ALLEGIANCE SECURITY OFFICER EXPECTATIONS

Security officers shall perform the following at the direction of their shift supervisor.

1. Read and become familiar with all post-orders and the Policy and Procedures manuals.
2. Perform job functions within the established guidelines as outlined in the above-mentioned manuals.
3. Be familiar with the duties of your shift and assigned post and, as much as possible, with those on other shifts and posts as well.
4. Constantly meet the appearance standards and be in complete uniform as prescribed by the client.
5. Check the “Pass-On” book at your post for pertinent information and changes. You are responsible for keeping up to date on new policies.
6. Work over or work an extra shift, on occasion, if it becomes necessary to cover the post. Any “No” response to a request you work overtime will be viewed as a refusal to work.
7. Know your work schedule and be at work on time. You will have to be on site early (10 minutes) in order to be at your post and ready to work at the scheduled time. If you cannot work your scheduled shift, we ask that you call in 2 hours prior to the start of your scheduled shift, if possible. You are required to speak directly with the Site Manager. If you are unable to reach the Site Manager, you must call the plant and speak with the Shift Supervisor. You may be asked to make up your lost time if make-up hours are needed.
8. Note improper actions by other officers or supervisors and politely bring it to their attention.
9. Call the main guardhouse from the truck gates when the gate officer must go into the building and leave the post. Call again upon returning. The shift supervisor must relieve the Security Desk officer before leaving the post.
10. Operate on a “need to know” basis with plant personnel. Any questions should be directed to the site manager’s office.
11. Refrain from listening to or passing on rumors or gossip. If you do overhear such matters and they need to be looked into, bring it to the attention of the site manager and then forget what you heard. This is for your own protection.
12. Always go to the shift supervisor with a problem, complaint, question, or suggestion; whether it pertains to the client’s company or our security company’s operation. The client should not be bothered with these items. If the shift supervisor cannot or will not help you, contact the site manager’s office, but always follow the chain of command.
13. Always be courteous and tactful in dealing with fellow officers as well as employees and visitors.
14. This job description is by no means all-inclusive and is intended to provide general guidelines for the security officer. There are, of course, other tasks that you will be assigned and expected to complete in the proper order.
ALLEGIANCE SECURITY OFFICER DUTIES

GENERAL

The security officer is usually the first representative of the Company to greet visitors. The security officer’s appearance must be neat and the officer’s conduct pleasant, courteous, and businesslike. To command respect and attention, the officer must be impartial, must not engage in casual conversation, jokes, or horseplay, and must adhere strictly to Company rules, procedures, and policies.

In order to preserve peace and good order, and to protect the lives, property, and interests of the Company and its employees, the security officer must watch for fire hazards, unsafe conditions, and evidence of intrusion or foul play. Any situation that is undesirable to the Company should be reported promptly to the shift supervisor.

The security officer does not have the arrest power of a law enforcement officer. The security supervisor should call the local police department if an outsider threatens Company property. Any attempts to damage Company property should result in immediate attempt by the security officer to stop the action by verbally confronting the person or indirectly notifying the Police Department. An officer should never become involved in verbal argument or abuse. The officer should never attempt to physically prevent a person from attempting to damage property.

DUTIES & RESPONSIBILITIES

a. Protect all Company property.
b. Treat all persons with courtesy.
c. Investigate and report promptly to the security contact all incidents, which may look suspicious.
d. Report verbally and in writing all violation of regulations you have been asked to enforce.
e. Give alarms in case of fire, disorder, or other emergencies.
f. Know the locations of fire alarm boxes, sprinkler alarms, shut-off valves, and telephones.
g. Make no statements to the press or bystanders, even in the event of an emergency. Any guard giving out false information or making false statements concerning matters pertaining to his/her work, fellow guards, or his/her supervisor will be subject to immediate dismissal. Divulging of information is strictly prohibited.
h. Make certain that Company property or products are not removed from the premises without proper authority.
i. Inspect vehicles thoroughly and at the frequency prescribed in the post orders. Keep unauthorized people out of the plant.
j. Do not leave your assigned post until properly relieved.
k. Admit no one onto Company property without valid identification. Be alert to the misuses of a lost I.D. or Access card.

l. Always keep alert, observing everything in sight or hearing.

m. Obey all instructions and pass on information to security officers on following shifts.

n. Keep the guardhouse clean and orderly.

o. Do not permit smoking or loafing in the guardhouse. Report all incidents of horseplay.

p. Use telephones for Company business only.

q. Use radios for Company business only.

r. Follow safe practices at all times.
   1) Watch for slippery conditions
   2) Use flashlights in dark areas
   3) Wear ear protection and face shields or masks in hazardous areas
   4) Use handrails and exercise special care when going up or down stairways
   5) Be especially watchful at night

s. Do not allow firearms on Company premises except when authorized.

t. Keep familiar with all rules, regulations, and guides in this manual.

u. Report any accident hazards, fire hazards, rubbish accumulations, blocked passageways, faulty equipment, property damage, or lights that are out.

v. Make lunch box and package inspections in the manner and at times designated.

w. All injuries, no matter how slight, must be reported to the Medical Department. Make injury reports in writing using the Incident Report Form.

x. Apply first aid where appropriate and call the 1st Aid Team when necessary.

y. Perform all duties efficiently and in a businesslike manner.

