



SECURITY



PRIVATE SECURITY:

Window Dressing or Real Protection?
A Roadmap for Securing Sacred Spaces

APRIL 2022 APPENDICES

APPENDIX 1: Sample Request for Proposal

A MENU OF POTENTIAL TRAINING OFFERINGS

Operational Training: Foundational Training on Core Aspects of Security
Security Awareness: Basics of how their role fits into the organization's comprehensive security plan
Life Safety: Fundamental fire safety, medical emergency, and evacuation skills
Active Assailant Training: Crisis management training for violent attacks
Situational Awareness: Behavioral awareness and screening tactics
Emergency Response Procedures
Incident Response/Crisis Management
Crisis Intervention (mental health)
Principles of Access Control
Bomb Threat Management
Package Screening
Traffic Control/Crowd Control
Industrial Control System Security (ICS)
Incident Response
Crisis Management
Emergency Operating Procedures
Emergency Responder Coordination
Legal Considerations
Use of Force

Communications Training: Internal and External Communication Protocols
Internal Security Communications Protocols
External Security Communications Protocols
Incident Reporting: Immediate vs. incident reports; daily logs
Communicating With Law Enforcement/911
Customer Service: Interacting with congregants; power of hello, disability awareness

Roles and Professional Guidelines: Other Key Security Topics
Cultural Sensitivity and Competency
Diversity, Equity, and Inclusion/Implicit Bias Training
De-escalation/Conflict Resolution Awareness
Engagement With Law Enforcement
Job Assignment and Post Orders

Additional Considerations for Armed Private Security Officers
Incident Response
Crisis Management
Emergency Operating Procedures
Emergency Responder Coordination
Legal Considerations
Use of Deadly Force
Less Than Lethal Weapons Training
Shoot Don't Shoot Protocols/Scenarios (requirements)
Weapons Training & Qualification (initial)
Firearms Practice: No fewer than two paid range days each year
Police Officer Standards & Training (POST) Qualification Course
Weapons Retention and Manipulation (including recent and regular training on stress-induced shooting)

REQUEST FOR PROPOSAL — SECURITY SERVICES

Advertised: XX DATE

Requestor: INSERT YOUR ORGANIZATION'S NAME HERE

Address: INSERT YOUR ORGANIZATION'S ADDRESS HERE

Submit via email to INSERT YOUR EMAIL HERE

Deadline: Submit proposals by: XX DATE

Article 1. Purpose and Term

- 1.1 The Organization (Client) is seeking proposals from qualified Contractors with demonstrated experience in the provision of high-quality ARMED or UNARMED security services using fixed post and patrol security officers in accordance with the terms and conditions of this request for proposal (RFP). This RFP establishes the minimum requirements a bidder must meet to be eligible for consideration and does not obligate the Client to accept responses from eligible Contractors.
- 1.2 The selection of the successful Contractor will be made based on the Client's evaluation of the relative ability of each Bidder to deliver quality service in a cost-effective manner. The Client is not obligated to accept the lowest bid and reserves the right to reject any bids or amend the scope of the project. All Bidders must be duly licensed to and perform work in accordance with all federal, state, and local authorities and to the satisfaction of those authorities.
- 1.3 The following specific criteria will be evaluated and must be addressed in the proposal:
 - a) Company history and organization, including experience and depth of organization
 - b) Demonstrated successful experience in implementing services similar to those requested in this RFP
 - c) Ability to meet the contractual requirements set forth in this RFP
 - d) Provisions of other value-added services
 - e) Process improvement/cost savings ideas presented by Bidder
 - f) Licensing
 - g) Safety record
 - h) Hiring standards for employees
 - i) Training provided to employees
 - j) Employee benefits
 - k) References
 - l) A statement of the hourly wage rate for the security officer(s), the regular hourly rate billed to the Client for services, a breakdown of the benefits package, overtime wage rates, and related items
 - m) The proposal's completeness, thoroughness, accuracy, compliance with instructions, timeliness, and conciseness of the text materials.
- 1.4 Any other criteria that the Client in its reasonable discretion deems applicable to the evaluation of proposals. This shall have an initial term beginning on INSERT TERM START DATE HERE and running through INSERT TERM TERMINATION DATE HERE and shall continue in effect from year to year thereafter, provided, however, that either party may terminate this Agreement at any time upon thirty (30) days prior written notice to the other party

Article 2. Services

- 2.1 Contractor to provide ARMED or UNARMED security officers at INSERT NAME OF ORGANIZATION, located at INSERT ORGANIZATION ADDRESS. Contractor to provide security protection services during the Organization's operations to include, but not be limited to:
- a) Controlling access at all entrances
 - b) Visitor management including monitoring the visitor invitation system and checking visitors in
 - c) CCTV and alarm monitoring
 - d) Patrolling the inside and outside of the building; being visible inside the facility and lobby to greet employees, guests, and congregants
 - e) Filling the incident commander role during security- and emergency-related incidents when the person at the Organization responsible for security supervision or more senior management is not on-site
 - f) Communicating via telephone, text, email, and radio using clear, concise language
 - g) Reviewing existing policies and procedures and providing recommendations to person at the Organization responsible for security supervision
 - h) Handling other security-related functions as required and agreed upon between the Contractor and the Client
 - i) Property management system monitoring (HVAC, water, etc.), communicating with the facility manager (or designee) of any abnormalities, and simple troubleshooting under that person's instructions
 - j) Adhering to all COVID-19-related policies and procedures put in place at the Organization's building or any space in which the Contractor may be working
- 2.2 Contractor is to provide ARMED or UNARMED security officers at the Organization's building and offsite events in INSERT CITY/TOWN/COUNTY HERE area. The Organization will provide Contractor with written request for services, location, and hours. Contractor will provide ARMED or UNARMED security protection services during the Organization's events to include, but not be limited to, access control at all entrances; visitor management; patrolling the inside and outside of the building; being visible inside the facility and lobby to greet employees and guests, and additional security-related functions as required.
- 2.3 Hours of service:
- a) Weekdays: INSERT REQUIRED HOURS OF SERVICE HERE
 - b) Saturdays and Sundays: INSERT REQUIRED HOURS OF SERVICE HERE
 - c) The Organization will advise at least one week in advance when additional services are required for events or High Holidays.
 - d) The Organization will advise at least one week in advance if services are required on federal or state holidays.
- 2.4 Contractor shall perform all such tasks as are necessary or incidental to the satisfactory performance of such services within the time frames and whatever other parameters may be established by the Organization and communicated to the contractor.
- 2.5 Both parties may, at any time, make changes in the services to be performed by the Contractor within the general scope of this Agreement.

- 2.6 Minimum Acceptable Wage Range:
To ensure that qualified, trained security officers are retained, the Organization requires that a minimum gross hourly wage of INSERT ACCEPTABLE WAGE RANGE HERE be paid to the security officer. When required to work overtime hours or to work on federal or state holidays, security officers must be paid at least 1.5 their normal hourly wage rate. If the Client requests holiday or overtime coverage, the Client will be billed at the overtime rate.
- 2.7 The Contractor is required to pay security officers at their hourly rate for at least two annual training days for firearm qualifications, physical fitness tests, and other required training. This is in addition to vacation days and sick or medical days as required by law. The training and sick and vacation days will not be invoiced to the Client.

Article 3. Qualifications, Training, Equipment, Uniform

- 3.1 Required Experience:
Contract security officers must possess at least two years of prior military, law enforcement, or contract security officer experience.
- 3.2 Annual Training Required:
- a) The Contractor must furnish personnel and training records for two permanently assigned and at least one replacement contract security officer within 30 days of contract award.
 - b) The Contractor must ensure that two permanently assigned and at least one replacement contract security officer receive annual development and refresher training as outlined herein.
- 3.3 Required Licensing and Training: (Items A and B applicable/important to armed security)
- a) Firearms: Contractor security officers must possess valid firearms licenses, hold the appropriate training certificates, and meet INSERT STATE or COMMONWEALTH NAME HERE police firearms qualifications standards (annual basis).
 - b) "Shoot don't shoot" scenario training (annually).
 - c) Legal: use-of-force continuum per state guidelines, legal training on contractor security officer roles/responsibilities and legal limitations (annual basis).
 - d) Client service training, including appropriate interactions with children and individuals with functional and access needs (special needs); diversity training, including, at a minimum, race, gender, religion, and sexual orientation; prevention of sexual harassment.
 - e) De-escalation training; conflict resolution; and threat-assessment training.
 - f) Medical: first aid, CPR, "Stop the Bleed" training to Red Cross or AHA standards (annual basis, recertification provided by the Organization).
 - g) Contractor must determine appropriateness and advise the Organization about any "less than lethal," OC, or other "empty-hand" control techniques training provided, certifications, or standards for such training.
 - h) All training must comply with relevant state laws, guidelines, or authorizations.
 - i) Contractor must provide initial and annual training records and applicable certificates to the Client on an annual basis for at least two contractor security officers assigned to the Organization and one replacement within 30 days of contract award.

