

**OCEAN HIGHWAY & PORT AUTHORITY OF NASSAU COUNTY
REQUEST FOR PROPOSAL – PORT SECURITY SERVICES**

Section I INTRODUCTION

The Ocean Highway & Port Authority of Nassau County (OHPA/The Port) is seeking proposals from qualified Contractors to provide uniformed security service for the Port of Fernandina facilities located at 143-101 Dade Street, Fernandina Beach, Florida. This document is a Request for Proposal (RFP) for the services described below and does not obligate OHPA to accept responses from eligible Contractors. The RFP establishes minimum requirements a Contractor must meet in order to be eligible for consideration as well as information to be included in the Contractor's bid response.

Carefully examine the specifications, conditions, and limitations.

The selection of the successful Contractor will be made based on OHPA's evaluation and determination of the relative ability of each Contractor to deliver quality service in a cost-effective manner.

The following specific criteria will be evaluated and must be addressed in the proposal:

- 1 Company History and Organization
- 2 Management Approach
- 3 Personnel Selection Process
- 4 Development and Retention of Personnel
- 5 Total Quality Management Program
- 6 Cost Proposal and Invoicing
- 7 Training Programs
- 8 Computer Management System
- 9 Value Added Features
- 10 Insurance
- 11 Benefits Program
- 12 Employee Recognition Programs
- 13 Transition Plan
- 14 References

In addition, OHPA's current Security Operational Procedures Manual is attached hereto as Exhibit "A" and should be used by all responsive bidders as a reference and guide to formulating a detailed submittal.

OHPA is not obligated to accept the lowest bid and reserves the right to reject any and all bids, amend the scope of the project or cancel/terminate this RFP process. All Contractors must be duly licensed or otherwise have the ability to perform work in accordance with all governing local authorities and to the satisfaction of those authorities.

Section II SUBMISSION OF PROPOSALS

Responses to this RFP are due by 3:00 PM, EST on October 24, 2025. Late submittals will not be accepted or considered by OHPA. All proposals shall be delivered to OHPA via email: admin@portoffernandina.org. All questions regarding this RFP should also be delivered in writing to the above email address.

All timely and responsive bidders and all timely and responsive bidder packages will be listed on OHPA's website. On Friday, November 12, 2025, OHPA will hold a public meeting to review and consider all timely and responsive bids. At this meeting OHPA may choose to interview responsive bidders and/or otherwise consider timely submittals to this RFP and may choose to vote to award a Contractor the right to negotiate a services contract with OHPA. Such a contract shall encompass the terms and conditions of this RFP as well as additional terms and conditions, as required. OHPA will provide adequate notice and instructions for any public meetings related to this RFP and OHPA's consideration of Contractor submittals.

Silent Period: Except as otherwise directed by this RFP, upon issuance of this RFP, Contractors may not contact individual OHPA Board members, the Port Operator, or Port staff (other than with questions as outlined above) regarding any and all aspects of this RFP until the entire submittal, evaluation and selection process are concluded.

Section III CONTRACT TERM

It is intended that the term of this contract shall be for one (1) year unless terminated by either party with thirty (30) days' written notice, with mutually agreeable one-year written extensions, subject to further contract negotiation.

Section IV SCOPE OF SERVICES

Please refer to Exhibit "A", OHPA's Security Operational Procedures Manual as a guide and reference to OHPA's needs and current security services.

This project includes approximately hours of uniformed security service per week, allocated as follows:

Description of Site & Job Classification	H	Recommended
Site & Job Classification	0	\$0.00
Site & Job Classification	0	\$0.00
Site & Job Classification	0	\$0.00
Total	0	\$0.00

Contractor shall provide unarmed uniformed security services in and around the Port properties on a 24 hour-a-day, 7 day-a-week basis, or as otherwise indicated by site specifications. Contract security personnel will provide a variety of services, implementing OHPA's security objectives according to policies and procedures which may include but are not limited to the following general tasks:

1. Entry and access control;
2. Roving patrols of interior and exterior building areas;

3. Visitor and building employee identification verification;
4. Incident and daily operating reports;
5. Monitoring and responding to base building intrusion detection systems, alarms, and fire detection equipment; and
6. Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures.

Contractor shall provide appropriate and necessary management and supervision for all Contractor's employees, including any and all subcontractors, and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Contractor's rules and regulations, as well as any other policy established by the contracting parties. Contractor is at all times an independent contractor, and at no time will Contractor be considered an agent of OHPA or the Port Operator.

Contractor shall develop a comprehensive set of Post Orders documenting both general procedures as well as site-specific responsibilities. Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by OHPA within thirty (30) days from commencement of Contractor's services to OHPA. All security officers will be required to read and verify they understand the Post Orders and at minimum, shall be evaluated during the On-The-Job Training (OJT) period, annually or more frequently during site inspections.

Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor's and OHPA's standards.

Contractor is responsible for the daily personal appearance of security personnel.

Security officers are prohibited from carrying weapons of any kind, including but not limited to firearms, nightsticks, martial arts weapons or equipment, batons or any chemical agent spray or liquid.

Contractor shall agree to remove from the site, whenever required to do so by OHPA, any employee considered by OHPA to be unsatisfactory or undesirable to OHPA, within the limits of any applicable laws.

Contractor shall administer all cost accounting and billing relative to this contract.

Contractor shall respond as necessary to accommodate additional duty hours as may be requested by OHPA.

Section V INSTRUCTIONS TO PROPOSERS

Each Contractor is to address the following subjects in its response to this RFP. Reference any attachments made in response and include them in the complete response to this RFP:

1 Company History and Organization

Provide a brief company history, mission statement and organizational summary. Explain ownership (private or public) and include brief biographical information regarding the personnel who would be directly responsible for the management and

local supervision of this project. Please provide proof of corporate registration with the State of Florida, Department of State.

2 Management Approach

Describe detailed company organization and project management specific to this RFP and Scope of Services. Identify by position and title the person who will have the overall responsibility for OHPA account. Identify the support staff reporting to the Contractor project manager by function. Supply a complete Organization Chart depicting the structure of the local servicing office and regional support.

3 Personnel Selection Process

Describe methods of recruitment and selection of security officers. All Contractor personnel and supervision provided under this RFP must be thoroughly trained, experience and qualified to perform the work to which they are assigned. Contractor shall have a documented employment process which shall include application, interview, drug testing and background check phases. A written description of the Contractor's employment process and qualifications is to be included in the response.

4 Development and Retention of Personnel

Describe your succession planning and development of officers, supervisors, and managers. Describe methods and initiatives designed to promote employee retention.

5 Total Quality Management Program

Outline administrative controls, plans, and processes to monitor and assure contract compliance with security services. Include methods of quality control, contract administration, audits, management inspection programs, conduct and job performance standards, corrective action planning and follow-up reporting.

6 Cost Proposal and Invoicing

Provide billing rates for each of the following:

- a. Security Officer
- b. Console Operator
- c. Shift Supervisor
- d. Account Manager

Include overtime policies, holiday policies and rates.

Propose invoicing frequency and procedures and applicable discounts. All invoices will clearly identify applicable job site coding in order to associate Contractor's actual costs

with the Port's job site or job codes. Explain how discounts will be applied for different payment terms.

7 Training Programs

Describe in detail the training programs in place to support this project. Include the following:

- a. Pre-Assignment Training
- b. Job and Task Specific Training (OJT)
- c. Formal Continuous Training
- d. Annual Retraining and Recertification
- e. Supervisory Development Training (Describe the program that your company utilizes that leads to a professional credential for supervisors.)
- f. Include the name, contract information (including email address) and qualifications of the local or regional trainer(s) who will conduct training and the manner in which the Contractor documents training, paper records, online, web-accessible, etc.

8 Computer Management System

Describe productivity and technology applications utilized to enhance and improve business processes, integration of scheduling, payroll and billing systems or other benefits of computerization. Summarize how such systems will benefit OHPA.

9 Value Added Features

Indicate features or programs not covered elsewhere in the response to this RFP which are offered to enhance the Contractor's ability to effectively manage the Scope of Services.

10 Insurance

The Contractor shall carry and maintain, with respect to any work or service to be performed at the Port facilities, insurance written by a licensed and responsible insurance company, to provide for the following:

- a. Workers' Compensation as required by applicable statute and Employer's Liability Insurance;
- b. Commercial General Liability Insurance (\$2 Million single occurrence);
- c. Automobile Liability Insurance;
- d. Excess-umbrella Insurance, including terrorism coverage;
- e. Include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for thirty (30) days notification to OHPA in the event of cancellation, reduction in limits or changes in coverage. Commercial General Liability Insurance must name OHPA and Port Operator as additionally insured by separate written endorsement.

11 Benefits Program

Describe in detail all benefits offered to employees. Include health care insurance, life insurance, holiday pay, vacations, retirement, and any other benefits offered. Cite specific plans offered and employee cost sharing arrangements (payroll deduction). Please include the following:

- a. Medical/health insurance (indicate costs for a PPO program including coverage options for employee, employee and spouse and employee and family);
- b. Dental (indicate monthly premium and annual limits);
- c. Life insurance (indicate amount provided at no cost to employee and any optional coverages available.)

12 Employee Recognition Programs

Outline any specific incentive and recognition programs made available to employees and explain how these programs are managed and if charges to OHPA will be incurred as a result of Contractor implementing these programs.

13 Transition Plan

Submit a projected Transition Plan for implementation if awarded the contract to include tasks and time frames. Include a list of all individuals assigned to your transition team with current contact information, telephone numbers and email addresses.

14 References

Provide at least three (3) client references whose facilities are comparable in size, profile, and security service hours to OHPA. Include company name, address, contact person and contact number for each reference.

Attachments

**OCEAN HIGHWAY & PORT AUTHORITY OF NASSAU COUNTY
REQUEST FOR PROPOSAL – PORT SECURITY SERVICES**

EXHIBIT A

OHPA SECURITY OPERATIONAL PROCEDURES MANUAL

Port of Fernandina
Security Operational Procedures
Manual

1. Introduction
 - 1.1 Introduction to ISOPM
 - 1.2 Table of Organization
 - 1.3 Client Table of Organization
 - 1.4 Mission Statement
 - 1.5 Quality Policy
2. Security Basics
 - 2.1 Emergency Contact List
 - 2.1.1 Emergency Phone Numbers
 - 2.1.2 Emergency Client Notifications
 - 2.2 General Orders
 - 2.2.1 Primary Responsibilities
 - 2.2.2 Reporting For Duty
 - 2.2.3 Notebooks, Logs and Incident Reports
 - 2.2.4 Reporting Off Duty
 - 2.2.5 Absence and Tardiness
 - 2.2.6 Personal Appearance and Conduct
 - 2.3 Site Specific Information
 - 2.3.1 Uniform Requirements
 - 2.3.2 Primary Security Officer Responsibilities
 - 2.3.3 Site/Shift Supervisors Responsibilities
 - 2.3.4 Security Coverage
 - 2.3.5 Specific Post Responsibilities
3. Access Control
 - 3.1 Security Hours
 - 3.2 Identification Checks
 - 3.3 Passes, Temporary or Visitors
 - 3.4 Lost/Stolen/Not Returned Passes
 - 3.5 Official Vehicles
 - MARSEC Levels
 - 3.6 Pedestrian Entry and Exit Authorization
 - 3.7 After Hours Access
 - 3.8 Property and Equipment Removal Procedure
 - 3.9 Package Inspections
 - 3.10 Personal Property
 - 3.11 Parking Policy
 - 3.11.1 Designated Parking
 - 3.11.2 Restricted Parking With in the Secure Area
 - 3.11.3 Designated Parking Areas
4. Patrol Procedures
 - 4.1 Fixed Post Patrol
 - 4.2 Monitored Patrol
 - 4.2.1 Monitored Patrol Times
 - 4.2.2 Security Spot Check Locations
 - 4.3 Unmonitored Patrol
 - 4.4 Golf Cart Patrol
 - 4.4.1 Golf Cart Usage
 - 4.4.2 Golf Cart Accident
5. Emergency Response Procedure

- 5.1 Fire Alarm Response Procedure
 - 5.1.1 Fire Sprinkler System
 - 5.1.2 Fire Alarm Emergency Procedure
- 5.2 Evacuation Procedure
- 5.3 Medical Emergency Procedure
- 5.4 Bomb Threat Procedure
- 5.5 Mechanical Emergency Procedure
- 5.6 Electrical Emergency Procedure
- 5.7 Water Leak Procedure
- 5.8 Severe Weather Conditions Procedure
- 5.10 Criminal Emergency Response
 - 5.10.1 Legal Authority and Limits
 - 5.10.2 Citizens Arrest
 - 5.10.3 Battery
 - 5.10.4 Burglary
 - 5.10.5 Robbery
 - 5.10.6 Stolen Vehicles
 - 5.10.7 Vandalism
 - 5.10.8 Detention and Search
- 5.11 Media Relations

- 6. Miscellaneous Procedures
 - 6.1 Complaint Procedure
 - 6.2 Key Policy and Procedure
 - 6.3 Telephone Policy and Procedure
 - 6.4 Lost and Found Policy
 - 6.5 Traffic Control Procedure
 - 6.6 Radio Communication Policy and Procedure
 - 6.7 "10" Codes
 - 6.8 Escort Service
 - 6.9 Vehicle Assistance
 - 6.10 Authorized Assistance Information

1.1 INTRODUCTION to SECURITY OPERATIONAL PROCEDURES MANUAL

(SOPM)

There are four basic purposes for the SOPM which take into account the needs and goals of the client and the needs and goals of

1. A Formal Record: To ensure accurate documentation of all pertinent information concerning the client's site and the organization. To establish a system which ensures that changes in new information and current information are made on a regular basis in a professional manner.
2. Accountability: To ensure clear cut expectations that our clients expect of us and that of its' front line Security Officers. To assure understanding, accountability for responsibilities, and guidelines for performance standards.
3. A Training Tool: To be used in instructing all Security Officers on the following:
 - a. General Responsibilities:

performance standards and expectations.
 - b. Specific Responsibilities:

Client's performance standards and expectations.

