

ABOUT PATRIOT SECURITY EOC

Patriot Security EOC is a locally owned and operated Security Company that provides security services to a wide range of clients. We supply security services to industrial complexes, maritime facilities, public schools, government facilities, hospitals, office buildings, banks, retail centers and construction sites with armed and unarmed security officers.

Patriot Security EOC was created in March 1991 by Kent & Kim Dillow. The Dillow's have extensive background in security management and sales.

Patriot Security EOC is licensed by the Texas Private Security Bureau and Louisiana State Board of Private Security Examiners, the state agencies that regulates the private security industry. Patriot Security EOC also carries Worker Compensation Insurance and General Liability Insurance.

Patriot Security EOC is an Equal Opportunity Employer and will not discriminate against any individual because of race, sex, religion, national origin, or age.

PATRIOT SECURITY EOC "CODE OF ETHICS"

The following *Code of Ethics* are the core of the Patriot Security EOC security officer. Without these ethics it is impossible to be a professional and respected security officer. Failure to comply with this *Code of Ethics* may be grounds for disciplinary actions or termination.

CODE OF ETHICS

- Perform professional duties in accordance with the law and the highest moral principles. Non-compliance includes any acts or omissions amounting to unprofessional conduct and deemed prejudicial by Patriot Security EOC
- The professional responsibilities delegated to the security officer shall be discharged in a faithful, competent and diligent manner.
- All confidential information released to the security officer shall be safeguarded and care should be executed to preserve its nondisclosure.
- Do not maliciously injure the professional reputation of coworkers or clients.

CODE OF ETHICS

- Refrain from activities that may be a conflict of interest and make every effort to avoid even the appearance of one.
- Never take any type of gratuity from someone that may be considered a “bribe” or “payment” for special treatment.

STATE LICENSING

Employees must notify the Patriot Security EOC office within 48 hours and complete appropriate state paperwork, when they move from their original place of residence.

Any and all arrest must be reported within 24 hours of the arrest to the Patriot Security EOC office.

TRAINING**Basic Training**

The security officers that Patriot Security EOC employs are trained during the initial employment orientation and given the Level I and II exam for the State of Texas. Site specific training is completed by Patriot Supervisors and this is important since there are no training requirements in Texas for unarmed security officers. The State of Louisiana requires sixteen hours of classroom training within the first 60 days of employment with a certified instructor.

During the initial phase of employment, security officers are trained in the basic concepts of security duties and what is expected of them as a representative of Patriot Security EOC.

Topics covered are but not limited to:

- Uniform Dress Codes
- Time Sheet Procedures
- State Rules & Regulations
- Sexual Harassment Policy
- Limit of Authority
- Scheduling Procedures
- Call Off Procedures
- Telephone Procedures
- Screening Procedures
- Safety

As well as the in-house orientation, Patriot Security EOC provides continual training and evaluations through our Supervisors. These supervisors are trained and knowledgeable of the rules and regulations of the company and client policies.

As of September 11, 2001 security has made several revisions to keep up with the demands placed upon it. The Department of Homeland Security is in charge of and responsible for the safety of all Americans within its borders. Because of this they have enacted many security requirements of facilities that border the waterways and chemical plants. Those that border the waterways are under the direct supervision of the United States Coast Guard and are considered under the rules and regulations of Maritime Security. These sites are known as MARSEC sites. This topic is covered in detail in the MARSEC section of the classroom training as well as the MARSEC training manual.

UNIFORMS

One of the most effective deterrents is the recognition of authority. This is partly accomplished through the security officer's uniform. Patriot Security EOC recognizes the value in having security officers in properly fitted uniforms that easily identify them as security officers. Patriot Security EOC uniform shirts and pants are Dark Navy in color. The uniform shirt will have a shoulder patch with the company name and logo on the left shoulder and the right shoulder will have the United States flag. Prior to starting duty, your uniform should be neat and clean. Your shoes should be shined and hair neatly kept. Remember, you are the first person a visitor sees. The first impression is a lasting one.



The shirt will have a metal security officer badge over the left pocket and your nameplate over the right pocket. The lapel will either have metal S/O's or rank of the officer. The shoes should be black and socks should be black or navy blue. A belt with a standard buckle should be worn with the pants, no cowboy type buckles are allowed. Optional equipment, a nylon "Sam Brown" belt, which is black in color, flashlight and holder.

Security officers should be aware that they cannot release any client(s) property to anyone, including client employees, unless they have specific instructions to release such property. Contact the Patriot Security EOC office or supervisor anytime there is a question about releasing property.

Burglar and Fire Alarms are utilized by most of the posts and the security officer should be instructed on how to respond to false alarms. Security officers should obviously contact the appropriate emergency departments in the event any alarm is sounded.

Along with your appearance, the way you present yourself to others is the way you are perceived. Always be helpful and courteous to employees, visitors and vendors. Remember, as a security officer, you represent Patriot Security EOC and the client. Always present an image of service and professionalism.

CHAIN OF COMMAND

The following section is meant to establish and define the authority of an employee/supervisor relationship among Patriot Security EOC security officers. It is generalized, because specific responsibilities will vary between posts. Rank, and the authority invested by it, is dependant on the supervision needs of a particular post. A supervisor who is permanently reassigned to another job site may not necessarily retain their rank, unless they move into an equivalent position at the new post. Security officer's ranks, from lowest to highest authority, are as follows: Security Officer, Site Supervisor, and Field Supervisor.

The Site Supervisor is responsible for the rules and regulations pertaining to a specific post whereas the Field Supervisor's responsibilities and authority expands to all sites and security officers, including Site Supervisors with some exceptions.

