and regulations that govern security officers in California, such as the California Code of Regulations.
2. Uphold the highest standards of professionalism, integrity, and ethical behaviour.
3. Respect the privacy and confidentiality of individuals and sensitive information.
4. Understand the boundaries of your authority and avoid exceeding them.

5. Complete all necessary training and maintain a valid security guard license.

### **Standard for Security Officers' Personal Appearance and Grooming:**

1. While on duty, Security Officers must wear clean and well-fitted uniforms that are free from defects, such as worn or frayed fabric. Failure to meet the appearance and grooming standards will be considered as being "out of uniform".
2. Security Officers who are out of uniform are not qualified to fulfil the requirements of their assigned posts.
3. Security officers must wear the necessary safety and security quality equipment as mandated by their specific area or duties.

### **Officer Etiquette:**

**Security Officer should conform to management's acceptable standards of behaviour and conduct. The following actions are cause for immediate removal and ineligibility for assignment to any other Client account(s):**

1. Disclosure of any information involving duty assignment(s), security equipment, practices, procedures, operations, or other security related controls without the express approval of the Client and Company Security Managers.
2. Possession of illegal weapons while on Client's property.
3. Accepting or soliciting gifts, favors, or anything of value (without Client, Company and Contractor Management written approval).
4. Misappropriation of resources, assets, unapproved access to information and using Client's equipment without authorisation.
5. Violations of local, state or country law, whether on or off duty.
6. Unauthorised use of personal electronic equipment (e.g., cellular phones, computers, personal digital assistants, electronic games, audio or video equipment, televisions, radio, etc.) while on duty.
7. Unauthorized recreational reading (newspapers, magazines, books), engaging in academic studies, or playing games (cards, puzzles, etc.) while on duty.
8. Falsification or intentional concealment, removal, mutilation, or destruction of any Client documents or records (hard copy or electronic), or concealment of material facts by willful omissions from Client's documents or records (hard copy or electronic).
9. Immoral or disorderly conduct, use of abusive or offensive language, or violence while on Client's property.
10. Sexual advances/harassment of any person(s) whether on or off duty.
11. Selling, consuming, unauthorised or illegal possession of or being under the influence of alcohol, intoxicants or drugs while on duty at Client premises.



12. Dereliction of duties to include abandoning one's post, sleeping or lounging while on duty.
13. Reckless operation of any vehicle on Company Property or while operating a vehicle in the service of Client.
14. Eating on Client's property in areas that are not designated as canteen or break areas (without authorization).
15. Smoking in any areas other than designated smoking areas.
16. Violation of this Agreement, security procedures, Post Orders, memorandums, regulations, or other directives.
17. Failure to cooperate with Client's Corporate, Regional or Local Security representatives during an official investigation.
18. Failure to demonstrate professional courtesy toward employees, customers and visitors.

## **Post Commander / Supervisor**

### **1. Knowledge of Policies and Procedures:**

- The Post Commander must possess a comprehensive understanding of all facility and company security policies and procedures.
- Stay updated on any changes or updates to security protocols and provide the onsite Security Team with detailed work instructions and operating procedures.

### **2. Staffing and Availability:**

- Ensure that the facility is adequately staffed and operational 24 hours a day, 7 days a week.
- Coordinate scheduling to maintain appropriate staffing levels at all times.

### **3. Security Officer Training Records:**

- Conduct monthly audits of Security Officer Training records to verify the qualifications and certifications of security officers.
- Prepare reports documenting the audit findings and submit them as required.

### **4. Incident Reporting:**

- Provide detailed incident reports for all security-related incidents, including injuries, property loss, and significant property damage.
- Submit incident reports to the Facilities Director for further review and necessary actions.

### **5. Incident Notifications and Escalations:**

- Notify and escalate incidents to the onsite Security Supervisor and onsite Security Manager promptly and in accordance with established protocols.
- Ensure all relevant parties are informed about incidents, their severity, and any required follow-up actions.

### **6. Site Visits by Local and Civil Authorities:**

- Communicate all site visits by local and civil authorities to the onsite Security Supervisor and Operation Manager.
- Provide them necessary details and documentation regarding these visits for their records.

## **Emergency Response:**

**In the event of an Emergency, or an onsite response by the Security Supervisor, Operation Manager and the onsite Safety Manager will be contacted by the Post Commander.**

## **Emergency Action Plan/Checklist for Security Officer**

### **1. Fire Emergency:**

- Establish and communicate evacuation routes and assembly points.
- Activate the fire alarm and notify the fire department.
- Assign responsibilities to security officer, such as guiding and assisting people during evacuation.
- Ensure fire extinguishers and other firefighting equipment are readily available and in working condition.