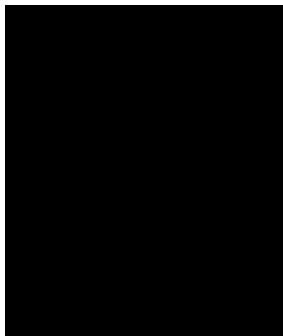
 1. All safety and security procedures
 2. All specific post and shift responsibilities
 3. Background information about the site
 4. List of important people to know at the site, tenant list, and emergency contacts
 5. Any other important information to the client
4. A Reference Tool: Easy access to all pertinent information for all front line Security Officer

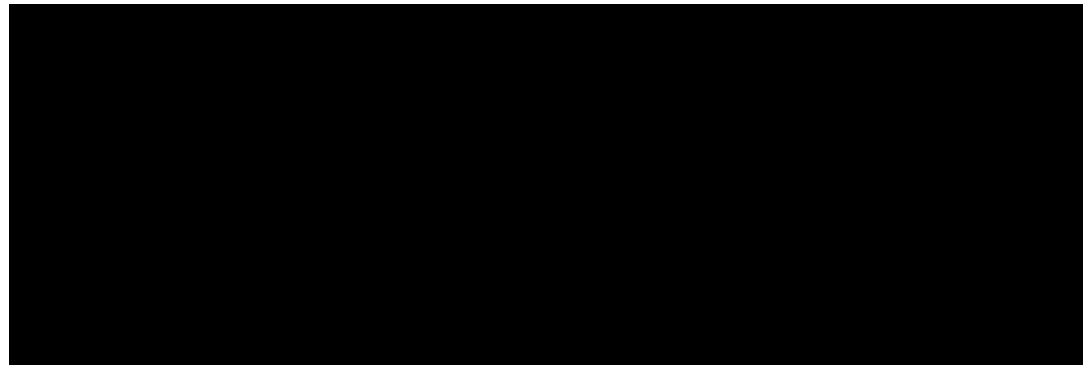
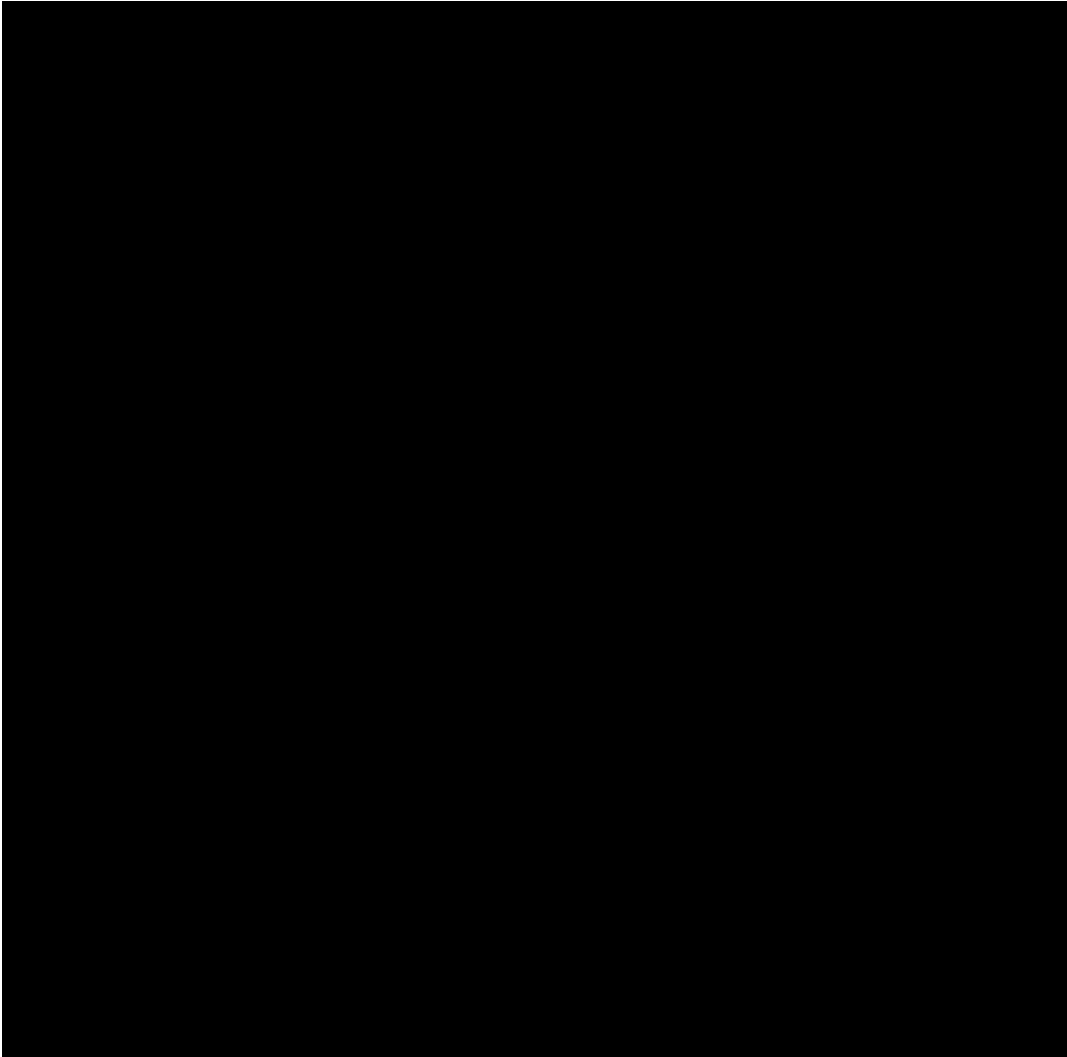
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1.2 ALLIEDBARTON TABLE OF ORGANIZATION



1.3 CLIENT'S TABLE OF ORGANIZATION





04/08/1303/25/1303/21/13



2.0 SECURITY BASICS

2.1 EMERGENCY CONTACT LIST

1. The client's telephone is to be used for official business only, not for personal calls.
2. All security officers making unauthorized phone calls will face disciplinary action by _____ and have all phone charges deducted from their paycheck.

2.1.1 EMERGENCY PHONE NUMBERS

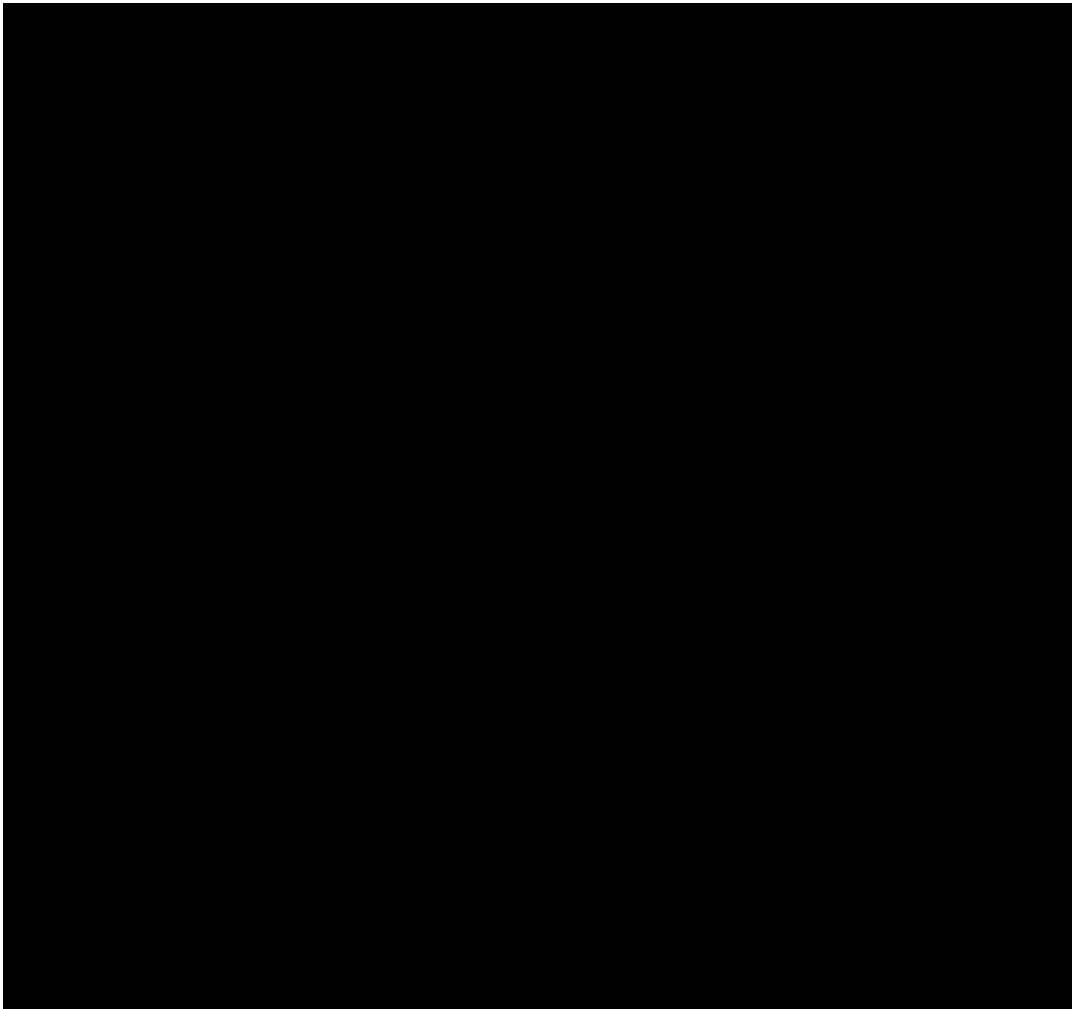
Department Phone Number

Police <i>FBPD</i>	277-7340
Nassau Co. Sheriff	225-0331
Fire/Rescue	911
Baptist Med Center	321-3500
Fire Department	277-7331
ALLIEDBARTON (904)399-1813	1-800-51-GUARD (After Hours)
Nassau Co. Emergency OP Center	491-7550
Nassau Co. Health Dept.	548-1800
U.S. Customs & Border Patrol	261- 6154 654
Coast Guard	564-5020

2.1.2 EMERGENCY CLIENT NOTIFICATIONS

Clients should only be called if an emergency arises, and/or Management has given permission. When calling individuals on the list, follow established procedures established under the Emergency Response Section of this manual.

NOTE: Individuals are to be called in descending order until a Representative has been contacted for further instructions.