- 3.4 Physical Fitness Training Standards:
- a) On an annual basis, contractor security officers must complete the U.S. State Department, Diplomatic Security Service, Physical Fitness Test and receive a score of "Good" or above as appropriate for their age and gender. This test requires the satisfactory completion of two minutes of pushups, two minutes of situps, and a 1.5-mile run — all completed within 45 minutes (see Appendix 2).
 - b) The Contractor must provide consistent personnel and give the Client advanced notification of any changes to assigned personnel.
 - c) The Contractor will provide up to eight additional personnel at the same hourly cost as indicated for regular security services in the case of an emergency or scheduled event.
 - d) The Client will provide the Contractor with one week's advance notice for event scheduling and at least 24 hours' advance notice to request additional personnel for scheduled events.
 - e) The Contractor will establish and/or revise post orders and training standards that are preapproved by the Client and make changes as needed and/or directed by the Client (initiation upon award of contract, completion within 90 days of contract award).
- 3.5 Equipment: (Items A, B, and C applicable/important to armed security)
- a) Legally licensed registered semiautomatic firearm in the state
 - b) Concealed retention holster
 - c) Two spare magazines complying with state standards
 - d) Two-way radios for communication between contractor security officers and Organization staff. Contractor must provide ear pieces to each assigned security officer.
- 3.6 Daily Uniform/Dress Code:
- a) Collared button-down white or blue shirt (ironed)
 - b) White undershirt
 - c) Blazer: Dark blue or black — must fully conceal firearm
 - d) Pressed dress pants: khaki, black, dark blue, dark brown, dark gray
 - e) Black dress shoes, rubber soles, and reinforced black dress belt constructed for firearm and magazines OR dark brown dress shoes, rubber soles, and reinforced brown dress belt constructed for firearm and magazines
- 3.7 Casual Uniform/Dress Code:
- Upon contract award, Contractor will propose a casual dress code for training days, Client-specified outdoor events where the Client determines formal attire inappropriate, Client-specified after-hours construction or cleaning days. Casual dress code might include khakis, dark polo shirts, and appropriate jacket to conceal firearms and related equipment.

Article 4. Schedule of Events, Instructions to Bidders, Contractor Company/Organization-Required Qualifications

- 4.1 Schedule of Events:
1. RFP Issue — XX Date
 2. Acknowledgment Expression of Interest:
Detailed Proposals Due — XX Date (30 days after #1)
 3. Question Deadline — XX Date (30 days after # 1)

4. Award — XX Date (30 to 60 days after # 2)
 5. Contract Commences — (30 to 60 days after # 4)
- 4.2 Contact with Client Staff, Representatives, and/or Agents:
Direct contact with Client staff, representatives, and/or agents is expressly prohibited except as outlined in 4.3.
 - 4.3 Questions and Addenda:
Bidders shall carefully examine this RFP and any addenda. Bidders are responsible for seeking clarifications of any ambiguity, conflict, omission, or other errors in this RFP in writing. Questions shall be addressed to INSERT EMAIL ADDRESS(ES) HERE. If the answer materially affects this RFP, the information will be distributed to any Bidder who expressed interest. Oral comments and/or instructions do not form a part of this RFP.
 - 4.4 RFP Terms and Conditions Applied to the Contract:
This document is a request for proposals for Client comparison and evaluation. A final contract would incorporate elements of the RFP and any modifications in writing and would be reviewed and executed by both parties.
 - 4.5 Nondiscrimination and Equal Employment:
The Client is committed to equal employment opportunity. The Client expects that the Contractor will ensure persons are recruited, hired, assigned, and promoted without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, veteran status, uniform service member status, age, disability, or any other legally recognized protected personal characteristics.

Similarly, all other personnel actions, such as compensation, benefits, transfers, layoffs and recall from layoffs, access to training, education, tuition assistance, and social recreation programs must be administered without regard to race, religion, color, veteran status, uniform service member status, national origin, citizenship, sex, sexual orientation, gender identity, age, disability, or any other legally recognized protected personal characteristics.
 - 4.6 Compliance with Federal Immigration Law:
The Contractor must certify that, at all times during which any term of a contract resulting from this solicitation, it does not and shall not knowingly employ any unauthorized alien. For purposes of this section, an "unauthorized alien" shall mean any alien who is neither lawfully admitted for permanent residence in the United States nor authorized to be employed by either Title 8, section 1324a of the United States Code, or the U.S. Attorney General.
 - 4.7 Authorization to Transact Business in INSERT CITY or COUNTY AND STATE:
The Contractor shall provide proof that it is organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a limited liability partnership and is authorized to transact business in the INSERT STATE HERE.
 - 4.8 Criminal Background Check and Drug-Free Workplace:
All contract security officers must complete a satisfactory fingerprint and background check that includes multistate criminal as well as sex offender (CORI) status on an initial and annual basis. For contract security officers domiciled

in INSERT STATE HERE, the background investigation must include records checks with courts that do not provide electronic records in the areas where the contractors have lived in the preceding five years. The Contractor will conduct the investigation prior to assigning personnel to the account and agrees to make the results available to the Client within 30 days of contract award. The Contractor will also conduct an open-source social media review of contract security officers on an initial and annual basis. The Contractor will notify the Client of any legal actions or change of employment (suspension, termination, etc.). The Contractor will ensure that all contract employees assigned to the account will maintain their status while employed on Client property. All contract employees who operate or have access to a vehicle must have a valid driver's license in their state of residence.

4.9 During the performance of this Contract, the Contractor agrees to provide a drug-free workplace for the contract employees. A drug-free workplace means contract employees are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession, or use of any controlled substance — including marijuana and related substances — during the performance of this Contract. The Contractor agrees to drug test contract employees prior to permanent assignment to the Contract, randomly drug test contract employees, at the Client's request, and after any contract employee accident or negligent action.

4.9.1 Cost Incurred in Responding:

This RFP does not commit the Client to pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs for the preparation thereof, nor to procure or contract for services.

4.9.2 Right of Refusal:

The Client has the right to refuse any assigned personnel at any time. The Contractor will replace the personnel with qualified, trained personnel within 24 hours of notification by the Client.

4.9.3 Disposition of Proposals:

On receipt by the Client, all materials submitted in response to this RFP will become the property of the Client. One (1) copy of each proposal shall be retained for official files.

Article 5. Required Insurance (Review insurance levels with insurer)

5.1 Contractor shall procure and maintain at its own expense during the term of this Agreement the following insurance coverage:

COVERAGE	LIMITS
a. Workers' Compensation	Statutory
b. Employer's Liability	\$1,000,000
c. General Commercial Liability	\$1 million each occurrence \$3 million aggregate
d. Automobile	\$1 million combined single limit

The Client must also be listed as an Additional Insured on the General Liability, Auto, Professional, and Umbrella policies. The Client reserves the right to request additional or revised Contractor insurance information based on review and recommendation by the Client's insurance provider.

- 5.2 The above-mentioned Workers' Compensation, Automobile Liability, and General Liability and Umbrella insurance policies shall contain a waiver of subrogation in favor of any Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property that may arise from or be in connection with the performance of the work hereunder by the Contractor, their agents, representatives, or employees. If the Contractor maintains broader coverage and/or higher limits than the minimums shown below, the Organization shall be entitled to the broader coverage and/or higher limits maintained by the Contractor.

Contractor agrees, at its sole cost and expense, to procure and maintain in full force and continuous effect at all times during the term of this Agreement and the performance of services by contract employees, insurance for itself and its employees, with insurance companies authorized to do business in the state(s) where work is to be performed, covering all operations under this Agreement, of the following types and/or kinds of coverage and maintaining the following minimum policy limits:

- a) Workers' compensation insurance as prescribed by the law of the state(s) in which the work is performed, including Employer's Liability insurance with limits of at least one million dollars (\$1,000,000) for each occurrence will apply.
 - b) Automobile Liability insurance with limits of at least one million dollars (\$1,000,000) combined single limit for bodily injury and property damage for each occurrence, covering all hired and non-owned vehicles, and, only in the event that Contractor owns vehicles, covering owned autos as well.
 - c) General Liability insurance, including Blanket Contractual Liability covering the indemnity provisions of this Agreement, with limits of at least three million dollars (\$3,000,000) each occurrence for bodily injury, personal injury (e.g. slander, libel, wrongful detention, false arrest) and property damage for each occurrence and Employers Liability Stop Gap Coverage, where applicable. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
 - d) Employee Dishonesty Coverage under a Crime Policy or Fidelity Bond, with limits of at least one million dollars (\$1,000,000) for each occurrence.
 - e) Professional Liability insurance, with a minimum \$1,000,000 limit for each wrongful act and aggregate of not less than \$3,000,000, including an extended reporting period endorsement ("tail policy") for the term of three years in the amount of not less than \$1,000,000 per claim if professional services are being rendered.
 - f) Umbrella Liability coverage with a minimum of not less than \$5,000,000.
- 5.3 The above-mentioned Workers' Compensation, Automobile Liability, and General Liability and Umbrella insurance policies shall contain a waiver of subrogation in favor of the Organization, their respective directors, officers, employees, and volunteers as to all applicable coverage(s). The Automobile Liability, General

Liability and Umbrella insurance policies shall cover Contractor employees assigned to work for the Client and must provide for the Organization to be named as additional insured on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. The Organization must be primary and noncontributing, and Contractor's policy is required to respond and pay prior to any other available coverage. The limits required for Automobile Liability and General Liability insurance may be satisfied with any combination of primary and umbrella or excess liability policies.

