



POLICIES & PROCEDURES

DALLAS, TEXAS

TWIN CITY SECURITY

Policy and Procedures Manual

Welcome!

Welcome to Twin City Security, Inc.

Twin City Security is committed to providing the highest quality security services to all clients at a fair and profitable rate. It is also Twin City Security's goal to provide a safe place, free of drugs and alcohol abuse, for all employees.

Once you are hired, you become a part of Twin City Security. We are proud of our company and pleased that you have chosen us.

You and your job are important to us. Since we are a service organization, the quality of your work directly determines how well we succeed in serving our clients. This in turn determines how well we succeed in building a better organization for all of us.

Twin City Security began in 1972 in Minneapolis, Minnesota. The company is privately owned. We have offices in Colorado, Kansas, Texas, Minnesota, Missouri and Wisconsin. Twin City Security is incorporated in each state. Larry Shrider serves as the corporation's chief executive officer. Daniel Redd is Vice President and General Manager of the Denver office.

Today Twin City Security employs about 1000 security officers. We are very proud of our growth and diversification. We feel that our success is the result of the quality of service provided by our security officers and supervisors. We can take pride in a job well done.

Nothing contained herein shall be considered or interpreted as an employment contract. Your employment with Twin City Security is an "at will" understanding, meaning either you or Twin City Security may terminate your employment at any time, for any reason.

If you have any questions that are not answered here in your employee handbook, feel free to discuss them with your supervisor.

Sincerely,

Management

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Code of Ethics

In recognition of the significant contribution of private security to loss and crime prevention, as a Security Officer I pledge:

- 1. To accept the responsibilities and fulfill the obligations of my role: protecting life and property; preventing and reducing losses and crime against my employer's business or other organizations and institutions to which I am assigned; upholding the law; and respecting the constitutional rights of all persons.**
- 2. To conduct myself with honesty and to adhere to the highest moral principles in the performance of my security duties.**
- 3. To be diligent and dependable in discharging my duties and to uphold at all times the laws, policies and procedures that protect the rights of others.**
- 4. To observe the precepts of truth, accuracy and discretion without allowing personal feelings, prejudices, animosities or friendships to influence my judgments.**
- 5. To report to my supervisor and corporate management, without hesitation, any violation of the law or of my employer's or client's regulations.**
- 6. To respect and protect the confidential and privileged information of my employer or client beyond the term of my employment, except where their interests are contrary to law or to this Code of Ethics.**
- 7. To cooperate with all recognized and responsible law enforcement and government agencies in matters within their jurisdiction.**
- 8. To accept no compensation, commission, gratuity, or other advantage without the knowledge and consent of my employer.**
- 9. To conduct myself professionally at all times and to perform my duties in a manner that reflects credit upon my employer, the security profession, and myself.**
- 10. To strive continually to improve my performance by seeking training and educational opportunities that will better prepare me for my security duties.**

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Affirmative Action

EQUAL EMPLOYMENT OPPORTUNITY POLICY

This is to affirm Twin City Security policy of providing Equal Opportunity to all employees and applicants for employment in accordance with all applicable Equal Employment Opportunity/Affirmative Action laws, directives and regulations of Federal, State and Local governing bodies or agencies thereof.

Our organization will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, membership or activity in a local human rights commission, or status with regard to public assistance.

We will take Affirmative Action to ensure that all employment practices are free of such discrimination. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. We will provide reasonable accommodation to applicants and employees with disabilities.

Twin City Security will evaluate the performance of its management and supervisory personnel on the basis of their involvement in achieving these Affirmative Action objectives as well as other established criteria.

In addition, all other employees are expected to perform their job responsibilities in a manner that supports equal employment opportunity for all.

I have appointed **Dan Redd** to manage the Equal responsibilities will include monitoring all Equal Employment Opportunity activities and reporting the effectiveness of this Affirmative Action Program, as required by Federal, State and Local agencies. I will receive and review reports on the progress of the program. Any employee or applicant may inspect our Affirmative Action Program during normal business hours by contacting the EEO Coordinator.

If any employee or applicant for employment believes he or she has been treated in a way that violates this policy, they should contact either Dan Redd at 1660 S. Albion St., Suite 400, Denver, CO 80222, (303) 574-0000 or any other representative of management, including me. Responsible parties will investigate allegations of discrimination or harassment as confidentially and promptly as possible, and we will take appropriate action in response to these investigations.

Larry Shrider (President)
105 S. Garfield St. Suite 100
Cambridge, MN 55008
(763) 689-3888

Policy Statement

Equal Employment Opportunity for Individuals with Disabilities and Protected Veterans

It is the policy of Twin City Security, Inc. (TCS) not to discriminate against any employee or applicant because he/she is an individual with a disability or a protected veteran, (i.e., disabled veteran, service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized).

It is also the policy of TCS to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.

Employees and applicants of TCS will not be subject to harassment on the basis of disability or status as a protected veteran. Additionally, retaliation, including intimidation, threats, or coercion, because an employee or applicant has objected to discrimination, engaged or may engage in filing a complaint, assisted in a review, investigation, or hearing or have otherwise sought to obtain their legal rights under any Federal, State, or local EEO law regarding individuals with disabilities or protected veterans is prohibited.

As President of TCS, I'm committed to the principles of Affirmative Action and Equal Employment Opportunity. In order to ensure dissemination and implementation of equal employment opportunity and affirmative action throughout all levels of the company, I have selected the Vice President, Dan Redd, as the Equal Employment Opportunity (EEO) Manager for your Branch. One of the Vice President's duties will be to establish and maintain an internal audit and reporting system to allow for effective measurement of TCS's programs.

In furtherance of TCS's policy regarding Affirmative Action and Equal Employment Opportunity, TCS has developed a written Affirmative Action Program which sets forth the policies, practices and procedures that TCS is committed to in order to ensure that its policy of nondiscrimination and affirmative action for qualified individuals with disabilities and qualified protected veterans is accomplished. This Affirmative Action Program is available for inspection by any employee or applicant for employment upon request, during normal business hours, in the Administration Department. Interested persons should contact the General Manager at **1-763-689-3888** for assistance.

Larry Shrider
President
Twin City Security, Inc.
March 10, 2011

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Sexual Harassment, Other Forms of Harassment or Discrimination

It is TCS's policy to prohibit harassment of any employee, co-worker, supervisor, manager, client, client's employee or any other person, by any TCS employee, supervisor or manager, on the basis of gender or for any other reason.

Though it is not always easy to precisely define sexual harassment, it certainly includes unwelcome jokes or comments, sexual advances or references, requests for sexual favors, unwanted touching and other physical, verbal or non-verbal conduct of a sexual nature. **If it takes place while on the job for TCS, immediate help is available.**

TCS encourages all employees to report any incidents of harassment, discrimination or retaliation and has designated Dan Redd as the manager responsible for investigating such matters. In the event you believe you have been treated in a way that violates these policies, you should contact your supervisor and the local TCS office immediately.

Any employee who feels that he or she has been subjected to sexual harassment or any other form of harassment, discrimination or retaliation should immediately report the matter to their immediate supervisor and to corporate management.

Employees may bypass an immediate supervisor if they feel uncomfortable raising the issue with that supervisor. TCS management will investigate all harassment, discrimination or retaliation complaints thoroughly, promptly and, to the extent possible, confidentially.

Should the company find a charge of any harassment, discrimination or retaliation has merit, the offender is subject to disciplinary action up to, and including, immediate termination of employment.

TCS will NOT tolerate any effort, or apparent effort, to retaliate against any employee for either filing a complaint or participating in an investigation of harassment or discrimination. Any such effort to retaliate will result in disciplinary action up to, and including, immediate termination of employment.

Fitness for Duty

TCS is an equal opportunity employer and will not discriminate against any employee or applicant for employment because of disability. However, TCS has a **basic fitness policy** that is the minimum requirement for the security industry.

Eyesight, hearing and the sense of smell must be sufficient to permit the employee to observe and detect unusual conditions and respond appropriately to those conditions. If corrective lenses or hearing aids are needed to accomplish this, they must be in use while on

duty.

The employee must be in sufficiently good health to complete the normal security functions, such as walking and standing for an entire shift, including climbing stairs, without undue danger.

At the sole discretion of TCS management, TCS reserves the right to require a fitness for duty exam by a physician selected by TCS at company expense.

The employee must be capable of reading, writing, and understanding, in the English language, printed regulations, written orders, instructions and all other materials necessary to satisfactorily perform the assigned security functions.

The employee must be capable of being understood when explaining his/herself in the English language.

The employee must show capabilities, in English, to prepare, compose and maintain written reports and records that will convey complete information in a satisfactory manner.

The employee must promptly report to TCS management the use of any prescription medication that might affect judgment or performance.

The employee must be able to pass a drug test prior to employment and at any time during employment. **The employee must not have consumed alcoholic beverages within twelve (12) hours prior to starting a shift.**

TCS reserves the right to conduct random drug and alcohol testing at any time and any place, at the sole discretion of TCS management.

Basic TCS Personnel Job Description

Actual duties to be performed are determined by the site-specific post orders, including the TCS Training Checklist and are updated by pass-on memos. However, there are certain basic functional duties that generally define the role of TCS personnel, such as the following.

The employee is expected to maintain a **professional image**, compatible with the nature of the facility being guarded. This may include **standing** for extended periods of time.

The employee is expected to have good customer service skills. This includes appearance and attitude. The employee is also expected to **interact positively** with the general public visiting the facility, as well as any occupants of the facility, any contractors and other staff members associated with the facility, to facilitate appropriate access to the facility while preventing unauthorized access.

The employee is expected to perform **walking patrols** of the entire facility, inside and outside, at a frequency stated in the post orders, usually at least every two hours. Many sites require **hourly** patrols. Some actually require more frequent patrols due to the sensitive nature of the assignment. Most sites also

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require that patrols include walking **all stairwells** within the facility.

The employee is expected to **accurately observe and report** on incidents occurring at or near the facility. Many sites require **radio contact** with Dispatch, both for routine hourly safety checks and for emergency reporting and coordination. Sites with telephones may require **telephone contact** with a client representative and appropriate authorities in addition to contact with Dispatch for routine hourly safety checks and for emergency reporting and coordination.

In the event of an emergency the employee is expected to **notify emergency services** by directly calling 911.

The employee is expected to write **detailed incident reports**, including all pertinent information for follow-up by the client, the authorities and/or TCS.

The employee is expected to write **detailed routine daily reports**, including all pertinent details of what was done and what was observed during the shift.

Summary of Benefits

Our benefits have been designed to provide economic incentives and support for our employees in a fair and uniform manner, consistent with Twin City Security (TCS) objectives. Employees must understand that benefits for which TCS either pays in full, through cost sharing, or through subsidized rates, add to the company's total payroll costs. Employees understand that when TCS considers offering additional benefits, it must take into account their impact on payroll costs.

TCS will periodically review and modify, if necessary, its benefits package to make sure its employees receive adequate benefits within financial constraints. In the event that a benefit is added or withdrawn, employees will be informed as soon as possible.

Uniforms

TCS will issue uniforms for the post(s) to which you are assigned. *You are expected to report for duty in the proper uniform for the post. The type of uniform issued will be determined by the requirements of your assigned post.*

You are expected to report for duty in a clean and pressed uniform, with good personal hygiene and a professional demeanor at all times. Your security license is considered to be a part of your full uniform and must be carried while on duty.

Paid Sick Time Off

After completing (30) regular hours of work TCS employee will receive (1) hour of PSTO. Up to (52) hours can be accumulated in (1) year. PSTO can be carried over to the next year but must be used before accruing any additional PSTO.

PSTO can be used if an employee or employee's family member experience physical or mental illness, injury, stalking, domestic abuse, sexual assault, or other medical emergency . The TCS employee will also be required to provide a doctors note or other official document to ensure the absence is excused. The PSTO can still be administered but the absence will be unexcused, if not verified through documentation, when requested by the office. Unexcused absences will lead to disciplinary action.

PSTO can be used for any other personal reason, however, if accrued PSTO hours will be used for other than the reasons stated above, such as appointments, personal time, or vacations. Then the TCS employee is to submit a timely two (2) week Time off Request, in writing or by calling the employee's local office, prior to the requested time off date.

PSTO hours are printed on the TCS bi-weekly pay stub.

PSTO hours can only be cashed out after exiting TCS through the employee putting in a two-week notice and working it in its entirety or to avoid stagnant rollover.

Personal Days Off

The request for personal days off without pay must be submitted in writing or phone call to the employee's local office, on the proper form, at least two weeks before the start of the time off. The request must be approved by senior TCS management before the days off begin.