Security officers should be primarily concerned with their own job performance and with learning everything they can about their duty post, as well as general security procedures. A security officer's job performance will determine eligibility for promotion to higher rank (should such a position become available). Security officer's who fail to perform at a high level will be passed over for promotion, regardless of how long they have been with Patriot Security EOC. Security officer's have no authority to discipline, monitor, or in most cases train other security officers.

The Captain (Site Supervisor) is responsible to both Patriot Security EOC and the client for insuring that the security contract terms are being met to the client's satisfaction. The Captain must organize and supervise the activities of all security personnel on the site, and monitor the level of performance and training on all shifts. In the course of supervising security personnel the Captain has the authority to:

- Issue Verbal, Formal and Final written reprimands
- Recommend the termination of Patriot Security EOC security officers.

Only the Patriot Security EOC Managers or higher have the authority to terminate an employee's employment within the company.

Field Supervisors are staff supervisors who make regular inspections of posts during all hours. They operate in a clearly marked Patriot

Security EOC vehicle. Field Supervisors are responsible for maintaining general performance standards at all job sites they visit, as well as scheduling officers in order to keep all post covered. Field Supervisors may not override or interfere with policies or procedures put in place by a post's regular Site Supervisor (if any) without proper instructions from Patriot Security EOC Management or client contact.

CLIENT/EMPLOYEE RELATIONSHIP

Patriot Security EOC officers should remember that they are employees of the company, not the client site which they are assigned. Certain internal employment issues are not to be brought to the client, who is not obligated and does not wish to deal with these issues. These internal Patriot Security EOC issues include but are not limited to:

- Payroll and scheduling issues
- Training and Job Performance Evaluations
- Uniform and Equipment Inspections
- Request for Days Off or Calling in Sick
- Request for Uniform Replacement
- Disciplinary Action as Needed

In all cases, these issues are to be addressed only by Patriot Security EOC personnel.

Patriot Security EOC officers should always bring internal matters such as those described above to the Patriot Security EOC Field Supervisor. If after going through normal chains, any officer who feels that their concerns are not being adequately addressed by Patriot supervision, may contact the office and speak to Patriot office personnel, and/or management.

No employee will ever bring internal Patriot Security EOC matters to the client. To do so is a violation of company policy; punishable by disciplinary action up to and including termination.

IMPORTANT - All employees must also be aware that due to contractual agreements, any Patriot Security EOC employee may be removed from a jobsite upon the client's request. Such a removal does not automatically end an officer's employment with the company, but if the request was made due to unfavorable performance or actions on the officer's part, a careful review of the officer will be conducted by Patriot Security EOC to determine if the officer is to be retained and reassigned to another jobsite or terminated.

PAPERWORK

Log Sheets

Visitor’s logs are utilized at many posts and are legal documents that must not be compromised. When a security officer is working at a post that has visitor logs, they should be completed accurately.

If a person enters a facility and is logged in and wants to leave without being logged out, even if they claim to only be leaving for a few minutes, they **MUST** be logged out. These logs are used in the event of an emergency to account for persons inside a plant or facility during an evacuation.

All reports should be printed, not written in cursive.

Incident Reports

Incident Reports should be filled out accurately and timely when the following criteria are met:

- Emergency services are required at the security location
- Theft
- Damage
- Vandalism.
- Trespass
- Suspicious Activity
- Injury

Daily Activity Report (DAR)

Many posts require the security officer to fill out a *Daily Activity Report*. This report is filled out on an hourly basis and details the activities performed on a shift. Check the *Post Orders* to determine what to do with the *Daily Activity Reports* when your shift is complete.

All documents should include the following:

- The security officer’s name, the date, any equipment received and the condition it is in.
- Hourly entries state what has occurred during that hour.
- Any hazards, security breaches, violations of post rules, criminal activity, accidents, unusual activity, damaged property, injuries and/or illnesses reported or observed by the security officer.
- Use ink (black or blue) and never erase, just draw a line through the error.

- Do not skip lines and never make entries in advance of activity.
- Keep the report in the order in which the events occurred.

The *Daily Activity Report* and *Incident Reports* are legal documents that can and will be used in legal proceedings regarding civil and criminal cases.

Time-Off Request

A time off request is required two weeks in advance. These requests must be in writing on a proper Patriot Security EOC Time-Off Request form. These forms are provided by the office and are available in the front office during normal business hours.

The image shows a 'Patriot Security EOC TIME-OFF REQUEST' form. It includes fields for Name, Title, Department, and Supervisor. There are sections for 'Requesting Time-Off For' and 'Reason for Request'. At the bottom, there are fields for 'Requested by' and 'Approved by' with checkboxes for 'Approved' and 'Not Approved'.

Time Sheets

Security officers are **required** to turn in a time sheet every Friday. Since time starts on Friday and ends on Thursday, timesheets should not be turned in any sooner than Friday even if you already have 40 hours. It is always possible you could be called out for extra hours.

The image shows a 'Patriot Security EOC TIME SHEET' form. It has a header section with 'EMPLOYEE INFORMATION' and 'SUPERVISOR INFORMATION'. Below that is a large table with columns for 'DATE', 'START TIME', 'END TIME', and 'HOURS'. At the bottom, there are fields for 'EMPLOYEE SIGNATURE', 'SUPERVISOR SIGNATURE', and 'DATE'.

GENERAL ORDERS

Security personnel when arriving for duty should arrive at the duty assignment prior to the start of the shift. They should be ready to assume their duties at the scheduled starting time.