2.2 GENERAL ORDERS FOR SECURITY OFFICERS

2.2.1 PRIMARY RESPONSIBILITIES

As an Officer it is your job and duty as stated in the Handbook to:

1. Work your post in a disciplined and courteous manner, be neat, clean, well groomed and properly uniformed at all times; and alert to events, sounds, smells etc.
2. Know your site's SOPM and your post's duties, report all security violations, safety hazards and emergencies.
3. Always report for duty on time and never leave your post until properly relieved.
4. Receive, obey and pass on all orders from your supervisor and/or client or pertinent incident occurring on your shift.
5. Limit your conversations to your duties. Avoid distraction and familiarity.
6. Sound alarm and notify the proper authorities in case of fire, intrusion, or other emergencies. (Fire Alarm)
7. Call your supervisor immediately regarding any incident not covered by or your site's procedures.
8. Be especially alert at nights and on weekends, challenging in a firm but courteous way and identifying all persons at or near your post.
9. Allow no one to enter or leave the client's property or carry property away (as appropriate) without proper identification and/or authorization.
10. Maintain your log/journal as a permanent record of all violations of safety/security rules, regulations, policies, procedures or incidents in an accurate, brief, clear and timely way.
11. Maintain the cleanliness of your post. Eating, drinking, smoking, or reading is not permitted at your post without your supervisor's permission.
12. While performing duties all security guards are required to have a flashlight, a VHF two way radio, hard hat, and reflective safety vest.
13. Security personnel are not expected to use physical force to

restrain people unless there is a need to defend or protect themselves or others from bodily harm. However, security should never put them selves in jeopardy to do so.

14. The security officer may also perform additional security duties rendering assistance in conjunction with special needs of the client due to emergencies, adverse weather condition, and at different security levels as deemed by the Port.
15. Televisions, Walkmans, DVD'S, Radios, Tape Players, and Note book computers (lap tops) are prohibited at this job site unless specifically authorized by Security Services management.
16. Firearms are prohibited on the job site, including those in your automobile if parked on Port property. You may not carry concealed weapon on your person, even if you have a State of Florida license to do so.
17. Handcuffs, nightsticks, mace, pepper spray, knives, etc. are not authorized and are not to be carried or worn as part of your uniform at any time. Violating this rule will result in your termination.
18. You must adhere to the non-smoking rules at the client's locations.
19. Security personnel are not to sit in their personal vehicle while on duty. When not making rounds you are to staff the main gate.
20. No resting with your eyes closed; head down on arms on desk; or sleeping on the job. Violating this rule can and will result in your termination.
21. You are the first contact when a vendor, employee or visitor approaches the property. You must be pleasant and always maintain professionalism.

2.2.2 REPORTING FOR DUTY

1. All security personnel are required to report for duty in a complete uniform as prescribed as a condition of employment. Under no conditions will any exceptions be allowed or tolerated.
2. All security officers must report with enough time, prior to their shift start, to review any special instructions from the client, supervisor and/or the security officer being relieved.

3. All security officers must sign in at the beginning and end of each shift.
4. Check all site security equipment. Make sure it is in place and in proper working condition. Review all daily log/journals since your last shift. Review all employee and visitor sign in sheets. Check all emergency equipment.

2.2.3 LOGS AND INCIDENT REPORTS

1. Log/journal: All security officers are required to maintain an accurate log/journal of all activities that occur while they are on duty. Remember you are the eyes and ears of the client. The only record of what takes place on the client's property is your log/journal. The more information you provide the better for all parties involved.

(See sample in appendix)

2. Incident Reports: Any incident, no matter how minor it may seem, could prove potentially dangerous or legally serious if not recorded. All incident reports must be accurate, brief, and complete and delivered, to the FSO. Pass on information to your relief in the event the incident is ongoing. The FSO must be made aware of any incidents that occur on Port property. Provide copies of report weekly to the FSO.

(See sample in appendix)

All specific post responsibilities, specific shift responsibilities, site policies and procedures, and emergency procedures must be completed as prescribed while you are on duty.

2.2.4 REPORTING OFF DUTY

All security offices are to remain on their post until properly relieved. Advise your relief of all information necessary for them to properly complete their job.

IF RELIEVING SECURITY OFFICER FAILS TO REPORT, the following steps must be followed:

1. Wait 15 minutes, and then contact the ALLIEDBARTON office at (904)399-1813 or 1-800-51-GUARD to notify the dispatcher of the problem.
2. Give your name, account name, location, and phone number.

3. Wait for a supervisor to contact you and instruct you. If you fail to hear from a supervisor in 15 minutes, it is your responsibility to call back and inform the dispatcher that you haven't received a call from your supervisor.
4. Do not attempt to contact other security officers.
5. Under no circumstance should a security post be left unattended. Failure to remain on your post will result in disciplinary actions. will make every effort to relieve you promptly.

NOTE: If the site supervisor or account manager is on site, contact them first to receive further instructions.

2.2.5 ABSENCE AND TARDINESS

The absence or tardiness of an employee lowers the efficiency of our operations, breaks down teamwork and creates unnecessary inconveniences to fellow employees. Therefore, it is policy to enforce promptness and the presence of all employees at their assigned locations and shifts

NOTE: If an emergency arises, contact the dispatcher reserves the right to investigate all emergencies. Consistent absence or tardiness will result in disciplinary action by your supervisor. The following procedure must be used when calling off for a scheduled shift :

1. Security officers are not permitted to contact the site location when calling off. Security officers at the site have no authority to accept a call off.
2. All call off's must be directed to the dispatcher at SECURITY Headquarters at least four hours before your scheduled shift.
3. You, the security officer, must place the call. Give your Name, phone number, site location, time of your scheduled shift, your reason for calling off and your account manager's name.
4. Wait by your phone for a returned call from your supervisor confirming replacement coverage for your shift. It is your responsibility to ensure you receive a call back from your supervisor. If you do not receive a call back from your supervisor, call the dispatcher back and advise them that you haven't received a call back.

(See attendance policy)

2.2.6 PERSONAL APPEARANCE AND CONDUCT

Personal Appearance:

A clean and neat appearance will gain respect and is a condition of employment. Jewelry, personal clothing, and buttons are not part of the uniform. A professional appearance will command respect and ease your duties.

Refer to specific orders for uniform requirements at this facility.

Personal Conduct:

As an employee of the public will constantly be observing you. Your appearance, your attitude and your behavior all reflect on the client and you. You must maintain an attitude of alertness, be neat in appearance, be courteous to all persons you deal with, be fair and honest in all your dealings, be understanding, and be professional remembering to put principal before personality.

2.3 SITE SPECIFIC INFORMATION

2.3.1 UNIFORM REQUIREMENTS

Below are the uniform requirements for this facility:

ACCOUNT MANAGER:

Business Casual
Dress Slacks
Company Issued Polo Shirt

SITE/SHIFT SUPERVISOR:

White Uniform Shirt
Black Uniform Slacks
Black Shoes/Socks
Uniform Belt
Uniform Jacket (Weather Dictated)
PPE Requirements: Hard Hat, Steel Toe Boots, Gloves, Safety Glasses, Reflection Vest

SECURITY OFFICER:

Blue Uniform Shirt
Black Uniform Slacks
Black Shoes/Socks
Uniform Belt
Uniform Jacket (Weather Dictated)

PPE Requirements: Hard Hat, Steel Toe Boots, Gloves, Safety Glasses, Reflection Vest

2.3.2 PRIMARY SECURITY OFFICER RESPONSIBILITIES

The primary responsibility of all Officers to the client will be to protect the client's property, insure outstanding public relations and provide a safe and secure environment for all employees, visitors, and service personnel on the client's property. This primary responsibility is carried out through the four basic techniques of proper security service.

- DETER:** To serve as visible deterrent by professional appearance, alert mental attitude and continual active patrol.
- DETECT:** To use all senses and an alert mental attitude to detect any possible security violations, safety hazards, crimes, emergencies and violation of rules, regulations, policies and procedures.
- OBSERVE:** To gather all details necessary to take corrective action to limit the client's losses and liability in accordance with the established security procedures.
- REPORT:** Use all important details that are gathered to debrief your supervisor, the client and/or the local authorities about any incident in a timely manner. To write the report that will serve as a legal document concerning any incident in the established format insuring that it answers the question who, what, when, where, why and how. The formal incident report must be accurate, brief, clear and delivered.
- REMEMBER:** All offices are in a service role and are expected to make that extra effort to assist all personnel whenever possible.

2.3.3 ACCOUNT MANAGER/SITE SUPERVISOR RESPONSIBILITIES

Supervise day to day operations to include:

Operational Management:

Safety:

Develop/maintain safety programs outlining site specific hazards for Security officers, including vehicle and driving safety.

Operational Procedures:

Develop/maintain/review Operational Procedures so that a valid site specific OPM and Post Orders are always available for emergency reference by the security staff.

Security Officer Training:

Provide site specific initial OJT to each security officer.

Uniforms:

Maintain uniform and appearance standards as outlined in the Handbook.

Overtime:

Identify and maintain adequate staffing levels to minimize/eliminate overtime.

Scheduling:

Meet all contractual scheduled hours. Provide a yearly vacation schedule for the security staff in order to plan for vacation coverage.

Policies:

Enforce Policies as outlined by the Handbook and OPM.

Equipment:

Identify equipment utilized at the account, including vehicles, and maintain appropriate shift inventory and maintenance checklists/follow-up.

Communications Management

Security Officer Performance Evaluations:

Objectively evaluate officers annually in a face-to-face meeting.

Counseling: Review substandard performance with employees face-to-face and provide coaching and training to increase performance. Document all counseling, training and coaching.

Disciplinary Actions:

Enforce standards as outlined in the Handbook.

Client Communications:

Meet with and listen to clients. Proactive approach to client needs.

Accounts:

Be responsible for assigned account/security officers seven days a week. The Account Manager/Site Supervisor will be provided with a communication to facilitate around the clock contact. Account Manager/Site Supervisor must respond to all issues promptly.

Administrative Management:

Logs:

Review all security logs tours and reconciles against shift responsibilities, post orders, monitored and unmonitored patrols.

Incident Reports:

Review all incident reports prior to submitting to clients.

Training:

Submit complete and accurate training documentation: OJT Checklists and retraining follow-ups with agendas.

Financial:

All payroll information.

All other duties as assigned.

2.3.3 SITE SUPERVISOR RESPONSIBILITIES

Supervise day to day operations to include:

Operational Management:

Safety:

Develop/maintain safety programs outlining site specific hazards for security officers, including vehicle and driving safety.

Operational Procedures: Maintain/review Operational Procedures so that a valid site specific OPM and Post Orders are always available for emergency reference by the security staff. Reports, such as the daily journal and operation log, truck interchange log, incident reports and law enforcement logs are to be provided to the FSO on a weekly basis.

Security Officer Training:

Provide site specific initial OJT to each security officer. Documentation of ongoing monthly training is to be provided to the port.

Uniforms:

Maintain uniform and appearance standards as outlined in the Handbook.

Scheduling:

Meet all contractual scheduled hours.

Policies:

Enforce ALLIEDBARTON Policies as outlined by the Handbook and OPM.

Equipment:

Identify equipment utilized at the account. including vehicles, and maintain appropriate shift inventory and maintenance checklists/follow-up.

Communications Management

Recognition:

Utilize the company recognition program for solid & top performers.

Counseling:

Review substandard performance with employees face-to-face and provide coaching and training to increase performance. Document all counseling, training and coaching.

Disciplinary Actions:

Enforce AlliedBarton standards as outlined in the Handbook.

Client Communications:

Meet with and listen to clients. Proactive approach to client needs.

Administrative Management:

Logs:

Review all security logs tours and reconciles against shift responsibilities, post orders, monitored and unmonitored patrols.

Incident Reports:

Review all incident reports prior to submitting to clients.

Training:

Submit complete and accurate training documentation: OJT Checklists.

All other duties as assigned.

2.3.4 SECURITY COVERAGE

Security coverage is defined as those hours for which is responsible for security officer coverage.

Main Gate..... 24 hours a day 7 days a week

Railroad Gate ----- 24 hours a day 7 days a week

SPECIFIC POST RESPONSIBILITIES

POST: MAIN GATE
LOCATION: ENTRANCE TO PORT OF FERNANDINA PROPERTY
COVERAGE: 24 HOURS A DAY 7 DAYS A WEEK
DUTIES: CONTROL ACCESS/EGRESS TO PROPERTY

RESPONSIBILITIES

1. Report for duty and review the daily journal from previous shift.
2. Check all equipment and begin your daily journal.
3. Remain alert at all times for vehicle and pedestrian traffic.
4. Identify all individuals requiring entry to the property.
5. Allow only authorized employees, visitors, and contractors access to the property.
6. Open and close the gate for authorized vehicles.
7. Regulate and control pedestrian and vehicles traffic.