Workers Compensation Insurance

Workers' Compensation insurance provides benefits for job-related injuries. All employees are covered and the entire cost of this insurance is paid by TCS. Our the number of injuries TCS suffers. The lower our injury rate, the lower our costs, which means that more money can be put back into TCS for the benefit of it and our employees.

One way to keep our Workers' Compensation costs under control is to work safely and follow all rules and regulations. TCS will enforce all safety rules, and employees who violate them will be disciplined, up to and including termination.

Employees should report injuries immediately so that they can receive fast and effective treatment. If the employee is injured on the job, the employee must give TCS written notice of the injury within 24 hours, in order to trigger the employee's right to Workers' Compensation benefits. If the employee is unable to fill out an injury report due to the nature of the employee's injury, his/her supervisor should obtain a form and fill it out for the employee.

Should any employee sustain a work-related injury, our Workers' Compensation insurance will provide medical coverage and income replacement for the period of the employee's disability, as required by law.

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Designated Health Care Providers

HealthONE and **Concentra** have been designated as the Workers' Compensation Health Care Providers for all Twin City Security employees. Walk-in clinics are at various locations around the Metro Denver area. Several hospitals are also affiliated with both providers for more serious and after-hours injuries. **You have received a copy of the various locations and have signed a form indicating your choice of provider. You may change your choice using the proper form.**

IF YOU ARE SEVERELY INJURED, the ambulance will take you to the nearest suitable facility.

FMLA: See Appendix C or follow this link:
[fmlaen.pdf \(dol.gov\)](#)

Return to Work

TCS believes it is in the best interest of its employees to facilitate the expedient return of staff to full duty after they have suffered an absence due to an injury or illness. When possible, modified work assignments will be made available to employees as a positive means of rehabilitation following a disabling injury.

Any employee interested in a modified duty assignment must notify his/her supervisor of any injury or illness.

Modified duties must meet TCS's staffing needs as well as accommodate the employee's medical restrictions while taking into consideration the welfare and safety of the employee, his/her co-workers, customers, and/or clients.

Employees must remain in contact with their supervisor during their period of short-term disability and provide prior notification of their return-to-work date.

TCS will periodically monitor the employee's progress and potential for return to his/her pre-injury/illness position.

The intent of the return-to-work policy is to provide the injured employee with duties that are as close as possible to his/her regular job. In situations where the modified duty assignment is considered different from the regular duties of the employee, TCS may adjust the employee's compensation to an appropriate rate for the temporary position.

The employee must obtain written medical approval from the attending physician concerning the employee's ability to perform the assigned modified duties.

If the employee has permanent restrictions that result in his/her inability to perform the essential functions of his/her pre-injury position, the provisions of the Americans with Disabilities Act (ADA) and/or other applicable laws will be applied to determine the employee's suitability for employment.

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supervisors, explaining the reason for the request and the anticipated length of the absence. Advance notice of thirty (30) days is required when foreseeable for a leave of absence to be granted.

Leaves of absence are not intended for employees who are leaving their employment and do not plan to return to work at TCS. Normally, an employee won't be able to request a leave of more than twelve continuous weeks, although management may make exceptions under certain circumstances.

All accrued-to-date vacation days remaining at the time the leave of absence begins must be used at the beginning of the leave, but will not extend the maximum duration of the leave beyond twelve continuous weeks. After those days are used, the remaining leave becomes "unpaid."

Twin City Security will endeavor to return employees to the same or equal job they had prior to the leave of absence. **We cannot guarantee the same job; however, the employee will suffer no loss in employment status.** Employees who are granted a leave of absence for any reason shall suffer no loss in net creditable service to TCS as far as vacation and length of service awards are concerned.

Military Leave

TCS will grant military leaves of absence as required by law and by the needs of employees who are members of the military service. Any full-time employee who is called to active military duty will be granted a military leave of absence.

The duration of the leave will be the term of enlistment plus any additional time that may be required by the government. It will include a reasonable allowance of time for travel and adjustment.

Reenlistment or any other voluntary extension of the tour of duty may affect the leave of absence.

On return from military leave of absence, the employee will be reinstated as required by law, subject to these conditions.

The employee must apply for reinstatement within the time required by law. If the employee's former job is not available, TCS will provide a job of similar status, seniority, and pay. Adjustments and exceptions to this policy may be made as circumstances require.

To be eligible for reinstatement, the employee must have satisfactorily completed his/her military service. Generally, employees with discharges of "other than honorable," "undesirable," or as a result of a court martial are **not** eligible for reinstatement.

TCS makes it a policy not to discriminate in any way against employees who are members of the military. The employee's job will not be in jeopardy if a military leave of absence is requested or taken.

The service records for those employees who are granted military leaves of absence to fulfill tours of duty will continue without interruption.

Leaves of Absence

Employees may find that personal, health, or family problems make it necessary to be absent from work for

extended periods. Requests for leaves of absence without pay for limited periods will be considered by management, depending on the reasons and circumstances for the request.

Management retains the right to deny the requested leave of absence for any reason other than medical leave for the employee, or a parent, spouse, or dependent child. Medical certification or a note from a state-licensed physician is required before the leave begins.

Employees must submit a written request to their

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The employee's employment rights will be preserved while the employee is on military leave. Pay increases, vacations, and other benefits that would have accrued had the employee not been on military leave of absence will be given to the employee upon returning to TCS after the military leave is over.

To be entitled to reinstatement to the same job, the individual must still be qualified to perform it. If the individual needs to acquire or practice job skills, a reasonable time will be granted for this purpose. If the employee is not qualified for his/her former position because job skills have changed or the individual has a disability, then the employee will be allowed to attempt to qualify for a similar job.

If an employee is a full-time employee and a member of a military reserve unit that is required to attend a two-week training session annually, we provide time off without pay for the duration of the annual training session, without penalty. When the employee returns from military duty, he/she should present the military reserve pay voucher to their supervisor, to verify they were on military duty.

Jury Duty

TCS does not discriminate against, penalize, threaten, or coerce employees who are on jury duty. We will abide by all federal and state regulations regarding time off, pay, re-instatement, and notice.

Employees must give advance notice of the need for time off for jury duty. They must notify their supervisor as soon as possible after they receive notice of jury duty. A copy of the summons must accompany the request for time off.

Employees are paid their regular wages for the first three (3) days of jury service, provided they would normally be scheduled to work those days if they had not been summoned for jury duty. **Proof of service is required.** Proof of service should be submitted to the TCS office as soon as possible following completion of jury duty to ensure prompt payment.

After the third day of jury service, the State of Colorado pays the jury fees.

Worker's Compensation Injury Procedures

1. IT IS CONSIDERED FRAUD, and is subject to prosecution to the full extent of the law, TO FALSELY REPORT AN INJURY OR ILLNESS AS JOB RELATED.

2. If, despite all precautions taken, you are injured on the job, you must notify your supervisor and TCS management immediately.

3. If the injury is life threatening, call 911 to receive immediate medical attention. In a life-threatening emergency, the closest hospital or emergency medical facility will be able to treat you. However, if possible, ask to be taken to one of the participating hospitals.

4. If the injury is NOT life threatening, call 972-385-1144 for instructions. Do not leave the post until a supervisor or manager advises you to do so. **If you leave your post due to a non-life-threatening incident, without receiving supervisory approval, it may be considered a voluntary termination of employment.** Also, if you are treated for a non-emergency condition prior to obtaining supervisory approval, **your benefits may be reduced or may not be applicable.**

5. If the injury requires immediate medical attention, but is NOT life threatening, you will be advised to go to one of the participating clinics, during their business hours. **If it is after business hours,** you will be advised to go to one of the **After Hours Emergency Care Facilities.**

6. If the injury requires attention, but the employee feels it is not severe enough to warrant after hours emergency care, the employee will go to any of the clinics during business hours.

7. Every work related injury or illness must be evaluated by either a HealthONE or a CONCENTRA facility, as soon as appropriate. IS THIS MANDATORY.

8. In every case, your supervisor and TCS management must be contacted as soon possible. Always write a detailed incident report as soon as possible.

9. If you are required by the attending physician to be away from work during your regularly scheduled shift(s), you are expected to call TCS management, to advise of any changes in your condition, work ability or restrictions. **You will also need to deliver to the TCS office a copy of the physician's written orders and restrictions each time you are evaluated.** Failure to contact TCS management as required may result in a reduction of your benefits, or may be considered a voluntary termination of employment.

10. As part of your medical treatment, TCS management will coordinate with your physician to allow you to return to work as quickly as possible. This may include, but not be limited to, your original duties, modified duties, light duties, etc. **(The longer a**

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person stays away from work, the more difficult it is to return.)

11. If an injured employee refuses to accept a temporary modified position, he/she may forfeit all or part of their compensation benefits.

12. Remember that willful violation of a written safety rule, or failure to use the required personal protective equipment can result in a 50 percent reduction in compensation benefits.

13. Remember that any accident that is fatal, or results in the hospitalization of three (3) or more employees, must be reported to the nearest OSHA office within eight (8) hours of the accident.

Safety

It has long been the policy of Twin City Security that no employee should be allowed to suffer needless injury or illness on the job. TCS management remains fully committed to this policy.

While management accepts the responsibility for assuring safe and healthful working conditions for every employee, the assistance of every employee is required in the pursuit of accident-free work environment at TCS.

These SAFETY RULES apply to all employees and contractors as a condition of employment:

1. Every employee shares in the responsibility for maintaining a safe working environment. You are required to do everything reasonable and necessary to maintain a safe and healthful workplace. This includes reporting immediately to your supervisor any unsafe condition and/or practice which you observe.

2. No one will knowingly be required to work in an unsafe manner or environment. TCS makes every effort to provide safe working conditions for all employees.

3. No illegal drugs or alcohol will be allowed on the worksite. Employees must notify their supervisor of any prescription drugs that might affect their judgment or performance.

4. **Running is not allowed at any time**, unless it is necessary to protect your life or the life of someone else.

5. **When first assigned to a post**, preferably as part of the original training, one of the first things you should do is **locate** all the entrances and exits, telephones, fire alarm pull boxes, fire extinguishers, fire alarm panel, etc. In other words, **familiarize yourself with the entire property as quickly and thoroughly as possible, including all likely hazards.**

6. If the **telephones** require a code to answer, or to make emergency calls, make sure you obtain the proper code (and instructions on how to use it) and write it in your personal pocket notebook, so you have it available, until you have it memorized.

7. Make sure you know where to find the listing of all **emergency telephone numbers** and any instructions on when and how to use them.

8. Make sure you know how to use each type of **fire extinguisher** kept on the site and which extinguisher to use for each type of fire. If you have never actually used a fire extinguisher to put out a fire, be sure your training officer shows you how to handle each kind of extinguisher.

9. Make sure you are familiar with the operation of the **fire alarm system**, including the alarm panel, how to contact the company that monitors the alarm system, how to silence the fire alarm (and whether you are allowed to silence it) and how to reset the alarm panel.

10. Familiarize yourself with any **special hazards** or particularly sensitive areas. If there is a **computer room**, or other electronic installations, there may be a "Halon" or similar fire suppression system installed. Make sure you know how it works and what you need to do if and when that alarm sounds.

11. If you find any type of emergency including, but not limited to, fire, medical, crime, or natural disaster your first response should be to call 911!

12. If you find a fire, pull the nearest fire alarm if there is one, AND call 911! Then close all doors behind you as you evacuate everyone from the area, to help slow the spread of the fire. Standby to assist the fire department in any way they request, BUT STAY OUT OF THEIR WAY AND DO NOT INTERFERE! If the phone numbers are safely available call the property's management. Next call Twin City Security and let them know that emergency services have been called and whether you have been in contact with the property management.

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13. Make sure you understand the proper evacuation procedures for the facility and especially how to handle evacuation of handicapped or disabled persons.

14. Make sure you know how to contact the fire department non-emergency number directly by phone. You need to know whether the fire department responds to medical and first aid calls. If so, you need to know what information to give the dispatcher when calling for non-emergency assistance. FOR EMERGENCY MEDICAL ASSISTANCE ALWAYS CALL 911.

15. Make sure you know how to call the police (both 911 and non-emergency numbers) and when to call.

16. Make sure you understand how the elevators work, normally and during a fire alarm, and whether you need to do anything with the elevators during an emergency situation.

17. In any emergency situation, remember your first call should be 911, then check community rooms, recreation rooms, laundry rooms, etc., for any hearing impaired or otherwise disabled individuals.

18. Most clients will want to be notified at once, so call the client and TCS to report the situation. Then write a detailed report.

19. At no time will you walk into blind areas, alleys, behind walls, between vehicles, etc., without first checking the area from a safe distance.