If security personnel are going to be late or need to call off due to illness or emergency, they need to give the Patriot supervisor on duty at least four (4) hours notice, prior to the scheduled starting time of their shift. This means actually speaking to office personnel or the supervisor on duty, and not leaving a voice mail. If Security Personnel are enroute to work and encounter a situation which will cause them to be late (i.e. flat tire, accident, etc...), the security officer should immediately notify the Patriot office or supervisor on duty. If calling off for a weekend shift your shifts will be covered the entire weekend until Monday morning.

Upon arriving on a post, the security officer going on duty shall assume responsibility for all property placed in their charge and make every effort to protect the client's assets to the best of their ability. Security personnel will enforce all clients' rules and regulations as applicable.

VIOLATIONS OF CLIENTS RULES AND REGULATIONS ARE NOT CRIMINAL OFFENSES.

Security personnel **must** call the office at 409-727-4944 or 1-800-555-9211 when they report on duty and when going off duty. Give your name, post location, and whether you are going on or off duty.

Security personnel upon reporting for duty should read all the previous shifts reports and incident reports if available, in order to be prepared for their shift. If reporting back to work from days off, the security officer should read logs and reports back to when he/she left, if available.

Begin shift by making appropriate entries into the Daily Activity Report (DAR) that includes your name, date, and time you reported to the post.

Never report for duty smelling of alcoholic beverage or under the influence of any drugs, including alcohol or prescription drugs that hinder your ability to perform your duties.

Security personnel should maintain a professional appearance at all times, and a courteous attitude towards all persons.

Security personnel should only wear the approved Patriot Security EOC uniforms, which are issued at the time of hire. Uniforms should be clean at all times. All belts and accessories should be black in color. All footwear should be black and will either be lace-up shoes or boots. Slip-on-shoes (i.e. loafers), and open toed shoes or sandals, and heels are prohibited. If the footwear is leather, it should be polished prior to the start of duty each day. If shoes are worn, hosiery or socks should be black or navy blue in color. If a T-shirt is worn with the uniform, it should be white, navy blue, or black in color, and should have no writing or designs that can be seen through the uniform shirt.

Security personnel should adhere to the basic standards of personal hygiene, which include but are not limited to the following:

- Daily Bath or Shower
- Use of Deodorant
- Daily Washing of Hair
- Daily Brushing of Teeth
- Wearing Appropriate Undergarments and Socks
- Any Other Tasks Required to Maintain Personal Hygiene and Cleanliness.

Security personnel should adhere to the following in regards to personal appearance:

- MALE OFFICERS should not wear or attempt to grow any type of beard, and should report to work clean shaven. Officers may wear a neatly trimmed moustache, if desired, as long as it does not extend below the corners of the upper lip. Hair should be clean and cut in a conservative business fashion that does not extend below the collar, and should be off the forehead. Sideburns should not extend below the bottom of the ear lobe. Male officers are prohibited from wearing any earring(s) or face rings while on duty. Excessive amounts of jewelry should not be worn on duty.
- FEMALE OFFICERS should wear their hair pulled back, limit the amount of makeup, only one stud earring for each ear, and not wear excessive amounts of jewelry while on duty.
- BOTH MALE & FEMALE OFFICERS should be conservative in the amount of cologne and/or perfume worn while on duty. Persons who have visible tattoos on their arms must wear long sleeve uniform shirts year round.

Security personnel are to remember they not only represent Patriot Security EOC, but the client and themselves as well. Security personnel should act professional and respectful at all times. Angry outbursts or other non-professional conduct will not be tolerated.

Security personnel should immediately obey all lawful orders issued by Patriot Supervisors, or a client representative. All new orders should be passed on to the relief officers.

Security personnel may NOT carry a firearm, nightstick, or other type of weapon onto a post that is not specified to be an armed post.

Security personnel should not engage in any type of unauthorized use of ANY weapon, “horseplay” with any weapon, or draw a weapon except in defense of human life. Unauthorized use of a weapon will result in immediate termination.

Security personnel should report all activities, both routine and unusual, in the *Daily Activity Report* (DAR), and in an *Incident Report* if required. Security personnel should complete all reports before leaving the post. Activities to be reported include, but are not limited to:

- Fire or safety hazards
- Theft
- Accidents
- Property damage
- Sabotage
- Gas, steam, or water leaks
- Burned out lights

- Slippery floors
- And/or any other instance where a loss of client assets or a crime may occur.

The *Daily Activity Report* (DAR) should have at least hourly entries that clearly state the activities the Security Officer has observed for the past hour. “**All Secure**” is an unacceptable entry. The *Daily Activity Report* should always be neat and easy to read.

Incident Reports should always be completed regarding injuries or accidents that occur, and any illegal or unusual activity noted. When an *Incident Report* is done, always indicate in the *Daily Activity Report* (DAR) that there was an *Incident Report* completed and briefly indicate what the incident was.

Never leave your post unattended, unless responding to a **POST RELATED** emergency.

Security personnel **ARE NOT** to:

- Conduct outside business
- Read non-related materials
- Be in possession of televisions, radios, laptop computers, or hand-held video games,
- Sleep while on duty.
- Use client telephones for incoming or outgoing calls, except for official client business or in a verifiable emergency.

Security personnel are to be visible and patrol in a high profile manner. This is the greatest deterrence to theft and vandalism.

Security personnel should not jump start vehicles.

Security personnel are prohibited from unlocking vehicles in parking lots, even if requested to do so by the vehicle owner.