- 5.4 If any of the required policies provide claims-made coverage:
- a) The retroactive date must be shown and must be before the date of the contract or the beginning of contract work.
 - b) Insurance must be maintained, and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.
 - c) If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the contract effective date, the Consultant must purchase "extended reporting" coverage for a minimum of five (5) years after completion of work.
- 5.5 Prior to the commencement of work under this Agreement, Contractor shall provide to the Organization certificate(s) of insurance from insurance companies acceptable to the Organization evidencing such coverages as mentioned above. Contractor shall notify the Organization thirty (30) days prior to any material change in coverage during the term of this Agreement.
- 5.5.1 Should any insurance policy the Contractor is required to maintain under this Agreement expire or be canceled before completion of the services or work, or termination of this Agreement, and Contractor fails to immediately procure replacement insurance as required, the Organization reserves the right (but do not have an obligation) to procure such insurance and to deduct the cost thereof from any sum due to Contractor under this Agreement. The Organization exercise of its right under this provision shall not in any way limit its right to demand performance by Contractor or to demand any other remedy provided for or permitted under this Agreement.
- 5.5.2 Upon award of the contract and thereafter on an annual basis, the Contractor must furnish certificates to the Client prior to contract renewal and/or upon request.
- 5.6 Confidentiality:
All contract employees shall maintain confidentiality while on or off the property. "Confidential information" shall mean all nonpublic information of the Client or its affiliates, subsidiaries, customers, clients, vendors, and contractors (whether oral, written, or electronic), including any analyses, compilations, studies, notes, or other documents that contain or otherwise reflect such information. Confidential information includes but is not limited to financial, commercial, human resource sensitive, and technical data, analysis and information; strategies, projections, forecasts, assumptions, and results; inventory; procurement practices; customer, supplier, vendor, contractor and pricing lists and information; management structure and organizational needs; methods of production, distribution, or operation; technology in any stage of development, trade secrets, techniques,

processes, concepts, ideas, inventions, know-how, and all copies, compilations, and derivative works thereof and any visual observations or conversations overheard by the Contractor or its Employees. Every contract employee must sign a confidentiality agreement provided by the Contractor, with prior approval of the Client, prior to employment.

5.7 Indemnification:

The Contractor shall indemnify and hold harmless the Client and its representatives from and against all losses and claims, demands, suits, actions, payments, and judgments arising from personal injury or otherwise, brought or recovered against the Client and its representative by reason of any act, negligence, or omission of the Contractor, its agents, or employees, in the execution of the contracted work, including any and all expense, legal and otherwise, incurred by the Client or its representatives in the defense of claim or suit.

5.8 Should any insurance policy the Contractor is required to maintain under this Agreement expire or be canceled before completion of the services or work, or termination of this Agreement, and the Contractor fails to immediately procure replacement insurance as required, the Organization reserves the right (but does not have an obligation) to procure such insurance and to deduct the cost thereof from any sum due to the Contractor under this Agreement. The Organization's exercise of its right under this provision shall not in any way limit its right to demand performance by the Contractor or to demand any other remedy provided for or permitted under this Agreement.

5.9 Upon award of contract and thereafter on an annual basis, the Contractor must furnish certificates to the Client prior to contract renewal and/or upon request.

5.10 Confidentiality:

All Contract Employees shall maintain confidentiality while on or off the property. "Confidential information" shall mean all nonpublic information of the Client or its affiliates, subsidiaries, customers, clients, vendors, and contractors (whether oral, written or electronic), including any analyses, compilations, studies, notes, or other documents which contain or otherwise reflect such information. Confidential Information includes but is not limited to financial, commercial, human resource sensitive, and technical data, analysis and information; strategies, projections, forecasts, assumptions and results; inventory; procurement practices; customer, supplier, vendor, contractor and pricing lists and information; management structure and organizational needs; methods of production, distribution, or operation; technology in any stage of development, trade secrets, techniques, processes, concepts, ideas, inventions, know-how, and all copies, compilations, and derivative works thereof and any visual observations or conversations overheard by the Contractor or its Employees. Every contract employee must sign a confidentiality agreement provided by the Contractor, with prior approval of the Client, prior to employment.

APPENDIX 2: Physical Readiness Testing

Diplomatic Security

Physical Readiness Test (PRT) Testing Protocol

Event Order:

- Pushups
- Situps
- 1.5-Mile Run

Break Between Events:

No less than two minutes and no greater than 15 minutes of rest (to include movement between test sites).

Pushups:

Pushups shall be performed on a firm or suitably padded, level surface. Shoes are optional.

Pushups shall be performed as follows:

- Participant shall begin in the high plank position, palms or fists placed on floor directly beneath or slightly wider than shoulders. Both feet together on floor. Crossing at the ankles is NOT allowed.
- Back, buttocks, and legs shall be straight from head to heels and must remain so throughout test. Toes and palms/fists shall remain in contact with floor. Feet shall not contact a wall or other vertical support surface.
- The test proctor shall signal start for participants and call out 15-second time intervals until two minutes have elapsed.
- Participants shall lower themselves while maintaining the bodily alignment so that the chest (men)/ chin (women) makes contact with a counter's fist. Minimum height of the fist or object used to substitute shall be 3". Males will touch chest to fist. Females will touch chin to fist.
- Participants shall return to starting position by extending elbows, raising the body while maintaining a plank until arms are at a near lockout.
- Participants may rest only in the up position while maintaining arms, back, buttocks, and legs in straight position. Participants may briefly move into an arch to stretch out but must move into a full plank position before resuming movement.
- Pushups are repeated correctly as many times as possible in two minutes. Proctors are to monitor participants for correct form and count correctly performed pushups.
- Incorrect pushups shall not be counted. If the event ends in less than two minutes, the results shall be the number of pushups properly performed at time of termination.

Event is ended if participant:

- Touches deck with any part of body except hands and feet.
- Raises one or both feet or hands off deck or ground.
- Fails to maintain back, buttocks, and legs straight from head to heels during execution of the movement.

Situps:

Event shall be conducted with partner on a level surface on a blanket, mat, or other suitable padding. Shoes are optional.

Situps are conducted as follows:

- Participants shall start by lying flat on back with knees bent, heels about 10 inches from buttocks. Arms shall be folded across and touching chest with hands touching upper chest, shoulders, or upper arms.
- Feet shall be anchored to floor only by having a partner anchor with hands, knees, or sitting upon the feet of the participant.
- Proctor shall signal start for participants and call out 15-second time intervals until two minutes have elapsed.
- Participants curl their body up, touching elbows to the bottom of thighs while keeping hands in contact with chest, shoulders, or upper arms.
- After touching elbows to the bottom of the thighs, participants lie back, touching the small of the back to the ground. Participants may touch shoulders without penalty.
- Participants may rest in the down position. There is no time limit to length of rest other than the time limit of the test itself.
- Situps are repeated correctly as many times as possible in two minutes. Proctors monitor participants for correct form and count number of correctly performed situps.
- Incorrectly performed situps shall not be counted. Results for event ended in less than two minutes shall be the number of situps properly completed at time of test termination.

Event is ended if participant:

- Lowers legs.
- Raises feet off ground or floor.
- Lifts buttocks off ground or floor .
- Fails to keep arms folded across and touching chest/shoulders/upper arms.

1.5-Mile Run:

Event shall be conducted on a track or outdoor course with a reasonably flat surface as designated by testing staff.

The 1.5-Mile Run Event shall be conducted as follows:

- Participants shall stand at start line.
- Test proctor shall signal start and call out time intervals until completion of test at either the split of the events distance or per lap depending upon course used.
- Time is recorded with stopwatch to nearest second.

The 1.5-Mile Run Event shall be conducted on a treadmill as follows:

- Participants straddle treadmill belt with treadmill inclination set to 1.0 percent.
- Test proctor shall signal start, and participants start treadmill at desired speed.
- Proctor calls out time intervals every .25 mile until completion of test.
- Time is recorded with stopwatch to nearest second.
- Treadmill speed may be adjusted to each participant's comfort anytime during test. Only the participant may adjust treadmill speed unless there is a threat to the health of the participant.
- Touching bar with fingertips or open palm for safety to recover balance is acceptable.

Event is ended if participant:

- Stops running or walking other than to retie shoelace or remove foreign object from shoe.
- Completes 1.5 miles.
- Changes treadmill inclination from 1.0 percent.
- Supports body weight using arms, hands, torso, or any mechanical device.