20. At no time will you make any unannounced contact with anyone, known or unknown, whether in fun or in response to a criminal act apparently taking place.

21. Avoid confrontations, whenever possible. Try to reason with each individual, from a firm but non-threatening posture. If it is not possible to defuse the situation, back away from it and call the police!

22. Any time you need to confront someone clearly state that you are "Security" and stay at a safe distance. If the suspect runs, when you announce your presence, do NOT chase! Do not follow anyone off the client's property. Call the police with the description of the individual, the vehicle, license plates and direction of travel. Also, notify TCS management and write a detailed incident report.

23. Climbing or jumping fences, walls, etc., is NOT allowed.

24. Lifting over 20 lbs. is not permitted. If you are asked to do so by the client, explain that TCS management does not allow you to violate this safety rule.

25. Safety shoes, hard hats, safety goggles, reflective safety vests, etc., will be worn when required. Specifically, a safety vest will be worn after dark in any area where you might be in contact with vehicular traffic. Hard hats will be worn on all construction sites. Employees must practice proper use, care and storage of personal protective equipment.

26. When driving, or riding in a company vehicle, or when driving your own personal vehicle on company business, seat belts must be worn at all times while the vehicle is in motion, and all traffic laws must be obeyed, including speed limits. Always maintain control over the vehicle, on all surface conditions and in all visibility conditions.

27. NEVER pick up hitchhikers! NEVER DRIVE WHILE DISTRACTED! This means, among other things, no cell phone use, including texting.

28. Pay particular attention to safe driving habits during cold weather. Watch for ice on the bridges and overpasses, poor visibility from fog or blowing snow, etc. Always carry proper survival gear and supplies in the vehicle.

29. Pay attention to all signs and labels. They are present as reminders for safety.

30. Expect all exposed electrical wires to be live and hazardous. Maintain a safe distance and call for professional assistance before entering the area.

31. Likewise, expect halls and stairs to be slippery or blocked, especially outside and inside rarely used areas.

32. All employees are required to keep their work area clear of debris or other tripping or slipping hazards. All debris must be disposed of properly in designated areas.

33. Only drink from water sources that are clearly identified as safe. Water from other sources may be unsafe to drink.

34. Most accidents can be avoided by concentrating on the job to be done. Always be aware of your

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surroundings and what is going on around you.
Safety is a full-time job!

35. Pay attention to weather conditions and forecasts, so you can be prepared and safe. Severe **winter weather** can cause very dangerous driving conditions and deadly health risks. **Flooding** during the spring thaw in the mountains, or **tornados** during the spring and early summer months can also be deadly and very costly. **Always dress appropriately (in layers of clothing during cold weather) and have with you essential survival gear, water and food.**

36. BOMB THREATS and any other threats received at your post MUST BE TREATED AS GENUINE AND HANDLED WITH A SENSE OF URGENCY!

A) Above all, REMAIN CALM!

B) Listen well and carefully write down everything said by the caller, if possible in the caller's own words.

C) Keep the caller on the line as long as possible, trying to get as much information as you can:

- 1) When** will the bomb explode
- 2) Where** is it located?
- 3) What** does it look like?
- 4) What** kind of bomb is it?
- 5) Why** was it planted?
- 6) Who** is claiming responsibility for placing the bomb?

D) Do NOT give any of this information to any occupants of the building. Do NOT repeat anything in their presence.

E) Call your emergency contacts, in order, and notify them of the situation.

F) Do NOT ASSUME anything! Keep your reporting factual, preferably in the caller's own words.

G) Stay by the phone where you can be contacted by police, fire, client contact and TCS management.

H) Make sure all two-way radios are turned off and remain off until the facility has been declared safe.

37. If the client or anyone else asks you to violate any safety rule or other policy, notify TCS Management immediately! Any time a situation seems to call for you

to do something that may cause you injury or otherwise damage your health, or that may cause property damage, always contact TCS Dispatch and TCS Management for guidance.

38. Operating unauthorized company vehicles is strictly prohibited and can lead to immediate suspension or termination. In addition to violating vehicle safety policy.

Alcohol/Drugs

TCS is committed to providing a quality security service and a safe work environment for all employees. This demands **ZERO TOLERANCE** toward drug use and abuse. **"Drugs" includes** alcohol, illegal drugs, inhalants and any prescription drugs not prescribed by a licensed physician for that individual.

TCS reserves the right to require any employee to submit to a drug test at any time, without prior notification, and at any time a work related accident or injury occurs.

Refusing to submit to a requested drug test will be grounds for termination. Failure to pass a required drug test will result in suspension and/or termination.

Drug tests will be performed by an independent drug testing facility, clinic or hospital, or at the jobsite or the TCS office, depending on the circumstances.

The use or abuse of any drug, including alcohol, while on the job, or within twelve (12) hours prior to reporting for work, will not be tolerated. It will result in suspension and/or termination.

Any drug use or abuse occurring at any time, that is affecting job performance, will not be tolerated. It will result in suspension and/or termination.

TCS does not provide drug or alcohol programs, but will assist any employee asking for help to find treatment or counseling.

Accepting employment with TCS constitutes acceptance of this and all other TCS policies. Further, by accepting such employment you **attest that you are not addicted to any drug, including alcohol, and that you will comply with this policy and will submit to any requested drug or alcohol test.**

Blood borne Pathogens

Your best defense is prevention! It is in your best interests, as well as TCS's, that you avoid exposure to such hazards as HIV/AIDS, hepatitis B, etc.

Normally, your duties should not expose you to such hazards, but anytime you have interaction with others there is the possibility that you might be exposed. Something as simple as a nose bleed or a small cut could expose you to another person's blood.

At some locations you may find syringes left behind by intravenous drug users. They may contain blood borne pathogens. In most cases it is best to not handle abandoned used syringes unless you have the proper equipment and training.

Such syringes should not be handled without surgical or similar protective gloves and must be handled only

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with extreme caution. **Do not place syringes in the trash if the needles are attached.** Bare needles in the trash have caused many very serious injuries to those who handle the trash!

Depending on the location, you may be able to call for building maintenance staff that has the proper equipment and training.

If your location has frequent visits by paramedic ambulances you may be able to obtain their assistance in safely disposing of such abandoned syringes.

In most jurisdictions police will not be able to help with such disposal, but may direct you to a source for such assistance.

Do not try to separate the needle from the syringe unless you have the proper equipment and a way to safely dispose of the needle without endangering others!

Syringes with needles, as well as unattached needles, must be disposed of properly by placing them in a “sharps collector” such as found in all medical facilities and in the homes of many diabetics.

Health care professionals have developed what they call “**Universal Precautions**” to help protect them from exposure to the body fluids which may carry contagious diseases.

Any time you might be exposed to such body fluids as blood, urine, saliva, feces, etc., you should **wear appropriate protection.**

The level of protection you wear will depend on the likely exposure, but will include **at least gloves** and may include special clothing, goggles or face masks (to protect your eyes and face). **At the very least, avoid stepping in the fluids and do not touch them without wearing surgical gloves.**

Goggles or face masks, along with at least one layer of protective clothing (surgical gown, etc.) is required if the fluid is spurting.

If your job assignment is likely to expose you to such risks, hepatitis B vaccine is required. **If not sure, consult your physician or request your supervisor to authorize a clinical consultation as soon as possible!**

Hepatitis B vaccine is made available to each employee within ten (10) days of initial assignment to such a post, after giving the employee information about the vaccine. The vaccine will then be administered free of cost to the employee **unless:**

- a) The employee has previously received the complete vaccine series, and provides documentation;
- b) Antibody testing has revealed that the employee is immune; or
- c) The vaccine is contra-indicated for medical reasons.

Hazardous Materials

It is very important that you know how to recognize the various types of hazardous materials that you might

encounter at your job site.

Federal and state regulations require that certain types of materials be clearly labeled and display the HAZMAT symbol, indicating the type and degree of hazard.

Materials Safety Data Sheets (MSDS) explaining the details of the hazardous materials, what they contain and how to handle them, are required to be stored in an area accessible to where the materials are stored and/or used.

Never touch, taste or inhale anything with which you are not familiar!

Even some apparently harmless household items can be very hazardous. Things like drain cleaners, insecticides, fertilizers, even disinfectants can be very dangerous if not handled properly.

Industrial or commercial solvents can be deadly. Some substances you find on sites can burst into flame if not handled properly.

Construction sites also contain numerous hazardous materials, in addition to the obvious physical hazards. Welding equipment with cylinders of hazardous gases are particularly dangerous.

Always follow proper use and handling procedures for all hazardous materials. Do not use a chemical if you are not familiar with its hazardous properties, or have not received (and been trained to use) the required protective equipment.

Personal hygiene is particularly important when working with hazardous chemicals. Always wash your hands before eating or smoking **and** eat or smoke only in designated areas.

Workplace Violence

Twin City Security has a zero-tolerance policy toward workplace violence. This policy covers all workers, clients, contractors, visitors, and anyone else who may come in contact with company personnel.

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors.

According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), of the 4,547 fatal workplace injuries that occurred in the United States in 2010, 506 were workplace homicides. Homicide is the leading cause of death for women in the workplace. However it manifests itself, workplace violence is a major concern for employers and employees nationwide.

Nearly 2 million American workers report having been victims of workplace violence each year. Unfortunately, many more cases go unreported. The truth is, workplace violence can strike anywhere, anytime, and no one is immune.

Research has identified factors that may increase

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the risk of violence for some workers at certain worksites. Such factors include working alone or in isolated areas, working late at night or in areas with high crime rates, and working with volatile, unstable people,

Workplace violence is a serious recognized occupational hazard, ranking among the top four causes of death in workplaces during the past 15 years. More than 3,000 people died from workplace homicide between 2006 and 2010, according to the Bureau of Labor Statistics (BLS). There are additional work place hazards, as BLS data indicates; there were an average of more than 15,000 nonfatal workplace injury cases reported annually during this time. (Source: <http://www.osha.gov/SLTC/workplaceviolence/index.html>.)

Workplace Bullying

Twin City Security has a zero-tolerance policy toward workplace bullying. This policy covers all workers, clients, contractors, visitors, and anyone else who may come in contact with company personnel.

Workplace bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators that takes one or more of the following forms: verbal abuse; offensive conduct/ behaviors (including nonverbal) which are threatening, humiliating, or intimidating; and work interference, or sabotage, which prevents work from getting done

Workplace Bullying...

- Is driven by perpetrators' need to control the targeted individual(s).
- Is initiated by bullies who choose their targets, timing, location, and methods.
- Escalates to involve others who side with the bully, either voluntarily or through coercion.
- Undermines legitimate business interests when bullies' personal agendas take precedence over work itself.
- Is akin to domestic violence at work, where the abuser is on the payroll. Being bullied at work most closely resembles the experience of being a battered spouse

We use many terms in place of bullying such as psychological violence, psychological harassment, personal harassment, 'status-blind' harassment, mobbing, and emotional abuse.

Other ways we try to explain away, or trivialize bullying is to call it incivility, disrespect, difficult people, personality conflict, negative conduct, or ill treatment.

Not calling bullying "bullying," in order to avoid offending the sensibilities of those who made the bullying possible, is a disservice to bullied individuals whose jobs, careers, and health have been threatened as the result.

(Source: <http://www.workplacebullying.org/individuals/problem/definition>.)

Bullying can produce a hostile working environment and may result in legal liability. It produces low employee morale and poor corporate image, and it may actually result in workplace violence.

When we think of bullying we usually think of

threatening and intimidating behavior, either with or without yelling. We think of one person trying to dominate another. While this is the most obvious form of bullying, there are other forms that are more subtle and may involve more than one person doing the bullying.

Bullying may include a wide variety of activities from gossip and whispering campaigns against someone to yelling, intimidation, taunting and insulting someone to their face. It may be as subtle as innuendos, sarcasm, "friendly" teasing and jibes, social undermining, or psychological manipulation.

Bullying may take the form of rudeness and incivility, social rejection by a group of bullies, humiliation, discrediting with false accusations, even defamation and character assassination.

Bullying may involve setting someone up to fail by changing expectations and requirements or engaging in a smear campaign against the victim. It can even reach the level of illegal harassment resulting in legal trouble.

The United States attracts tourists and refugees, as well as immigrants, both legal and not, from many different nations. They may or may not speak the English language. They may or may not understand our shared culture and common habits. They may be offended by many things that seem to be in conflict with their religious or cultural beliefs. As the host country, we have agreed to be hospitable and respectful of their differing beliefs and customs.

As an equal opportunity employer, Twin City Security has agreed to abide by those principles as spelled out in national and state laws and regulations. Therefore, we have an increasingly diverse work force and we have the opportunity to interact with co-workers from many different backgrounds.