When encountering trespassers or other persons not having legitimate business on the client’s property, the Security Officer is to be firm but polite when dealing with them. The officer should address all persons as ma’am or sir. After the security officer has requested such persons to leave the property, the officer should then observe their departure or call the appropriate law enforcement agency if they do not leave in a timely manner.

Before confronting any suspicious person or situation, the security officer should observe the person and/or area to see if it is safe to approach, and before approaching, notify the supervisor on duty. The security officer should not approach if he/she is concerned for their safety. The security officer should request assistance from other security personnel or contact the police/sheriff’s department.

Security personnel are financially responsible for any clients or Patriot Security EOC property they damage or destroy by any intentional, knowingly, or reckless conduct, or by any action considered to be negligent.

Security personnel are to contact the appropriate emergency assistance when needed (i.e. fire department, EMS, law enforcement).

Security Officers are **prohibited** from making any type of complaint or suggestion to the client or representatives. Any complaints or suggestions should be forwarded to the Patriot Security EOC Field Supervisor, management and/or office personnel.

Security personnel should not relinquish their post to a relief officer who appears unfit for duty. The officer should immediately notify the Patriot Security EOC Field Supervisor or office, and should remain on duty until properly relieved.

If a security officer is requested to work additional time by AUTHORIZED POST MANAGEMENT, the security officer must notify the Patriot Security Field Supervisor or office before doing so.

When a commissioned security officer is working an armed post, the officer may only remove the firearm from the holster when in fear for his/her or another person's life.

All client locations (post) will have post orders relating to the specific duties of that post. The security officer is responsible for the information within the post orders. If the security officer is not aware of the post orders, it is the officer's responsibility to contact the Patriot Security Field Supervisor or office at once.

Security officers should not make any statements to any type of news media regarding any incident that involves the client or Patriot Security EOC.

Security Officers should never make negative comments about Patriot Security EOC or our clients to other security officers or outside persons.

Security Officers should not discuss Patriot Security EOC business with any outside party. Patriot Security EOC officers should not gossip while on duty.

Security Officers are prohibited from accepting any type of employment with another contracted security company while employed with Patriot Security EOC. Security Officers are prohibited from accepting employment as a contractor to any client, or with a third party contractor to a client, while they are employees of Patriot Security EOC. Security personnel are prohibited from working for one of

Patriot Security's clients while they are employed with Patriot Security EOC.

If an officer is ever arrested while on or off duty for any crime, they must contact the office immediately.

SUPERVISION

Patriot Security EOC provides professional supervision with the intention to help motivate and inspire our security officers. Patriot Security EOC believes that an advantage we have over other companies is our management team's hands-on approach in the field. We believe that the Field Supervisors and Managers should make routine inspections of the security officers in the field.

Patriot Security EOC has at least one *Field Supervisor* on patrol every night of the year making inspections on the security officers. The *Field Supervisor* is in uniform and drives a marked patrol vehicle.

RESPONSIBILITY OF THE SECURITY OFFICER

The responsibility of the security officer is to act within the scope of their powers and to ***OBSERVE AND REPORT*** to the best of their ability. It is very important, to always be aware of what the threat is for the client and what it is the security officer is there to protect.

The security officer must be familiar with client's needs in order to recognize what property is most at risk. Examples would include:

- Observing employees entering and leaving work.
- Employee's vehicles in the parking lots.
- Checking for unlocked doors, coffee pots left on, and water in restrooms left on etc.

Observing may be broken down into two sections:

- **DETECT** - is to keep an eye out for unusual activity such as: employees using company gas in their personal vehicles, individuals walking around the client's property after business hours, unlocked doors, windows, fire hazards, burned out light bulbs, and holes in the fence area.
- **DETER** - is to prevent criminal and/or unsafe activities from occurring in the first place. The security officer being visible in the security officer uniform is the best deterrent.

Reporting to the client through the *Daily Activity Reports* and *Incident Reports* provided to you by Patriot Security EOC is the second part of the security officer's primary duties.

The scope of a security officer powers are no greater than a citizens. The use of force by a security officer is only allowed when the

immediate threat of serious bodily injury to yourself or another individual is perceived. Use only the level of force necessary to defend yourself or the other individual. Otherwise the security officer should retreat and observe and report. **Never use force to protect property.**

Patriot Security EOC's policy on arresting individuals for breach of the peace and felonies committed in their presence varies and is defined in the *Post Orders*. Unless the security officer is specifically told that they can make arrest, it is the policy that the security officer cannot make an arrest.

THE PUBLIC

Dealing with the public, client employees, and the client contact is an everyday matter that calls for the security officer to be courteous, respectful, and helpful. There is never a good reason to be rude. Even when someone fails to obey the request of the security officer — becoming rude is not acceptable — at that point, contact a Patriot Supervisor, the client contact, or the Police depending on what the *Post Orders* specify.

When dealing with the public, clients, employees, and/or the client representatives and you are unable to solve their problem or provide them with acceptable explanation to their questions, notify the Patriot Supervisor and/or office. In this situation if they should give you their name and telephone number, Patriot Management will follow up with the client.

TELEPHONE PROCEDURES

When answering the telephone, use the following procedure unless specifically instructed to do otherwise in the *Post Orders*:

- Have a pad and pen handy to take notes.
- Answer the phone by saying “Security Officer _____, may I help you?”
- Take any message and forward it to the proper person or department.
- End the call by saying, “Thank you for calling”.