8. The main gate will be staffed at all times during operational and non operational hours.
9. If anyone person or vehicle crashes the gate, piggybacks in, or fails to stop and check in as required the officer will do the following.
 - a. Immediately call the Fernandina Beach police Department
 - b. Notify the FSO and appropriate management
 - c. Complete an incident report
10. Processing and recording all foot and vehicle traffic prior to entry or exiting the facility. The following information is required to be recorded on the Employee, Day Labor, or Nassau Terminal Log. Any visitor coming onto the terminal must have a TWIC Badge; anyone with a valid TWIC must be escort by someone with a TWIC. Also all visitor need to be announced to management prior to entering terminal.
 - a. Name of the visitor
 - b. Company name
 - c. Purpose of visit
 - d. Destination or name of person being visited
 - e. Driver's license number
 - f. Vehicle tag number
 - g. Date, time of entry and exit

It is vital that this information is recorded for tracking and knowing who is on the port at all times.

11. Ensure to issue the proper passes for Visitors and for temporary parking prior to opening the gate direct visitors to the designated parking area.
12. Entrance/exit gate is only to be operated by security personnel.
13. Direct truckers to the Interchange Gate for processing.
14. Provide the daily security log to the Interchange clerk for data tracking purposes.
15. General Cargo Trucks (They must have a TWIC or have an escort)

General cargo trucks may enter the port during business hours only Monday - Friday 0700 to 2100. If a truck arrives after hours access will be denied. Overnight parking inside the port is prohibited.

16. Ship Loading Gate

The ship loading gate is to remain closed except during ship loading cargo operations. CCTV monitoring systems are to be use to monitor the cargo gate during operational and non operational hours. Entries in your logs should reflect continuous monitoring through out your shift. This gate will be lock at 2100 on week days and remain locked on weekends unless a ship is being loaded or unloaded. At times the warehouse staff will work over time and arrangement will be made to keep the gate open.

17. Communication and Safety Equipment

Security personnel are required to wear a reflective safety vest and hard hat while on duty (no exceptions). A VHF radio and a flashlight will be consider part of the uniform equipment and should be on your person at all times.

18. Weather Radio

The weather radio monitor in the main gate house will always be in the alert mode. If a weather alert is received that pertains to the Nassau Terminal, security will notify Jeffrey Singer first.

20. Ship Arrivals and Departures

All ship arrivals and departures must be logged in and out with the following information.

- a. Name of ship
- b. Date ship arrived or departed
- c. Time ship arrived or departed

If a ship or barge arrives during non-business hours and security was not notified of the arrival security is required to call the appropriate management personnel. Management will advise security if the gates are to remain open for ship operations.

21. Tug Services

If any problem occurs contact

22. It is the responsibility of all officers assigned to comply with the rules, regulations, policies and procedures of the Port of Fernandina, Nassau terminal and AlliedBarton Security Services. Failure to comply will result in disciplinary action to include termination.

2.3.5 SPECIFIC POST RESPONSIBILITIES

POST: RAILROAD GATE
LOCATION: ENTRANCE TO PORT OF FERNANDINA PROPERTY
COVERAGE: 24 HOURS A DAY 7 DAYS A WEEK
DUTIES: ACCESS & PATROLING THE PROPERTY

RESPONSIBILITIES

1. Report for duty and review the daily journal from previous shift.
2. Check all equipment (radio, cell, and landline) and begin your daily journal. Do a Deggy round check upon starting every shift.
3. Remain alert at all times for vehicle and pedestrian traffic.
4. Identify all individuals requiring entry to the property.
5. The main gate will act as a dispatcher for the railroad gate officer.
6. Failure to file accurate information or failing to complete the patrols will result in disciplinary action.
7. After the gates are secured the first round will be conducted and a round will be done every 2 hours or as required by Management.
8. Make a complete round of all the offices, buildings and warehouse exteriors. Ensure that doors are locked and windows are intact. Particular attention needs to be given to the port trucks, equipment, and machinery, electrical systems and motors being shut down (except when other wise specified), fencing; noting any damage or areas in need of attention, lighting; noting any lights that are out that need replacing, cameras and sensitive areas designated by management. Use deggy wanda during all rounds, (The start of every shift and every 2 hours during closed times, during business hours Deggy rounds will be done in the beginning of every shift, after train leaves the property and every 2 hours non business hours.

11. All Railroad Gates

Security will make periodic patrols of the back CSX gate; ensure the gates are locked after the CSX train has left the property. Checks should be made as follows.

- a. At the beginning and end of each shift
- b. Every two hours
- c. After the CSX train has left the property

Check the lock and chain for signs of tampering or damage. Make sure the lock is in good working order. All checks will be documented on your Daily Activity report. No personnel vehicles are allowed on the property at any time. If a company vehicle is not available you will have to do the patrol on foot.

12. Lights After Hours

While on patrol all unnecessary lighting will be turned off by security after hours. A list of lights to be turned off after hours will be provided by port management.

14. Check the following

The fence enclosure around the port property is critical. Walk the fence line to check for any damage or signs of tampering. Trucks may be parked along the fence line you will have to walk behind them to ensure the fence is intact.

There are pedestrian and overhead doors in the warehouse area these doors and ensure they are closed and locked after hours.

15. A downloadable computerized wand and deggy system will be used while on patrol to record data for investigative and tracking purposes.

16. While performing duties you are required to have a flashlight, a VHF radio, hard hat and a reflective safety vest.

3.0 ACCESS CONTROL

TWIC Implementation:

For TWIC access control and authentication measures, employees and frequent visitors are subject to TWIC program compliance. Checks of TWICs for employees will be accomplished by security personnel daily.

Prior to gaining access to any area, anyone requesting unescorted access must present a valid TWIC to security personnel. Security personnel will verify the photo identification, the expiration date, and check the TWIC to ensure no signs of tampering are present. If the TWIC is deemed valid, the individual will be granted unescorted access with a bona-fide need for access after their presence is announced to terminal personnel. The individual must maintain the TWIC on his/her person at all times while at the facility.

To establish the identity of anyone not possessing a TWIC, personal

identification must be:

- 1). Laminated or otherwise secure against tampering.
- 2). Contain the individual's full name;
- 3). Contain a photo that accurately depicts the individual's current facial appearance; and
- 4). Bear the name of the issuing authority which must be a government authority for organization acting on behalf of a government agency; or the individual's employer, union or trade association.

Any individual requiring access to the facility that does not possess a valid TWIC will be escorted by a person holding a valid TWIC will be escorted by a person holding a valid TWIC. If the individual has previously been granted unescorted access, and has been known to possess a valid TWIC, but has a lost or stolen TWIC, then the individual may be granted unescorted access to the facility for a period of no longer than seven consecutive days, as long as the following requirements are met:

The individual has reported the TWIC as lost or stolen to TSA, The individual presents another identification credential that meets the requirements for access to the facility as described previously; and there are no suspicious circumstances associated with the individual's claim of loss or theft. Terminal management approve the entry.

In the event an individual cannot present a TWIC for any reason other than loss or theft, then unescorted access will not be permitted in the facility, thereby requiring an approved escort.

All individuals granted unescorted access to the facility must able to produce a valid TWIC within 10 minutes for either personnel or the USCG, local law enforcement and United States Customs and Border Patrol.

In the event an individual is found to be in violation of the TWIC and access requirements at the facility, disciplinary actions may be taken as appropriate. Possible actions may include permanent denial of access to the facility.

Persons violation restrictions of access will be escorted to the nearest primary access point. Persons with no verifiable reason for being present that violate access restrictions should be reported to the COTP.

3.1 SECURITY HOURS

Security hours: a term used to describe a period in time when an account is strictly following access control procedures. The security

hours for this facility are as follows:

DAYS

TIME

7 DAYS A WEEK 24 HOURS A DAY (one Security officer per gate, when opened)

3.2 IDENTIFICATION CHECKS

Any person entering or loitering near a security site that is not an employee, expected guest, or visitor should be instructed to leave the premises at once. If the above mentioned person still refuses to leave the site, the police should be notified at once. Under no circumstances is the intruder to roam the area unattended.

Procedure to follow:

1. Ask the person if you can help them.
2. Ask for TWIC Badges or DL will be physical checked.
3. Follow accesses control procedures.
4. If the individual does not have authorization to be on site inform the individual that he or she is trespassing, and ask them to leave.
5. If two security officers are on duty, inform the other officer(s) of the situation.
6. Contact your Site supervisor to inform them of the problem and receive further instructions.
7. If the police are notified, contact your account manager and client representative to report the problem.
8. Note incident in the daily journal, and file a complete and accurate incident report.

NOTE: If possible, never confront an intruder on a one-to-one basis since he/she may be armed or dangerous.

3.4 LOST, RESCINDED TWIC CARD

Lost or stolen identification badges must be reported to the port security officer (FSO) IMMEDIATELY. The port security officer is responsible for ensuring that proper notice regarding lost or stolen badges has been given to the on site security office and management.

Management will immediately notify the port security office of any and all rescinded TWIC Cards. The port security office is responsible for ensuring proper notice is provided to the security officers. If an employee fails to present their TWIC card upon accessing the facility, security personnel will notify a member of management immediately.

If an employee fails to present their TWIC card upon accessing the facility, security personnel will notify a member of management immediately.

3.5 PASSES, TEMPORARY OR VISITORS

Anyone without a TWIC card is required to obtain a temporary pass or visitor pass at the security station. All visitors including passengers are required to register with security and be cleared at the gate before access is authorized.

Visitors are not allowed:

- a. Access during non operational periods
- b. On the dock unless accompanied by a member of management or their designee.
- c. To enter a restricted area unless escorted by an individual with access to that restricted area.

The following information will be recorded on the Visitors Log, a note needs to be made reflecting that the visitors TWIC Badge was checked and or the person did not have a TWIC and was escorted.

- a. Name of each visitor and passenger in the vehicle or on foot.
- b. Company affiliation
- c. Purpose of the visit
- d. Destination
- e. Drivers License number
- f. Vehicle tag number
- g. Date and time of arrival and departure
- h. Serial number of the temporary pass or visitor pass issued

A log book containing serial numbers of all the valid temporary passes and visitor passes is required to be kept at the security station. Security or other trained designee is responsible for verifying and logging the information given and issuing a temporary/visitor pass as well as a parking pass. Security is responsible for directing the visitor to the designated parking area. They must be escorted if they do not have a TWIC Badge.

3.5.1 LOST/STOLEN/NOT RETURNED PASSES

Lost, stolen or not returned passes are required to be reported immediately to the on duty security officer. The security officer is responsible for invalidating the serial number for all passes not returned, lost or stolen in the Visitor Pass Log Book. The security officer is required to notify port security officer of the serial numbers which have been invalidated in the log book.

3.6 OFFICIAL VEHICLES

1. Law Enforcement

All law enforcement vehicles marked or unmarked will be stopped only long enough to check identity of the officer and to determine reason for entry. A plain clothes officer should show their badge and picture ID. If they refuse do not authorize entry until cleared by a supervisor. No pass is required. In case of an emergency open the gate and let them pass. Stop them on the way out and get your information.

2. Emergency Vehicles

On the approach of the vehicles, immediately open the gate, clear all lanes of traffic, and wave the emergency vehicles through the gate without delay. No pass is needed. Log all OFFICIAL VEHICLES ON YOUR DAILY JOURNAL, THE REASON THEY ARE ON PROPERTY, AND COMPLETE AN INCIDENT REPORT.

3.7 PEDESTRIAN ENTRY AND EXIT AUTHORIZATION

- 1). Person must have an TWIC Card, as per section 3.0.
- 2). A manager must authorize entry of all others except uniformed county, state and law enforcement personal.
 - a) All visits are recorded on a Visitors Log
 - U.S. Customs
 - U.S. Coast Guard
 - Immigration and Naturalization Service
 - Local Law Enforcement
 - b) Record their badge numbers in lieu of their names
 - c) S/O will ask them for their destination
 - d) Customs are to be accorded entrance without question
 - e) Officers serving subpoenas are to be directed to the Receptionist and HR representatives
 - f) THE S/O WILL IMMEDIATELY NOTIFY THE SHIFT SUPERVISOR UPON THE ARRIVAL OF ANY LAW ENFORCEMENT OFFICIAL

- g) MAIN GATE WILL RECEIVE ALL PROVISIONS FOR THE FACILITY
- h) ALL VISITORS ARE PREVENTED ACCESS AT THIS GATE
- i) ALL VISITORS ARE PREVENTED ACCESS UNLESS THEY ARE IN POSSESSION OF A LETTER OR THEIR NAMES APPEAR ON AN AUTHORIZED ACCESS LIST

Ship crew members

- a) Must be on a vessel access roster
- b) Each individual must present either a Merchant Marine ID Or an INS I-94 or I 95
- c) These Individuals will be signed out/in on the visitor's log
- d) If their name is not on the vessel access list
Visit will be recorded on the visitor's log/contact the shipping agent for authorization Use a valid driver's license containing the person's picture

Seamen

1. Without a recognized PORT ID card

Must be listed on the vessel access roster
Must have a valid Merchant Mariner's card
Or an I-94/95
They will be signed in/out on a Visitor's Log
If not a US citizen, they must possess an I-94 '95
Crew members not on the vessel access roster
Must produce a state's drivers license

2. Vehicles carrying ship's agents

Vehicle's Occupants must show a TWIC Card or driver's license
Their names, organization, destination and arrival time will be recorded on a visitor's log. The Security Officer at the Main Gate will ask the ship agent for a copy of the vessel crew list while the vessel is at Port.

