

CRIME PREVENTION PATROL SERVICES

Standard Operating Procedures (SOP)

Crime Prevention Patrol Services shall be known as “company” in the following SOP’s

1.1 LAWS OF ARREST & DETENTION:

**South Carolina Code of Laws
(unannotated)
Current through the end of the 2003 Regular Session**

**Title 17 - Criminal Procedures
CHAPTER 13.
ARREST, PROCESS, SEARCHES AND SEIZURES**

SECTION 17-13-10. Circumstances where any person may arrest a felon or thief.

Upon (a) view of a felony committed, (b) certain information that a felony has been committed or (c) view of a larceny committed, any person may arrest the felon or thief and take him to a judge or magistrate, to be dealt with according to law.

SECTION 17-13-20. Additional circumstances where citizens may arrest; means to be used.

A citizen may arrest a person in the nighttime by efficient means as the darkness and the probability of escape render necessary, even if the life of the person should be taken, when the person:

- (a) has committed a felony;
- (b) has entered a dwelling house without express or implied permission;
- (c) has broken or is breaking into an outhouse with a view to plunder;
- (d) has in his possession stolen property; or
- (e) being under circumstances which raise just suspicion of his design to steal or to commit some felony, flees when he is hailed.

Chapter 18

Private Security and Investigation Agencies (S.C)

Section 40-18-110 A person who is registered or licensed under this chapter and who is hired or employed to provide security services on specific property is granted the authority and arrest power given to Sheriff’s Deputies. The security officer may arrest a person violating or charged with violating a criminal statute of this State but possesses the power of arrest only on the property on which he is employed.

CHAPTER 73

SOUTH CAROLINA LAW ENFORCEMENT DIVISION

**ARTICLE 4
DETECTIVES AND SECURITY AGENCIES**

15. Local law enforcement departments shall be notified if a security guard arrests a person on property he is guarding.

16. In the event that criminal investigation is necessary after an on-property arrest by security personnel, it shall be accomplished by the local law enforcement department.

73-40. General Provisions. [SC ADC 73-40]

SECTION 17-13-50. Right to be informed of ground of arrest; consequences of refusal to answer or false answer.

(A) A person arrested by virtue of process or taken into custody by an officer in this State has a right to know from the officer who arrests or claims to detain him the true ground on which the arrest is made. It is unlawful for an officer to:

- (1) refuse to answer a question relative to the reason for the arrest;
- (2) answer the question untruly;
- (3) assign to the person arrested an untrue reason for the arrest; or
- (4) neglect on request to exhibit to the person arrested or any other person acting in his behalf the precept by virtue of which the arrest is made.

(B) An officer who violates the provisions of this section is guilty of a felony and, upon conviction, must be fined in the discretion of the court or imprisoned not more than ten years, or both.

SECTION 17-13-60. Circumstances where persons are not to be arrested but may be served process.

No person shall be arrested while actually engaged in or attending military or militia duty or going to or returning from such duty, nor while attending, going to or returning from any court, as party or witness or by order of the court, except for treason, felony or breach of the peace. But in any such case process may be served without actual arrest of body or goods.

1.1.2 Apprehension: You may apprehend any person if you have a reasonable belief the person being apprehended has engaged or is engaging in criminal activity.

1.1.2.a. A reasonable belief is a belief based on the kind of reliable information that a reasonable, prudent person would rely on, which makes it more likely than not that something is true.

1.1.3. Custody. Custody is the restraint of free movement. An apprehension occurs when a security officer tells a suspect they are under arrest or detention. Once apprehended and in the custody of the person who effected the apprehension, security officers control the movements of an offender. Protect the health and welfare of all apprehended suspects. Whenever a security officer places a suspect under arrest for committing a crime local law enforcement must be notified

1.1.3.a Placing a suspect in restraints (handcuffs) does not always mean a person is under arrest you may place an unruly person or person that you reasonably believe may become unruly in handcuffs for your safety, the safety of the public and the safety of the suspect. You should advise the person being placed in handcuffs but not placed under arrest that “you are not under arrest, you are being detained for your safety and my safety”. Handcuffs should be removed in a reasonable time if the detained person is being released. The longer the person is restrained the better chance a court will find that the person was being held unreasonably. Contact the duty supervisor immediately when placing a person in handcuffs.