Be aware that something as simple as asking whether someone speaks English can be offensive and humiliating. It is important that we be sensitive to anything that might become a discrimination or harassment charge.

Patrolling

A. The Roles of the Security Officer:

1. Prevention of loss of life and property.
2. Enforcement of rules and regulations.
3. Detection of security hazards.
4. Investigation of violations of rules and regulations.
5. Reporting unusual incidents.
6. Inspecting fire and safety conditions.
7. Informing employees and visitors of rules and regulations.
8. Controlling movement of people.

These roles are mostly fulfilled through patrolling.

B. Purposes of Patrol:

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1. Protection of People, including avoidance of injuries and criminal acts.

2. Protection of Information, including business information, trade secrets, computer data, and other types of information essential to the organization.

3. Protection of Property, including security for all things that have monetary value.

C. Patrol Techniques:

1. Conspicuous Patrol;
2. Inconspicuous Patrol;
3. Routine Patrol;
4. Random Patrol ("erratic" and varied);
5. Selective Patrol (high vulnerability areas);
6. Stationary Patrol ("stake outs," etc.).

The specific technique used is determined by the purpose.

D. Types of Mobile Patrol:

1. Foot Patrol is probably the most common at most locations. This involves walking, usually both inside and outside the property, observing and reporting.

2. Vehicle Patrol is also done at some locations, but is less common. **(See Appendix B for a detailed discussion.)**

E. Patrol Uses Most Senses:

1. Sight
2. Hearing
3. Smell
4. Touch
5. **Never Taste anything wet or dry!**
6. Report **all** hazards promptly and do **not** walk through or under the area affected!

F. What Are You Looking For?

1. People. Those who belong and who look to us for protection as they perform their daily duties. Also, those who don't need to be there and may actually represent a threat to the people, the information, or the property you are there to protect.

2. Safety hazards that endanger you and the people you are there to protect. Your alertness and sensitivity to the many possible hazards may be your greatest asset! **Don't hesitate to log and report any unsafe condition or practice you observe. That is your job!**

3. Opportunities to serve and enhance your reputation, and that of TCS, with the client, client's employees and visitors. **Always act professionally!**

G. Always Patrol Safely!

Foot patrols allow you to observe conditions and events not observable from a fixed position or from a vehicle patrol. They allow you to monitor what is

happening on your site, so you can report what the client and TCS need to know.

When patrolling, it is critical that you follow safe practices and obey safety rules. During certain seasons you need to pay close attention to weather conditions in order to avoid hazards.

Doing Detex rounds and other types of foot patrols in the winter require good judgment in avoiding snow-packed and icy areas that may cause you to slip and fall. Likewise, during tornado season you need to be alert to changing conditions and prepared to take appropriate actions and remain safe.

Defensive Tactics & Use of Force

In the presence of any actual or potential danger, you are expected to maintain a safe distance and avoid exposing yourself to the danger, whenever possible.

If you observe someone else in danger, attempt to warn the person and assist the person in removing himself/herself from the danger area. **If removal is not feasible, without exposing yourself to danger**, it is your responsibility to immediately call for help. Depending on the nature of the danger, call **911** and request police, fire or ambulance assistance.

If you find yourself suddenly under attack, unable to get away from your attacker and remove yourself to a safe location, **use only that type and amount of force needed to repel the attack**. Your flashlight, Detex wand, even your two-way radio can be used effectively to repel an attack. **Avoid hitting your attacker in the face or on the head, unless you truly feel your life is in imminent danger!**

As soon as you have repelled the attack, and your attacker is fleeing, **withdraw to a safe location and call 911 to request police assistance**. As soon as possible, also notify your TCS supervisor and write a detailed incident report. **Do NOT attempt to pursue or follow your attacker until you have called for help. Even with help on its way, do NOT leave the client's site!**

However, you should **note the direction of travel and any information that might be helpful to the police when they arrive**.

Your incident report should include enough detail to allow the police and TCS to follow-up on the incident. Descriptions of the person or persons, any vehicle(s) used to escape, direction of travel, etc.

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Scheduling & Attendance

1. TCS establishes posts and schedules with each client upon initiation of the contract or service agreement. These schedules are designed to comply with the contract provisions and to meet the client's needs.

2. Wherever possible, each full time employee is scheduled for **five (5) consecutive daily shifts**, and **two (2) consecutive days off each week**.

3. Wherever possible, all shifts each week will be the same shift (Day, Swing or Night).

4. Initial assignments to posts and schedules will coincide as closely as possible with the employee's personal commitments schedule and be as close as feasible to the employee's residence.

5. Initial hire agreements will be made to fill positions currently open, even though this may not be the ideal situation for either the employee or TCS. However, when agreed, these assignments can be revised at a later date, when a more suitable post and/or schedule become available, and a new assignment made at that time.

6. Changes to any original schedule agreed upon by TCS and the client will be made only upon a new

agreement between TCS and the client, to accommodate client needs. **Client schedules will never be changed solely to meet the personal schedule preferences of an employee or supervisor.**

7. Employees may request reassignment to other posts and/or schedules to accommodate changes in their personal situations. These will be considered as posts become open through attrition, new business or to accommodate changes in client requirements.

8. Information on all positions that become open may be made available to all employees. TCS management will consider each application for transfer on the basis of client requirements, the employee's suitability to the position, and the amount of experience and training required to fill the position. Employees currently performing assignments with the same client will receive preference for consideration; however, ability and suitability for the position will remain primary considerations in making the selection.

9. The primary consideration in making judgments regarding personnel assignments, transfers and promotions will always be to provide the client with the utmost in service and stability on the post.

10. Schedules are provided weekly for the following week. It is the responsibility of each employee to verify the new work week's schedule by calling the office each **Friday between 12 noon and 4 PM** if you have not been contacted before then with the new schedule. **If**

you fail to confirm your schedule, as required, you may be removed from the schedule and placed on suspension or probation. Repeated offenses may result in termination.

11. As a reputable provider of security services, TCS cannot leave any position unfilled.

12. **Absence defined.** Any employee who fails to report for duty as scheduled is considered to be absent.

13. **Tardiness- defined.** Any employee reporting for duty after the scheduled starting time of his/her shift will be considered tardy.

14. Any employee missing one or more consecutive days, **without notification to TCS management**, will be considered as having voluntarily resigned.

15. Missing one or more consecutive days of work **for the same reason**, such as illness (with a note from the attending physician) will be considered a single **incident of absence.**

16. **Number of excused absence allowed every two months:**

Two	=	No problem
Three	=	Counseling
Four	=	Suspension or termination

17. **Number of unexcused absences allowed every two months:**

One	=	No problem - documented
Two	=	Suspension - documented
Three	=	Termination

18. **Unexcused absence** defined: an absence that was not scheduled or authorized by TCS management.

19. **Excused absence** defined: an excused absence is the scheduled, unscheduled, but authorized time off by TCS management from work that occurs when an employee is not present at work during a normally scheduled work period.

20. Any **authorized absence**, such as vacation, holiday, leave of absence (including under FMLA) or jury duty, must be **properly requested by TCS employee and approved in advance by TCS management.**

21. Unforeseeable absence, such as sudden illness or injury (with a note from the attending physician) must be reported to TCS management as soon as possible.

22. In the event of an unforeseeable emergency, such as a family emergency, which occurs while an employee is on duty, an employee's first response should be to call their supervisor or TCS Dispatch.

23. **Any employee absent without proper notification to TCS management**, will be considered as having voluntarily resigned.

24. Notifying a fellow employee is NOT sufficient notification. That fellow employee cannot be given authority to act in the place of TCS management and cannot be held responsible for conveying messages for another employee. Each employee must communicate

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directly with TCS management (**not just with Dispatch**)!

25. **Newly hired employees** who are either tardy or absent two or more times, or who fail to perform their duties satisfactorily during their first **ninety days** of employment may be subject to termination.

Time Off Requests

1. It is TCS policy to, wherever possible, accommodate employee requests for time off to take care of emergencies, family business, court appearances, military duty, jury duty, etc. However, because of the nature of security work, all posts must be covered at all times scheduled in the contracts.

2. All requests for time off, not involving emergencies, must be submitted to the local office in writing or by phone call, on the form provided by TCS. Wherever possible, **at least two (2) weeks** notice must be given, to ensure that a suitable replacement can be scheduled.

3. In those cases where an employee requires time off, but cannot afford the loss of income, arrangements may be made to exchange workdays with another employee, subject to the following requirements:

a) The exchange of schedules and workdays must occur in the same payroll week (0000 Monday through 2400 Sunday). b) The exchange is **entirely voluntary** on the part of all employees involved.

c) TCS management must approve the exchange **in advance** of the first schedule date affected by the exchange.

d) No employee will incur any overtime hours that would not have been incurred without the exchange.

e) All employees involved with the exchange are properly trained and uniformed for the post they will cover.

f) There will be no known client objections or deterioration in the service provided to the client.

g) The employee initiating the request will be ultimately responsible for ensuring that the replacement covers their shift, and that the exchanging employee's

h) Unless previously agreed by TCS management, all personnel involved in an exchange of posts or schedules will receive their current rate of pay.

4. TCS management reserves the right to deny any requests for **personal time off** or **vacation** falling during the week of any **major holiday**, including the holiday itself, at the sole discretion of TCS management.

Check-in & Check-Out

1. TCS relies on "Caller ID" for verification of time keeping. Therefore, it is very important that you make your calls from a telephone on the client's premises which will allow such verification.

2. Your paycheck is based on the times you call to report "On duty" or "Off duty" and when you make the required hourly safety check-ins.

3. **Immediately upon arrival on your post** you should call **972-385-1144** to report "On duty". **Be sure to use a post phone which will allow "Caller ID" to verify that you are on post!**

4. If you have not checked in by the scheduled start time of your shift, and the dispatcher is not able to contact you at your post, a supervisor may be dispatched to check on you and a replacement guard sent to the site. You would then be logged as "no-call, no-show".

5. **Your time keeping record begins when you check in with Dispatch.** If you are late checking in, the actual time will be logged by Dispatch. TCS pays in 15 minute increments and has an established practice of rounding working time in this amount. For example, if you check in at 8 minutes after your start time, you will be paid for time worked beginning at 15 minutes after. If you check in at 7 minutes after your start time, you will be paid for time worked beginning at your start time. If you check in a few minutes early, you will be logged as on duty at your scheduled start time. However, it is important that you do not perform any duties until your scheduled start time. **TCS does not permit off-the-clock work.**

6. If your post is assigned a TCS radio, you will do a "safety check-in" with Dispatch at the **top** of each hour, by responding to the Dispatch roll call with a "Code 4."

7. If your post is **not** assigned a TCS radio, you will do a "safety check-in" with Dispatch at the **bottom** of each hour, **unless your post is exempt.**

8. **Exempt posts** like hotels, where the guard is in constant radio contact with the front desk, or similar closely monitored situations, are not required to make hourly safety check-ins. However, even these posts are required to call and report "On duty" and "Off duty".

9. **Failure to properly check in & out may result in payroll errors. Errors normally delay the payment of hours worked, so it is to your advantage to avoid such errors.**

10. Each time you begin a shift you must notify Dispatch by telephone of that fact, including both your name and the name of your site. The name of your site appears at the top of your training checklist. Do **not** use the radio call sign to identify your site when calling by telephone. The radio call sign is only for use on the radio, to avoid broadcasting site names.

11. When you end each shift you do the same. If one guard is relieving another, both guards must identify themselves to Dispatch to make sure the proper person gets paid for the hours worked at that post.

Late Reporting

1. All TCS employees are expected to be on their assigned post, in proper uniform and in good physical and mental condition, on or before the scheduled starting time for their shift. This is to ensure that any changes to the post, or the post orders, may be passed on prior to actually assuming the post duties.

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2. Particularly on those posts with “cold start” and/or “cold stop” (the guard is not relieving anyone, and/or the guard will not be relieved) reporting at the specified time and departing at the specified time is very important.

3. You are NOT allowed a “15 minute window” for reporting on duty. If you report “On duty” any time after the scheduled start of your shift you are considered tardy.

4. We are obligated to provide the coverage for which the client has contracted and could be liable if damage or loss occurs during our absence from the scheduled post hours!

Payroll

1. One of TCS’s primary objectives is to ensure that service contracts provide for hourly employees the highest rates per hour which are affordable for the client.

2. All employees will be advised at the time of hire of their pay rate for their initial post, the number of hours, and on which days they are scheduled for the week.

3. The payroll period is a continuous two (2) week period beginning with the first shift on Monday and ending with the last scheduled shift on Sunday, for two consecutive weeks.