3. QUICK REACTION PROCEDURES

If someone attempts to enter without proper ID or is found on property without ID
Contact your Supervisor
Give him/her a brief description
Request immediate assistance
Attempt to verbally detain the individual
When directed by the Supervisor contact police and request assistance with a suspicious person in a restricted area under Title 33 CFR part 154.

Notify Fso Management
 Notify the appropriate management
 Complete an incident report

4. SCREENINGS

MUST BE CONDUCTED WITH ESTABLISHED PERCENTAGES UNDER MARSEC LEVELS (SEE MARSEC TRAINING MATERIAL)

Anyone entering or exiting the Gates carrying a cooler, purse, bag, backpack or like items

These persons will be asked to open the items for inspection

If any prohibited item such as:

- a. A firearm
- b. Illegal drugs
- c. Drug paraphernalia
- d. Alcohol
- e. Company property

Person will be asked to wait and management will be notified immediately.

If the property is personal the person must have a Visitor Pass

Verbal confirmation from a Manager will not suffice for a written Visitor Pass

Maritime Security (MARSEC) Levels will be aligned with the Department of Homeland Security's National Terrorism Advisory System (NTAS) to the extent feasible and applicable.

Screening requirements as per MARSEC Level: MARSEC LEVEL

ACCESS CONTROL (33 CFR 105.255)	1	2	3
Screen pedestrians, baggage (including carry-on items), and personal effects.		5%	25% 100%
Screen vehicles and occupants transporting cargo and Vehicles enrolled in the facility security identification program. The facility security identification program includes vehicles of employees and long term, and frequent visitors.		5%	25% 100%
Screen all other vehicles and occupants. This includes privately owned vehicles and those operated by contractors/suppliers, taxis, buses, and delivery vans/trucks unless enrolled in the facility security identification programs.		15%	50% 100%

3.8 AFTER HOURS ACCESS

1. Employees

Under no circumstances should any employee be permitted to enter the property after normal business hours and at no time on weekends or holidays without proper written authorization.

2. Cargo Trucks

No trucks are allowed on the port after hours (2100 to 0700)

3.9 PROPERTY AND EQUIPMENT REMOVAL PROCEDURE

The property and equipment removal procedure's purpose is to control and monitor the removal of item from the client's property. This procedure will provide an accurate record of what items were taken who took them, when they were taken and that the proper authorization to remove the item(s) was established.

1. Anyone wishing to remove equipment or property must present the security officer with a property removal pass signed by a client representative.
2. Log what property is being removed, who is removing property and time of removal. Check the individuals to ensure that the proper individual is removing the property.
3. If possible, confirm with a client representative that property is being removed.
4. Check authorized signature list to verify that signatures match.
5. Ensure that items being removed are the same as those listed on the property removal pass.
6. Under no circumstances should any property leave a client's site without the proper authorization. If a problem arises, contact the client representative to handle the situation.

3.10 PACKAGE INSPECTIONS

The package inspection procedure has been developed to provide guidelines for the inspection of an individual's personal belongings or the client's belongings when they leave a client's property. It is

important that the following steps be accomplished carefully as to not violate an individual's rights. Screening rates will be in accordance with established MARSEC Levels. (Refer to Section 4)

CLIENTS PROPERTY

1. Before any equipment or merchandise is removed from the client's property, the security officer on duty must ask for and receive a property removal pass.
2. Ask the individual removing the property to open all boxes/bags so you can visually inspect the property and compare it to the property removal pass.
3. Do not open the boxes or bags; ask the individual to please do it. If they refuse contact your supervisor or client representative and inform them of the problem and receive further instructions.
4. Under no circumstances are you to touch, open or remove items from the boxes/bags.
5. If all items being removed are listed on the property removal pass, tell the individual thanks you and that you are sorry for any inconvenience.
6. All discrepancies must be reported to your supervisor or client. Do not allow the individual to leave the property until all discrepancies are resolved.
7. If a problem is found it is the responsibility of the security officer on duty to file a complete and accurate incident report-

3.11 PERSONAL PROPERTY (BRIEFCASES/PERSONAL BAGS)

1. This procedure is only to be followed with written authorization of the client representative.
2. Ask the individual to please open the package so you can visually inspect the property.
3. Do not attempt to open or search the package yourself; ask the individual to please do it. If they refuse, contact your supervisor or client representative to receive further

instructions.

4. Under no circumstances are you to touch, open or remove items from an individual's personal bags.
5. If a problem is spotted, report it to your supervisor or client representative and receive further instructions and file a complete and accurate incident report.
6. If everything is OK, inform the individual that you appreciate their cooperation.

Personal packages are defined as follows:

1. Oversize bags not handbags
2. Briefcases

3.12 PARKING POLICY

The purpose of this procedure is to provide written guidelines regarding the Parking Policy on the client's property.

1. Security is responsible for familiarizing themselves with the parking regulation at this facility.
2. While conducting patrols of the parking lot area, be on the lookout for the following:
 1. VEHICLE PARKED IN RESTRICTED AREAS
 2. FIRE LANE VIOLATIONS
 3. LOADING DOCK VIOLATIONS
 4. HANDICAPPED VIOLATIONS
 5. ABANDONED VEHICLES

3. If an individual is still in the vehicle or if security can ascertain ownership of the vehicle, politely ask the individual to move.
4. If a vehicle is parked in a tow-a-way zone you must first contact the supervisor and/or client representative and receive approval before any additional actions are taken.
5. All parking violation must be noted in the Daily Journal.
6. All vehicles on property are required to follow first move forward policy.

3.12.1 Designated Parking

1. Parking for employees and visitor is required to be in designated areas outside the port's secure area.
2. Employees designated by management are required to have a decal for their vehicle. If a port employee does not have a decal but has a TWIC Card, they will be stopped and asked to provide the necessary information to obtain a temporary vehicle pass.
3. Visitors are required to show proper photo identification such as a passport, driver's license, etc. before receiving a visitor's pass and a temporary parking pass. Record the following information
 - a. Visitors name and time of arrival and departure
 - b. Company affiliation
 - c. Purpose of visit and whom they are visiting
 - d. Driver's license and vehicle tag number
 - e. Serial number of the pass issued
4. The security officer is responsible for verifying and logging

the information given and issuing a temporary/visitor pass as well as a parking pass.

5. The security officer is responsible for directing the visitor to the designated parking area.

3.12.2 Restricted Parking With in the Secure Area

1. The security officer is responsible for strictly enforcing restricted access inside the secure area. Parking inside this area is only permitted for the following.
 - a. Port maintenance vehicles
 - b. Employees vehicles pre-authorized by management
 - c. Government vehicles
 - d. Port Management vehicles
2. These vehicles are required to have appropriate decals.
3. Vehicles are not allowed on the pier unless special permission has been granted by the port operating office.
4. Vehicles allowed onto the port, inside of the secure area, are required to park in the area adjacent to the stevedore manager's office. No other personnel or vehicles are authorized for access to the secure area without the special permission from the Nassau Terminal's general manager or the security manager.

3.12.3 Designated Parking Areas

Stevedore - Parking in lot.
Warehouse - Parking in designated area.
Yard Interchange - Parking off Dade St. facing the Customs building
Mechanics - Parking in designated area~~aa-~~

4.0 PATROL PROCEDURES

4.1 FIXED POST PATROL

REFER TO THE SPECIFIC POST RESPONSIBILITIES

4.2 MONITORED PATROL (SPOT CHECK PATROL)

The purpose of this procedure is to establish guidelines to be followed when conducting spot check patrols.

1. All security officers are to remain at their assigned post whenever a spot check patrol is not being conducted.
2. Complete patrols must include a visual inspection of all areas and each floor, paying special attention to employees still working, noises, unlocked doors/gates, inoperable exterior lighting and turning off unnecessary lights, coffee pots, etc.
3. Any person found in any area without permission during or after business hours, which are not an employee, visitor, or contractor should be asked to leave the building. If said person refuses to leave the building, contact the lobby security officer and the police immediately. Under no circumstances should you confront a person on your own since he/she may be armed and/or dangerous.
4. Any security officer found using a client's or tenant's space for purposes other than security related will face disciplinary action.

5. If a problem is spotted, no matter how minor, describe it in detail in your log. If necessary, file a complete and accurate incident report. Notify the appropriate client representative promptly if the problem needs immediate attention.
6. Failure to do patrols will result in disciplinary action.

4.2.1 MONITORED PATROL TIMES

DISCONTINUED

Below is schedule for conducting spot check patrols. Deggy buttons grounds, weekly reports printed and forwarded to client.

4.2.2 SECURITY SPOT CHECK LOCATIONS

Below is the location for each key stations within the facility.

Button #	Location/Description
----------	----------------------

See insert	
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DISCONTINUED

4.3 Unmonitored Patrol

1. The purpose of the unmonitored patrol is to:
Provide a continuous visual deterrent to crime, vandalism,
and or intruders.
 - a. Make all interior/exterior patrols as assigned. A
complete tour must include a visual inspection of
the following:
 1. Parking Lots
 2. Warehouse house areas
 3. Gates
 4. Office areas
 5. Construction areas
 - b. Alternate the times and route in which your tours
are performed in order not to create a definite
pattern which may easily be observed.
 - c. Be on the alert for maintenance problems. Check
all doors and windows and ensure that they are
secured.
2. Any person found in any area without permission during or
after business hours, which are not an employee, visitor, or
contractor should be asked to leave the facility. If that
person refuses to leave the building, contact additional
security officers (if applicable, the client representative
and the police immediately. Under no circumstances should
you confront a person on your own since he/she may be armed
and/or dangerous.
3. Any security officer found using a client's or tenant's
space for purposes other than security related will face
disciplinary action.
4. If a problem is spotted, no matter how minor, describe it in
detail in your log. If necessary, file a complete and
accurate incident report. Notify the appropriate client
representative promptly if the problem needs immediate
attention.

4.4 Golf Cart PATROL

The golf cart patrol procedure's purpose is to establish guidelines to follow while patrolling the client's property.

1. The primary responsibility of this security position is to provide a patrol of the parking lots, warehouse areas, office areas, gates , dock and construction areas.
2. At the beginning of each shift a golf cart Inspection Report must be filed. When the security shift is completed the form must be turned into the supervisor on duty. The supervisor will then check the golf cart Inspection Report and the golf cart to confirm reports. Failure to file accurate information or failing to complete the form will result in disciplinary action.
3. While on patrol be on the alert for:
 - Suspicious persons/activity
 - Unauthorized vehicles/persons
 - Individuals in need of assistance
 - Lighting conditions
 - Possible safety and security hazards
 - Parking violations
4. Report all problems to the appropriate client representative and your supervisor. All concerns/problems are to be noted in the daily journal and file a complete and accurate incident report.
5. Officers must obey all posted traffic signs and be guided by the rules and regulations for safe driving as set forth by the Florida Department of Motor Vehicles. At no time is the vehicle to be taken off property without written permission from the client representative.

4.4.1 Golf Cart USAGE POLICY

The following procedure is to be followed by all security officers and supervisors assigned to drive a client/company vehicle.

1. If you do not have a valid driver's license do not drive the vehicle.

2. Complete and file a Golf Cart Inspection Report prior to driving a company/client vehicle.
3. Never drive a golf cart that you feel is unsafe.
4. Follow all rules of the road.
5. Security golf cart are to be driven at the posted speed limits or under the posted limit when conducting patrols of the parking areas.
6. The security golf cart is never to be involved in a high-speed chase or used as a pursuit vehicle.
7. The security golf cart is never to taken off property unless directed by the client or supervisor.
8. All accident no matter how small must be reported.

4.4.2 GOLF CART ACCIDENT PROCEDURE

The following procedure is to implement in the event that a security officer is involved in an accident while on duty.

1. Contact the police to file an accident report and to receive medical assistance if needed.
2. The security officer is to contact the Account Manager immediately, who will then be responsible for contacting the District Manager.
3. The security officer involved in the incident is to complete

an accident report outlining the details of the accident (photos should be included). If a second vehicle is involved, the security officer must ensure that all documents and driver information are made part of the accident report.