1.1.4 Searches. Immediately upon apprehending a suspect, conduct a search or a simple frisk of the suspect for weapons and any evidence that the suspect could remove or destroy. This emphasizes the safety of the security officer and the apprehended individual. The apprehending security officer person makes the decision to frisk (without handcuffs) or to search (handcuffed). Base this decision on the situation at hand. The situation may also warrant a search of the area under the suspect’s immediate control.

1.1.5 Use of Force. Comply with laws of the State of South Carolina and the United States and during apprehension and detention of suspects. Always use the minimum force necessary when placing a suspect under apprehension. Use handcuffs, chemical irritant projectors, batons, and firearms only when specifically trained in their use.

1.1.6. Handcuffs. The courts consider handcuffing a use of force; therefore, you must carefully analyze each situation to ensure you use the minimum level of force to protect yourself and others from injury. During an apprehension, security officers may apply handcuffs to ensure control of the apprehended individual during detention and search, at the apprehension site,. When applying handcuffs, security officers use a reasonable level of force to achieve control of a resisting detainee. Inform unresisting detainees of the handcuffing procedure and give them the opportunity to cooperate. Use handcuffs as a precaution against an apprehended person who may become uncooperative or violent, to prevent escape, or to ensure personal safety.

1.1.7. Chemical and Inflammatory Agents. Use authorized chemical agents like mace and inflammatory agents such as pepper spray as an intermediate level use of force.

1.1.8. Police Baton. The company may authorize security officers that have been trained and certified to carry either a PR-24 or ASP Baton. Circumstances of apprehension determines the need and use of the police baton. Remember excessive use of force may result in your being charged criminally in a court of law.

1.1.9. Firearms. Security officers sometimes are required bear firearms in the performance of duties but may only be carried in accordance to the law, after being properly trained and certified and only when authorized by the company. When responding to an incident where security officers may meet an armed adversary, Security personnel will place their firearm in the ready position. Use realistic and safe exercises to

develop the sound judgment required in situations that may involve the use of deadly force. Always keep in mind of your surroundings and possible injury to civilians in the area...use common sense.

1.2. Transporting Apprehended or Detained Persons. No security officer shall transport apprehended or detained persons. Local law enforcement must be notified to transport apprehended or persons placed under arrest. South Carolina law does not give security authority to transported arrested subjects off client property. To do so would be in violation of South Carolina law.

Underlined wording is updated as of September 19, 2005.

2.1 CRIME SCENE & EVIDENCE: It shall be the duty of security officers to secure a crime scene until relieved by local law enforcement. Security officers shall follow the direction & instructions of law enforcement personnel at all times.

2.1.1 Preserving Evidence. Preserve all evidence found on a person or at the scene of an offense for use at future judicial proceedings. Maintain the chain of evidence.

2.1.2. Record all circumstances surrounding the discovery of evidence (e.g., location of the discovery, date and time, witnesses present, etc). These notes provide facts for an incident report. Additionally, you may use these notes to testify in court. As a minimum, file a copy of the notes with the incident report. Retain your original notes.

2.1.2 Evidence shall never be touch, moved or disturbed in any manner unless to preserve the evidence or “fruits of a crime” or prevent the destruction of same.

2.1.3 Any statements made by suspects or witnesses should be written and a copy turned over to law enforcement upon request, a copy of the notes with the incident report. Retain your original notes

2.2. Search. A search is an examination of a person, property, or premise to uncover evidence of a crime or criminal intent (e.g., stolen goods, burglary tools, weapons, etc). Security officers conduct searches of persons, property, or areas within jurisdictional limitations. Evidence obtained in an illegal search is inadmissible in legal proceedings.

