

OBJECTIVE

These General Orders apply to uniformed security personnel; regardless of rank, position, shift, post or work assignment. These are the rules that must be followed so that the Department of Human Resources receives the highest quality of security services. Uniformed personnel must read, understand, adhere to and perform their duties to these standards at all times. All forms of direction must be consistent with written policy and procedures. Specific post orders shall be adhered to in the event that the post orders are in conflict with the general orders. If you have any questions concerning the content of these orders, or you do not understand something, contact DHR Security & Public Safety.

A. ARRIVAL / RELIEVE OF POST

1. Inspect all post equipment to ensure it is operational;
2. Inspect the post for damage to equipment and property;
3. Test the walk-through magnetometer, hand-held magnetometer
4. Check the post for cleanliness and perform any post maintenance required to maintain a safe and presentable work area;
5. Account for all post keys;
6. Ask the officer you are relieving if there is any important information to pass on;
7. Ensure all necessary post paperwork and forms are available;
8. Locate and review the post orders;
9. Report any post discrepancies to your supervisor immediately; do not wait until a break or shift change;
10. Upon completing post checks and assuming duties, report in with your immediate supervisor or LDSS Contract Manager, that you have assumed your post and its conditions.

B. NOT AUTHORIZED for use/storage on any post

1. Televisions, except those installed by the client which are part of the security information network;
2. Personal radios, digital music devices, compact disc/tape players (with or without earphones);
3. Cell phones/Pagers/Personal Data Assistants (PDAs, i.e., palm pilots, organizers, etc.); While personal cell phones may be carried on your person, they are not to be used while on post! If you do not have access to a two-way radio or client provided telephone on your post, notify a supervisor as soon as you are able. The use of personal cell phones for non-security/non-emergency related matters is prohibited.
4. Hand-carried bags of all types (purses, back packs, etc.) are to be kept out of the sight of the general public;
5. Reading material, (only work-related material is allowed); religious materials, news papers, magazines, school books, etc., are not authorized;
6. Food items and beverages, (exception: water in clear bottles or cups). Eating on post is prohibited unless the post orders for that specific post state otherwise.
7. If you do not report unauthorized items to your supervisor you will be held accountable for them being on the post that you assumed.
8. Security personnel will not tamper with telephones, office equipment, or any personal effects located in Client offices, common areas or other designated work spaces. Equipment or items that present a safety hazard may be handled when safe to do so. Closed off areas will only be entered to conduct official business when authorized to do so.

C. Post Safety Hazards

Any safety hazard must be reported to your Supervisor immediately and the LDSS Contract Monitor. Safety hazards include but are not limited to - exposed equipment wires, damaged fans/heaters, wet surfaces or anything that could potentially harm you or the public.

D. Duty Log

A daily duty log for each post will contain a record of ALL activities, special events, unusual occurrences, and specific instructions/alerts. The log will be kept and updated by the officer assigned to the individual post. The duty supervisor will monitor and authenticate the log. The logbook will turn over at 2400 each day and a new page will commence at 0001. All entries must be complete and legible. In the absence of unusual circumstances log entries shall be made at least once every hour to indicate post status. Officers are required to indicate in the security log when they assume a post and when they are relieved or close a post.

E. Preparing for Duty

1. Personnel shall be physically rested prior to reporting to duty to ensure both mental and physical alertness during their assigned tour.
2. Security Force members will refrain from consuming alcoholic beverages a minimum of eight (8) hours in advance of scheduled duty in order to eliminate any residual odor or effect.
3. Security Force members will report for scheduled duty on time and in the proper uniform. Personnel are required to be on post at the assigned start time of their shift.
4. Officers will remain at their post unless instructed otherwise by a direct supervisor, or until properly relieved by the authority of their security manager. If an emergency occurs notify your direct supervisor immediately, using your radio or post phone. The radio is the primary means of communication (where applicable); post telephones are secondary.

F. Breaks

1. Officers must be aware of the time allotted for breaks; do not exceed the allotted time. Once relieved for break, you must report back from that break within the allotted time.
2. Smoke and eat in designated areas only;
3. Officers are reminded that all Security Force policies and procedures still apply to officers on break. Officers are to conduct themselves in a professional manner at all times, whether actively performing security functions or while on break.