PATROL PROCEDURES

To begin the patrol, the security officer should have a note pad and a pen, be in proper uniform, and have all necessary equipment. The security officer must know the *Post Orders* and the facility layout, which would include entrances and exits, telephones, restricted areas, gas shut-off valves, alarm systems, and where any client employees may be working at that location.

When patrolling, the security officer must be visible at all times. The security officer should, at a minimum, acknowledge the presence of the client's employees, visitors, and other Patriot Security EOC officers and/or supervisors, by speaking to them. Some *Post Orders* may require that security identify by name and/or I.D. badges any individuals on their property after hours.

The following should be observed on all patrols:

- Inspect fences for holes, check doors and windows, and confirm that alarms are set.
- Confirm that the client's property is secure. (Vehicles, garages, tool boxes, etc)
- Any employees still on premises, etc ...

The security officer should use their eyes and ears when making patrols and should follow up on all unusual activity. The security officer should always look for fire and safety hazards such as: leaking containers, water faucets left on, spilled liquids, burned out light bulbs, loose flooring, holes in the ground, inoperative safety equipment, poor lighting, and any other hazard. The *Daily Activity Report* (DAR) should include all activity observed by the security officer. *Incident Reports* should be done on any unusual, criminal, and/or hazardous activities observed by the security officer.

The security officer should immediately contact the appropriate police, fire, and/or ambulance in case of an emergency. The security officer must contact the Patriot Security EOC supervisor and the client contact whenever an emergency has occurred as soon as they can safely do so.

SAFE WORK HABITS

Daily routines or work habits are formed at every client facility. Careless repetition of the same old routine can lead to unfortunate accidents. Formation of good, safe work habits involve the following considerations:

Stairs

- Never run up or down the stairs or take more than one step at a time.
- Always have one hand free for the handrail.
- During patrols, ensure stairs are free of loose objects.

Horseplay



- Many serious injuries have occurred as the result of practical jokes or thoughtless pranks played by some Security Officers on their fellow employees.

- Do not let your friendship and familiarity grow into careless “horseplay” and be the cause of an injury.

Good Housekeeping



- A security work area is in order when there are no objects lying around and everything is in its place. Materials or equipment must be stored in a manner that prevents them from falling or so that sharp objects will not interfere with movement or walkways.
- When meals are eaten at the workstation or on the premises, they must be consumed in areas where there is no exposure to toxic materials or other health hazards.
- All spilled liquids must be identified and cleaned up immediately. Work surfaces or walk areas must be kept dry or appropriate means taken to assure that surfaces are slip resistant.
- Toilet and washing facilities in security work areas must be kept clean and sanitary.
- The work area should be swept as needed. The windows are to be cleaned regularly so that visibility is not impaired.

Lifting



- Back injuries can happen quickly with one wrong move. Lifting and carrying objects can be safer if security officers practice good lifting techniques.
- When lifting items below arm level, bend your knees, not your back, to lower your body to the object.

Accidents/Injuries

- If you are injured on the job the following must be completed as soon as possible.
- Notify your immediate supervisor and Patriot Security EOC Management immediately.
- You will be followed or taken to the hospital or doctor’s office.
- You will have a drug and alcohol screening done. **Note: This is mandatory on every incident.**
- You will give an employee’s statement on details of the incident.
- Information will be gathered that is relevant to the incident investigation. This includes witness’ names, statements and phone numbers if possible.
- If possible pictures will be taken of any property damage or item(s) that caused the incident.

NATURAL DISASTER PROCEDURES

Natural disasters affect every part of the country, and can create major security emergencies for any Patriot Security EOC operation. In the Gulf Coast area, there are three natural disasters that are likely to impact our security operations in any given year -- Hurricanes, Tornadoes, and Floods. Security officers need to be aware of the dangers presented by these events, and what actions need to be taken in the event of such an emergency.

The following tasks are Patriot Security EOC priorities to follow after any natural disaster:

- Make an assessment of personnel injuries at the job site.
- Contact emergency medical response agencies as needed.
- Take emergency actions needed to prevent further property damage without causing harm to yourself.
- Be prominently visible and alert, to discourage vandals and thefts after the disaster.
- Maintain or re-establish security communication and transportation capabilities if possible. Report to the Patriot Security EOC Office or Field Supervisor as soon as you are able to do so.
- Be especially alert to access control problems. Direct all media attention to our client contact; ***make no statements to the media on your own.***

The following sections detail the three prominent natural disasters for our region and specific actions to be taken in those situations.

Hurricanes

“Hurricane”, “Typhoon”, and “Cyclone” all refer to the same phenomenon; a huge tropical storm characterized by high winds revolving around an “eye” of low pressure. These storms are known as “hurricanes” in our part of the world.

Because of a hurricane’s relatively slow movement and today’s hurricane prediction techniques, countries with modern communication and road networks suffer relatively few casualties from hurricanes, despite devastating property damage. Winds up to 200 mph in the strongest storms can uproot trees, destroy buildings, and turn trees, road signs, roofs, and other items into lethal flying debris. Hurricanes also often produce tornadoes (see below), adding to the destruction.

The one aspect of a hurricane that is most likely to cause death is the sudden flooding that is caused by ocean water being pushed ahead of the storm by low pressure. This wall of water (known as the “storm surge”) can raise the water level as high as 20 feet in coastal areas, and along with rainfall that drops up to a foot an hour, can lead to major flooding (see below).

A hurricane situation will develop in two stages:

- **Hurricane Watch:** Conditions are present that would indicate the possibility that a tropical storm or hurricane is developing and may hit our area within 36 — 48 hours.
- **Hurricane Warning:** A hurricane “watch” is upgraded to a “warning” when a hurricane track has been determined, and the weather service expects the storm to hit our area within 24 hours.