2.1.2 Security officers should not conduct searches other than for safety reasons

2.2.1. Search Incident to Apprehension. You may conduct a search incident to an apprehension without obtaining search authority and may include the immediate area over which the apprehended person exercises control. When conducting a search incident to an apprehension, you should conduct it immediately.

2.3. Search With Consent. Security officers may conduct a search based on consent to search. If a person consents to a search of his or her property or person, you do not need search authority. When you obtain consent to search, the individual giving consent must give it freely and voluntarily. The law does not require the advisement Fifth Amendment rights to persons who voluntarily give permission for a search.

2.3.1. You may obtain consent orally or in writing. Use, **Consent for Search and Seizure**, form to obtain written consent to search.

2.4. Search of and by the Opposite Sex. Searching members of the opposite sex is sensitive. Take certain precautions; carefully consider your actions and use common sense.

2.4.1. You may search outer garments (e.g., jackets, coats, etc.) and hand carried items of a member of the opposite sex.

2.4.2. Regardless of the sex of the person being searched, conduct frisks in the same manner. Security officers of the same sex conduct the frisk unless an urgent safety or security need exists. Two security officers or a witness should be present to witness a frisk conducted by the opposite sex.

Exigent Circumstances. Security forces may perform a 'simple frisk' for weapons on opposite-gender offenders if:

2.4.3. No same-gender security officer or medical personnel are available.

2.4.4. The situation is of such urgency that it warrants a frisk to prevent decreasing security or endangering the security officer performing the apprehension.

NOTE: In situations where security forces must perform a frisk of an opposite-gender suspect, advise the duty supervisor of the situation and have a witness to the frisk whenever possible.

2.4.5 Security officer shall never conduct body cavity or strip search.

2.6. Entry/Exit Point Inspections and Searches. Client property SOP's may order security officers to inspect all or a percentage of motor vehicles entering or leaving their property as well as employees.

PERSONNEL SEARCHES

3.1. Suspect Searches. Security officers search suspects for weapons or evidence. All apprehended persons must undergo a simple frisk or a search prior to transport by law enforcement. This emphasizes the safety of security officer, law enforcement personal and apprehended individual. The apprehending security officer member makes the decision to frisk or search. Base this decision on the situation at hand. Searching is the most potentially dangerous time for the security officer and, if not properly conducted may result in serious bodily injury or death.

Search techniques exist to minimize these dangers. The person who fails to take full advantage of these techniques poses a threat to themselves and their fellow security officers. A good rule of thumb is to remember that all apprehended persons are potentially dangerous and you must afford yourself all possible protection.

3.1.1. Search apprehended personnel as soon as possible after apprehension unless the situation dictates otherwise.

3.1.2. Always handcuff the suspect prior to the search.

3.1.3. You should always try to search an individual with the aid of backup. The assisting security officer member participating in the search provides additional subject control and reduces the probability that the subject will escalate the risk. We realize that this may not always be possible.

3.1.4. Do not draw a weapon unless its use is imminent or the reason for apprehension would justify its use.

3.1.5. You must make an on-the-scene decision and assessment of each search situation to decide which search method to employ. No matter which one you use, conduct it quickly and thoroughly.

3.1.6. For quickness, search systematically; for thoroughness, never pat or run your hands over the suspect lightly—grab or squeeze every inch of the suspect's clothing as you search.

3.1.7. Although a single security officer member search can start from either side, it should always start from the same side the hand rotation technique is applied to maintain effective control over the suspect.

3.1.8. Make a 'precautionary check' of the suspect prior to the actual search. The precautionary check will consist of verbal communication with the suspect. Ask the suspect if he/she has any sharp objects on their person (e.g., needles, razor blades, or knives). Regardless of the suspect's reply, proceed with caution to determine the location of any objects. Remember you are in a high-risk environment to health hazards such as exposure to HIV, Hepatitis B Virus, or other blood-borne pathogens resulting from a 'stick' or cut.

3.2. Types of Searches. There are three types of searches you should use; standing, kneeling and prone.

Apply handcuffs before beginning any search and in accordance with the procedures outlined.