4. Pay for hourly employees scheduled to begin duty on the night shift Sunday night will be calculated in the week that is ending. Pay for those beginning work on Monday morning will be calculated into the week following, unless they are completing a Sunday night shift.

5. The payroll calculations are made for all hours worked during the two (2) week period on the Monday following the end of the payroll period. The payroll is then sent to a professional payroll company where the checks are prepared and returned to the Denver office for payday on the following Tuesday, nine days after the end of the pay period.

6. Employees who are hired at the beginning of the first payroll week will not receive their first paycheck for three (3) weeks because of the two (2) weeks worked time plus the one (1) week processing time. All future paychecks will be received every other Tuesday. **(TCS does not hold back any pay, but pay dates are nine**

(9) days after the ending pay period to allow for check processing.)

7. Employees have several options for receiving paychecks:

a) Paychecks may be picked up at the main TCS office after 8 AM on paydays. b) Paychecks may be mailed to the employee’s residence. **It is employee’s responsibility to ensure that the office has the correct mailing address.** TCS cannot take responsibility for paychecks lost in the mail. **Mailed checks may not arrive on the normal Tuesday payday.** It could take an additional week to receive a

new check from the payroll company because we cannot even order a new check until after a three (3) day grace period following payday. c) Direct deposit is available if you have a checking or savings account and you complete an “Employee Direct Deposit Enrollment Form.”

Due to processing time, it may take more than one pay period for the direct deposit to begin. For deposit to a checking account, you must attach a voided check. For deposit to a savings account, you must include the “Routing/Transit ABA Number” for your account. ***(It isn’t always the same number as on a savings deposit slip.)***

8. In the event of a voluntary resignation, payroll calculations will be made through the last day of work during the current pay period and the check will be prepared in the normal payroll cycle.

9. Payroll discrepancies will always be handled in the most expeditious manner possible. We realize that because of changes in schedules, client requirements, and emergency coverage there is the possibility that a change may not be communicated. When this occurs, the necessary payroll correction will be made and included in the next paycheck **unless** the amount is \$50 or greater **and TCS is responsible for the error**, in which case a separate check will be requested immediately from Minnesota. **(Any amount less than \$50.00 will automatically be included in the next paycheck.)**

10. TCS reserves the right to charge up to \$175 for a uniform deposit. This charge is taken out of each paycheck, at the rate of \$.25 cents per hour worked, until the full amount has been paid. Upon termination of employment TCS reserves the right to deduct from the employee’s final paycheck for the cost of cleaning soiled uniforms. In addition, you may be charged for the replacement value of lost or damaged uniform. ***(Normal wear is not considered damage.)***

11. Hourly employees will be paid the overtime rate of time and one-half for all hours worked in excess of forty (40) hours per week, as required by State Law.

12. Hours worked on major holidays are paid to hourly employees at time and one-half **when included in the contract.** Employees working over forty (40) hours in the same week of a holiday will **not** receive double-time or triple-time pay for the hours worked on the holiday.

13. **Major holidays** are New Years Day, Christmas,

Thanksgiving, Memorial Day, Labor Day and Independence Day.

14. **All hours worked on a major holiday, between 0000 and 2400 hours, are paid at the holiday rate of time and one-half.** If a shift starts on a non-holiday and extends into the holiday, the hours worked before midnight are paid at the regular rate, but starting at midnight the holiday rate applies.

15. **For payroll purposes, midnight (0000) is listed on the schedule as the day that is just ending,**

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not the day that is just starting.

16. Since major holidays are paid at the time and one-half rate, many hourly employees prefer to work those days. **The policy regarding work on the major holidays is as follows:**

a) The employees normally scheduled to work on the holiday will be expected to work their designated shift **unless** other arrangements have been made by the TCS office.

b) All hourly employees may volunteer to work any major holiday where shift openings exist.

c) Employees normally scheduled to work on the holiday **must** notify the TCS office (and site supervisor, if any) **at least two (2) weeks in advance** if they cannot work on the holiday.

d) Hourly employees who volunteer to work on any major holiday will be given the opportunity to replace employees who are normally scheduled to work, but who do not wish to work that holiday. Assignments will be made within the regular site first, then to the other TCS sites.

e) For employees desiring time off on holidays, who are regularly scheduled to work that day, every attempt will be made to accommodate as many days as requested. This will, of course, depend on the number of volunteer replacements available on each holiday. If there are insufficient numbers of volunteers to work the holiday, assignments will be made to give each officer at least one major holiday off.

f) Major Holiday replacement and schedule changes will only be made when they can be done without incurring any additional overtime.

g) All changes to holiday schedules will be made on a first request basis, in order of request.

h) All posts will be filled only by hourly employees trained and properly uniformed for the post to which they are assigned for the major holiday.

17. All employees should be aware that they are responsible for their regular shift and post. If the replacement on the holiday is unable to stand the post, the regularly scheduled employee will be responsible for filling the shift. **It is therefore very important that all schedule changes, shift trading and volunteer replacements be confirmed and coordinated with TCS management and site supervisors.**

18. The importance of serving the client by ensuring that all posts are properly covered during the holiday must be the overriding concern of every employee and of TCS. We will make every effort to ensure that all employees have a happy holiday season while accomplishing this goal.

19. Employees with PSTO hours are eligible to cash out their PSTO at their current rate of pay at any time. **Except for when quitting TCS without working a two week or more notice.**

20. **TCS management cannot provide non-job-related advances, loans, etc.** Thank you for your understanding!

Performance Standards

Any employee may be subject to disciplinary action, including suspension, termination and legal prosecution, at the discretion of TCS management, upon any of the following violations:

1. Falsification of records, including (but not limited to) employment application, place and/or time of checking in or out, written reports and logs.

2. Sleeping, or the appearance of, on post while on duty. (Failure to challenge while your eyes are closed is considered dozing.)

3. Leaving post at any time without proper authorization or proper relief. This would include, but is not limited to, chasing suspects or potential suspects after they have left the client's property. ***When taking paid breaks you must remain on the site and available if needed. Non-paid breaks require prior authorization if planning to leave the site.***

4. Reporting for or performing duties while under the influence of drugs or alcohol. All TCS employees are subject to random drug and alcohol testing. Any employee injured while on duty will be required to submit to drug/alcohol testing. Any employee suspected of being under the influence of drugs/alcohol, who refuses to be tested, will be removed from duty until his/her status is determined.

5. Reporting for duty after having consumed drugs/alcohol within the twelve (12) hours prior to scheduled duty.

6. Bringing (or allowing others to bring) any illegal drug or alcohol on to the work site or failing to report to your supervisor the use of any prescription drug that might affect your judgment or your performance.

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7. Fighting, wrestling, running, pushing, “horseplay”, practical jokes, throwing any item in play, or any other disruptive conduct, which may endanger any employee’s or client’s well-being, or the operation of the work site.

8. Threatening, intimidating, coercing, insulting or abusive conduct or language toward a client, visitor, customer, supervisor, employee or any other person while employed by TCS.

9. Fraternizing with client’s employees, visitors or any other person while on duty. Fraternizing may include any or all of the following:

- any conversations that go beyond the polite, business-like talk required to do your job, whether in person or over the phone;
- having anyone visiting you on site;
- attempting to make friends with anyone on site;
- attempting to date, or actually dating any client’s employee or anyone else related to the job.

10. Visiting any TCS post while off duty or while not assigned to that post.

11. Allowing non-authorized persons on client’s property. (Includes off-duty guards, guards no longer employed by TCS, friends, family, etc.)

12. Discussing company proprietary information, policies or procedures, with any client or client representative. (Includes client list, financial information, business plans, trade secrets and ideas or strategies.)

13. Removing any proprietary information from the TCS office or any client’s property without TCS management permission.

14. Failing to return any TCS or client’s proprietary information upon termination of employment with TCS.

15. Taking or destroying property, information, materials or funds belonging to TCS or any client.

16. Assisting other employees, or any other individuals, in taking or destroying property, information, materials or funds belonging to TCS or any client.

17. Failure to properly report any incident involving threats to client’s personnel or damage to, or loss of, client’s property while under the responsibility of the guard on duty. **This will include failing to report malfunctioning or broken equipment to your supervisor at once.**

18. Failure to promptly report any accident or “near miss” to your supervisor before the end of your shift.

19. Dereliction of duty, which is defined as the failure to perform, or performing negligently, the required functions of the post or position to which assigned.

20. Failing to report for duty and not advising TCS management at least six (6) hours prior to the start of the shift, whenever possible. Such a “no-call, no-show” is considered a voluntary resignation.

21. Excessive late reporting for duty, or excessive absence from duty, or leaving post prior to the end of the shift, without proper notification.

22. Reporting for duty without visibly displaying proper guard licensing for the jurisdiction to which assigned.

23. Reporting for duty in an unauthorized uniform, or in apparel which either TCS or the client could consider offensive, lewd or indecent.

24. Immoral or indecent conduct on any client’s premises or job site. This includes, but is not limited to, relieving yourself in any unauthorized area.

25. Violation of, or disregard for, the safety rules established for the client’s property and for TCS.

26. Possessing weapons (such as guns, knives, batons, Mace, pepper spray, etc.) on any site, except when in an armed capacity authorized by TCS.

27. A concealed weapon permit is NOT valid when you are wearing a TCS uniform and working any TCS post. Any carrying of a concealed weapon while wearing any TCS uniform will be grounds for prompt termination of employment.

28. Accepting employment with another security firm, while still employed by TCS, without written approval from TCS management prior to that employment’s start date. (This is considered a conflict of interest.)

29. Soliciting or accepting employment with any current TCS client, while employed by TCS, without prior written approval from TCS management. (This is also considered conflict of interest.)

30. Using client’s telephone, copier, fax, computer, or any other equipment for personal or unauthorized purposes. This includes any personal telephone calls, long distance or toll calls, or any toll-free calls not directly

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related to the assigned duties. **Each guard will be personally responsible for any costs resulting from unauthorized use of the client's equipment.**

31. Reading materials that are not job related, **watching TV, or any personal electronics such as radio's, PDA's, MP3's, IPod's, CD's or DVD's** without proper authorization from TCS management.

32. Verbal or physical conduct that violates TCS sexual harassment policy.

33. Making any comment or reference that could be interpreted as discriminatory and/or racist.

34. Insubordination, or refusal to comply with instructions, or failure to perform reasonable duties assigned, including housekeeping duties to eliminate tripping, slipping or falling hazards. All TCS personnel are required to sign the **"Field Supervisor's Site Visit Log"** each time the Field Supervisor visits the site where you are scheduled. This is intended to improve accountability and help prevent allegations of wrong doing or negligence. In other words, to help protect all those involved.

35. Submitting to interviews with reporters for newspaper, magazine, radio or television, **or making comments to any media.** If the media arrive on or near the property, you must **immediately** contact property management to report the situation. Once you have notified property management, also notify TCS Dispatch and follow the instructions received. Keep careful notes, then write a detailed incident report.

36. Incorrect or inadequate report writing, as defined by TCS and the client. (Reports must be neat, legible and complete.)

37. Incorrect arrest or detainment procedures. TCS guards are **NOT** to make arrests. Guards may detain a person caught in the act of committing a crime **only** if they are clearly on the client's property **and** they can do so without physical injury to the suspect, themselves or any bystanders. **IF SOMEONE IS DETAINED, THE POLICE AND TCS MANAGEMENT MUST BE CALLED IMMEDIATELY and a detailed incident report must be written.**

38. Theft, fraud or other violations of criminal laws on TCS premises, or on any client's premises or job site.

39. Failure to verify your schedule for the new workweek, between 12 noon and 4:00 PM every Thursday.

40. Failure to have a functioning means of communication, by which you can be reached directly when off duty.

41. Failure to have a functioning means of personal transportation by which you can travel to job assignments.

42. Taking your gripes or grievances to any client, or client representative. You are a TCS employee. If you have complaints or problems, take them to your TCS supervisor or manager.

43. Circulating petitions, making solicitations and/or taking collections without proper authorization from TCS management and the client.

44. Use of company time for unauthorized purposes, including (but not limited to) making or producing any article or item for personal use, or for any purpose not specifically authorized by TCS management.

45. Performance that does not meet the requirements of the position to which you are assigned.

46. Engaging in any practice that may be inconsistent with the ordinary and responsible rules of conduct necessary to the welfare of TCS, its clients, any client's employees and/or visitors.

47. Mandatory OT - Twin City Security may require employees to work an additional shift or two to their normal scheduled work week. When the OT shift(s) is assigned, it will be so that the employee has at least five days advance notice. If an employee refuses to work the OT shift then the employee will receive an unexcused absence.