G. Post Protocol

1. If you are working at an access control post, anytime someone approaches your post location, you are to stand while conducting your duties.
2. During peak times all personnel will be stationed out of their security booths/desk (if applicable) and all personnel at access control locations will be required to stand and station themselves in a position to best carry out the specific duties of their post.
3. There is to be no loitering at posts by Security Force personnel not currently assigned to that post. Personnel will not permit loitering at their post.
4. At no time will an officer depart from or secure a post without being properly relieved as prescribed. (Exceptions for situations where an officer is placed in imminent danger, i.e. fire, building collapse, etc.).

H. Telephone Bomb Threat

Follow these procedures in the event a telephone bomb threat is received or reported:

1. If possible, place the Bomb Threat Card in front of you and refer to it when speaking with the caller. (The Bomb Threat Card should be in the post order book, if it is not, notify your supervisor).
 - a. Appendix A
2. Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the caller.
3. If the caller does not indicate the location of the bomb or the location of the possible detonation, ask for this information.
4. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
5. Pay particular attention to background noise, such as music playing, motors running and any other noise that may provide valuable information in identifying the location of the caller.
6. Listen closely to the caller's voice for accents, speech impediments, and male/female or any other condition that could be helpful in identifying the caller.
7. After the caller hangs up proceed with the following steps depending on the time of the call:
 - a. Immediately report the call to the client representative.
 - b. Notify local authorities (Police and Fire) via 911.
 - c. Notify your supervisor and manager immediately

I. Medical Emergencies

1. Ensure the medical emergency is not a diversionary tactic.
2. For access control posts, access control is the primary responsibility; maintain security and control at all times.
3. Immediately notify local authorities and request medical assistance.
4. Administer first aid when possible (Primary Survey)
5. Keep people away from the victim (Crowd Control)
6. Assist medical personnel as necessary
7. Obtain all pertinent information for an Incident Report.

J. Fire Alarm

1. Assume there is a fire until advised otherwise by an authorized official. (Fire personnel, police, or building facility manager)
2. Call the client representative and give the location of the fire, if known.
3. Access control posted officers will not require persons with, "Visitor Only" or "Temporary" badges to surrender them during evacuation. Upon returning to the building those persons with Visitor and Temporary passes, will be re-screened.
4. Officers assigned to exterior patrols will move evacuating personnel away from the building, where possible.
5. All posts and patrols will stand by for special instructions.

K. Suspicious Activity

Suspicious activity, such as photography, videotaping, sketching, drawing, pacing off distances from entrances or continuously observing persons entering and exiting the facility should be brought to the attention of the client representative and a security supervisor or manager immediately. If the person(s) leave the area observe the direction and means of departure. If the individual departs via motor vehicle a complete description to include color, make, model, and tag number must be recorded and given to the supervisor. If the individual departs via metro bus or subway try to get as detailed a description as possible, even the bus number, if possible.

If in doubt that an emergency situation is developing, call 911.

L. UNIFORM AND EQUIPMENT

Grooming

All vendors shall be responsible for ensuring compliance with the following requirements. The uniform will fit properly, be clean and free of excess wrinkles. Uniform accessories will be properly worn, clean, polished, or otherwise maintained as appropriate.

1. Uniformed Males

Uniformed male officers and supervisors will adhere to the following grooming standards:

- a. Hair will be evenly trimmed or slightly tapered at all times. The hair shall at no point extend beyond the bottom edge of the shirt collar in normal posture while on duty.
- b. Sideburns will be neatly trimmed. Sideburns will not extend below the top of the opening of the ear canal.
- c. Mustaches are permitted but must be neatly trimmed and shall not extend more than $\frac{1}{4}$ " beyond the corners of the mouth nor more than $\frac{1}{4}$ " below the corners of the mouth (beards are not permitted). A full beard may be worn when the officer/supervisor has submitted a notice from a doctor prohibiting shaving. The beard must be neat and trimmed and cannot exceed $\frac{1}{4}$ inch in thickness.
- d. Personnel with a medical condition, which precludes shaving, such as Pseudo Folliculitis Barbe, will be required to present a written statement signed by a dermatologist, verifying such condition.
- e. Earrings or other forms of jewelry, with the exception of a wedding band, watch and one ring, shall not be worn while on duty. Chains or chain jewelry should not be visible.
- f. Visible body rings are not permissible. (Nose rings, body piercing, etc

DHR INCIDENT REPORT FORM

TO BE COMPLETED IMMEDIATELY AFTER INCIDENT SECURED AND
FORWARDED TO DHR SECURITY & PUBLIC SAFETY THE NEXT BUSINESS
DAY

REPORTS MUST INCLUDE WHO? WHAT? WHEN? WHERE? HOW?
ACTION TAKEN? AND THE END RESULT?