4. The Account Manager is responsible for conducting a complete investigation of the accident and forwarding a copy of all reports and photos to the District Manager within 24 hours of the accident.
5. The security officer involved in the accident will be restricted from driving a company vehicle until an investigation has been conducted and approval has been given by the District Manager.
6. If the security officer was acting in an unprofessional manner and not following set policy and procedure, the security officer will be disciplined according to the Handbook.
7. The District Manager will forward all reports to the Vice President and Risk Manager for further follow up. Under no circumstances should reports be given to anyone other than the client or representative.
8. Any supervisor or security officer not following these procedures will face disciplinary actions for failing to follow set policies and procedure as directed by the District Manager.

5.0 EMERGENCY RESPONSE PROCEDURE

Follow Client guidelines

5.1 FIRE ALARM RESPONSE PROCEDURE

All security officers should familiarize themselves with the different types of fires, operation, classification and location of fire extinguisher.

1. If you are on a security patrol and discover a fire immediately notify the fire department with location of fire and sound the alarm.
2. If a fire has activated the fire alarm panel, the security officer must determine the location of the fire (from the fire panel) and ensure that the fire department has been notified.

3. Notify the Account Manager and the client representative as soon as possible, regardless of time.
4. Initiate fire/evacuation procedures as described in this manual.
5. Direct the fire department to location of the fire. Secure the scene (authorized personnel only!)
6. When the fire has been extinguished and the Fire Chief has ascertained that no fire is present, the client representative will, with the Fire Chief's approval, reset the fire alarm panel.
7. Be prepared at all times to carry out instructions from management and/or the fire department.
8. Describe the incident in the Daily Journal and file and complete and accurate Incident Report.

5.1.1 FIRE SPRINKLER SYSTEM

1. The sprinkler system that runs through the facility is controlled internally. The sprinkler systems are fed by an underground waterline, which runs throughout the facility.
2. A water flow alarm will activate when there is a water flow in the sprinkler lines. Remember, sprinklers are activated by heat, and they will automatically sound an alarm when activated.
3. An alarm at the central station monitoring company will sound, dispatching the fire department.

If any of these alarms activate, follow the procedure below:

1. When the client representative is available:
 - a. Notify the client representative
 - b. Provide a description of activated alarm and location
 - c. Await further instructions
2. When the facility is closed or there is no client representative on site:

- a. Meet the fire department on location
 - b. Assist them in gaining access to the facility
 - c. Delegate full control of the scene to the fire department
 - d. Notify the client representative and your supervisor as soon as possible to receive further instructions
 - e. Remember to document all arrival and departure times of any emergency service and actions taken by them respectively.
3. Describe the incident in the Daily Journal and file a complete and accurate Incident Report.

NOTE: An active alarm (water flow) does not always mean that there is a fire in the facility. The alarm system can be activated due to the following circumstances:

1. DROP IN WATER PRESSURE. If this happens, a quick tour of the facility will reveal the appropriate zone. An activated sprinkler will cause a water flow in the lines; subsequently, a flood in a particular zone. To contain flood, refer to the procedures for sprinkler valve shut down.
2. A DISCONNECTED SPRINKLER HEADS. If this happens, a quick tour of the facility will reveal the affected zone. Again, there will be activation of the water flow alarm and possible flood in the appropriate zone. To contain flood, refer to procedures for valve shut down.

5.1.2 FIRE ALARM EMERGENCY PROCEDURES

The following procedures when a fire alarm activates during business hours:

1. The security officer shall immediately proceed to the Fire alarm panel, and advise the security staff and the client representative of an alarm and the zone affected. DO NOT ATTEMPT TO RESET THE ALARM POINT.
2. Determine the location of the alarmed area by using the alarm panel and report alarmed zone to the client representative. Establish telephone contact with the fire department and await the arrival of fire and police personnel.
3. Follow evacuation procedures as directed by the client representative.
4. During an alarm condition, radio traffic will be confined to an as needed basis.
5. All security officers must remain at their post to assist with the evacuation of the facility and to assist fire personnel responding to the facility. It is of extreme importance that while the alarm is active, all employees evacuate the facility. Your supervisor or client representative will provide you with additional information regarding changes in job duties.
6. Once the Fire Chief arrives on site, he is in charge of all operations up until the "All Clear" is given to reenter the building.
7. Describe the incident in the Daily Journal and file a

complete and accurate Incident Report.

5.2 EVACUATION PROCEDURE

The following procedure has been developed to ensure the safe evacuation of employees, visitors and contractors from the facility during an emergency. As an Officer, you will be looked upon as an example for others to follow in an emergency situation. Always remain calm and act in a professional manner when dealing with the emergency.

1. The security officer(s) on duty is responsible for contacting the client representatives to inform them of the emergency and receive further instructions.
2. After permission is given to evacuate the facility, call the individuals on the Emergency Evacuation Contact list and inform them of the situation.
3. The supervisor, client representative or security officer will contact the security staff (if applicable) via radio and instruct them to assist in the evacuation. Remember to direct all individuals to the nearest exit.
4. After the facility has been evacuated security will be responsible for securing the building and assisting emergency crews as needed. All security officers are to remain at their assigned post (as long as you can safely do so) to ensure the safe evacuation of the facility. Your supervisor or client representative will instruct in further job duties as needed.
5. Each floor/area captain, or tenant representative of the facility is responsible for the evacuation of their assigned area.
6. Under no circumstances shall any individual be allowed to enter the facility unless the client representative or chief member of the emergency crew gives permission.
7. Describe the incident in the Daily Journal and file a complete and accurate Incident Report.

5.3 MEDICAL EMERGENCY

In the event of a MEDICAL EMERGENCY the following procedure is to be followed:

1. The security officer must contact the following:
 - a. Call MEDICAL ASSISTANCE to report the MEDICAL EMERGENCY, giving your name, account location and other requested information.
 - b. Call on site CLIENT REPRESENTATIVES to inform them of the incident and receive further directions.
2. After step one has been completed security must respond to the area or dispatch (via radio) another member of the security staff (if applicable) to the area of the reported MEDICAL EMERGENCY.
3. The security officer or staff member is to remain with the MEDICAL EMERGENCY, offering comfort and protection until professional medical assistance arrives.
4. Gather all facts pertaining to the MEDICAL EMERGENCY such as who, what, where, why, how and witness names concerning the emergency.
5. The security officer or staff member will direct EMERGENCY RESCUE to the MEDICAL EMERGENCY location.
6. Describe the incident in the daily journal and file a complete and accurate incident report.

5.4 BOMB THREAT PROCEDURE

To pick up a telephone and receive information that there is a bomb on

the property you are responsible for protecting can be a frightening experience. Although in most situations it is only a threat it must be treated and responded to as if real.

1. If you receive a bomb threat, the following procedure must be followed:

- a. While the person making the bomb threat is on the phone:

1. Try to find out where the bomb is located and how many
2. What time is the bomb set to explode?
3. What type of bomb?

- b. Try to make the person feel guilty by saying, "Do you really want to hurt or kill someone?"

Note: The most important thing is to keep the person on the phone and receive as much information as possible.

- c. Start filling out Bomb Threat Checklist

2. While the person is on the phone, note the following:

- a. Any type of background noise
- b. Male or female
- c. Nervous or calm
- d. Talks with an accent
- e. Talks with -lang words
- f. Does the person sound black, white, and foreign?

3. As soon as the phone call has been terminated dial *57 (call trace), call the Police Department. Give your name, building address, and then inform police that you just received a bomb threat.~~to~~

4. Notify the following people to receive further directions:

- a. Client representative
- b. Contact office and inform them of the situation

Note: If you are asked by a person if they should evacuate the building, you are to make sure that they understand that it is their option to evacuate not yours. Under no circumstances is

the security officer to tell a client representative to evacuate.

5. A complete incident report must be filed:

- a. Time of bomb threat
 - b. Time call was terminated
 - c. Time Police Department was called
 - d. Time client representatives were called
 - e. Time police arrived
 - f. All information regarding bomb threat procedures
-

BOMB THREAT INSTRUCTIONS & CHECKLIST

IF YOU RECEIVE A BOMB THREAT

- 1. Stay calm and NO RADIOS.
- 2. Stay on the phone and be polite & patient.
- 3. Listen carefully and get the following information.
 - a. Date: _____ Time: _____ AM/PM.
 - b. When is the bomb going off? _____ AM/PM.
 - c. Where is the bomb right now? _____

- d. What does the bomb look like? _____
- e. Why are you doing this? _____
- f. Who are you? _____
- g. Caller's Statement: _____

h. Circle any that apply:

<u>Caller</u>	<u>Voice</u>	<u>Speech</u>	<u>Language</u>	<u>Accent</u>
Male	loud	fast	obscene	local
Female	soft	slow	course	regional
Adult	rough	distinct	normal	foreign
Juvenile	educated	blurred	educated	
	High	slurred		
	Low	stutter		

<u>Manner</u>		<u>Background</u>	
Calm	deliberate	factory	party
Angry	hysterical	traffic	quiet
Rational	aggravated	music	voices
Disturbed	humorous	office	other:
Coherent	incoherent		_____

i. Other Information: _____

NOTIFY YOUR SUPERVISOR

Name: _____

Officer Taking Call _____ Receiving Phone _____

5.5 MECHANICAL EMERGENCY PROCEDURE

All MECHANICAL EMERGENCIES visible and comprehensible must be reported to the client representative and Account Manager immediately. After contacting the client representative you will receive further instructions on how to properly handle the situation.

As in any emergency it is the responsibility of the security officer on duty to describe the incident in the daily journal and file a complete and accurate incident report.

5.6 ELECTRICAL EMERGENCY

All ELECTRICAL EMERGENCIES that are visible and comprehensible must be reported to the client representative and Account Manager immediately. After contacting the client representative you will receive further instructions on how to properly handle the situation.

As in any emergency it is the responsibility of the security officer on duty to describe the incident in the daily journal and file a complete and accurate incident report.

5.7 WATER LEAK PROCEDURES

All WATER LEAKS that are visible and comprehensible must be reported to the client representative and Account Manager immediately. After contacting the client representative you will receive further instructions on how to properly handle the situation.

As in any emergency it is the responsibility of the security officer on duty to describe the incident in the daily journal and file a complete and accurate incident report.

5.8 SEVERE WEATHER CONDITIONS PROCEDURES

HURRICANE CONTINGENCY PLAN FOR ALLIEDBARTON PERSONNEL

The purpose of this plan is to provide guidance to personnel in order to prepare for hurricanes. The main objective is to maintain or regain the ability to operate under hazardous weather conditions. With the assistance from all four Branch Managers in the State of Florida and other external resources, we have prepared a somewhat comprehensive program designed specifically for _____ of Florida.

COMMUNICATION

This always seems to be the downfall of any operation. The difficult part begins when a dangerous storm is rapidly approaching your area. Power lines, antennas, and radio towers begin to be

destroyed. When this occurs, telephones, pagers, and other communication devices become worthless. There are storms that have caused several weeks to pass before telephone communications could be restored. We will have one established Command statewide. Should a hurricane hit one of our four cities, Orlando will be the designated city with the following phone number: This phone will be manned 24 hours a day until the storm passes and order is restored. Remember, we all have to work together in order to have a smooth response to such a catastrophic event.

RESPONSIBILITIES WHILE ON DUTY

WHILE ON DUTY AT CLIENT LOCATION, YOUR PRIMARY RESPONSIBILITY AS AN OFFICER IS TO ENSURE THE SAFETY AND SECURITY OF CLIENT PROPERTY AND ASSETS. THIS HOLDS TRUE DURING ALL TYPES OF WEATHER CONDITIONS INCLUDING HURRICANES.

When on duty, adhere to the following instructions:

REMAIN CALM Your ability to remain calm will assist in dealing with an emergency and will help others. Remember, panic, confusion, and chaos can cause injuries or deaths.

REMAIN ON POST UNTIL FURTHER NOTIFIED A client representative will notify you as to the position he/she wants you to maintain. If you are working a gate, the client may request that you lock the gate and follow company employees to a safe area. The client may want you to maintain your post locations. If so, take the necessary precautions to ensure your safety while continuing to respond to your duties. If you are uncertain as to the client's wishes/instructions, contact the client and ASK. Never leave your post without instructions from the client representative.

PREPARE FOR HIGH WINDS If possible, board up or tape windows and other glass where you will be. Tape exposed windows to prevent shattering. Collect loose objects that can become deadly missiles, and anchor them down or move them indoors. Try to store all paperwork in water-proof containers or move it to the highest spot possible (in case of flooding).