3.3. Standing Search. The standing search is primarily used on suspects who do not appear dangerous, or violent or are so drunk/drugged that they cannot stand under their own power.

3.3.1. With the security officer at the suspect's right rear, the assisting backup should take an overmatch position in front of the suspect, opposite the side of the searching security officer, to maintain surveillance of the search procedure. The assistant must remain close enough to physically aid the searching security officer if necessary. At this point, the suspect is already handcuffed.

3.3.1.1. The searching security officer will instruct the suspect to turn his/her head facing the opposite direction of intended approach. Next, grab the handcuff linking chain with your hand, palm down. Keep your weapon or strong side away from the suspect while placing your foot directly behind and centered between the suspect's feet. Instruct the suspect to keep his/her head up and his/her knees flexed. If the suspect becomes uncooperative or aggressive, control is gained by pulling the handcuffs down and back to keep the suspect off balance.

3.3.1.2. Search the suspect's entire side from the position you are in. If the suspect is wearing a hat, remove it, and have your backup carefully check the hat for sharp objects, weapons, or contraband. Pay particular attention to the area beneath the sweatband and the seams. Use the hat as a container for any items taken from the suspect.

3.3.1.3. Run your fingers through the suspect's hair and around the left side of the head. Then search the back of the suspect's neck, Work your way down the side of the suspect's back, checking across from the spine to the left side and down from the collar to the waist, search the suspect's side to the armpit and down the underside of the arm to the suspect's hand. Search the suspect's throat and chest working down to the waist hand. Check the rest of the suspect's arm from the hand to the shoulder. Move your left foot back for balance and crouch down. Pull the handcuffs downward and back to maintain control.

3.3.1.8. Search the suspect's buttocks and groin area. Search down the inside of the suspect's left leg, inside the top of the left shoe, under the arch of the shoe, and back up the outside of the suspect's left leg to the waist.

After searching the suspect's left side, assume the initial control position.

3.3.1.10. Place your left hand over your right hand and the handcuff linking chain. You are now executing what is commonly known as the 'crossover'. Slide your right hand out and grip the linking chain with your left hand. Turn your body so your left side is towards the suspect's back and your right side is at a 45-degree angle from the suspect. Locate your left foot directly behind and centered between the suspect's feet. Again, direct the suspect to look away from the side you search.

3.3.1.13. Search the suspect's right side using the same procedures used for the left side. During any part of your search, if the suspect violently resists, pull the handcuffs down and back to maintain control.

3.4. Prone Search.

3.4.1. Place the suspect in the prone position with hands cuffed behind his/her back and feet spread wide apart. Direct the suspect to keep his/her head turned away from the search side at all times.

3.4.1.2. The assisting security officer member is positioned approximately six feet from the suspect's head in the 'overmatch' position. The assisting security officer will position them self over the suspect and opposite the side of the searching member.

3.4.1.3. The searching security officer positions them self over the suspect on the right side of the handcuffed suspect and searches the suspect's left side.

The searching member will place his/her left knee on the suspect's right leg at the knee area and keep his/her right foot flat on the ground next to the suspect's side. The searching member's right hand is on the handcuff linking chain.

If the suspect attempts to struggle, the searching member will drop their right knee onto the suspect's back. Grab the suspect's hand and bend the palm into the wrist while pulling the handcuffs toward the suspect's head. Continue to apply pressure compliance techniques until control is regained.

3.4.1.6. If the suspect is wearing a hat, have the assisting security officer member remove and search the hat before you begin your search. After the hat is searched, use it as a container for items taken from the suspect. With your left hand, search the outer half of the suspect's left leg from the waist down to the left knee. Lay your palm down on the suspect's knee and instruct him to raise his left leg. Use the palm to block a possible kick as the suspect raises his/her leg.

Search the outer leg to the foot, then shoe, and back up the inner leg. As you complete the inner leg to the knee, have the suspect lower his/her foot to the ground. Search up the inner leg to the groin and left buttock.