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 20 TO 24 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	105	87	8:30
Outstanding	95	103	86	9:00
Excellent	90	98	81	9:15
Excellent	85	94	77	9:45
Very Good	80	90	74	10:00
Good	75	87	71	10:30
Good	70	78	64	10:45

FEMALES: AGE 20 to 24 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	105	48	9:47
Outstanding	95	103	47	11:15
Excellent	90	98	44	11:30
Excellent	85	94	43	12:15
Very Good	80	90	40	12:45
Good	75	87	39	13:15
Good	70	78	33	13:30

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 25 TO 29 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	101	84	8:55
Outstanding	95	100	82	9:23
Excellent	90	95	77	9:38
Excellent	85	91	73	10:15
Very Good	80	87	69	10:30
Good	75	84	67	10:52
Good	70	75	60	11:23

FEMALES: AGE 25 to 29 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	101	46	10:17
Outstanding	95	100	45	11:30
Excellent	90	95	43	11:45
Excellent	85	91	41	12:30
Very Good	80	87	39	13:00
Good	75	84	37	13:23
Good	70	75	30	14:00

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 30 TO 34 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	98	80	9:20
Outstanding	95	97	78	9:45
Excellent	90	92	74	10:00
Excellent	85	88	69	10:30
Very Good	80	85	67	11:00
Good	75	81	64	11:15
Good	70	73	57	12:00

FEMALES: AGE 30 to 34 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	98	44	10:46
Outstanding	95	97	43	11:45
Excellent	90	92	41	12:00
Excellent	85	88	39	12:45
Very Good	80	85	37	13:15
Good	75	81	35	13:30
Good	70	73	28	14:30

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 35 TO 39 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	95	76	9:25
Outstanding	95	93	74	9:53
Excellent	90	88	70	10:08
Excellent	85	85	65	10:38
Very Good	80	83	63	11:08
Good	75	78	60	11:23
Good	70	70	53	12:23

FEMALES: AGE 35 to 39 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	95	43	10:51
Outstanding	95	93	42	11:53
Excellent	90	88	39	12:08
Excellent	85	85	37	12:53
Very Good	80	83	35	13:23
Good	75	78	34	13:45
Good	70	70	26	14:38

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 40 TO 44 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	92	72	9:30
Outstanding	95	90	70	10:00
Excellent	90	85	67	10:15
Excellent	85	83	61	10:45
Very Good	80	80	59	11:15
Good	75	76	56	11:45
Good	70	68	50	12:45

FEMALES: AGE 40 to 44 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	92	41	10:56
Outstanding	95	90	40	12:00
Excellent	90	85	37	12:15
Excellent	85	83	35	13:00
Very Good	80	80	33	13:30
Good	75	76	32	14:00
Good	70	68	24	14:45

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 45 to 49 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	88	68	9:33
Outstanding	95	86	66	10:08
Excellent	90	81	63	10:30
Excellent	85	80	57	11:08
Very Good	80	78	54	11:38
Good	75	73	52	12:08
Good	70	65	46	13:00

FEMALES: AGE 45 to 49 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	88	40	10:58
Outstanding	95	86	39	12:08
Excellent	90	81	35	12:30
Excellent	85	80	33	13:15
Very Good	80	78	32	13:45
Good	75	73	30	14:08
Good	70	65	22	15:00

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 50 TO 54 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	85	64	9:35
Outstanding	95	84	62	10:15
Excellent	90	78	59	10:45
Excellent	85	77	53	11:30
Very Good	80	76	51	12:00
Good	75	71	49	12:30
Good	70	63	43	13:15

FEMALES: AGE 50 TO 54 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	10	85	38	11:00
Outstanding	95	84	37	12:15
Excellent	90	78	33	12:45
Excellent	85	77	31	13:30
Very Good	80	76	30	14:00
Good	75	71	28	14:15
Good	70	63	20	15:15

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 55 TO 59 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	81	60	10:42
Outstanding	95	80	59	11:09
Excellent	90	74	56	11:25
Excellent	85	70	52	11:57
Very Good	80	66	48	12:29
Good	75	62	46	13:12
Good	70	54	38	14:13

FEMALES: AGE 55 TO 59 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	81	30	12:23
Outstanding	95	80	28	13:39
Excellent	90	74	26	13:57
Excellent	85	70	24	14:25
Very Good	80	66	22	14:53
Good	75	62	20	15:20
Good	70	54	16	16:09

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 60 TO 64 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	75	57	11:21
Outstanding	95	74	56	11:48
Excellent	90	70	52	12:04
Excellent	85	66	48	12:40
Very Good	80	62	46	13:16
Good	75	56	44	13:53
Good	70	40	32	15:00

FEMALES: AGE 60 TO 64 YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	75	26	13:34
Outstanding	95	74	24	14:50
Excellent	90	70	22	15:08
Excellent	85	66	20	15:34
Very Good	80	62	18	16:00
Good	75	56	16	16:25
Good	70	40	12	17:17

AGE/GENDER PRT STANDARDS

At Sea Level (< 5,000')

MALES: AGE 65+ YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	65	48	11:41
Outstanding	95	64	46	12:13
Excellent	90	60	44	12:43
Excellent	85	55	41	13:20
Very Good	80	50	39	13:57
Good	75	44	36	14:34
Good	70	36	25	15:47

FEMALES: AGE 65+ YEARS

Performance Category	%	2 minute SITUPS	2 minute PUSHUPS	1.5-MILE RUN
Outstanding	100	65	22	14:45
Outstanding	95	64	20	16:01
Excellent	90	60	18	16:19
Excellent	85	55	16	16:43
Very Good	80	50	14	17:07
Good	75	44	12	17:30
Good	70	36	9	18:18

APPENDIX 3: Standard Procedures

SAMPLE POST ORDERS

Following situations:

When conducting interior patrols, be on the lookout for:

- Employees or visitors without an ID displayed
- Unauthorized individuals
- Evidence of vagrants in stairwells
- Water leaks and slip/trip hazards
- Inoperable or hard-to-open doors
- Blocked fire exits, fire doors, and fire hazards
- Unattended wallets or purses
- Unattended proprietary information
- Suspicious behavior or activity
- Unsecured offices
- Smoking in stairwells or other inside areas
- Defective cameras or alarm equipment
- Laptops and other unsecured equipment

When conducting exterior patrols, be on the lookout for:

- Broken glass or spilled fluid under or between vehicles
- Suspicious activity or vehicles parked overnight
- Burned-out lighting and inoperable gates
- Openings in gates or fencing
- Illegally parked vehicles
- Loitering
- Stray or wild animals
- Unidentified individuals on roof
- Parking lot/road/sidewalk defects
- Blocked sewers causing water to flood or stand
- Inclement weather: ice, large puddles of water, etc.
- Unauthorized individuals taking photographs of buildings

EMERGENCY RESPONSE PROCEDURES

All security officers must follow a basic emergency action plan. This basic plan can be used for all types of emergencies, from a leaking water pipe in the ceiling to a catastrophic event such as a large fire or a medical emergency. This plan is to be used as the initial response to all emergencies and should be used in conjunction with the facility's emergency/disaster continuity plans.

To keep the basic emergency response plan simple, remember the acronym CAR: Check, Alert, and Response.

Check:

Never enter an emergency location without first observing the area. During this initial observation, the officer must look for anything that might be hazardous or may cause injury to others and/or themselves. Hazardous situations would include fire, smoke, downed electrical wires, machinery operating in the area, traffic, toxic fumes, and so on. The officer's personal safety comes first in all emergencies. An escape route needs to be thought of as the officer approaches the event. Security officers can get themselves into trouble by not thinking about how to get out of the area if the scene becomes unsafe. Thoroughly observing the scene may give the officer insight on what response is needed by the security department as well as additional departments and EMS.

For example:

A security officer is dispatched to a medical emergency where a person is lying on the ground and is unconscious. As the officer approaches the person, the officer sees a ladder lying on the ground next to the person. Based on the information, the officer can assume that the person fell from the ladder and has sustained a head, neck, or back injury.

The security officer should see if there are any bystanders that could be of assistance. They can call 911 or tell the responding officers what has happened. Bystanders can also help keep other bystanders away from the incident.

Alert:

One of the main functions the security department performs is to notify local public safety officials about incidents. The most important point in reporting an emergency is to provide the information that will get help to the victim the fastest.

When placing a call for assistance from public safety officials, the security officer needs to give the following information:

- Their name
- The account company name
- The address including cross streets
- The nature of the assistance needed
- Details of what is happening
- What action is being taken by security/building management
- Where in the building the public safety officials need to go and if they are going to be met by security

The security officer should never hang up with the dispatcher until the operator determines the call is complete. If the dispatcher has further questions, they may want the security officer to stay on the line until officials arrive on-site. If further information has become available and the dispatcher has already disconnected, the security officer should not hesitate in making a second call to update the dispatchers. In addition, some towns' 911 operators have been trained to provide emergency medical care advice to the person calling 911. If an officer is not trained in first aid and the dispatcher can give advice, the officer should attempt to bring the telephone to the victim and follow the advice given.

The security professional's call to 911 will ensure that the proper emergency response entity will be en route to the location quickly. By placing a detailed 911 call, the security officer can assist the dispatcher ascertain what kind of equipment and response are needed.

When calling 911 from a workplace, some companies have a PBX telephone system that allows a person direct access to an outside line on all 911 calls. If the company does not have this type of system, the officer placing the call will need to dial 9-911 (or whatever the number to access an outside line is plus 911). The other option is to call from the post cell phone or a personal cell phone by simply dialing 911.

Response:

The response to an emergency greatly depends on the nature of the emergency. The response can be as simple as placing a bucket under a water leak, to evacuating the building, to providing first responder care and calling 911 for a medical emergency. For a proper response to an event, the officer needs to be aware of the building and the site emergency procedures located in the post order manual.

A security officer has a duty to act when they are working. This means that at any time during an officer's shift, they may be required to respond to emergencies. A Duty to Act during emergencies at clients' facilities is one of the reasons that officers are not allowed to leave the site during their assigned shifts.