DURING THE STORM As a security guard, your duties include fire prevention, fire detection, and fire reporting. Many storms damage electrical wires and systems, gas and telephone lines, as well as oil and gas storage tanks. Damage to these facilities may cause a fire. Therefore, keep alert to your immediate surroundings and if

the client's lines are down, report it to management personnel and be sure to evacuate the immediate area. Employ great caution when trying to fight the fire. Remember, your safety and the safety of others is more important than the materials in the fire.

AFTER THE STORM Debris filled streets, loose or dangling power lines, snakes and poisonous insects are dangerous and are cause for alarm. Be extremely careful. Do not drink the water (unless it is distilled or boiled first), because it may have been contaminated during the storm. Remain on post, and/or return to your post, and await instructions from client management (they may need to utilize you at other areas within the facility).

WHERE'S MY RELIEF? As I'm sure you understand, many roads, streets and highways will probably be closed down during and after the storm. Therefore, your relief may have trouble reporting for duty. You are NOT to leave your post until properly relieved. This may require you to work extra hours (this policy is MANDATORY, NOT VOLUNTARY). Notify Management as soon as possible that your relief is late. Everything possible will be done to relieve you. However, these are emergency situations, and a relief may not be possible. At such a time, you may utilize company telephones (if operative) to notify your family that you are safe and must remain on duty until further notice.

IF YOU ARE NOT ON DUTY WHEN THE STORM ARRIVES, ADHERE TO THE FOLLOWING INSTRUCTIONS:

You are required and expected to report for duty at the proper time. If you are going to have problems getting to work, please call Management. If you cannot reach please call the location you are assigned to. Make arrangements.

If you are not scheduled to work, call either Management or the location you normally work to determine if you are needed to work. THIS IS A TEAM EFFORT. Others who are working may need to be relieved to get some rest, check their homes and belongings, or assist stranded relatives. Think of them. Offer your time. You are required to check in with Management or client location as soon as possible. Leave a number where you may be reached. Many times after a severe storm, additional security officers are PREPARED TO WORK.

There is no excuse for not reporting in. Anyone who manages to "disappear" during or after the storm, and then call after three or four days to report in, will be disciplined accordingly. Have a relative report for you if needed.

If telephone lines are inoperative, report in person to the location you normally work, and see if you are needed. As soon as telephone service is restored, contact AlliedBarton Management for further instructions.

REMEMBER, this is a team effort. We must all work together, work

hard, and probably work long hours. Together, we can get through the storm with minimal damage, minimal open posts and absenteeism, and a minimal number of client complaints. Let's show our character and build reputation during these trying times and do the best job possible.

PERSONAL PREPAREDNESS BEFORE A HURRICANE THREATENS

Know elevation of your home above sea level - This information is available from local Emergency Management Officials. Your nearest Weather Service Office can supply flood-stage data for area streams and rivers.

Learn potential maximum storm surge - Find out if your home is subject to storm surge (tidal flooding). Information about the potential for inland flooding and storm surge is available through the nearest Weather Service Office.

How safe is your home? - Plan to relocate during a hurricane emergency if you live near the seashore or if you live in a mobile home, always plan to relocate.

Know location of nearest shelter - Emergency Management or Red Cross personnel can give you the location of the shelter nearest your home and explain what you should bring with you.

Plan for your family's safety. Know how to contact family members should the need arise.

Plan Route to Safety If You Must Leave - Plan your escape route early. Check with Emergency Management Personnel for low points and flooding history of your route. Check the number of hours it could take you to evacuate to a safe area during peak hours of evacuation traffic.

Inventory your property - A complete inventory of personal property will help in obtaining insurance settlements and/or tax deductions for losses. Inventory checklists can be obtained from many sources including your insurance representative. Do not trust your memory. List descriptions and take pictures. Store these items and other important insurance papers in waterproof containers or in your safety deposit box.

Check insurance coverage - Review your insurance policies and your coverage to avoid misunderstandings later. Take advantage of flood insurance. Separate policies are needed for protection against wind and flood damage, which people frequently do not realize until too late. Do not wait until a hurricane is close to land, by then it is too late. When a storm is heading to shore, insurance offices are too busy preparing for the emergency and will not be

able to respond to individual requests and insurance cannot be obtained.

Materials to protect glass openings - Have shutters or lumber to protect large windows and doors. Use masking tape for use on small windows.

Materials for emergency repairs - Your insurance policy may cover the cost of materials used in temporary repairs so keep all receipts. These also will be helpful for any income tax deductions.

WHEN A WATCH IS ISSUED

Make plans early - Listen constantly to radio or TV. Monitor storm reports and keep a log of hurricane position. Remember-evacuation routes sometimes can be closed up to 20 hours before landfall by wind gusting or storm surge flooding.

If considering moving to a shelter, make arrangements for all pets. Pets are not allowed in shelters. Refill needed prescriptions. If evacuation has not already been recommended, consider leaving the area early to avoid long hours on limited evacuation routes.

Check supplies - Transistor radio with fresh batteries. A radio will be your most useful source of information. Have enough batteries to last several days. There may be no electricity.

Flashlights - Candles or lamps, and matches. Store matches in a waterproof container. Have enough lantern fuel for several days and know how to use it safely.

Full tank of gasoline - Never let your vehicle gas tank be less than half full during hurricane season. Fill the tank as soon as a hurricane watch is posted. Remember-when there is not electricity, gas pumps will not work.

Canned goods and non-perishable foods - Store packaged food which can be prepared without cooking and need no refrigeration. There may be no electricity or gas.

Containers for drinking water - Have clean, airtight containers to store sufficient drinking water for several days. The city supply will probably be interrupted or contaminated.

Take steps to protect property - Make temporary repairs to protect property from further damage or looting. Use only reputable contractors (sometimes in the chaotic days following a disaster, unscrupulous operators will prey on the unsuspecting). If possible, check contractors through the Better Business Bureau. Keep receipts for materials used.

Be patient - Hardship cases will be settled first by insurance

representatives. Do not assume your settlement will be the same as your neighbor's. Policy forms differ and storm damage is often erratic. In a major catastrophe, the insurance industry will have emergency offices and extra manpower to expedite claim settlement and to speed recovery. Everyone cannot be first.

It takes a team effort - Responsibility for the clean-up falls to numerous local, state and federal agencies. A local Emergency Management Coordinator (the mayor, county judge or a designated representative) will be on hand to help residents in this effort.

WHEN A WARNING IS ISSUED

Continue listening to radio or TV - Continue to monitor hurricane position and expected landfall.

If you live in a mobile home - Check tie downs and leave immediately for a safer place. Mobile homes are not safe in hurricane force winds.

Prepare for high winds - Brace your garage door. Lower antennas and be prepared to make repairs.

Anchor outside objects - Garbage cans, awning, loose garden tools, toys and other loose objects can become deadly missiles. Anchor them securely or move them indoors.

Protect windows and other glass - Board up or shutter large windows securely. Tape exposed glass to reduce shattering. Draw drapes across windows and doors to protect against flying glass if shattering does occur.

Protect property - Without taking any unnecessary risks, protect your property from damage. Temporary repairs can reduce your losses.

Stay away from windows - Glass doors; move furniture away from exposed doors and windows.

Stay tuned to media broadcasts - Keep a radio or television tuned for information from official sources. Unexpected changes can sometimes call for last minute relocation.

Remain calm - Our ability to meet emergencies will help others.

IF YOU MUST EVACUATE

Know where you are going - Leave early in daylight if possible.

Move your most valuable possessions - That you cannot take with you to higher points within your home.

For shelter - Take blankets or sleeping bags, flashlights, special dietary foods, infant needs and light weight folding chairs. Register every person arriving with you at the shelter. Do not take pets, alcoholic beverages, or weapons of any kind to the shelter. Be prepared to offer assistance to shelter workers, if necessary, and stress to all family members their obligations to keep the shelter clean and sanitary.

Do not travel farther than necessary - Roads may be jammed. Do not let your auto become your coffin.

Lock windows and doors - Turn off gas, water and electricity in your home. Check to see that you have done everything possible to protect your property from damage and loss.

TAKE SURVIVAL SUPPLIES WITH YOU

First Aid Kit
Canned or dried provisions, can opener, spoon, etc.
Bottled water
Extra family medication, prescriptions
Spare eyeglasses, hearing aids and batteries if needed
Warm protective clothing

KEEP IMPORTANT PAPERS WITH YOU AT ALL TIMES

Driver's license and other identification
Insurance policies
Property inventory

Medic-alert or device to convey special medical information
Maps to your destination

AFTER THE HURRICANE

If you are evacuated, delay your return until it is recommended or authorized by local authorities.

Beware of outdoor hazards - Watch out for loose or dangling power lines, and report them immediately to proper authorities. Many lives are lost through electrocution.
Walk or drive cautiously - Debris filled streets are dangerous. Snakes and poisonous insects will be a hazard. Washout may weaken road and bridge structures, which could collapse under vehicle weight.

Guard against spoiled food - Food may spoil if refrigerator power is off more than a few hours. Freezers will keep food several days if doors are not opened after power failure, but do not re-freeze after it has thawed.

Do not use water until safe - Use your emergency supply or boil water before drinking until official word that the water is safe. Report broken sewer or water mains to the proper authorities.

Take extra precautions to prevent fire - Lowered water pressure in city mains and the interruption of other services may make fire fighting extremely difficult after a hurricane.

THE RECOVERY

Insurance - Insurance representatives will be on the scene immediately following a major disaster to speed up the handling of claims. Notify your insurance agent or broker of any losses and leave word where you can be contacted.

HURRICANE RELATED TERMS

Eye - The relatively calm area in the center of the storm. Winds are light in this area and the sky often is only partly covered by clouds.

Gale Warning - A warning of sustained winds within the range of 39 to 54 miles per hour.

Hurricane - A tropical cyclone with sustained winds of 74 mph or

greater.

Hurricane Advisories - Messages issued by the National Hurricane in Miami which summarize all coastal warnings that are in effect, including hurricane watches. In addition to a description of the storm, its position, anticipated movement and prospective threats are given.

Hurricane Watch - The first alert when a hurricane poses a possible, but as of yet uncertain, threat to a certain coastal area. Small craft advisories are issued as part of a hurricane watch advisory.

Hurricane Warning - Notice that within 24 hours or less, a specified coastal area may be subject to sustained winds of 74 mph or higher and/or dangerously high water or a combination of dangerously high water and exceptionally high waves, even though expected winds may be less than hurricane force.

Landfall - The position at a seacoast where the center of a hurricane passes from sea to land.

Local Statement - A public release prepared by a Weather Service Office in or near a threatened area giving specific details to protect life and property in the office's area of responsibility.

Small Craft Warnings - When a hurricane or tropical storm threatens a coastal area, small crafts are advised to remain in port or not to venture onto the open sea.

Storm Surge - An abnormal rise in the level of the sea produced by a hurricane or tropical storm. This inundation is usually responsible for the greatest loss of life and destruction of property.

Tropical Disturbance - A moving area of thunderstorms of tropical origin that maintains its identity for 24 hours or more.

Tropical Storm - Distinct rotary circulation with sustained wind speeds of less than 74 mph.

5.10 CRIMINAL RESPONSE

Update Supervisor, Account Manager, Client, after 911 is called.

5.10.1 LEGAL AUTHORITY AND LIMITS

As an Officer, our client employs us to protect all property within your site's boundaries and to protect employees and other persons on our client's property by:

1. Promoting safety, order, good will, discipline and respect for property and patrons;
2. Enforcing the site's rules of conduct, and safety.
3. Preventing and/or detecting and reporting crimes and safety hazards.

But you are NOT a police officer and you do not have a police officer's arrest authority. You are to serve more in a service role than in an enforcement role.

If you observe or suspect a crime and are unable to prevent it, then you must:

1. Immediately contact your supervisor, and/or the client, and/or the police (as directed by your site procedures).
2. Complete the Incident Report as soon as possible, being accurate, brief and clear.

5.10.2 CITIZEN'S ARREST

You may make a CITIZEN'S ARREST only when you can say "YES" to ALL 3 of the following questions:

1. Did you personally witness a serious (felony) crime, such as: murder/manslaughter; aggravated battery; arson; rape; robbery; burglary?
2. Are police not able to respond promptly?
3. Do you have support from your supervisor, or the client(s) representative?

5.10.3 BATTERY

As a security officer assigned to the facility there are two (2) types of battery, which you may encounter while on duty.

The first type is when one or more of the participants have left the scene and only the victim remains.

1. Respond to the area immediately.
2. Contact the client representative and inform them of the incident and to receive further instructions.
3. Contact the police (non-emergency).
4. Call for medical assistance if necessary.
5. Question the victim and witnesses for identification information.
6. Contact the account manager and/or site supervisor for further instructions.
7. Describe the incident in the Daily Journal and file a complete and accurate Incident Report.