3.4.1.8. Place your right arm in the crook of the suspect's left arm and roll him/her back until their left side is slightly off the surface. Lean your right knee against the suspect's back for balance. With your left hand, release the linking chain and search the suspect's waistband from the middle of the back to the belt buckle, Search the suspect's lower left abdomen and groin, then up the front side of the suspect's torso to the throat.

Return the suspect to the prone handcuffing position.

After searching the suspect's left side, you are ready to search the suspect's right side.

When search is complete, bring the subject to a standing position after the search. If the subject is unable to stand alone, roll them onto their side, then to a sitting position.

NOTE: The above search procedures are for a right-handed individual; left-handed persons may start the procedures on the opposite side.

4.1. Handcuffing Overview. The decision to handcuff is subject to sound professional judgment based on the facts of the specific incident. Security officers most commonly handcuff to effect an apprehension. However, there is no defined criteria that can match your judgment. Handcuffing is never automatic. Key considerations include:

4.1.1. Nature of the offense.

4.1.2. Demeanor/violence potential of the suspect (e.g., cooperative, hostile, threatening, frightened).

4.1.3. Number of suspects.

4.1.4. Need for control.

4.1.5. Your perception of the threat to your own personal safety and that of innocent third parties.

4.2. Misconceptions About Handcuffs. Handcuffs do restrain free movement. Yet handcuffs are not a foolproof restraining system. Many criminals have adapted techniques like 'stepping through the cuffs', which (just as the phrase infers) places the suspect's hands in front of their body. From this position the suspect could more effectively fight security force personnel. To prevent a suspect from stepping through the cuffs, loop the cuffs through the suspect's belt at a point below the small of their back prior to securing the second cuff. Remember that a suspect with their hands cuffed in front poses a far greater threat. Consider cuffing to the front only if the suspect is pregnant, wounded, or has a physical handicap that precludes cuffing behind the back. Another tactic criminal's use is striking cuffs. Striking handcuffs sharply on a solid object may cause ratchets to fail and release one or both cuffs. Even if only one ratchet fails (i.e., opens), the suspect's hands are free and, in the one cuff scenario, the suspect has a lethal weapon to use against you. There are a number of recorded incidents where handcuffs have been used against law enforcement officers with deadly effect. Never handcuff a suspect to a fixed object (i.e., a sign post, chain-link fence, vehicle door, aircraft seat). A suspect cuffed to a fixed object may be trapped in the case of an accident or emergency circumstance. **When you apprehend an individual, you are entirely responsible for their safety.** Never think that since a suspect is restrained they are no longer a threat. Use care, common sense, and discretion anytime you handcuff a person.

4.3. When to Handcuff. The courts consider handcuffing a use of force. A U.S. Supreme Court decision, *Graham vs. Connor* (1969), held that a police officers' decision to use force must be judged from the "perspective of a reasonable officer, within circumstances that are often tense, uncertain, and rapidly evolving." This standard asks whether the security officer's actions are objectively reasonable in light of the facts and circumstances confronting them. So you must carefully weigh all factors before you handcuff someone you have apprehended. Analyze all force situations to assure that you use the minimum level of force which will safely protect you and others from injury. Do not use more force than is necessary to complete an apprehension, yet keep yourself and others free of danger.

4.3.1. As stated, you must search or frisk all apprehended persons prior to law enforcement transporting, keep in mind that law enforcement personnel will research a suspect before transporting. If the circumstances of the apprehension leave any doubt in

your mind as to your safety or the safety of the suspect, then handcuff the suspect using the minimum level of force necessary to complete the handcuffing procedure.

4.3.2. During an apprehension, you may apply handcuffs to assure control of apprehended persons at the apprehension site. When applying handcuffs, use 'reasonable' levels of force to:

4.3.2.1. Achieve control of a resisting detainee.

4.3.2.2. Maintain control during the apprehension and detention.

4.3.3. If you decide to use restraining devices on a nonresisting suspect, accomplish the application of handcuffs with reason and without injury. Telling the suspect of your intent to apprehend and allowing the person to cooperate minimizes the risk of injury.