Floods

Floods can be caused by hurricanes, excessive rainfall when the ground cannot absorb any more water, or by the failure of a dam or water barrier.

When the ground is particularly saturated, excessive rainfall can cause a flash flood, where the water level rises quickly and makes evacuation of the area difficult. Low-lying areas of Texas and Louisiana, being near the Gulf Coast and/or situated near the Mississippi Valley, can be particularly affected by flood conditions.

Floods cause immense, widespread property damage, power losses, and business interruptions. However, because of modern flood control systems, combined with better warning, transportation, & evacuation systems, floods do not often cause severe death or casualties as they have in the past. Even so, floods can be dangerous or fatal to those who are unprepared or take chances.

During a flood situation, listen to the radio. The media will constantly update flood reports, and local authorities will make the required announcements if it becomes necessary to evacuate some areas.

Evacuation Policy

In the event of any type of mandatory evacuation, the guidelines outlined below should be followed by all Patriot Security EOC employees.

Patriot Security EOC's policy to follow in case of a flood or other natural disaster evacuation is that once the local or county authorities have issued a notification that you should evacuate the area, do so. Do this quickly but calmly. Do not panic. Panic will only cause more confusion. You must contact the Patriot Security EOC office to tell us you are evacuating the area and/or your post. You are expected to report for and/or remain on duty as scheduled if there has been no mandatory evacuation order issued.

During a flood situation or evacuation, be aware of the following dangers:

- If you encounter a flooded area in your path, turn around. Dangerous undercurrents can exist that will pull you under water with no warning.
- DO NOT attempt to drive through water or around barriers! A small car can be swept away by as little as a one-foot deep flow of moving floodwaters, a two-foot deep flow can take away almost any vehicle. A surprising number of deaths during a flood happen when people attempt to drive through rising water and are swept off the roadway, becoming trapped in their vehicle, and drown.
- If your car stalls in floodwater, abandon it immediately and move to higher ground. Do not attempt to return to the car or try to move it.
- Beware of floating logs, or clusters of leaves or debris. Swarms of insects or snakes may be clinging to them, and can be a dangerous hazard.

Once the warning has been lifted, and authorities have determined that it is safe to return to an area that has been evacuated; you are expected to contact our office within 4 hours to determine the needs of our client and your availability.

We want you and your family to be safe. We also have obligations to our clients. Please be sure to contact us if you are evacuating the area. Certain clients have their own procedures to follow to close their facilities prior to evacuation. These procedures must also be completed prior to leaving your post as long as they can be performed safely.

Tornadoes

Over 1000 tornadoes per year occur in the United States, particularly from late February to June. Like hurricanes, tornadoes are cyclonic storms, in that they are composed of winds spinning around a center of low pressure. Although tornadoes are much smaller than hurricanes,

there are certain aspects of them that can make them more dangerous, namely the destructive force of a tornado's winds at the impact point and the fact that they often strike with little or no warning.

Tornadoes are often accompanied by lightning strikes or severe hail, adding to the damage. With winds anywhere from 18 - 250 mph, a tornado packs much more wind energy at the impact point than even the strongest hurricane. Finally, tornadoes have been known to develop in swarms, with six or more tornadoes hitting the same area at the same time.

The weather service is able to track the development of tornadoes to some degree, and will issue the following types of tornado alerts:

- **Tornado Watch:** A "watch" means that atmospheric conditions are present that could lead to the development of a tornado. Be especially alert to changing weather conditions.
- **Tornado Warning:** A "warning" means that either a tornado has actually been spotted by eyewitnesses, or that radar images strongly suggest a tornado has formed. Be alert to the storm, and be prepared to take shelter if required.

Actions to be taken:

Because of the suddenness of a tornado strike, there is usually no time to evacuate or to take extensive measures to protect property. During any tornado alert (watch or warning), security officers should be on the lookout for these indications of an impending tornado:

- The funnel cloud itself.
- Leaves and other debris swirling upwards, even if no funnel can be seen.
- The sky turning greenish, or greenish-black.
- A hailstorm (most hailstorms have nothing to do with tornadoes, but a hailstorm during a tornado alert is extremely serious).
- The air suddenly becoming still during a severe storm.
- Fast-moving clouds, particularly if they are rotating or converging on a particular part of the sky.
- Sounds – At first an approaching tornado may sound like a waterfall or rushing wind; the sound then increases to train-like rumble or a jet-like roar.

If a tornado funnel is observed, check to determine its movement relative to trees or power lines in the distance; is the funnel moving to the right or to the left? If it is moving neither right nor left, then it is headed directly away or directly toward the observer! Remember that

the tornado could be moving at 70 mph in any direction, and may change course without warning.

Immediately upon observing the funnel, the officer should notify the on-site supervisor and client management, then the Patriot Security EOC Office. If there is any doubt as to whether or not the tornado is approaching, the officer(s) should take shelter and assist client employees to do so as well. When taking shelter from a tornado:

- Always go to the lowest point possible, such as a ditch or a ravine.
- Never stay inside portable structures such as trailers or temporary buildings... these will probably not be in the same location after the tornado has passed!
- If inside a solid building, get as close to the center and into the most solid room of the building as possible. Stay away from windows and doors. Stay low and protect as much of your body as possible.

If a tornado does strike, it will generally last for less than one minute. After it has passed, immediately begin to follow the Patriot Security EOC Security disaster priorities as listed at the beginning of the Natural Disaster section.