z. Seek help from the shift supervisor when confronted with any question or situation which you are not certain how to handle

aa. Before starting a clock round, check for the proper set of keys, a dependable flashlight, radio equipment, map, and a Morse reader.

bb. Avoid walking on the rails if a plant tour includes crossing a railroad track.

c. Monitor TV and VCR equipment as assigned.

d. Clear sidewalks around the gatehouse of snow and spread salt on ice patches.

e. Know hazardous chemicals used in the plant and follow safe practices.

ff. Direct visitors to the receptionist desk for signage and for scheduled tours at the established starting point.

g. Do not permit unauthorized cameras in the plant.

hh. Sign out/in keys only to authorized persons.

ii. Drinking on duty, reporting for duty under the influence is grounds for immediate dismissal.

jj. The guard will not use profanity or abusive language while in uniform.

kk. In an emergency not covered by instructions, the guard will call his/her immediate supervisor, and region, manager.

ll. The guard will promptly obey all orders that are given by his/her supervisor.
mm. Guards will not accept gratuities from anyone, for any purpose.
nn. No unauthorized visitors are allowed on post. (Friends and relatives included)
oo. Guards will not take equipment from the plant unless specifically authorized to do so.
pp. The guard will know the procedures to be followed in case of an emergency.
qq. Security guards are prohibited from bringing the following items to their posts:
   1) Television sets and Cell-phones
   2) Reading materials of any kind other than the Standard Operating Procedures, Rules and Regulations, or other material necessary in the performance of their duties.
   3) Coffee making devices
rr. Willful or flagrant violation of any of the above-mentioned instructions will be considered grounds for IMMEDIATE DISMISSAL.

APPEARANCE

Security officers must meet certain standards of appearance because of their important position of being among the first to greet visitors to the Plant. While other employees may occasionally present a casual or even unkempt appearance, security officers should never do so, even during the night shift hours. Security officers will report for duty in a clean, neatly pressed, serviceable uniform worn completely and correctly. Articles will not be carried in the pockets that will cause a bulge. The breast shield will be worn where it is visible at all times. Black shoes, black socks, and black belts will be worn.

The normal standard of appearance includes:

1. Clean and freshly ironed shirt.
2. Clean and neatly pressed uniform pants.
3. Wearing the complete uniform with all brass attached and buttons fastened.
4. Shoes cleaned and shined.
5. Clean-shaven, mustaches not to extend beyond the corners of the mouth.
6. (Men) – Hair neatly cut and combed above the collar. (Women) – Hair neatly combed, and styled.
7. Nails clean and trimmed.
8. Keeping items that cause bulging out of pockets.
9. Sideburns to extend no lower than the lowest opening of the ear.
10. Uniform requirements include:
    a. Black steel-toed shoes
    b. White short-sleeved uniform shirt
    c. Navy blue uniform slacks
    d. Badge and other assigned brass
    e. Name tag
f. Picture I.D./Matrix Card

h. Black socks

i. White t-shirt with no picture or words

j. Black ink pen and notebook with a black cover

k. Flashlight with holder

l. Safety button

OFFICER TRAINING AND ATTENDANCE

TRAINING

Upon successful completion of the interview and screening process, the new security officer will begin his/her training program. The program will consist of textbook study, written test, and OJT. The officer will not be placed on a post unless they have first successfully tested on that particular post. Successful completion of the written portion of the officer training will require a score of 80% or better. Each post will maintain an up-to-date “New Officer Training Checklist”.

The training officer will initiate the new officer’s checklist by completing the upper portion when the new officer arrives on post for training. The trainer will observe the new officer as he/she completes each task and will make corrections as necessary.

When the trainer’s shift is completed, the trainer will review the security officer’s progress with them. The completed training checklist will be put with the trainer’s daily paperwork and turned in each shift. The trainee must successfully complete all tasks at the post before moving on to the next post.

ATTENDANCE

Prompt reporting for duty is must for all officers. Attendance plays a major role in the officer of the month and quarter selections, pay raises, promotions, and of course, retention of the job. However, from time to time, it is expected that each officer will be required to be tardy or miss an appointed shift altogether. During the 90-day probation period, a security officer can accumulate 6 points before being terminated for cause. After this period, an officer may accumulate 12 points before being terminated with cause. The officer managing the Security Desk and Personnel Gate must be thoroughly familiar with absentee procedures and all required paperwork to support such an absence. There are four occasions when paperwork must be completed and approved by the shift supervisor to support employee absences. They are:

1. No Call/No Show: This form will be completed, normally by the shift supervisor. This form documents details of an officer, who did not report for
duty as scheduled and who has not called giving reasons for his/her absence.

2. **Absentee Call/In Form**: This form will be completed to support the details surrounding an officer who is unable to report to work for a scheduled shift. The call should be received at least 2 hours before the shift was to begin, if possible.

3. **Tardy Checklist**: This form is used to document details supporting an officer being late (tardy) arriving at work. The call should be received at least 2 hours before the shift was to begin if possible. Tardy with report is ½ point and tardy with no report is 1 point.

4. **Checklist For Officer Leaving Before End Of Shift**: Circumstances may occur which require an officer to be absent from his/her post after they have assumed post duties. These circumstances should in all cases be limited to family or officer emergencies only. Should this happen, the shift supervisor will document the occasion using the checklist. NOTE: An officer should always be properly relieved before departing from the post.