MAKE SURE YOU FULLY UNDERSTAND EACH OF THESE PERFORMANCE STANDARDS. REFER TO "CORRECTIVE ACTION PROCEDURES" FOR THE CONSEQUENCES OF VIOLATIONS.

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Telephone Use

Client Telephones

1. With the introduction of "Caller ID", "Call Trace" and "Last Number Dialed" by the local telephone company, it becomes even more critical that all TCS employees know, understand and follow the very specific policy regarding the use of client telephones.

2. **TCS personnel are to refrain from using any client telephones for personal calls, except in a verifiable emergency.** If the emergency requires a long distance call, the employee **must** immediately notify TCS management of who was called and the date and time of the call, so that proper payment by the employee can be made, if required.

3. It is important to remember that with "Caller ID" the party receiving the call will know immediately from whom the call is coming. If they object to the call, regardless of reason, they have the option of reporting it to the telephone company. The phone company will then initiate a letter to our client, stating that a complaint has been registered and warning that a legal process may be initiated if any further calls are made.

4. As an additional reminder, all calls to **900, 976 and some 800** numbers involve very large charges (from \$1.00 to \$50.00 per minute). Making calls to these numbers from client telephones is strictly forbidden.

Any personnel making these calls will be totally responsible for repayment to the client and may face serious disciplinary actions, up to and including termination.

5. Always answer the telephone promptly and s courteously.

6. Always identify yourself by name. **Unless specifically instructed otherwise by the client, also identify your location.** (For example: "Good evening. (Post Name). This is (guard's name).")

7. Don't keep callers waiting. Try to avoid the "hold" button as much as possible.

8. Do not engage in idle talk or gossip, or tie up the phone unnecessarily.

9. Be discreet. Never violate a confidence on the phone.

10. Always have pencil and paper handy for taking notes and/or messages. **Make sure messages and call back numbers are legible.** Deliver messages promptly.

11. Give priority to emergency messages and give complete information and clear directions.

12. Never hang up on someone deliberately.

13. Never argue or become hostile.

14. Ask questions to clarify any information that is not clear.

15. Thank people for calling. Make your voice sound

sincere.

16. Keep a smile in your voice.

17. **When making emergency calls to 911, or contacting police or fire on their non-emergency numbers, always identify yourself by name and provide at least the following information:**

- **The exact address you are calling from.** (This enables the operator to verify the information showing on his/her computer screen and reassures him/her that this is not a crank call.)
- **The exact nature of the problem, in logical order.** If it is a fire, what kind? Exactly where? Which stairwell? If it is a fight, same thing and how many are involved?

Personal Cellular & Smart Phones

1. **Phones will never be used while driving any vehicle, whether it is your personal vehicle or a company vehicle.** If your receive a phone call while driving either let it go to voice mail or pull over and park to talk on the phone. The same applies to texts and other phone uses.

2. Phone use while on duty, whether incoming or outgoing, is restricted to work related matters such as contacting TCS Dispatch and/or proper authorities when a client telephone is not available.

3. Personal non-emergency phone use, including calls, texting, web access, photos, games, etc., is restricted to authorized break times and off-duty times.

4. Profanity or derogatory comments of any kind are not allowed on company or client property, whether on telephone or not.

5. Phone use to harass anyone will not be tolerated and may result in immediate termination of employment.

Report Writing

Report writing is very important for a couple reasons:

A) It is the **primary** means of notification to the client and to others who need to make decisions. For appropriate decisions to be made, all must read and understand what has been written. This is much easier if spelling, punctuation and grammar are correct, and all the necessary details are in a logical sequence.

B) It is the **only** means available to most of us for preserving evidence for future testimony we may be required to give. Therefore, everybody (including the lawyers) need to be able to read and clearly understand exactly what happened, who did what, etc. Remember, the report you write may not be read for several years, so detail and clarity are essential.

There are several types of reports, depending on your specific duties.

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At most posts you will complete a **TCS Security Officer Report (SOR)** for each shift. For potentially dangerous situations, or serious rules violations, you will write very detailed **Incident Reports (IR)**.

When driving patrol, you will write **Patrol Reports, Logs and Checklists**. When working fire watch you will write fire logs. When working dispatch, you will write **Dispatch Activity Logs, Attendance Reports, IR and Message Forms**.

All these reports require that specific information be **legible** and in a **logical sequence**. All require **clear, concise and accurate** descriptions of **Who, What, Where, When, Why and How** (if known).

Incident Reports must be written any time you call the police or fire department, or they arrive in response to an alarm, or a call from someone else. It makes no difference who called them!

Without interfering with their performance in any way, you need to document what you observe **and** do it in a factual and unbiased manner.

In most cases, you will also include the statement that you contacted the **client** and **TCS**, who you talked to, and at what time those calls were made.

Even if police, fire, or other outside agencies (EMS, etc.) are **not** involved, **you should write an incident report if the situation is serious enough that someone** (client, TCS, or others) **may need to take action!**

Make sure your incident report contains all the needed information to properly identify you, the client, the location, the date and time of the incident, as well as those individuals you contacted to report the situation.

Your report should be so well written that even a person who is not familiar with the location will understand what happened and what action you took.

TCS Security Officer Reports are normally completed for **every** shift you work, at **every** site. **Logging routine activities is very important!** Failure to properly document events and actions taken by each security officer may result in severe penalties for the individual security officer, his/her supervisor and TCS itself.

At the beginning of each shift, right after checking in with Dispatch, start your SOR with a detailed listing of the equipment you received, the number of keys and/or access cards (**by your actual count**) **and** any damaged

or missing items. This written accounting will prevent many problems and much unnecessary stress!

Fill in the top portion of the SOR with all the information needed to properly and fully identify you, the client, the location, date and time of your shift, etc. **Check** any items that apply, but any **"no"** items need to wait until the end of your shift. Any **"yes"** items should be briefly described in the box at the bottom of the SOR, using each item's number. (For **an example**: "7.

Overhead light at main entrance is out.")

Keep your SOR current by describing events **as they occur**. Log your actions **as you complete them**. Do **not** write about anything until it actually happens, so you can truthfully testify that your logging is **concurrent** with the events described. **This will be extremely important if your SOR ends up in court!**

Normally, there should be some kind of notation **at least** every hour, whenever anything happens, or when you do something. **Always use complete sentences, in plain English without unexplained jargon.**

Review what you have written, to make sure it is so easy to understand that even someone not familiar with the site would have a clear understanding of the events.

If an unusual event requires an incident report, do **not** repeat the same information in the SOR. Instead, make a very brief mention of the nature of the incident, then write "See IR" and **keep all the details in the incident report.**

Avoid phrases like "All secure" or "Made rounds" etc. Instead, describe briefly what you did, where you went, what you saw, etc. **Avoid using abbreviations, slang and/or profanity.**

Above all, **keep your reports totally factual!** Avoid writing "editorial comments" or opinions, conclusions, etc., no matter how valid they may seem to you!

A report is defined as: "A formal written presentation of facts about something that has or hasn't occurred." (PSTN)

The Seven Essential Elements of Report Writing:

1. Who includes all individuals involved in the situation being reported, whether as victim, bystander, perpetrator, police, witness, or reporter (you). **Names** are important, but ***must*** be complete and they ***must*** be spelled correctly! Include all **addresses and telephone numbers**, of the non-residents at your site. In some cases, you may also need places of employment, vehicle license plates, etc. Give the actual **number** of persons involved, not just "a group" of kids, etc.

2. What describes precisely what happened, in proper **chronological order**, including what may have led up to the incident, if known. Use facts only; not your interpretations of the facts. Use the **victim's own words** as much as possible, along with the actual words used by the witnesses.

3. When is the precise **time, date and day** of the week that the event occurred (or failed to occur). Includes the entire **time frame** within which the event took place. **Chronological order is critical. Clearly**

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state how you determined this time frame. (Who were your sources and how reliable are they?)

4. Where includes enough detail to enable anyone (even if not familiar with the site) to identify where the event(s) took place. It includes the specific locations and movements of everyone involved. Who and what moved, or was moved, and from what location to what other location, may be critical to the resolution of the case.

5. How includes the order in which things occurred, which factors may have caused the events, etc. Did the movement of participants and witnesses have an effect on either the progression of the event or its outcome? Was an unsafe or illegal condition or practice a contributing factor? Are the statements of the witnesses and participants consistent with what you observed?

6. Why is the motive(s) as given first-hand by the participants and witnesses.

*This is **less crucial** than other elements* but is still essential to a complete and thorough report. **Do not include any hearsay as fact!** However, it may be important for you to share (orally and in private) hearsay information with your supervisor. Such information may be important in guiding the follow-up efforts to identify motives that are not readily apparent at the scene.

7. Action Taken includes what **you** did, as well as what **others** did in response to the event or incident. List these actions in **the exact sequence** in which they were taken. Be sure to list any **other reports** filed by you or others, and with whom those reports were filed. Who was notified, and in what order? Who else came to the scene while you were there, or later?

TO BE COMPLETE, EACH REPORT MUST INCLUDE ALL SEVEN ESSENTIALS!

Characteristics of Good Report Writing:

1. Conciseness. Use normal everyday language that also conveys precisely what took place. **Avoid jargon, slang or technical language** that is not likely to be understood by all readers of your report. Include only what you can support with evidence and testimony of the participants and witnesses. Use pronouns effectively to keep the report as brief and to the point as possible.

2. Completeness. Identify all participants and witnesses by name and location, movement, etc. Repeat the names if needed for clarity. Detail the events in **chronological order**. Describe behavior accurately, as you observed it, or as others described it. **Identify the source of your information.** *Does your report contain all seven essential elements?*

3. Courteousness. Since you have no way of

knowing who will read your report, it only makes sense that you try to **avoid offending** anybody! There is no excuse for any form of rudeness in your report! Write the report as if it will be read by the most sensitive person you know, whose opinion and esteem is most important to you. **Double check for any sexist or ethnic comments or expressions.**

4. Correctness. This is the total absence of any errors. Check your spelling of all names and commonly mis-spelled words. (Keep handy a good dictionary.) Double check your facts and their sequence. Is your timeline accurate? Have you accurately quoted the words of the victim and witnesses? Have you used the quotation marks correctly? Is the report in the proper format for your client? Is there any statement in your report that is less than 100% true? If you have included opinions, have you identified them as such?

(It is best to avoid opinions entirely. Any opinions used, should be in quotation marks and be attributed to the proper source.)

5. Clearness. Use short sentences and well-known words. Understand the words you are using and use them correctly. **(Use that dictionary!)** Keep the format and the language as simple and to the point as possible. Make sure your writing **(print only!)** is legible and easily read by all.

These characteristics are commonly referred to as the "5 C's" of report writing.

6. Timeliness. This is the quality of being *prompt* and *pertinent*. Reports should be written **as soon as possible** after the event or incident! The greater the delay in writing the report, the more likely you will forget something! If your report ends up in court, you should expect to be asked how soon after the event you wrote your report **and** whether you took written notes **during** the event? Your answers to such questions will help determine how credible your report will be considered.

What Is An Incident?

We define an incident as any occurrence that may require follow-up action by TCS or the client. All incidents must be documented in a detailed written incident report. That report must be completed by the end of your shift.

Minor incidents are those that only require the written report. **Major incidents** require immediate notification to TCS and to the client, in addition to the written report. **Most major incidents will also involve police, fire department, rescue and/or ambulance.**

Examples of major incidents would include: fires, deaths (regardless of cause), sudden severe illness or

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injury, shootings, stabbings, assaults, domestic violence or abuse, large water leaks, traffic accidents on the client's property, severe or expensive property damage, etc.

Depending on the severity or degree of urgency, **your first call** would be **911**, or the non-emergency police number, then call TCS and the client, then write the incident report.

Examples of minor incidents would include: any minor altercation or disturbance of the peace, public intoxication or drug use, violations of client rules or other complaints received, small water leaks, etc. **These would only require a written report, but you should always notify TCS so a field supervisor can stop by and pick up the yellow copy of the report.**

TCS management reviews all incident reports and keeps them on file for any needed future reference. This review process also enables management to monitor both the **quality** and the **timeliness** of the report writing.

Remember: reports are formal legal documents and may be used in any number of legal proceedings, at any time!

The simplest "rule of thumb" is: If you are not sure whether a report is needed or required, write a report!

It is always better to have a report and not need it, than to need a report and not have it!