CIVIL DISTURBANCES

In these times of hair-trigger political issues, and labor unrest, the mob action and rioting known as “Civil Disturbances” are becoming a too-frequent reality.

To cope with these disturbances successfully, an understanding of group behavior and individual characteristics that underline the behavior are items that need to be understood by the Security Officer.

Crowd, Mobs, and Riots

A **Crowd** is a large number of persons in a close body, who are without organizations, and who do not exhibit characteristics of group behavior. People in this type of group are going their own individual way and show merely strength of number.

A **Mob** is a crowd whose members, under the stimulus of intense excitement or agitation, lose their sense of reason and respect for the law, and follow individuals who take the initiative to lead a mob action. As a mob, the crowd will follow these leaders in undisciplined acts.

A **Riot** is a breach of peace committed in the furtherance of a common purpose or to execute some enterprise by concerted action against anyone who may oppose them. The leaders or instigators of a

riot rarely are people with any stomach for physical contact. They usually remain to a great degree back in the crowd.

Psychological Factors

There are a number of psychological factors that influence crowd, mob and riot behavior:

- **Anonymity**-Mobs are anonymous, both because they are large and temporary. The size of the group and the nature of the interactions remove any sense of individuality from the members. Thus, they do not feel that they themselves are being singled out as individuals, so the individual feels free to indulge in behavior that he would ordinarily control or avoid. Moral responsibility has been shifted away from the individual and onto the group.
- **Impersonality**-Group behavior is typically impersonal; a soldier bears no personal grudge against the enemy soldier he shoots; in football, it does not matter that an opposing player is a personal friend. When interactions become personal, it changes from group to individual behavior and the nature of the action differs.
- **Suggestibility**-Mob situations are normally unstructured; individual responsibility has been shifted to the group. The situation itself is often confused and chaotic. In such a state of affairs, people act readily and uncritically without conscious realization and without raising rational thoughts or objections.
- **Corruption**-The most dramatic feature of mob behavior is the emotional buildup, which members give to one another. Their communication of feeling is most impressive in riots. The members of the mob stimulate and respond to one another and thereby increase their emotional intensity and responsiveness. This process helps to explain why mob behavior sometimes goes farther than some of the members intend.
- **Release from Repressed Emotions**-The prejudices and unsatisfied desires of individuals that are normally held in restraint are readily released in a mob. This temporary release is a powerful incentive for an individual to participate in mob action, because it gives him an opportunity to do things that he has wanted to do, but has not dared to do.
- **Novelty**-Novelty is demonstrated by the person who has unusual ideas when confronted by new and strange circumstances, and does not respond according to his usual pattern of action. The individual may even subconsciously welcome the break in his normal routine and react enthusiastically to new circumstances.

- **Imitation and Numbers**—Imitation is the urge to do what others are doing, and the power of numbers may give some members of the mob a feeling of strength and security.

Under normal conditions when a crowd is orderly, and they do not violate any laws, or cause any danger to life and property, it does not present a significant problem. However, any crowd can present a potential threat to the maintenance of law and order.

The important thing for a Security Officer to remember is that a mob has a collective awareness of its “cause”. As a security officer, you must not show opposition **or** support for a cause, because you might thereby strike a spark that would ignite a riot action, which could prove disastrous to you and the client.

Always keep in mind that you may know a man as an individual, but do not ever think that you will know him as a member of a crowd. Once a man becomes part of a crowd, he loses a large share of his individual characteristics. The man who is “meek as a mouse” can become the loudest fighting man you have ever known when he is intoxicated by crowd behavior.

Mob Action

Regardless of whether violence is the result of spontaneous reactions or is deliberately incited, mob actions can be extremely destructive. You may expect some or all of the following tactics, depending on the degree of organization.

- **Written Abuse** – Propaganda in the form of printed material, posters, signs and fliers may be used. The purpose of this tactic is to demoralize the security officer and client officials.
- **Verbal Abuse** – Obscene remarks, taunts, ridicule and jeers can be expected from a mob in an attempt to demoralize and anger you. The purpose of this tactic is to cause you to take action against them that may later be exploited as acts of brutality.
- **Thrown Objects** – Almost anything may be thrown by mob members, including rotten fruit, vegetables, rocks, bottles, metal, glass, human filth and improvised bombs. Items may be thrown from concealed vantage points or from the body of a crowd.
- **Hand Weapons** – The types of weapons used by a mob indicate the degree of spontaneity of the outburst. Weapons that are normally part of the environment may be expected if the action is spontaneous. Such would include clubs, chains, shovels, knives, bricks, pipes, picks, bottles, and hammers.

- **Guns** – The use of firearms would indicate that the situation has smoldered and intensified over a period of time. The mob will have armed itself prior to arriving on the scene
- **Attacks on Individual** – Although rare, the mob may vent its emotions on individuals or small groups who may be beaten, seriously injured or killed. This tactic causes others to become reluctant of opposing the mob or its “cause”.
- **Use of Fire** – The mob may set fire to buildings and motor vehicles to block access or create confusion.
- **Explosives** – The use of explosives accomplishes the same objective as burning, but does it with greater destructiveness.

When dealing with security work, mob situations are very rare. The likelihood of a security officer ever experiencing a mob situation is very rare. The above examples are for knowledge and preparedness for any given situation.

BOMB THREAT PROCEDURE

ALL OFFICERS ARE TO BECOME COMPLETELY FAMILIAR WITH THE BOMB THREAT CHECKLIST, AND TO ALWAYS HAVE ONE READILY AVAILABLE FOR USE BY THE PHONE.