MEDICAL EMERGENCY

Responding to a medical emergency may be one of the most stressful situations a security officer will face. The way each officer responds may affect the outcome of the medical emergency. It is imperative that each officer perform their assigned duty as calmly as possible. An excited officer will impede the team effort to resolve the medical emergency and can cause undue stress on the victim.

Noncertified Officer's Response:

In the event there is a medical emergency in the facility or on the property, an officer should be dispatched to the scene of the incident. The responding officer should be sure to write down all the information received about the situation from associates in the area who may be witnesses so it can be relayed to the emergency services personnel. The responding officer should call for an ambulance (911) and explain that there is a medical emergency at the facility. When the security officer is not certified in first aid and/or CPR/AED, they should follow an "observe and report" role. The officer should provide comfort as possible but not exceed their level of training.

Certified Officer's Response:

When responding to a medical emergency, the security officer who is trained and certified in first aid/CPR and AED must follow the guidelines listed below:

- Upon receiving notification of a medical emergency, the officer will immediately retrieve the Medical Emergency Jump Kit (first aid kit) if available and respond quickly to the emergency. (The officer will walk, not run, to avoid becoming another casualty.)
- Upon arriving at the location, the officer will notify the control room officer via radio that

they are on-site. Or, if there is no control room, the officer will notify the supervisor or other on-duty officers if available.

- The officer will don personal protective equipment, such as disposable gloves.
- The officer will check the area to make sure it is safe to help the victim. Then, the officer will check the condition of the victim and what has happened to the victim, including checking for any life-threatening conditions and consciousness.
- If the victim appears unresponsive, the responding officer must do the following:
 - Tap the victim’s shoulders and shout, “Are you OK?”
 - If the victim does not respond, inform the control room or supervisor or other on-duty officer(s) if available. Verify that EMS is on the way.
 - Check for breathing. The victim is not to be moved at this time. Ensure the victim is breathing by looking, listening, and feeling for breathing.
 - If it is not possible to tell if the victim is breathing, gently roll the victim onto their back while supporting the victim’s neck and head.
 - Tilt the head back and open the jaw. Again look, listen, and feel for breathing.
 - If the victim is not breathing, give two rescue breaths. If the breaths do not go in, follow training on unconscious choking.
 - If the breaths go in, check for victim’s response. If there is a response, but no breathing, follow training on rescue breathing.
 - If there is no response, follow training on CPR.
 - If the victim is breathing and has a pulse, check the victim from head to toe for signs of injury.
 - Monitor the victim and await EMS arrival.
- If the victim is responsive, the responding officer must do the following:
 - Before any care can be given, consent must be obtained from the victim.
 - Follow training on checking a conscious victim.
 - Follow training on injuries or sudden illness.
- Keep the control room officer, supervisor, or other on-duty officer(s), if available, updated via the radio. The responding officer or another officer/supervisor will update EMS as necessary.
- Assist with EMS when they arrive on-site.
- Write and file an incident report.

ACTIVE THREAT

Profile of an Active Threat:

An active threat/active assailant is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, an active threat uses firearms(s), and there is no pattern or method to the selection of victims.

Active threat situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active threat situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active threat situation.

Good practices for coping with an active threat situation:

- Be aware of the environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active threat down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate the shooter.

CALL 911 WHEN IT IS SAFE TO DO SO!

How to Respond When an Active Threat Is in the Vicinity:

Quickly determine the most reasonable way to protect one's own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active threat situation.

- *Run* - If there is an accessible escape path, attempt to evacuate the premises. Those caught in this situation should be sure to:
 - Have an escape route and plan in mind
 - Evacuate regardless of whether others agree to follow
 - Leave belongings behind
 - Help others escape, if possible
 - Prevent individuals from entering an area where the active threat may be
 - Keep hands visible
 - Follow the instructions of any police officers
 - Do not attempt to move wounded people
 - Call 911 when safe to do so
- *Hide* - If evacuation is not possible, everyone should find a place to hide where the active threat is less likely to find anyone. A hiding place should:
 - Be out of the active threat's view
 - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
 - Not trap you or restrict your options for movement

To prevent an active threat from entering a hiding place:

- Lock the door
 - Blockade the door with heavy furniture
- If the active threat is nearby:
- Lock the door
 - Silence a cell phone and/or pager and turn off any source of noise (i.e., radios, televisions)
 - Hide behind large items (e.g., cabinets, desks)
 - Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active threat's location

- If you cannot speak, leave the line open and allow the dispatcher to listen
- *Fight* - Take action against the active threat as a last resort, and only when your life is in imminent danger. Attempt to disrupt and/or incapacitate the active threat by:
 - Acting as aggressively as possible against them
 - Throwing items and improvising weapons
 - Yelling
 - Committing to your actions

How to Respond When Law Enforcement Arrives:

Law enforcement's purpose is to stop the active threat as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually form teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, or handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands or push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming, and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active threat
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams composed of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once people have reached a safe location or an assembly point, they will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have given instructions to do so.

Security offers should be prepared to write an incident report.

HAZARDOUS MATERIAL (HAZMAT)

Security personnel play an integral part in emergency response efforts because they may be the first to discover and take action upon an emergency release of hazardous substances. Those security personnel expected to take on an emergency response role must be familiar with the potential hazardous substance releases and emergency incidents to which they may be exposed. To play a key role in communicating the existence of an emergency release, security officers must be well versed in emergency alerting and communication procedures, including whom to contact according to their emergency response plan. A well-trained security staff can help to ensure the proper evacuation of employees and the public, the quick response of an emergency response team, and the proper handling of bystanders and representatives of the media.

Hazard Communication Standard:

In 2012 OSHA revised its hazard communication standard to include the use of the Globally Harmonized System of chemical labeling, identification, and notification. Under this revised standard:

- GHS = Globally Harmonized System of Classification and Labeling of Chemicals
- Mandated in 1992 (UNCED)
- Common and coherent global approach
- Definitions
- Hazard classifications
- Consistent communication on labels and safety data sheets
- Move from Hazard Determination to Hazard Classification
- Reclassifies physical, health, and environmental standards to new GHS standard
- Tiered approach for classification used with chemicals involving mixtures
- Combustible dusts are now included in the revised standard as a hazardous chemical

Labeling Requirements:










SAMPLE LABEL

C.O.D.E. _____ Product Name _____	} Product Identifier	Hazard Pictograms 	
Company Name _____ Street Address _____ City _____ State _____ Postal Code _____ Country _____ Emergency Phone Number _____			} Supplier Identification
Keep container tightly closed. Store in a cool, well-ventilated place that is locked. Keep away from heat/sparks/open flame. No smoking. Only use non-sparking tools. Use explosion-proof electrical equipment. Take precautionary measures against static discharge. Ground and bond container and receiving equipment. Do not breathe vapors. Wear protective gloves. Do not eat, drink or smoke when using this product. Wash hands thoroughly after handling. Dispose of in accordance with local, regional, national, international regulations as specified.	} Precautionary Statements	Signal Word Danger	
In Case of Fire: Use dry chemical (BC) or Carbon Dioxide (CO ₂) fire extinguisher to extinguish. First Aid If exposed call Poison Center. If on skin (or hair): Take off immediately any contaminated clothing. Rinse skin with water.			Supplemental Information Directions for Use _____ _____ _____ Fill weight: _____ Lot Number: _____ Gross weight: _____ Fill Date: _____ Expiration Date: _____

GHS Hazard Categories, Signal Words, and Hazard Statements

Category	Category 1	Category 2	Category 3	Category 4
Signal Word	Danger	Danger	Warning	Warning
Hazard Statement	Extremely Flammable	Highly Flammable	Flammable	Combustible

Pictograms and Hazards:

<p>Health Hazard</p>  <ul style="list-style-type: none"> • Carcinogen • Mutagenicity • Reproductive Toxicity • Respiratory Sensitizer • Target Organ Toxicity • Aspiration Toxicity 	<p>Flame</p>  <ul style="list-style-type: none"> • Flammables • Pyrophorics • Self-Heating • Emits Flammable Gas • Self-Reactives • Organic Peroxides 	<p>Exclamation Mark</p>  <ul style="list-style-type: none"> • Irritant (skin and eye) • Skin Sensitizer • Acute Toxicity (harmful) • Narcotic Effects • Respiratory Tract Irritant • Hazardous to Ozone Layer (Non-Mandatory)
<p>Gas Cylinder</p>  <ul style="list-style-type: none"> • Gases Under Pressure 	<p>Corrosion</p>  <ul style="list-style-type: none"> • Skin Corrosion/ Burns • Eye Damage • Corrosive to Metals 	<p>Exploding Bomb</p>  <ul style="list-style-type: none"> • Explosives • Self-Reactives • Organic Peroxides
<p>Flame Over Circle</p>  <ul style="list-style-type: none"> • Oxidizers 	<p>Environment (Non-Mandatory)</p>  <ul style="list-style-type: none"> • Aquatic Toxicity 	<p>Skull and Crossbones</p>  <ul style="list-style-type: none"> • Acute Toxicity (fatal or toxic)

MSDS (Old Standards) vs. SDS (New Standards)

MSDS	SDS
1. Company Information/Chemical Name	1. Identification
2. Chemical Identity/Hazardous Ingredients	2. Hazard(s) Identification
3. Physical Characteristics	3. Composition/Info on Ingredients
4. Fire & Explosion Data	4. First Aid Measures
5. Health Hazard Data	5. Firefighting Measures
6. Reactivity Data	6. Accident Release Measures
7. Use, Handling, and Storage	7. Handling & Storage
8. Special Protection and Precautions Information	8. Exposure Controls/Personal Protection
	9. Physical & Chemical Properties
	10. Stability & Reactivity
	11. Toxicology Information
	12. Ecological Information*
	13. Disposal Considerations*
	14. Transport Information*
	15. Regulatory Information*
	16. Other Information

*Sections 12–15 are outside of OSHA's jurisdiction but must be included.