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Abandon	Cigarette	Extortion
Abduction	Citizen	Extremely
Abrasion	Collision	
Accepted	Commenced	Facility
Access	Commission	Familiar
Accessible	Commit	Fatal
Accessory	Committed	Fictitious
Accident	Comparison	Fight
Accidentally	Compelled	Forcible
Acknowledged	Complained	Foreign
Acquired	Concealed	Forfeit
Address	Consistent	Forgery
Admissible	Contributing	Freight
Admitted	Contusion	Frequency
Advice	Cooperative	Frightened
Advised	Coroner	
Affidavit	Corroborate	Garage
Aggravated	Counsel	Gauge
Alcohol	Counterfeit	Gradually
Alias	Cursory	Graffiti
Alibi		Guarantee
Alleged	Damaged	Guided
Altercation	Debt	Guilty
Altered	Deceased	
Analysis	Deceived	Habitually
Analyzed	Decision	Handkerchief
Anonymous	Defendant	Heard
Answered	Definite	Height
Apparatus	Delinquent	Heroin
Apparently	Dependent	Hindered
Appearance	Deposition	Homicide
Argumentative	Described	Horizontal
Articles	Destination	Hurriedly
Assault	Developed	Hypodermic
Assistance	Diagnosis	Hysterical
Assumed	Diesel	
Attached	Disappearance	Illegally
Attempted	Disclosed	Illicit
Attendant	Disguise	Illiterate
	Dispute	Imagined
Barbiturate	Distinguishing	Immediately
Battery	Disturbance	Inadequately
Believed	Drunken	Incidentally
Beverage	Dual	Indicating
Bicycle		Infraction
Boisterous	Eighth	Inhabitant
Bribery	Eligible	Innocence
Bruised	Embarrassed	Instead
Bureau	Embezzlement	Insufficient
Burglary	Employee	Insured
Business	Entrance	Interior
	Epileptic	Interrupted
Cafeteria	Equipment	Intoxicated
Caliber	Evidence	Investigation
Carpet	Exaggerated	Involuntary
Ceiling	Examined	Irrelevant
Characteristic	Exceeded	
Chose	Excessive	

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Jealous	Noticeable	Receipt
Jeopardize	Notification	Recipient
Judgment	Nuisance	Recognized
Juvenile	Numerous	Referred
		Registered
Kidnap	Obscene	Released
Kidnapped	Observe	Relevant
Knowledge	Occasionally	Repeated
Knuckles	Occupation	Residence
	Occurrence	Resistance
Laboratory	Occurring	Resisted
Laceration	Occurs	Restrained
Language	Offense	
Larceny	Omitted	Scene
Latent	Opportunity	Scissors
Lawyer	Organized	Secretary
Legible	Original	Sedative
Legitimate	Overt	Seizure
Length		Separate
Lewd	Parallel	Sergeant
Liable	Parole	Severed
License	Partial	Sheriff
Lien	Participated	Shoulder
Lieutenant	Particularly	Signature
Liquid	Peculiar	Significant
Liquor	Pedestrian	Similar
Location	Performance	Simulate
Loitering	Perishable	Specific
Loose	Permissible	Specimen
	Persistent	Stationary
Magazine	Personnel	Stomach
Magistrate	Persuaded	Straight
Maintained	Physical	Subdued
Maintenance	Possession	Subpoena
Malicious	Possibly	Succeed
Maneuvered	Preceded	Sufficient
Manufacturing	Preference	Suicide
Marijuana	Pregnant	Surveillance
Mayhem	Prepared	Suspect
Meaning	Prescription	
Meant	Presence	Tenant
Medication	Previously	Thorough
Medicine	Pried	Through
Memorandum	Prisoner	Typical
Mileage	Privilege	
Minimum	Probable	Unconscious
Miscellaneous	Probation	
Misdemeanor	Procedure	Vandalism
Moisture	Proceeded	Vehicle
Multiple	Prohibit	Vertical
Municipal	Psychologist	Victim
Murdered	Pursued	Violation
Mustache	Pursuit	Visible
Narcotics	Quantity	Waive
Natural	Quarrel	Witnessed
Necessary		Writing
Neighborhood	Realized	Written

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License, Uniform & Equipment

1. Each officer is required to purchase a Denver Merchant Guard license unless assigned to a location that requires a different license, in which case the proper license will be required. If that license does not have at least the same minimum requirements as the Denver license, or the employee wishes to also work Denver sites, a Denver license will also be required in addition.

2. If an officer cannot afford to purchase the license, TCS may advance the cost by check payable directly to the licensing authority, at the discretion of senior TCS management. **The cost of the license will then be deducted from the employee's paycheck, as mutually agreed and as provided by law.**

3. If TCS advances the cost of the license, but you are unable to obtain the license, due to legal or physical problems, or you fail to complete the process for any reason, you will be expected to reimburse TCS for the full cost of the process, including license fee and other costs such as physical exam, fingerprinting, etc.

4. Likewise, if you resign your position, or are terminated by TCS prior to six (6) months of employment, you will be responsible for repaying those costs. **If necessary, arrangements can be made to deduct those costs from your final paycheck. If you have not earned enough to make full repayment through payroll deduction, you will be expected to make other arrangements to repay.**

5. TCS will issue uniforms for the post(s) to which you are assigned. **You are expected to report for duty in the proper uniform for the post. The type of uniform issued will be determined by the requirements of your assigned post.**

6. Construction sites, and certain other sites, prefer the military style “hard look” uniform consisting of:

- Company issued uniform shirt with approved badge and company patches.
- Company issued or approved slacks, chocolate brown in color.
- Approved black shoes or boots in good condition, polished. **On construction sites, steel-toed work boots are always required.**
- Approved black belt in good condition.
- Approved name tag.
- Company issued or approved coat or jacket, with appropriate company patches.
- Company issued brown tie, if required. **(If tie is not worn, a clean plain white crew-neck tee shirt must be worn under the open collar of the shirt.)**
- Company issued cap, if needed.
- **On construction sites, company or client issued hard hat is always required.**
- Approved black socks. (Not required if wearing

boots that fully conceal the socks.)

7. Some business and residential clients prefer the “soft look” uniform consisting of:

- Company issued white or light blue dress shirt with starched and ironed collar, in good condition.
- Company issued or approved tie.
- Company issued or approved slacks, either gray or khaki/beige in color.
- Company issued or approved blue blazer.
- Approved black belt, in good condition.
- Approved black shoes, in good condition and highly shined.
- Approved black socks, in good condition. (Not required if wearing highly polished black boots that fully conceal the socks.)

8. ***You are expected to report for duty in a clean and pressed uniform, with good personal hygiene and a professional demeanor at all times.***

9. Any company and/or client provided equipment issued or entrusted to an officer is the personal responsibility of that officer. **Lost, stolen or damaged equipment must be reported immediately to your supervisor.**

10. **Lost, stolen or damaged equipment resulting from officer negligence may result in disciplinary action, up to and including, suspension, termination and/or reimbursement of the equipment replacement cost, at the discretion of TCS senior management.**

11. **Any failure to report the lost, stolen or damaged equipment will result in prompt disciplinary action, at the discretion of TCS senior management.**

12. It is a good idea to always have with you, as part of your uniform, a black ink pen, a pocket notebook, and disposable gloves. **If you are scheduled to work after dark, or on a site with dark areas, you are expected to have your flashlight with you.**

13. **Personal appearance and hygiene are essential to maintain professional demeanor.**

- At a minimum, daily showers, deodorant, clean and properly clipped fingernails, and neatly trimmed and combed hair are expected.
- Length and style of hair, as well as the amount and type of jewelry will be moderate and in keeping with the culture of the workplace.
- Body piercings, visible tattoos, excessive jewelry or extreme hairdos will not be allowed while on duty.

14. **Upon the termination of your employment at TCS** you are expected to return your uniform laundered and in reasonably good condition or you may be charged up to \$25 for cleaning. In addition, you may be charged for the replacement value of lost or damaged uniform. ***(Normal wear is not considered damage.)***

15. Your Security License must be carried on you at all times while on duty.

TWIN CITY SECURITY

Policy and Procedures Manual

Corrective Action

1. Anytime an employee violates any policy, corrective action is needed.

2. Any time there is misconduct that is not directly addressed in the policy and procedures manual, but which is of a particularly egregious and offensive nature, corrective action is also needed.

3. The specific corrective action will depend on the nature and severity of the violation. Options include, but are not limited to, remedial training and/or instructional counseling to assure a clear understanding of the infraction and the proper conduct under organizational guidelines, verbal or written warning, suspension, termination, legal prosecution, etc., **at the discretion of TCS management.**

4. When the violation is particularly severe and deliberate, immediate termination may be warranted. Examples include, but are not limited to, theft, intoxication on duty, misuse of equipment, insubordination, falsification of records, including (but not limited to) employment application, place and/or time of checking in or out, written reports and logs, etc.

5. A sequence of progressively serious corrective actions may be used, at the discretion of TCS management. However, **such a sequence is not required** and TCS management may use any of the forms of corrective action, in any order deemed appropriate.

6. Any safety violation may lead to an employee's termination without prior instruction or warning.

7. Management reserves the right to impose whatever disciplinary action it deems appropriate:

- Verbal warning/counseling with documentation in personnel file.
- Written warning/counseling outlining nature of offense and necessary corrective action, with documentation in personnel file:
 - Suspension;
 - Probation; or
 - Termination.

8. Management, including supervisory personnel, shall be subject to the above disciplinary actions for the following reasons:

- Repeated safety rule violations by employees under their supervision.
- Failure to provide adequate training prior to job assignment.
- Failure to report accidents and provide medical attention to employee injured at work.
- Failure to control unsafe conditions or work practices.
- Failure to maintain good housekeeping standards and cleanliness on site.

You have the right to appeal!

1. Anytime a field supervisor or site supervisor disciplines an officer, **regardless of the reason**, the disciplined officer has the **right** to request a review of that disciplinary action and appeal to the panel. **All disciplinary actions, NO MATTER HOW MINOR, will be documented on the appropriate form(s).**

2. The disciplined officer has up to five (5) working days to appeal the disciplinary action. **The appeal, or request for review, must be in writing, preferably on the original "Corrective Action" form.**

3. Anytime that a Supervisor suspends an officer, or tells an officer to go home and/or report to the office (**which is the same thing as suspension**), the officer affected is **entitled to a review by the panel.**

4. Upon written request for review, or notification of a suspension, the panel will convene at a time and place convenient to the panel members and the appealing officer, **at the earliest date feasible, no later than two (2) weeks following the date of the appeal.**

5. **If a member of the panel is related in any way to the situation (e.g., is the appealing officer's immediate supervisor, the disciplining supervisor, a witness, etc.) that panel member will be excused and replaced with an alternate panel member for purposes of hearing this case.**

6. The appealing officer will be entitled to bring witnesses, if so desired, as well as any written statements he/she may wish to present. **If possible, all statements will be in writing, for the convenience of all parties and the most efficient functioning of the panel.** However, the panel members will be entitled to ask questions and receive **oral** responses, from the appealing officer and from any witnesses.

7. Likewise, the supervisor involved in the situation will be entitled to bring any witnesses and/or additional written statements. Further, the panel will be authorized to call and interview any additional witnesses who, **in the judgment of the panel**, may help clarify the facts in the case.

8. Members of the panel will be entitled to discuss the case in **private, by going into "executive session"** without any of the parties or witnesses being present, **if the panel so decides.** However, any and all conclusions and decisions by the panel will be **reduced to writing and a copy will be given to the appealing guard.** A copy will also be given to the hiring authority (the TCS General Manager) for review and acceptance or rejection. **This copy, countersigned by the hiring authority, will be placed in the officer's personnel file.**

9. In addition, this panel may be convened to hear any **written complaint** brought by any employee who feels he/she has been **unfairly or improperly** treated by

his/her supervisor(s) and/or management. **The procedures will be the same.**

Revised: 2/10/2014

TWIN CITY SECURITY
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APPENDIX C: FMLA (2024)

Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

How do I request FMLA leave?

Generally, **to request FMLA leave you must:**

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

What does my employer need to do?

If you are eligible for FMLA leave, your **employer must:**

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing:**

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

Where can I find more information?

Call **1-866-487-9243** or visit [dol.gov/fmla](https://www.dol.gov/fmla) to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

SCAN ME



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APPENDIX B: Motorized Patrols

1. Motorized patrols allow greater flexibility and visibility, as well as greater speed than foot patrols, thereby increasing the deterrent effect provided by your uniformed presence.

2. At some sites you will be expected to use a golf cart for your patrols. At other sites you will use either four-wheel drive vehicles or regular patrol vehicles, either owned by the client or owned by TCS.

3. If the client provides the vehicle, the client also provides the insurance. The proof of insurance and proof of ownership (vehicle registration) will be either in the glove compartment or on a visor inside the vehicle. On golf carts, those documents are often attached to the steering column.

4. If TCS provides the vehicles, the vehicle registration and proof of insurance will be in the glove compartment, along with the owner's manual and the gas credit card.