4.3.4. If a person is injured during the handcuffing stage of an apprehension, the first step is to seek immediate medical attention for the injured. As soon as possible, provide a detailed written statement of the techniques you used and action taken by the apprehended person that caused the injury.

4.4. Handcuffing Approach. Approach all suspects in the alert stance. This stance places your weak side towards an individual and your weapon/strong side 45 degrees away from the individual. Maintain a distance of six feet or more between you and the suspect. This distance, known as the 'reactionary gap', allows you to react to any sudden or aggressive moves made by the suspect. Direct the suspect to assume either the standing or prone position. If the suspect refuses, place them in the prone position, using minimum force necessary. When you decide to apprehend an individual, you must establish and maintain 'positive control'. Establish 'positive control' with the hand rotation position while controlling the handcuffs secured on the individual's wrist.

4.5. Displaying Handcuffs. You must be able to get to your handcuffs quickly. Place the ratchet cuffs in their pouch, in a position most accessible to you. Keep the handcuffs in the pouch with the locks on opposite sides. Ready the handcuffs for application if you must react quickly

4.6. How to Apply the Handcuffs. Hold the handcuffs firmly in your strong hand with fingers around the linking chain separating the handcuffs. The double bars are loaded in the 'V' of your hand with the single bar down by the index finger. Apply the handcuffs to the suspect with his hands behind his back, palms out, thumbs up. Do not position a suspect on a wall or vertical object when handcuffing. When the suspect is cooperative, and cuff in the standing position. Based on your discretion, you may inform the suspect of your intentions to handcuff. Base the decision on circumstances that include, but are not limited to, number of assisting security officers, attitude of suspect, physical location of the apprehension, and your experience. Double lock the handcuffs by depressing the locking pins with the double locking tip of the handcuff key.

4.6.1. If you must handcuff a subject in the front, the subject's thumbs should be down.

4.6.2 Use care not to place the handcuffs too tight, only loosen the handcuffs if you can see that they are tight. Subjects may say they are too tight to gain advantage to break free. You should have backup with you whenever loosening or taking handcuffs off.

SECURITY PERSONNEL CONDUCT

5.1. Security Code of Conduct. No code or set of rules will specify exactly what you should do in every situation. However, the following code provides general guidelines.

5.1.1. Exercising Authority. As on-duty security officers, you are the visible representatives of our clients and our company. It is your duty to accept the authority entrusted to you and to carry out this important trust impartially, firmly, and in a manner that commands respect from the public.

5.1.2. Fulfilling the Mission. The enforcement of laws and regulations dealing with the public brings security into direct contact with the public. In fulfilling the security mission, you must deal with offenders in a dignified manner. Refrain from being disobedient, insulting, or offensive to the public.

5.1.3. Personal Appearance. Maintain a high standard of , *Dress and Personal Appearance of Personnel*. See the example for all to follow.

5.1.4. Personal Attitudes. Perform your duties in an impartial, just, friendly, and helpful manner. The company will not tolerate biases based on age, physical disability, race, religion, national origin, creed, or gender. Do not discuss offenses or incidents, except in the line of duty. In addition, you can not accept any advantage, gratuity, or reward for performing official duties.

5.1.5. Assistance to Others. Render assistance to the public. Promptly assist any injured or ill individuals.

5.1.6. Attention to Duty. Remain mindful of your duty commitments. Do not consume any form of intoxicant while on duty or within eight hours of a duty tour.

5.1.7. Seeking Favors. Do not seek personal advantage through your status as security. Don't try to gain favor or popularity by showing favoritism, overlooking violations, or otherwise failing to enforce the law.

5.1.8. Punishment of Offenders. As security Officers, you have the authority only to apprehend, based on reasonable grounds. Do not punish offenders. Use your discretion to correct, caution, or warn someone for minor violations of the law, but you may not admonish or reprimand.

5.1.9. Apprehension of Suspects. Protect the health and welfare of all apprehended suspects. The laws of the United States, the State of South Carolina and the company will not tolerate the intentional mistreatment of apprehended suspects. Don't use abusive, profane, or insulting language toward a suspect or show disregard for the suspect's valuables, personal property, or physical well being.