In the event a security officer discovers or is notified about a chemical spill, the officer should immediately do the following:

- Report spills, leaks, and suspicious odors to the facility management and the security officer supervisor.
- Implement the proper emergency action plan in accordance with facility requirements.
- Call 911, if necessary.
- Evacuate the area and keep the area isolated.
- Prevent other people from entering the area; it should be treated just like a crime scene.
- If possible and safe to do so, turn off ignition and heat sources.
- Stay out of the area of a spill unless it is safe to enter; report from a distance.
- Leave emergency medical response to the professionals after the spill is contained and the area is determined to be safe.
- Let trained personnel clean up spills or leaks; security is not permitted to do so.
- Write an incident report.

BOMB THREAT (DHS GUIDANCE)

Bomb threats or suspicious items should always be taken seriously. How quickly and safely security reacts to a bomb threat could save lives, including the security officer's own. Here's what to do:

Receiving a Bomb Threat:

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine the credibility of the threat. Security personnel should follow these procedures:

- Remain calm.
- Notify authorities immediately:
 - Notify the facility supervisor, such as a manager, operator, or administrator, or follow the facility's standard operating procedure. (See below for assistance with developing a plan for the facility or location.)
 - Call 911 or the local law enforcement if no facility supervisor is available.
- Refer to the DHS Bomb Threat Checklist for guidance.
- For threats made via phone:
 - Keep the caller on the line as long as possible. Be polite and show interest to keep the person talking.
 - DO NOT HANG UP, even if the caller does.
 - If possible, signal or pass a note to other staff to listen and help notify authorities.
 - Write down as much information as possible — such as caller ID number, exact wording of threat, type of voice or behavior — that will aid investigators.
 - Record the call, if possible.
 - For threats made in person, via email, or via written note, refer to the DHS Bomb Threat Checklist and DHS-DOJ Bomb Threat Guidance for more information.
 - Be available for interviews with facility supervisors and law enforcement.
 - Follow authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding facility lockdown, search, and/or evacuation.

Finding a Suspicious Item:

Together we can help keep our communities safe — if anyone sees something that is suspicious, out of place, or doesn't look right, they should say something. (Find out more about the "If You See Something, Say Something®" campaign.) A suspicious item is any item (e.g., bag, package, vehicle) that is reasonably believed to contain explosives, an improvised explosive device (IED), or other hazardous material that requires a bomb technician and/or specialized equipment to further evaluate it. Examples that could indicate a bomb include unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors. Generally speaking, anything that is hidden, obviously suspicious, and not typical (HOT) should be deemed suspicious. In addition, potential indicators of a bomb are threats, placement, and proximity of the item to people and valuable assets.

A security guard may encounter a suspicious item unexpectedly or while conducting a search as part of a facility's or employer's Bomb Threat Response Plan. If it appears to be a suspicious item, the security officer should follow these procedures:

- Remain calm.
- Do NOT touch, tamper with, or move the package, bag, or item.
- Notify authorities immediately:
 - Notify the facility supervisor, such as a manager, operator, or administrator, or follow the facility's standard operating procedure. (See below for assistance with developing a plan for the facility or location.)
 - Call 911 or your local law enforcement if no facility supervisor is available.
 - Explain why an item appears suspicious.
- Follow instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding shelter-in-place or evacuation.
- If no guidance is provided and you feel you are in immediate danger, calmly evacuate the area. Distance and protective cover are the best ways to reduce injury from a bomb.
- Be aware. There could be other threats or suspicious items.
- Every situation is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine if a real risk is posed and how to respond. Refer to the DHS-DOJ Bomb Threat Guidance for more information.

NOTE: Not all items are suspicious. An unattended item is an item (e.g., bag, package, vehicle, etc.) of unknown origin and content where there are no obvious signs of being suspicious (see above). Facility search, lockdown, or evacuation is not necessary unless the item is determined to be suspicious.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the Office for Bombing Prevention at: OBP@cisa.dhs.gov



BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

• Where is the bomb located? (building, floor, room, etc.)

• When will it go off?

• What does it look like?

• What kind of bomb is it?

• What will make it explode?

• Did you place the bomb? Yes No

• Why?

• What is your name?

Exact Words of Threat:

Information About Caller:

• Where is the caller located? (background/level of noise)

• Estimated age:

• Is voice familiar? If so, who does it sound like?

• Other points:

Caller's Voice

- Female
- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking Voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds

- Animal noises
- House noises
- Kitchen noises
- Street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language

- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken

Other Information:

ELEVATOR ENTRAPMENT

In the event that someone becomes trapped inside an elevator, the security officer will be notified by a command center, dispatch, property management, or direct communication from the elevator call center or occupants in the elevator. Upon receiving a call, the security officer should follow the procedures outlined below:

- Immediately respond to the floor nearest to where the elevator car is located and establish communication with people trapped inside by speaking loudly enough to be heard through the elevator doors.
- Stay in constant verbal contact with those entrapped (for support purposes), including informing them of the estimated time of arrival of the elevator maintenance personnel/emergency assistance.
- Should the situation require emergency medical assistance, immediately contact the fire department at 911
- Complete an incident report with all pertinent information upon release of those entrapped.

NOTE: Security personnel should not attempt to extract occupants involved with an entrapment. Only elevator service personnel, along with emergency assistance personnel (i.e., fire department) are authorized to extract occupants. If the elevator is not working properly, but no one is trapped, the situation is considered a nonemergency maintenance issue. Security personnel should make sure that a sign is placed on the elevator stating that there is a problem and notify the proper facility personnel.

NATURAL DISASTER PROCEDURE

There are numerous kinds of natural disasters, and depending on what part of the country you live in, you might find yourself in the middle of a number of different types. Of course, one of the most important things a security officer must know is what types of natural disasters can occur in the area and, secondly, the emergency plan of action at the facility. Some examples of these disasters are:

- Wildfires
- Thunderstorms
- Winter conditions
- Tornadoes
- Floods
- Earthquakes
- Hurricanes



In case of a natural disaster, security is responsible for coordinating with property management the implementation of the site's emergency response plan. Security should be knowledgeable in:

- The protection and safeguarding of employees on premises during an emergency
- Security measures to control and minimize damage and loss
- Drills, evacuation routes, safe meeting places
- Local emergency management contact information
- The form of emergency communication system that will be used
- What normal property operations may be limited or suspended

DISASTER RECOVERY

While most people think about preparation and what to do during an emergency, few people consider what needs to be done after a disaster occurs. The fact is, once an emergency has passed, the danger is not necessarily over. First, security personnel need to survey a property for hazards and secure it right away to help prevent injuries or further property damage. This can help to expedite the rebuilding process. The following tips can help with the recovery following an emergency event.

- Make sure everyone is safe. Stay tuned to local authorities until an official “all clear” is given. If you were evacuated, return only after authorities advise it is safe to do so.
- Look for broken glass and sharp objects, and avoid downed power lines. Never touch anything in contact with power lines, including water or puddles that may be near the downed lines.
- Work with property management on coordinating companies coming to check for gas leaks or electrical system damage. Report any problems to the applicable utility companies right away.
- Work with property management in protecting the property from further damage. Be aware of needs for temporary repairs. Take steps to help protect against vandalism or additional weather damage by securing the facility/property/area and managing access by only authorized personnel. Take photos of the damage if security has a camera or cell phone for report documentation.

Nonemergency Standard Operating Procedures

This section contains material that a security company can provide to its contract employees. The name of the security company can replace “Guard Company.”

CUSTOMER SERVICE INTERACTION — CUSTOMER FIRST!

It is the Guard Company’s goal to be a world-class customer service organization. In most cases, you are the client’s primary experience with Guard Company. Every interaction you have with every client is a “moment of truth” about the kind of service you and Guard Company provides. If those moments of truth are positive, clients will tend to be happy with the service from Guard Company. If they are negative, clients will quickly become unhappy. In a survey by the American Society of Quality, it was determined that clients become negative toward a service provider because of an attitude of indifference by just one employee of the company. Therefore, the service attitude by every employee of the Guard Company is critical.