5. As the driver, **it is your responsibility** to make sure the proof of ownership and proof of insurance are in the vehicle **before** you drive the vehicle. Check to make sure both documents are currently valid.

6. To drive any vehicle belonging to TCS or any of our clients, you must have a valid Colorado driver's license, clean DMV record and be at least 25 years of age. These requirements may only be waived on a case-by-case basis by agreement between TCS management and the respective client. ***Copies of all appropriate documents must be in your personnel file before you drive the vehicle.***

7. Regardless of the type of vehicle, or who owns it, **you are responsible** for operating it in a safe and legal manner **at all times**. **You must always pull over and park before using a cell phone, two-way radio or any other device that might distract you!**

8. When coming on duty, **always read your pass-on book FIRST!** Be sure to read, sign and date everything you had not previously read, signed and dated.

9. **At the beginning of each shift** you must inspect the vehicle and record your findings on a **Vehicle Maintenance Inspection** form.

10. **Before getting into the vehicle**, visually check the exterior, windows, mirrors and tires for signs of damage, vandalism or needed service.

11. **Weather and light conditions permitting**, open the hood and check all belts and all fluid levels **before** starting the engine.

12. **After starting the vehicle, BUT before driving it**, write the **odometer reading** on your Vehicle Maintenance Inspection form where it says: "Beginning Mileage." Also, check and document on the Vehicle Maintenance Inspection form the **fuel level** at the beginning of your shift. (Check the proper box on the lower right portion of the form.)

13. ***Make sure you write on the top of the Vehicle Maintenance Inspection form:***

- The correct date;
- The correct vehicle description;
- The correct location; **and**
- Your full name.

14. ***You may be held responsible for any damage you have not reported as already being there, as well as for any failure to properly maintain the vehicle you are driving.***

15. **You should never drive any vehicle that is unsafe or poorly maintained!** Your safety, and the safety of those around you, is always the primary concern.

16. Whether you are driving on a public street or highway, or on private property, you must always obey the same **rules of the road**. This includes, but is not limited to, wearing your seatbelt, driving on the right hand side of the designated road or path, passing only on the left, staying on paved surfaces, using headlights from dusk until dawn, driving at a speed which is safe for the road conditions and visibility. ***Always drive defensively!***

17. Any time you exit the vehicle in areas with vehicular traffic, you must wear your **safety vest** over your uniform, to ensure you are highly visible to all other drivers.

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18. Regardless of weather or any other conditions, you must be **clearly visible and recognizable as a TCS Personnel**. This means wearing your full uniform, with your guard license or photo ID visible on the outside of your uniform. Your reflective safety vest is the only garment allowed over the uniform.

19. When driving after dark, always use the **headlights**, but be careful to avoid blinding other motorists or pedestrians with them. Also, if using a **spotlight**, exercise the same care. ***To the extent possible, avoid shining any bright lights into residential windows or anybody's eyes!***

20. **Remember: Unauthorized use of any vehicle or gas card is considered fraud!**

21. When stopping or parking, make sure you are completely off the roadway and in a safe location. Use the emergency flashers (or overhead light bar, if so equipped) if your vehicle is not clearly visible from all directions.

22. If you are involved in a traffic accident, **stop and render such aid as you are qualified to give**. Exchange required information with the other driver, ***without admitting any liability or responsibility***. **Do NOT discuss the accident with the other driver or anyone else!**

23. **You must provide to the other driver the following information at the scene:**

- Your full name, address and telephone number;
- Your driver's license number;
- The description of the vehicle you are driving, including VIN and license plate numbers;
- The name of the insurance company;
- The policy number and expiration date;
- The name and telephone number of the insurance agent listed on the proof of insurance document.

24. **You must obtain and write down the same kind of information from the other driver, for the TCS insurance agent.**

25. If the other party involved is a cyclist or pedestrian, you still give that person the same information you would give the other driver. Obviously, you will need from the other person as much of that same information as may apply under the circumstances.

26. Likewise, if you come upon an accident scene that is not yet under the control of police or emergency medical personnel, you will **stop and offer whatever assistance you are qualified to provide**.

27. **At no time will you interfere with police, fire or emergency medical personnel at any accident or illness scene!**

28. If anybody is **injured**, notify **911** at once, if possible. If you do not have a phone, but do have radio contact with Dispatch, give the information to Dispatch and request **911** be called immediately.

29. **Do NOT leave the scene**, unless that is the **only** way to obtain assistance for the injured! If possible, flag down other motorists and have them call for help while you stay with the victim(s). Obviously, if the other motorist is more qualified to render aid, **you** go for help!

30. **Any traffic accident**, including some on private property, **requires a police report** for our insurance company. If there are injuries, or extensive damage, police will respond to the scene. For other cases, when there are no injuries, only minimal damage, or during "accident alert" due to inclement weather, you must file a **counter report** at the nearest police station having jurisdiction over the area where the accident occurred.

31. If you are involved in the accident, or the accident occurred on our client's property, you must also complete a detailed **incident report**. (**As soon as possible**, notify Dispatch to have a Field Supervisor pick up the yellow copy of your incident report.)

32. **Immediately following any traffic accident in which you are involved as a driver**, regardless of the extent of the damage or injuries, **you are required to submit to drug and alcohol testing** at the nearest HealthONE facility.

33. Unless specifically instructed to do so by your Supervisor, **you will not allow anyone to ride along in your vehicle**. The only exceptions would be if your Supervisor, Dispatch or TCS Management asks you to train another officer to work your site, or to transport an officer to or from work.

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APPENDIX B: Motorized Patrols

34. Any time you transport a member of the **opposite sex**, you will contact Dispatch both before and after the trip, giving the beginning and ending times and odometer readings. ***This is for your protection and that of everyone else!***

35. Because of the potential risk and liability involved, **NEVER pick up any hitchhiker(s)!**

36. For the same reasons, also **avoid any tasks which would normally be referred to AAA:**

- Do not jump start any vehicle.
- Do not use a "slim Jim" or any other device to gain entry to any vehicle at anyone's request.
- Do not offer or agree to change anybody's tire(s), put on tire chains, remove tire chains, defrost locks, etc.

37. In addition to reporting any accidents in which you are involved, you must also report promptly to your Supervisor any "near miss" incidents, **regardless who might be at fault or responsible.**

Winter Driving

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Get ready for winter driving **before** winter begins. Get your vehicle tuned up; brakes, battery, fluid levels and exhaust system checked. Make sure your heater and defroster are in good working order and seals on doors and windows in top shape. Replace your wiper blades. Get ready for snow with snow tires, antifreeze, and winter weight oil. **Carry emergency supplies**, such as sand, salt or ice melt, shovel, snow chains, snow scraper, booster cables, blankets and flashlight.

Of all the things you can do to make winter driving less stressful, giving yourself a little more time is the most important. More time to get to and from work and more time to stop when you're on the road. **Going slower is the key to safe driving on slippery roads**, and it's pretty hard to go slower when you're in a race with the clock.

The biggest hazard of winter driving is slippery roads, caused by ice, slushy snow, or rain; especially the first rain after a dry spell when oil and grease have built up on the roads.

Remember how far it takes to bring your vehicle to a stop on dry pavement? In winter conditions, allow at least 3 times that distance to reach a full stop and avoid skidding. This means your safe distance behind the car in front of you should be 3 times as far. And you must begin braking 3 times as far away from the stoplight or corner where you turn.

Reduce the danger of skidding by driving more slowly and by pumping the brakes as you slow down for a turn, rather than holding them down. **(If your vehicle is equipped with an ABS brake system, check the manufacturer's instructions for your brakes.)** Use low gears on slick surfaces, especially hills and curves. Test your brakes frequently and **never tailgate.**

If, in spite of these precautions, you find yourself beginning to skid, **DO NOT BRAKE.** Instead, take your foot off the accelerator and gently turn your car in the direction you want your front wheels to go. **Hitting the brakes or turning sharply will only lock you into a skid.** If you can't get control of your vehicle it is better to steer into a snow bank or fence than to risk a collision in traffic. **Memorize this procedure!** You won't have time to look it up when you're skidding!

Visibility is another big hazard of winter driving. In heavy snow, keep your lights on. Stop and clean your windshield and lights if necessary. Get off the road before you are stranded by worsening weather conditions.

If you get stuck in snow, avoid spinning your wheels; you'll only dig in deeper. Instead, shovel snow away from the wheel paths and pour salt, ice melt, sand or cinders around the drive wheels to improve traction.

To sum up: keep your vehicle in top shape, allow extra time and space on the road, and listen to the weather forecast---sometimes the best winter driving strategy is to stay home.

MOTORIZED SECURITY OFFICER CERTIFICATION

I CERTIFY THAT I HAVE READ AND I FULLY UNDERSTAND THIS
"APPENDIX B – MOTORIZED PATROL" DOCUMENT.

IT IS MY INTENT TO COMPLY AND ACCEPT FULL RESPONSIBILITY
FOR MY SAFETY AND THE SAFETY OF THOSE AROUND ME.

Signature: _____

Printed Full Name: _____

Date Signed: _____

Witnessed By: _____

TWIN CITY SECURITY Policy and Procedures Manual

Receipt & Acknowledgment

I, _____, hereby acknowledge receipt of a copy of the **Twin City Security "Policy & Procedures Manual"**. **I understand the information contained therein does not constitute an employment agreement. I understand Twin City Security may unilaterally change its policies at any time.** I also understand that employment with **Twin City Security, Inc.** is an "at will" agreement and that employment may be terminated by either party, myself or **Twin City Security**, at any time without specifying a reason.

I also acknowledge that the initial assignment offered to me is acceptable to me in terms of hours, days and location. I further understand and agree that during the term of my employment it may be necessary for **Twin City Security** to make changes to my schedule to accommodate changes in client or **Twin City Security** requirements.

I specifically acknowledge reading, understanding and receiving copy of the following policies and procedures that apply to all TCS managers, supervisors, salaried and hourly employees:

- **Code of Ethics**
- **Affirmative Action Policy**
 - **Sexual Harassment / Harassment / Discrimination Policy**
 - **Fitness for Duty Policy**
- **Summary of Benefits**
 - **Time Off & Leave, FMLA, Military Duty, Jury Duty**
- **Job-Related Injuries & Illness Policy**
 - **Notification of Designated Provider & List of Provider Locations**
- **Safety**
 - **Substance Abuse Policy**
 - **Hazardous Materials Policy**
 - **Bullying Policy**
 - **Defensive Tactics & Use of Force Policy**
 - * **Bloodborne Pathogens Policy**
 - * **Workplace Violence Policy**
 - * **Patrol Policy**
- **Scheduling & Attendance Policy**
- **Payroll Policy**
- **Performance Standards Summary**
- **Telephone Use Policy**
- **Report Writing Policy**
- **License, Uniform & Equipment Policy**
- **Corrective Action Policy**

I agree that my signature below indicates that it is my firm intention to comply with all **Twin City Security** policies and procedures to the best of my ability. I acknowledge that I am not an employee of the Twin City Security's customers but may be on property owned or operated by Twin City Security's customers. I understand that if I am injured at work, I have the rights available to me under state worker's compensation laws and I'm not waiving these rights by signing this Receipt & Acknowledgment page. I AGREE TO WAIVE, RELEASE AND HOLD HARMLESS TWIN CITY SECURITY, ITS EMPLOYEES, ITS AGENTS, ASSIGNS, AND CUSTOMERS FROM ALL CLAIMS AND LIABILITY THAT ARISE IN CONNECTION WITH MY EMPLOYMENT INCLUDING, PERSONAL INJURY, DEATH, OR PROPERTY DAMAGE CAUSED IN WHOLE OR IN PART BY TWIN CITY SECURITY OR ITS CUSTOMER'S NEGLIGENCE OR STRICT LIABILITY.

I UNDERSTAND THE TERMS OF THIS RELEASE AND AGREE NOT TO BRING ANY CLAIMS AGAINST TWIN CITY SECURITY, ITS AGENTS, ASSIGNS, EMPLOYEES OR ITS CUSTOMERS FROM EMPLOYMENT NEGLIGENCE.

This release survives the termination of my employment or any assignment with Twin City Security.

If any of the provisions or any portion of the provisions of this Receipt of Acknowledgement shall be invalid or unenforceable, such invalidity or unenforceability will not invalidate or render unenforceable, but rather be construed as if not containing the particular invalid or unenforceable provisions or portion thereof and the rights and obligations of the parties hereto will be construed and enforced accordingly.

By signing below, I certify that I read, understand, and agree to the above terms as a condition of my employment with Twin City Security.

Employee Signature

Date Signed

Witnessed: _____ Date : _____