### **2. Inclement Weather:**

- Monitor weather forecasts and stay informed about severe weather conditions.
- Establish protocols for severe weather warnings, such as tornadoes, hurricanes, or heavy snowstorms.
- Identify safe areas within the facility where people can take shelter.
- Implement procedures for securing outdoor equipment and property during severe weather events.
- Maintain emergency supplies, such as flashlights, batteries.

### **3. Medical Emergencies:**

- Train security officer in CPR, first aid, and basic medical response.
- Establish communication channels to quickly alert medical personnel.
- Maintain first aid kits in easily accessible locations throughout the facility.
- Notify medical professionals and guide them to the scene.
- Regularly review and update contact information for nearby hospitals and medical facilities.

### **4. Security Breaches:**

- Implement access control measures, such as ID badges, key cards, or bio metric systems.

- Regularly inspect and maintain physical security measures, such as locks, fences, and surveillance cameras.
- Train security officer to recognise suspicious activities or individuals.
- Develop an incident response plan, including steps to secure the area, notify law enforcement, and gather evidence.
- Collaborate with local law enforcement agencies to develop a strong working relationship and improve response times.

**5. Agricultural Violations:**

- Establish procedures for identifying and reporting agricultural violations, such as theft, vandalism, or unauthorized access to farming areas.
- Implement surveillance systems, including cameras and motion sensors, to monitor vulnerable areas.
- Train security officer on recognizing signs of agricultural violations.
- Collaborate with local law enforcement agencies or agricultural authorities to develop a coordinated response plan.
- Conduct regular inspections of fences, gates, and other physical barriers to ensure they are in good condition.
- Establish procedures for documenting and preserving evidence related to agricultural violations.

**6. Bomb Threat:**

- Response plan in coordination with local law enforcement.
- Train security officer on recognising and responding to bomb threats.
- Establish protocols for receiving and documenting bomb threats.
- Evacuate the building or affected area following established evacuation routes.
- Conduct thorough searches as directed by law enforcement or bomb threat response guidelines.
- Communicate updates and instructions to employees and visitors regarding the situation.

**7. Hostile Intruder (Active Shooter):**

- Active shooter response plan in collaboration with law enforcement agencies.
- Train security officer and employees in active shooter response techniques, such as "Run, Hide, Fight."
- Establish protocols for notifying law enforcement and initiating lock-down procedures.
- Identify safe areas within the facility where people can hide during an active shooter event.
- Implement communication systems to alert employees and visitors about the situation.

- Regularly review and update the active shooter response plan based on best practices and lessons learned.

## Notes

### Additional:

1. Establish a regular check-in schedule with the local police department, requesting them to send the most recent Bolo's (Be on the lookout) via fax or email. You can find the phone number of the local Police Department on the Silvertrack platform. Building a continuous relationship with the police officers will ensure a prompt response to any incidents on-site.
2. Regularly inspect dumpsters for any individuals sleeping or camping out.
3. Always carry a pen and a small notepad. All guards must carry a torch with them at all times.
4. Throughout your shift, make sure your phone is fully charged. It is recommended that you begin your shift with a fully charged phone because you will be using it for patrols and recording activities in your DAR.
5. Include the name and phone number of any individuals in your log.

## There are several issues that require attention.

### The main issues that require vigilance are as follows:

- **Loitering** Unwanted loiterers can create an intimidating atmosphere for customers, guests, and employees, often causing disturbances and drawing negative attention to the property. To ensure security and safety, security officers are required to approach and deal with any loiterers on the premises, documenting the incident in their daily activity reports.
- **Homeless, Transients, Panhandlers** It is essential to handle transient and homeless individuals with sensitivity and thoroughness. Guards are responsible for addressing all transients and homeless individuals present on the premises. When interacting with these individuals, kindly inform them that this is private property and they must vacate immediately. In case of any confrontations with aggressive transients or emergencies, please contact 911. Moreover, it is crucial to document all encounters with transients and homeless individuals in the Silvertrack system.
- **Property Damage, Vandalism, Graffiti** A strong visual presence is the most effective way to prevent property damage, vandalism, and graffiti. Guards should remain vigilant and make their presence known while on site. In addition to completing their rounds,