As a security officer, you may have thousands of contacts each day with employees, tenants, visitors, and vendors of our client. At the heart of our quest to deliver “standards beyond the standard” from the status quo in the industry. Whether it is the thousands of touchpoints per day a security officer has with employees, tenants, guests, and visitors at our client properties, or a high-level meeting one of our managers has with a client contact, this program teaches our employees to ask themselves the question — *How does this make the customer feel?*

Projecting an Attitude of Service:

The moment a service interaction begins, the client makes judgments about you and your friendliness, concerns, and ability. When you are face-to-face with a client, your professionalism and eagerness to serve are conveyed by your:

- Immediate attention
- Words
- Tone of voice
- Posture
- Eye contact
- Smile
- Handshake (if appropriate)
- Appearance
- Professionalism

A service provider's willingness to extend himself or herself on a client's behalf is the hallmark of legendary service. When it's difficult to give clients what they want, going the extra mile increases the likelihood that clients will go away pleased — even if, despite your extra effort, they don't get the desired results. When you can give clients what they want, extending yourself shows that you and Guard Company are committed to providing the best service possible.

Overcoming Difficult People:

In some cases, the person you are encountering is upset or aggravated, especially if you have to deliver unwelcome news (i.e., why their car was towed, why you can't allow access without a proper badge). In these cases, it is important to de-escalate the situation by employing the following four steps of the Service Recovery Process:

Step 1: Empathy ("I understand how this can be a frustrating situation for you")

Step 2: Apologize ("I'm sorry you are having to deal with this")

Step 3: Understand (ask questions to understand their concern)

Step 4: Resolve (offer solutions within your authority)

It is very important as you de-escalate the situation that you remain calm and empathetic, even as you are carrying out the principles of your post orders.

ACCESS CONTROL

The purpose of controlling access, which includes entrance into, movement within, and departure from facilities, is to be sure that only authorized people, vehicles, and materials are allowed to enter, move about in, and leave protected areas. This is to ensure the protection of the people, property, and operations located within the facilities. Security officers, by their presence and professional performance of duties, can discourage, detect, and detain criminals through effective access control. Criminals naturally avoid areas where the chances of being caught are high.

As a security officer working at an access control point, you are the first line of defense for the security of your post. Failure to properly identify a person attempting to gain access

could result in a serious incident. It is imperative that you perform access control procedures and enforce policies in place at your facility and that you can properly identify valid forms of identification as required.

Identification Checks:

Do not just look to see that the person has an identification card or a badge, but actually look at it. Check the picture against the bearer. Is it the same person? Has the identification card been tampered with? Your post orders will specify which identification cards are acceptable. You should be familiar with the various employee identification cards issued by your property and tenant organizations.

Access Lists:

If you have to use an access list, first check an identification card for true identity, then check the name on the access list. Access lists must be current and issued by an appropriate authority. If the individual's name is not on the list, politely explain that the area/facility has controlled access and deny that person access. If the person insists on being allowed into the area/facility, politely ask the person to wait while you follow post orders for handling such situations. Your post orders will generally require you to either contact the designated agency representative who creates/maintains the access list or contact the control center (if applicable) and your supervisor.

Logs:

After making positive identification, you may be required to have individuals sign a log prior to entry and departure. Record the time of arrival and departure from the building or access control point. The log can also be used to record the issuance and return of visitor badges and can be used to determine who is inside the controlled area or facility at any given time.

Visitor Badges:

You may be required to issue badges to visitors upon determining that they are authorized to enter. In some facilities, visitors may be required to sign in or out for the badges in a log or badge register. When cards or badges are used, they are often numbered and contain the visitor's name, the area authorized, escort requirements, duration of visit, and possibly a photo and/or signature.

Card Key Systems:

These automated systems are used to allow authorized personnel (the card key holders) access through locked doors, turnstiles, or other type of gateways into protected areas. They are essentially the same as keys except that the times of entry and departure are recorded and maintained. This allows the flow of people to be monitored and makes it possible to determine who has entered or exited a controlled location. You may be assigned to entry areas to verify personal identification, prevent more than one person passing through at one time (called tailgating or piggybacking), control property, and provide assistance.

Screening:

Some locations use walk-through and hand-held metal detectors and/or X-ray machines to assist in controlling access. These devices detect the possible presence of weapons, organic and inorganic materials, and/or incendiary devices. These detectors emit a high-pitched sound

when a metal object is detected. If you work on a post with an X-ray and/or metal detector, you will receive specific training on the equipment and will have specific instructions in your post orders on the proper use and handling of the device.

Generally, you will ask a person to completely empty their pockets into a container and place any bag/briefcase/purse on the X-ray roller. Be aware that nonmetallic objects such as objects made of plastic could be used as weapons. Examine the contents of the container and then have the person walk through the magnetometer. If you use a hand-held metal detector, sweep all areas of the person's body, holding the device two inches away (there must be no physical contact with the person being inspected). If the device sounds an alarm, have the person rechecked for metal. You must resolve all questionable alarms prior to allowing the person entry into the facility. Until you are sure the person is not concealing a weapon or injurious device, deny that person access.

Challenges and Emergencies:

If a person refuses to cooperate with access control procedures and attempts to enter the facility without following them, you must try to prevent their entrance into the facility using the appropriate level of force allowed by Guard Company's Use-of-Force Policy and facility guidelines.

During emergency situations, admit law enforcement, fire, and medical personnel immediately into the facility and direct them to where the incident is occurring. If members of the press arrive at the facility, contact the control room (if applicable) and your supervisor and do not allow access without an agency representative's permission or escort.

Check your orders for local procedures on handling contract personnel who need to enter after close of business. You may have to issue passes or require personnel to present identification and be on an access roster. When an individual claims to have been called to a building by an employee, follow your post orders for processing after-hours visitors. If the post orders require you to deny access to unauthorized personnel, and the person refuses to cooperate and/or leave the premises, call the control room (if applicable), your supervisor, or the designated agency point of contact to report the situation.

Refer to the post orders for procedures on handling other visitors. These visitors may be tours or groups sponsored by occupant agencies. If escorts are required for individual visitors or groups, know the post procedures and ensure that the visitor/group escort has accepted responsibility for the visitor/group in question.

Banned Personnel/Visitors:

If a tenant employee, contractor, or visitor named on a do-not-admit list tries to access the building, the security officer should inform the person that they are not allowed on-site, and ask the person to leave. If the person leaves, the officer should contact the control room (if applicable) and supervisor to update them on the situation. If the person refuses to leave, the security officer should contact the police and explain that a person is on-site that has been banned from the facility and refuses to leave the building.

KEY CONTROL

Key control is one of the most important functions of the security officer. Lost, stolen, or misplaced keys can seriously jeopardize the security of the entire facility. These instances can also compromise the integrity of Guard Company, the integrity of the Guard Company team at your site, or the integrity of an individual security officer. With this in mind, each officer needs to realize the importance of key control and remain conscious of the responsibilities associated with maintaining custody of facility keys. The individual keys on each ring and what they open are listed on the inventory log sheet. For access throughout the building, security may be given an access badge and a set of facility keys. These keys are sometimes master keys that can access all locks. An access badge and the keys must be carried by the officer at all times and never left unattended on the security desk. The keys are attached to a chain and belt loop that is to be attached to the officer's belt. Once all keys on the ring are verified, the keys should be attached to the belt and remain with the officer until the end of the shift. Any lost or damaged keys must be reported to the site supervisor immediately.

For our customers to feel confident in our ability to protect persons, property, and assets, all security personnel need to demonstrate the ability to properly account for all keys at all times.

Key Ring Inspection:

Upon receiving a key ring, the security officer will inspect the keys, the key ring, the key chain, and the key strap to ensure that all of the above are in proper working condition. This equipment inspection must be performed in the presence of whoever issued the keys to the officer. If there are any deficiencies observed (e.g., cracked or bent key, broken belt strap), the officer receiving the keys will:

- Notify the supervisor.
- Generate an incident report, which will include detailed information regarding the receiving of the key ring and the observed deficiency.

Key Ring Custody:

Once a key ring has been inspected and its transaction documented, the officer receiving the key ring will then secure the key ring to their person by sliding the ring's belt strap around their belt and snapping the strap closed. The key ring should be attached to the belt strap before snapping the strap closed. The key chain will be stored in the officer's pants pocket.

Each officer will wear their keys per procedure until which time the keys will be transferred to another officer. This transfer will be verified by completion of the post equipment inventory log and/or entry into the daily log of the transferring and receiving security officers.

Reporting Policy:

In the event that an officer discovers a damaged key or damage sustained to the key ring and its hardware, the officer will complete an incident report. The report will include the time the damage was observed, a description of the specific damage and when the key or key ring hardware was last observed in proper condition. If the damage is observed during an exchange of the key ring between officers, both officers will be required to contribute necessary information for an incident report.

In the event that a key cabinet key (if applicable) has not been returned within a reasonable amount of time, the control center officer (if applicable) or shift supervisor will make efforts to locate the person who signed out the key. If that person cannot be located, efforts will be made to contact another person who is affiliated with the person who signed out the key. All efforts made in attempting to retrieve the key will be documented in an incident report.

In the event that a security officer's key ring is unaccounted for or if a key cabinet key has been misplaced or lost and was not signed out, the site supervisor/account manager will be notified immediately. All officers will remain on duty even if the situation occurs at shift change. Each officer will then await instructions from the site supervisor/account manager. The site supervisor/account manager will ensure that an incident report is completed and will likewise be responsible for immediate investigation of the matter.