Receiving a Threat

Remain calm. Immediately take out a bomb threat checklist from its designated location, and begin making notations as indicated on the form. Listen; do not interrupt the caller except to ask these essential questions:

- When is the bomb going to explode?
- Where is the bomb right now? (Building, floor, room, etc.)
- What does the bomb look like?
- What kind of bomb is it?
- What will cause the bomb to explode?
- Did you place the bomb? Yes or No
- Why?
- What is your name?

The person receiving the call should attempt to keep the caller on the line for as long as possible, in order to obtain as much information for the checklist as possible. Stalling tactics can include asking that the message be repeated or pretending difficulty in hearing due to outside noises or phone problems.

While talking to the caller, record as much information as possible (accents, background noises, etc) on the Bomb Threat Checklist. Go down the checklist and ask each question listed until you are finished, or until the caller hangs up. Be sure to write down the caller's message and any responses to your questions word for word.

Listen carefully for background noises as well as mannerisms of the caller, and indicate these on the checklist during the call.

If there is someone else in the room when the call is received, have them also monitor the call and record information on a second checklist: however only the person who answered the phone should do the talking. Information from both lists can be combined after the caller hangs up.

Inform the caller that the area is occupied and that the detonation of a bomb could result in the death or serious injury to many innocent people. Ask again how much time we have to remove these people to safety.

After the Call Hangs Up

Immediately after the caller hangs up, perform the following notification procedures:

- Notify the client contact and inform them of the situation.
- Call Patriot Security EOC Security at 727-4944: tell them your name and location.
- The Security Officer should meet any and all emergency vehicles at the front of the facility and brief them on the suspected location of the bomb. If safe to do so, the security officer should remain at their post to keep out all spectators and non-emergency personnel. If remaining at your post is not possible, move to a safe location and continue your duties from there.

As soon as time allows, prepare a complete *Incident Report* on the situation and keep this with the completed checklist and your *Daily Activity Report* (DAR). At a minimum, the following information must appear on the report:

- Time the bomb threat was received.
- What physical damage (if any) was caused?
- Time the client was notified.
- Name of the client notified.
- Time the Patriot Security EOC Office was notified.
- Time emergency services arrived and departed the facility.

Written Bomb Threat

If the bomb threat is received by letter or note, the actual note itself (not a copy) should be given to the client contact. DO NOT discard the written message.

From this point the procedure will be the same as with a telephone threat.

Bomb Threat Evaluation

All responsive decisions made during a bomb threat are usually made with little reliable information. Each threat should be treated as though it involves an actual explosive device until proven otherwise. Any bomb threat, whether verbal or written, can be placed into one of two categories.

- **Specific Threats**-The least common type, but the one most likely to involve an explosive device. This type of threat will include plenty of information regarding the bomb, such as why it was placed, what type of bomb it is, when it will explode, possibly even its location, etc...
- **Non-Specific Threat**-In this type of threat, the person simply states that a bomb has been placed. This type of threat is less likely to involve an actual explosive device.

Neither the specific nor the non-specific threat should be discounted without careful investigation and evaluation. ***NO BOMB THREAT CAN BE IGNORED.***

Because of the sensitivity of some detonators to radio frequencies, all communications during the search should be done by means of the telephone only. **RADIOS MUST NOT BE USED DURING A BOMB THREAT.**

When evacuation and search procedures begin, it will involve work stoppages and/or evacuation of the entire facility; or departments as determined by the proper management personnel.

All inquiries from news media should be referred to the client contact.

FLAG ETIQUETTE

The American Flag is sometimes raised and lowered at a post by the security officer. When the security officer is charged with this responsibility they should always treat the flag with respect. The American Flag should be raised at sunrise and taken down by sunset. It

should be illuminated if displayed at night. The following rules should be followed:

- When flown with flags of states, communities, or societies on separate flag poles which are of the same height and in a straight line, the flag of the United States is always placed in the position of honor - to its own right. The other flags may be smaller but none may be larger. No other flag ever should be placed above it. The flag of the United States is always the first flag raised and the last to be lowered.
- The flag(s) should always be at the topmost part of the flagpole unless flown at half-staff.
- The flag(s) should never be allowed to touch the ground.
- When raising to half-staff, the flag should be raised quickly to the top and then lowered slowly to half-staff. When lowering from half-staff, the flag should be raised to the top and then lowered.
- On Memorial Day the American flag should be flown at half-staff until noon and then raised to full staff till sunset.

LOST AND FOUND

When the security officer is brought an item that was lost they should tag the item and store it in the appropriate place. Make a notation in the *Daily Activity Report* describing the item(s) in detail.

INJURY AND ILLNESSES

Injured or ill individuals that the security officer comes in contact with should not be treated by the security officer, unless they have special training. Call immediately for medical assistance and speak calmly to the injured or ill individual. The security officer could cause more injury to the individual if they do not have the proper training.

POST ORDERS

Post Orders are provided for all client locations. The *Post Orders* give specific instructions regarding the client's location such as: what time to lock certain doors, what the house rules are regarding use of equipment, who is allowed on property, how the alarm systems work, who the security officer should contact in case of emergency, etc.

THE POST

The client location or the *Post*, should always be kept clean, and tidy by the security officer. The security officer should not bring personal items such as: books, radios, video games, lap top computers TV's, etc.

to the post. The security officer should not have personal visitors; use the client's copier, telephone, fax, computer and/or other equipment unless specifically instructed to do so in the *Post Orders*. Client keys should not be lent out, duplicated, and/or left unattended, unless specifically instructed to do so in the *Post Orders*.