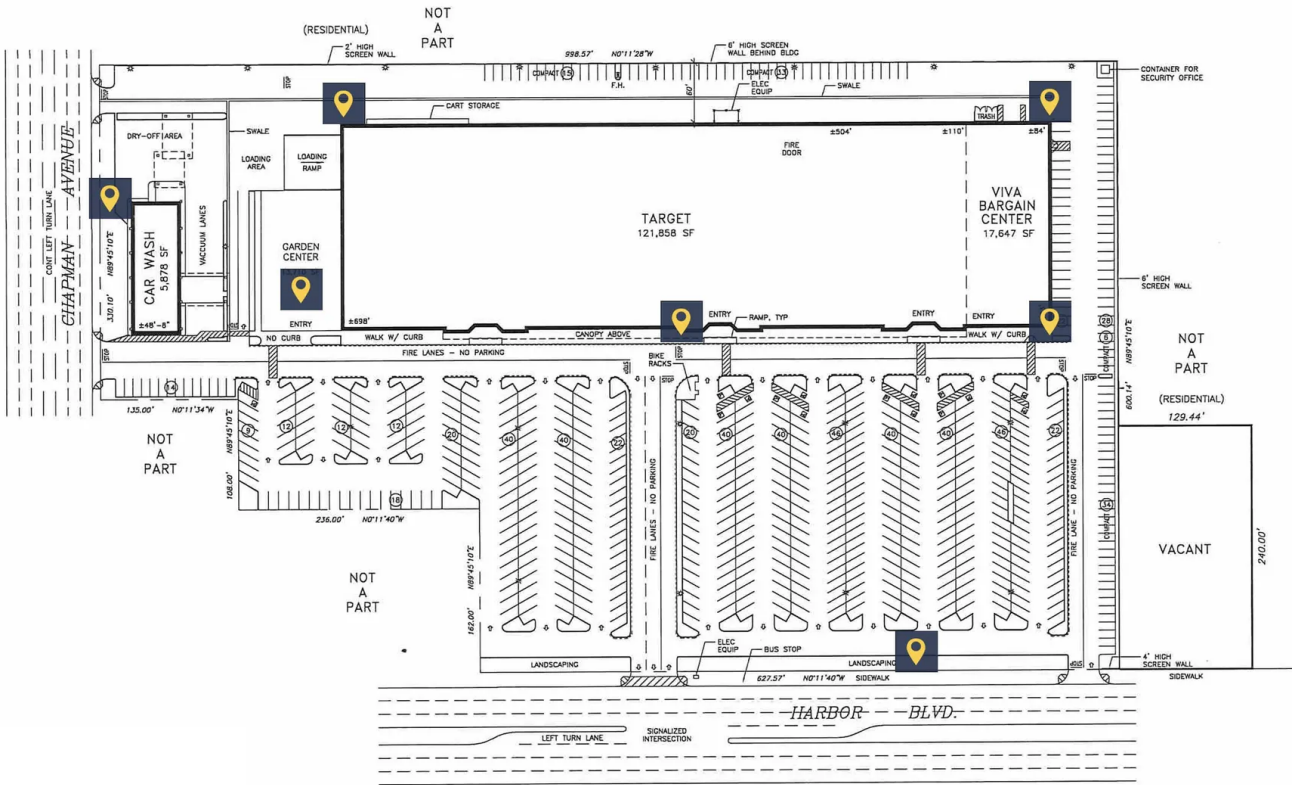
guards should also be attentive during patrols. Any instances of damage, vandalism, or graffiti must be promptly reported on the SecureTrack platform.

- **No Food Vendors on Site** Should you see any food vendors such as carts, ice cream trucks, for food trucks they need to leave immediately as they are not authorised to sell on site.
- **Parking Lot Theft / Accidents** Be extremely detailed oriented in the case of theft or accidents reported to you or observed by you. Guards are expected to follow their training protocol by obtaining names, contact information, descriptions of the stolen items, and photographs of any property damage.
- **Other Issues:**
  - Any abandoned vehicle parked on site for more than 24 Hours must be towed.
  - Any non customer with especially with commercial vehicles such as tour buses, trailer trucks, or RVs must be asked to leave immediately.
  - Skateboarding is not permitted on private property.
  - Bicycles and scooters can be ridden with helmets.
  - Solicitation in any form is not permitted on site unless authorised by the property manager. Unless you have received prior authorisation through Secure Track, no unauthorised vendors or solicitors shall sell any product or service on site. All authorised vendors will be listed on Secure Track.
  - If children are playing football or soccer in the street, you should direct them to the grass area.

# PATROL ROUTE

- Barricades Gate 8
- Electrical ROOM
- Water Lines
- Gas Lines
- Main Gas Shut Off Valves
- Public Bathroom Main Shutoff
- Irrigation Shutoff Control Valve





# CHECKPOINTS