5.1.10. Dealing with Intoxicated Persons. Apprehend personnel obviously intoxicated beyond any sense of self-control and mobility. Make every effort to avoid verbal and physical confrontations.

5.1.11. Off Duty Conduct. You represent the security company 24 hours a day, regardless of the duty schedule. Therefore, your conduct must always remain above reproach.

5.2. Duties and Responsibilities. Security Officers duties and responsibilities vary greatly from client site to client site, site Standard Operating Procedures (SOP) will define the number and limits of security officers, as well as assigned duties, Our three basic duties and responsibilities are always the same. They are:

5.2.1. Take charge of your post by securing and protecting personnel and property for which you are responsible until properly relieved. Comply with orders and instructions given. These responsibilities continue until relieved by proper authority. **Do not leave your post, do not explore client's property or go into areas that you have not been given actual authority to go into. Abandoning your post or entering areas not authorized to do so are grounds for immediate termination.**

5.2.1a No officer shall fraternize with persons working at or associated with company clients, this applies to employees, customers, guests, students (college or otherwise) in the case of residential communities and apartment complexes this applies to residents of the community and/or apartment complex. this means and includes date; ask out on a date and/or "hangout" with on or off duty. The opportunity for some relationships or outside friendships to sour is too great and can easily ruin our client partnership to the point the company loses the business. Violation of this rule shall be grounds for immediate termination.

5.2.2. Report all violations of rules/laws you must enforce. You have the authority to apprehend anyone violating those rules/laws. Notify the duty supervisor immediately whenever you have apprehended and/or detain any person. Local Law Enforcement Personnel must be notified whenever a Security Officer arrests anyone. In the case that a person is arrested you shall immediately notify the duty supervisor as well. Written procedures can not cover all situations. In such situations, you must exercise discretion and act according to the law and your best judgment. Immediately contact your superior for instructions.

5.2.3. Contact dispatch and/or the duty supervisor of disorder or emergency. Report any unusual event that threatens the security of the public or endangers life or property. Take reasonable counteraction to save life and property or lessen danger. At the same time, you must maintain the security of your post and remain alert for other possible violations during the emergency.

Above SOP's in bold are new and or added September 19, 2005

Dress and Personal Appearance of Personnel.

SECURITY OFFICER DRESS AND EQUIPMENT

6.1. General Information. As security officers, you wear a distinctive uniform for quick identification. Because you are constantly in the "public eye," you must set the highest standard of dress and appearance.

Dress and Personal Appearance of Personnel, contains guidance on proper wear of security uniforms.

6.2. The Security Officer Shield. Only uniformed company security officers shall wear the company security shield. Don't abuse this symbol of authority for personal gain.

6.2.1. The following guidelines apply to the issue and wear of the company security officer shield:

6.2.2. Only company issued security shields shall be worn, no other shield or badge is allowed.

6.2.3. Use Company Property Form, **SECURITY OFFICER CLOTHING & EQUIPMENT RECORD**, to record shield, uniform and equipment issued.

6.2.4. (Future Use)

6.2.5. Reissue serviceable shields turned in.

6.2.6. Wear the metallic shield only on the company issued/approved uniforms.

6.2.7. Don't wear or carry the shield while in civilian clothes except as authorized by the company for official security duties.

6.2.8. Security officers who are separating from the company must turn in their company issued shield. Retiring security officers may have their shield presented to them when retiring.

6.3. Firearms Qualification Badge and Awards. Company supervisors may authorize officers to wear certain firearms qualification badges or awards. These badges/awards may be issued or authorized for personnel who acquire certain skill levels and demonstrate honorable service in the security career field. No unauthorized badge or award can be worn on your uniform.

6.4 UNIFORM. Only company issued or company authorized uniforms, hats, jackets, shoes, belts and equipment may be used.

6.4.1 Uniforms: Shirts, pants and outer clothing must be cleaned and pressed, any security officer reporting for duty with dirty and/or un-pressed uniforms will receive a written warning for the first offense and may be relieved of duty, without pay, until the uniform is corrected.