The second type of assault is when all individuals are still on the scene.

1. Determine whether or not you are needed to separate the participants. If so, call for immediate backup (to include client representative) and contact the police for immediate response.
2. Try to separate the combatants using an authoritative voice; i.e. STOP! THE POLICE ARE ON THEIR WAY." If this fails and you feel that one or more persons are going to do serious physical harm to each other, use reasonable physical force to break up the altercation.
3. Call for medical assistance if needed.
4. Question all parties and witnesses regarding the incident.
5. Contact the client representative, site supervisor and/or account manager to inform them of the incident and to receive further instructions.
6. Describe the incident in the Daily Journal and file a complete and accurate Incident Report.

5.10.4 BURGLARY

For our purposes, a burglary is a crime that includes breaking and entering into a secured space. Evidence of this may be a broken window, alarms sounding or observed movement in a dark tenant space.

In such cases, follow the procedures listed below:

1. Immediately notify the police with all pertinent information such as location, the type of crime you suspect and which entrance police should use.
2. Contact the _____ office, account manager and/or site supervisor for further instructions.
3. Contact the client representative if directed by the account manager or site supervisor.
4. Do not enter the space, but try to observe its exits to obtain a description of suspects and/or vehicles. Forward all information to the police.
5. Describe incident in the Daily Journal and file a complete and accurate Incident Report.

5.10.5 ROBBERY

A robbery call is generally received immediately after the crime, so time is of great importance. The suspects are usually in the process of fleeing, and confrontation with an authority figure such as a security officer or police officer and cause unpredictable behavior. Therefore, extreme caution must be taken.

In the event of a robbery call, follow the procedures listed below:

1. Insure that the police have been notified ensure firsthand description information.
2. Contact the ALLIEDBARTON office, account manager and/or site supervisor for further instructions.
3. Report to area of crime to observe possible suspects or suspect vehicles leaving the scene.
4. If you identify a suspect(s) or suspect's vehicle immediately notify the police to provide pertinent facts such as vehicle description, direction of travel, etc.
5. Contact the client representative if directed by the account manager or site supervisor.
6. Described the incident in the Daily Journal and file a complete and accurate Incident Report.

5.10.6 STOLEN VEHICLES

In many cases an individual will report to you that his/her vehicle has been stolen, but they may have simply forgotten where they parked.

Upon receiving a report of a stolen vehicle:

1. Try to determine where the complainant parked their car by finding out which entrance they came into the facility parking lot, and which entrance they used to enter the facility.
2. Ask the individual if they have conducted a complete search of the area, if they respond yes and the vehicle has not been found contact the police.
3. Describe the incident in the Daily Journal and file a completed and accurate Incident Report.

NOTE: You are not to leave your post to search the parking lot.

STOLEN VEHICLES (exterior patrol assistance)

In many cases an individual will report to you that his/her vehicle has been stolen, but they may have simply forgotten where they parked. Upon receiving a report of a stolen vehicle:

1. Try to determine where the complainant parked their car by finding out which entrance they came into the facility parking lot, and which entrance they entered the facility.
2. Contact the roving officer and have them assist in the searching of the immediate areas the complainant indicated they parked their vehicle.
3. After a reasonable search of the above area and the vehicle still has not been found, contact the police.
4. Describe the incident in the Daily Journal and file a complete and accurate Incident Report.

5.10.7 VANDALISM

In the event that you come across an act of vandalism (broken windows, graffiti, etc.) during your security tour the following procedure is to be followed:

1. Determine how extensive the damage is and if a suspect or possible witnesses are in the area.
2. If possible, question witnesses regarding the facts of the incident.
3. Contact the office, account manager and/or site supervisor for further instructions.
4. Contact the police and client if directed to do so by the account manager and/or site supervisor.
5. Describe the incident in the Daily Journal and file a complete and accurate Incident Report.

5.10.8 DETENTION AND SEARCH

1. Under no circumstances can security personnel detain a shoplifting suspect unless they witnessed the theft. Security can:

- a. Follow the suspect through the facility in the company of the merchant who has witnessed the theft, if a suspect has left the store, and is identified by store personnel.
- b. Stand by as the merchant confronts the suspect and if necessary be prepared to contact the police.
- c. Accompany the suspect and the merchant back to the store to wait for the police. Once returning to the store it the store manager's responsibilities to detain the suspect. Remember your role is that of a peacekeeper.

NOTE: The suspect is always to be returned to the store, and not the security office or any other part of the facility.

2. Should a merchant report a suspect in the facility and cannot accompany the security officer following the suspect, the security office cannot approach the suspect until the merchant joins the Security officer.
3. In all cases, security personnel are to remember that the issue of shoplifting charges is between the tenant and the suspect.
4. Security personnel are to stand by only to assist if a confrontation should break out; at which time they may intercede. A security officer may intercede and actually detain a suspect if violence breaks out.
5. Describe the incident in the Daily Journal and file a complete and accurate Incident Report.

5.11 MEDIA RELATIONS

1. All media related questions are to be directed to the client representative (call down list) and your supervisor. Under no circumstance is a security officer permitted to answer question directed by the media.
2. The security officer should politely inform the media representative that all questions must be directed to the appropriate individual and that you will contact that individual for them.

3. All media representative must remain at the security post until you have received further information/direction from the client representative or supervisor.
4. If a media representative is found on property kindly inform them that they are on private property and must receive authorization from our client to be on property. Refer to step one.
5. Describe the incident in the Daily Journal and file a complete and accurate Incident Report.

6.0 MISCELLANEOUS PROCEDURES

6.1 COMPLAINT PROCEDURE

Complaint Procedure against Security:

1. Any complaints against Security are to be directed to the Site Supervisor or Account Manager. The supervisor will determine how the complaint is to be handled.
2. Should the person making the complaint wish to speak to the client; direct the individual to the client representative? If the client is not available inform the individual that you will have the client representative call them as soon as possible.

3. File a complete and accurate incident report.

Complaint Procedure against Building Conditions:

1. Complaints dealing with building conditions are to be directed to the appropriate client representative, or you may direct it to the Account Manager or Site Supervisor.
2. In all cases, the complaint is to be logged in the journal and the Account Manager is to be made aware of the situation.
3. Should you have any questions as to how to direct a complaint, check with the Site Supervisor or Account Manager or, if they are not available, check with the client representative?
4. If the client is not available inform the individual that you will have the client representative call them as soon as possible.

6.2 KEY POLICY AND PROCEDURES

1. Security officers are to maintain control over keys at all times.
2. Any door unlocked for cleaning personnel, delivery people, etc. is to be logged in the security officer's daily journal.
3. After each shift, all keys must be turned over to the relieving security officer.
4. Any security officer that does not have keys with them at all times while on duty will face disciplinary action.
5. All keys must be signed in/out for by the security officer in the key control log.
6. Keys are not to be released to anyone other than the appropriate relief security officer or the client representative.

6.3 TELEPHONE ETIQUETTE

1. Security officers are required to answer the telephone in a timely and courteous manner. (THREE RINGS OR LESS)

"Good Morning. [Account location] Officer [name] speaking.
Can I help you?"

"Good Afternoon. [Account location] Officer [name] speaking.
Can I help you?"

"Good Evening. [Account location] Officer [name] speaking.
Can I help you?"
2. A telephone message book shall be utilized during non business hours. The message should be dated, time call received, caller and/or company, telephone number to return call, and a brief message.
3. In the event of an emergency get as much information as possible and direct the call to the appropriate individual.
4. Security officers are not permitted to give out phone numbers to anyone, if the call is an emergency tell the caller you will contact the appropriate individual to return the call.

6.4 LOST AND FOUND POLICY

NORMAL BUSINESS HOURS

1. All lost and found items are to be turned over to the client representative and an entry made in your journal.

AFTER NORMAL BUSINESS HOURS

1. After normal business hours, holidays and weekends; lost and found items are to be secured in a safe place.
2. All Items found after normal business hours must be forwarded to the client representative the next business day.
3. The security officer on duty must note item in the daily journal.

NOTE: When a lost and found item is claimed the security officer must log such in their journal. Documenting the item turned over and _who it was turned over to.

6.5 TRAFFIC CONTROL PROCEDURE

The purpose of this procedure is to provide written guidelines regarding the Traffic Control on the client's property.

1. On occasions such as; restricting parking areas, vehicle accidents, road construction, directional parking and parades etc. a security officer will be assigned to traffic control in the parking lot.
2. When assigned to traffic control the officer on duty is expected to take all necessary safety precautions. Always use the following tools if necessary.

TRAFFIC VEST
FLARES
OVERHEAD VEHICLE LIGHTS
CAUTION TAPE
DIRECTIONAL FLASH LIGHTS
TRAFFIC CONES

3. When directing traffic officers must pay attention to the flow of traffic as not to create a dangerous situation.
4. If assistance is needed or if a problem arises contact your supervisor.
5. Under no circumstance should a security officer place themselves in a dangerous position or attempt to direct traffic if the situation is not able to be safely managed.
6. When assigned to direct cars into parking spaces the officer must pay special attention to the space available to park the vehicle. If a space is too small or if conditions do not allow; do not attempt to direct the vehicle into the parking space.
7. The security officer on duty must note all problems in the daily journal and file a complete and accurate incident report.

6.7 RADIO COMMUNICATION POLICY AND PROCEDURE

The purpose of this procedure is to provide written guidelines for the use of radios and radio communication procedures on the client's property.

1. Each radio is numbered and must be logged in/out in the Radio Control Log.
2. Radios are to be used for security reasons only. Any problems/damage to the radios must be reported in the Daily Journal and Radio Control Log.
3. The radios will allow for two-way communication between the security staff and the following:

CHANNEL

1. MAINTENANCE
2. WAREHOUSE
3. STEVEDORES
4. STEVEDORES

Base stations and remote modules have been installed in permanent locations, such as:

- 1.
- 2.
- 3.
4. Each officer will be assigned a "unit Number" which must be used during all radio communication.
5. When using the radios remember:
 1. BE PROFESSIONAL AND USE COMMON COURTESY.
 2. DO NOT USE FOUL LANGUAGE.
 3. POLICE CHANNELS ARE USED ONLY IN AN EMERGENCY.
 4. BE CLEAR AND CONCISE IN DELIVERING YOUR MESSAGE.

6.8 "10" CODE

All security officer are required to use the "10" code while transmitting on the radio.

10-1	UNABLE TO COPY
10-2	LUNCH/DINNER
10-4	OK
10-5	MEETS
10-7	OUT OF SERVICE
10-8	IN SERVICE
10-9	REPEATS
10-17	MEETS WITH _____
10-19	RETURN TO _____
10-20	LOCATION
10-21	PHONE CALLS
10-22	DISREGARDS
10-46	OFFICER NEEDS ASSISTANCE
10-76	ENROUTE
10-97	ARRIVING AT THE SCENE

6.9 SECURITY ESCORT SERVICE

The purpose of this procedure is to provide written guidelines for the escorts on the client's property.

1. The patrolling officer will be summoned to the appropriate area to meet and escort the individual to the designate area.
2. The patrolling officer is responsible for noting the escort request; time of request and time request was completed in the Daily Journal.
3. Any problems should be noted in the Daily Journal and file a complete and accurate Incident Report.

6.10 RENDERING REQUESTED VEHICLE ASSISTANCE TO AN INDIVIDUAL:

The purpose of this procedure is to establish guidelines to be used if a member of the security staff is approached to render assistance to an individual in distress. As a member of the security department you may be called upon to render assistance to an individual for a variety of reasons, which may include dead batteries or lockouts. Since policies differ from site to site, your account manager has provided a

listing of approved areas in which the security staff can directly assist an individual or who to call for assistance (see following page).

1. First determine the proper procedure to be followed for the requested assistance by referring to the attached list for guidance.
2. Inform the individual that he/she must sign the "Authorization To Render Assistance" form.
3. Determine if the vehicle belongs to the individual requesting assistance.
4. Determine if you are qualified to render assistance; if not, call for assistance. Never attempt to render assistance if you are not 100% sure that you can do so without causing damage to the vehicle or injury to yourself or another individual.
5. Complete a journal entry with appropriate information.

6.11 AUTHORIZED ASSISTANCE INFORMATION

SECURITY OFFERED REQUESTED ASSISTANCE	YES	NO	REFERRAL CONTACT
LOCK OUTS		X	
FLAT TIRES	X		
JUMP STARTS	X		

TOWING

X

VEHICLE MAINTENANCE

X