- WHO – EMPLOYEE, VISITOR, CUSTOMER
 - TYPE OF INCIDENT – CUSTOMER CONDUCT/MISSING OR STOLEN PROPERTY / MEDICAL/ SLIP & FALL / ETC.
 - FULL NAME – FIRST AND LAST
 - DATE & TIME OF INCIDENT
 - DATE & TIME INCIDENT REPORTED/WRITTEN
 - WHERE – COMPLETE ADDRESS OF FACILITY
 - WHAT ROOM OR AREA – LOBBY, PARKING LOT, HALLWAY, HOME VISIT
 - HOW – ALL DETAILS PERTINENT TO INCIDENT
 - ACTION TAKEN – WHAT DID YOU DO? WHAT DID OTHERS DO?
 - END RESULT – PARAMEDIC (#) TRANSPORT; RECEIVED SERVICE; LEFT BUILDING WITHOUT BEING PROCESSED; ARRESTED;
 - IF POLICE INVOLVED – NAME OF OFFICER, DISTRICT, GENERATED REPORT NUMBER, COPY OF WRITTEN REPORT.
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- PRINT LEGIBLE
 - SIGN & DATE DOCUMENT
 - COPY IR &
 - FAX OR EMAIL IR TO DHR SPS BY NEXT BUSINESS DAY

2. Uniformed Females

Uniformed female officers and supervisors will adhere to the following grooming standards:

- a. Hair shall not extend below the bottom edge of the collar in normal posture while on duty. Hair color should be natural or of a subdued mild color, (no bright or unusual coloration) and should be neat, clean, and orderly. The hairstyle must allow for the proper wear of the Security Force hat. The hat should fit snug and even on the head, with the bill resting 1 to 2 inches above the eyebrows.
- b. Female personnel may wear lipstick, nail polish, and other appropriate cosmetics, lightly applied, providing the colors are natural and subdued.
- c. Looped/dangle earrings or jewelry will not be worn on duty. Only one pair of post or studded earrings may be worn while on duty, and worn in the earlobe only. A wedding ring and no more than one other ring on either hand are authorized. Chains and chain jewelry should not be visible.
- d. Fingernails must be kept to a length that will not hinder normal assigned duties.
- e. Hairpins/clasps can be worn but they must be black, neutral or the same color as the hair.
- f. No visible body rings are permissible. (Nose rings, body piercing, etc

POLICE/SHERIFF: FIRE DEPARTMENT:

AMBULANCE:

Bomb Threat Checklist

- EXACT TIME & DATE OF CALL:
- EXACT WORDS OF CALLER:
- Ask them to repeat the message, if necessary, and write as much as possible
- Keep calm
- Keep talking
- Don't hang up
- Signal a coworker to get on an extension and/or notify FPS, contract guards, or the local police
- ASK WHEN AND WHERE THE BOMB IS GOING TO EXPLODE? :
- ASK WHAT THE BOMB LOOKS LIKE? :
- ASK WHAT TYPE OF A BOMB IS IT? :
- ASK WHAT WILL CAUSE IT TO DETONATE? :
- ASK WHY THEY ARE DOING THIS? :
- ASK WHERE ARE YOU CALLING FROM? :
- TRY TO GET CALLERS FULL NAME:
- TRY TO GET CALLERS EXACT LOCATION AND PHONE NUMBER:
- LISTEN CAREFULLY TO THE VOICE; NOTE WHETHER IT'S A MAN OR A WOMAN; PITCH, ACCENT;
- CIRCLE THE FOLLOWING: Calm, Slow, Nasal, Angry, Broke, Stutter, Disguised, Lisp, Sincere, Rapid, Giggler, Deep, Crying, Squeaky, Excited, Stressed, Accent, Loud, Slurred, Norma
- IF THE VOICE IS FAMILIAR, WHO DID IT SOUND LIKE? :
- BACKGROUND NOISES HEARD: (e.g. cars, train, etc.)
- ANY OTHER PERTINENT INFORMATION:
- PERSON RECEIVING CALL:

TELEPHONE NUMBER CALL RECEIVED AT:
NOTIFICATION TO IMMEDIATE SUPERVISOR (TIME/DATE):

EMERGENCY NUMBERS FOR YOUR BUILDING

EMERGENCY PHONE NUMBERS

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