Key Cabinet Procedures:

Maintaining proper custody and control of the keys stored in the security department key cabinet will be the responsibility of the shift supervisor/site supervisor or lead officer on duty. The officer's key control procedures are as follows:

- Upon receiving the key cabinet key ring, the officer will inspect the key cabinet key, key ring, the key chain, and the leather belt strap to ensure that all are in proper working condition. Any observed deficiencies will be brought to the attention of the shift supervisor, and an incident report regarding the deficiency will be completed.
- The security officer will then secure the key ring to their person by attaching the ring's belt strap to their belt. The key chain will be stored in the officer's pants pocket. The officer will wear the key ring until which time the key ring will be transferred to another officer. This transfer will be verified by completion of the post equipment-inventory log.
- The security officer will complete the post equipment-inventory log at the beginning of each shift. This accounting of all security post equipment will be performed in the presence of the security officer who is being relieved. In the event of any unaccounted-for post equipment, all officers from the ending shift will remain on duty and await further instructions from the account manager or site supervisor.
- An inventory of the security key cabinet is considered part of the post equipment-inventory process. In the event of missing or unaccounted-for keys, the security officer will take immediate follow-up action.
- The security key cabinet will remain locked at all times except for when transferring a key to or from the cabinet.
- The security officer will be responsible for issuing keys and returning keys to the key cabinet. These transactions will be verified by using the key transaction log. The security officer will ensure that the log is completed in its entirety and all that information recorded is accurate.

COMMUNICATIONS

All desk security personnel, while utilizing the telephones at the facility, should follow the following procedures:

All calls should be answered promptly and with the appropriate greeting (i.e., "Good Morning," "Good Afternoon," or "Good Evening") followed by "This is Security Officer [name]," and "How may I help you?"

The telephone is restricted to business calls only. Neither outgoing nor incoming calls are permitted. Visitors are generally not allowed to use the phone. Direct visitors to public phones adjacent to the lobby desk area (if available). All-important calls should be documented in the Desk Officers' Daily Report.

Two-Way Radios (Walkie Talkies):

In most cases each officer working at a facility will have a two-way radio. The officer must carry a radio on channel one (1) whenever away from the security desk (the actual channels used may be determined by property or facilities management). The officer at the desk will always respond as the base unit. The radios will be kept at the front desk whenever they are not in use. The officer must make a note in their log when the radio is taken from the security office and another note when the radio is returned. The radios must be charged when not in use. Radios must be accounted for and logged on the daily equipment inventory check.

- At no time is profanity to be used on the air; remember this is punishable by the FCC in the form of a fine to the offender and a possible loss of license.
- Low but audible radio volume must be maintained in deference to employees who are working in the area, except in the situation of a real need to communicate.
- Check radios are on and operating properly before leaving the front desk area. They must be fully charged and contain a fresh battery pack as appropriate.

Be sure to turn the radio off before placing it in the charger. Failure to do this will result in the radio not charging properly and possible damage to the unit.

Tips for Use:

- Verify device operation by performing a check prior to assuming post.
- Plan your message before you transmit; be brief and concise, emergencies excluded.
- Hold the device at a 45-degree angle, approximately one to three inches from the mouth and slightly to the side.
- Key the transmit button firmly, wait 2 seconds, and then begin speaking clearly and distinctly.
- Maintain a constant pace that is not too loud or too fast.
- Listen first to ensure the channel is clear before transmitting. Do not transmit when advised to stand by.

Radio Codes:

Remember that site security operations may use codes to refer to certain locations, actions taken, or to simply reduce the need to speak in full sentences. The most commonly used

codes include "10 codes" such as 10/4 or 10/20. Other commonly used codes include the use of "Code Color" such as "Code Blue" or "Code Red." These codes are used by law enforcement, security, and hospitals across the country and can vary from organization to organization, so it is important to know and understand the codes used at your site as directed in your post orders.

REPORTING PROCEDURES: DAR/INCIDENT REPORTS

Security officers will be required to record incidents and activities on a variety of report forms, as well as issue citations for violation of company rules and safety procedures. A thorough knowledge of these report forms, and the manner in which they are to be completed, is essential. These reports serve as a medium whereby the effectiveness of the individual security officer, as well as the effectiveness of the entire program, is evaluated.

Report writing can be easy. It requires that you take the time and energy to be thorough and ensure that you are accurate. Never rush to write a report when there are more facts to be learned. When completing any reports nonelectronically, the officer should use a pen with black ink. When a mistake is made on a report, the officer will need to cross out the mistake with one line through it (example). Correction fluid should never be used on any log or report. Some other common mistakes in writing reports are:

- Reports are illegible.
- Reports are on the wrong form.
- Reports are not signed.
- Reports lack details.
- Reports are not dated.
- Reports are carelessly written.

Any events observed to be out of the usual daily events should be noted on the daily activity report (DAR) or an incident report. It is better to take action and write an unnecessary report than to allow a potentially dangerous situation to remain unnoticed or unreported.

The individual security officer must complete the following reports during or at the conclusion of each shift:

Daily Activity Report (DAR):

The DAR is a record kept over a specified period of time to record necessary information. The DAR can be used as a legal document of activity during that time period. The security officer will use this form to record all log entries. All entries will have a beginning and ending time and show details of what was done during that time frame. The following rules are to be followed when keeping the shift's log:

- Each officer must record "on duty" at the time they commence duty and "off duty" upon completion of their tour of duty.
- Each officer must record in the DAR that they took possession of the keys, radios, access cards, and any other equipment issued to security.
- Any unusual circumstances (fire, false alarm, property damage) that occur, and to whom the incident was reported, will be recorded. An incident report will also be needed for larger incidents.

- All nonelectronic entries must be printed in ink. No pencil entries will be accepted. There will be absolutely no erasures or changes of any kind. Corrections or deletions may be made only by drawing a single line through the portion that is incorrect, showing that the corrected information has been entered elsewhere in the log. All such corrections must bear the initials of the person making the change.
- The log will show the normal daily events and must also reflect any unusual events or circumstances that occur. The beginning and completion times of all patrols must be entered.
- An entry will be made for status change in any door or alarmed area.

In summary, the log should accurately account for the security officer's activities and location during a shift. Properly done, a log will explain, for example, why less than six hours of patrol activity was completed by a patrol officer since the log will show what occupied the officer's shift. The completed log must be placed in the "paperwork" tray or submitted electronically at the end of each shift.

Incident Reports:

Events that would be categorized as being "out of the ordinary" should be captured on an incident report. The incident report is critical; it becomes the permanent legal record of events and transactions, it keeps management aware of security-related concerns, and it ensures that facility policies and procedures are being followed. A report is a formal written presentation of facts about something that has or has not happened that will be read by others.

A report should contain only facts and never include opinions. Always carry a field notebook with you to record the facts as they occur if you don't have the capability for electronic reporting. If you include only the facts, you will be more likely to submit a report that is concise and accurate. The following seven questions must be answered in order to have a complete report:

- **Who:** Include all persons involved. Be sure to spell their names correctly and never abbreviate; others will not understand what you are writing.
- **Where:** Tell exactly where the location of the incident was and the location of everyone involved. If people moved, explain where. Always be exact.
- **What:** Tell precisely what happened, what took place, the elements of the incident, and what may have led up to it.
- **When:** Never guess when the incident occurred; give the exact time and date. If not sure, provide a time frame (e.g., Between 1900 and 2200 hours, Date).
- **Why:** This is a difficult question to answer. Give motives if they are known, but never report hearsay or rumors. Only use firsthand knowledge if it is relevant.
- **How:** Explain the facts as they are observed or told; never include your opinion.
- **Action:** Record all actions that you took, including notification of emergency personnel, facility managers, and security personnel. Record instructions given or that you gave.

Make sure your report conforms to the “Five C’s” below:

- Completeness – All the facts available are present.
- Conciseness – Get to the point.
- Clearness – Be straightforward in your language so the reader is clear on what took place.
- Correctness – Put only the facts, and ensure dates, times, names, and locations are right.
- Courteousness – Don’t assume the reader knows anything about the incident; don’t assign blame or responsibility.

You may be unsure if you should write an incident report or just log it on the daily activity report/log. Remember, it is always better to write an incident report; something that might appear to be minor could turn into a major problem if not reported in detail.

Other Report Forms That May Be Used:

- Sign-In Register (Time Sheet)
- Equipment Inventory Log
- Pass-On Log
- Employee Sign-In Log
- Cleaner’s Sign-In Log
- Contractor/Vendor Sign-In Log
- Visitor’s Sign-In Log
- Lost and Found Log

SAFETY PROGRAM

We all share the responsibility for unnecessary losses, just as we do the responsibility for preventing them. All client locations have specific safety regulations to meet the individual needs of their facilities. It is your responsibility to familiarize yourself with these requirements, the use of safety equipment, and the reporting of safety hazards.

As an employee of Guard Company, you have an obligation to perform your job as safely as possible. Our goal is to have zero preventable injuries at all locations. This goal is achievable only if you take control and ownership of your assignment by making safety a part of your job.

- Slips, trips, and falls are the no. 1 cause of injury in the workplace. Use caution when walking; watch where you are going; hold on to handrails when using stairs; and don’t get distracted. Pay attention to puddles of water, oil, and other hazards that could cause you to slip and fall.
- Report safety hazards immediately.
- Never lift anything heavy without assistance from others.
- Understand the physical expectations of your assignment, and plan to prevent workplace injuries.