6.4.2 Shoes: Only authorized black shoes shall be worn. Shoes shall be clean, not worn out and polished.

6.4.3 Belt: Only authorized black duty belts shall be worn.

6.4.4 Hats: Only company authorized hats shall be worn while on duty, hats must be kept clean. Baseball type hats are not allowed.

6.4.5 Shirts: Both short sleeve and long sleeve uniform shirts will be issued the company will advise when short sleeve and long sleeve shirts shall be worn

6.4.6 Socks: Only black socks shall be worn unless otherwise authorized.

6.4.7 Ties: Only company issued clip on ties shall be worn. Ties must be worn with long sleeve shirts. Ties shall not be worn with short sleeve shirts unless required by the client. Only authorized tie tacks can be worn.

6.4.8. Immediately report any uniform that needs replacing.

6.5 Personal Hygiene Security Officers are expected to be bathed, clean shaved at all time while on duty. Use of perfume or cologne should not be used while on duty.

6.5.1 Hair shall be washed and groomed. Men shall wear their hair cut above the ears, back shall not extend beyond the uniform shirt collar. Sideburns shall not extend below the earlobe. Hair color such as blue, green etc is not allowed.

6.5.2 Mustaches shall be groomed and not extend beyond or below the upper lip.

6.5.3 Jewelry shall not be worn except a wedding or engagement band. Medical ID jewelry may be worn. Earrings are not allowed except for woman may wear non-hanging type of earrings and only one set may be worn at a time unless additional set authorized by the duty supervisor or above.

6.5.4 Woman shall wear long hair up or pulled back. Hair color such as blue, green etc is not allowed

Duty Supervisors or above shall have the sole discretion as to what is appropriate for duty. Any security officer not properly dressed or with proper personal hygiene may be relieved of duty until corrected.

6.6. Equipment. Only company authorized equipment shall be used. No security officer shall wear a firearm without company authorization and first meeting the licensing requirements of the State. Any security officer found to be in possession of an unauthorized firearm will be terminated.

6.6.1 Handcuffs: Security officers may wear handcuffs after proper training and when authorized by the company.

6.6.2 Baton: Only company authorized batons maybe carried, no security officer shall carry a baton until they receive proper training and company authorization.

6.6.3 Pepper Spray: Only company authorized pepper spray maybe carried, no security officer shall carry pepper spray until they receive proper training and company authorization.

6.6.4 Flashlights: Security officers may carry a flashlight the flashlight may not be any larger than a four cell flashlight.

6.6.5 Knives: Only small pocket knives with a maximum blade of 4” may be carried when authorized by the company. No knives shall be worn on the outside in view and no knife larger than a 4” blade pocket type knife shall be concealed.

6.6.6 First Aid Kits: Company issued first aid kits must be kept within reasonable reach while on duty. First aid kits shall be kept properly stocked at all times. Notify the duty supervisor or company when supplies need to be replenished.

6.6.7 No other equipment shall be carried unless first authorized by the company.

6.6.7 All uniforms and equipment issued will be recorded on form, SECURITY OFFICER CLOTHING & EQUIPMENT RECORD

Any violation of un-authorized possession of equipment or self defense weapons may result in termination or criminal charges.

6.6.a. Firearms: Only security officers properly licensed by the state, trained and authorized by the company shall be in possession of any type of firearm, handgun, shotgun or rifle while on duty this includes in your vehicle while on client property, concealed in any manner or in plain view. Any security officer found in possession of a firearm without being trained, licensed by the state and authorized by the company will be terminated.

6.6.a.1. Any security officer authorized to carry a firearm shall carry only the firearm they have qualified with. Before carrying the firearm you must first present the firearm to the company firearms trainer or property officer for inspection. The trainer or property officer will record the make, model, caliber and serial number of the firearm on the security officer's property sheet and kept in the officer's personal file.

6.6.a.2. Only company issued service ammunition shall be carried or used during duty hours.

6.6.a.3. No modifications shall be made to the service weapon i.e.: hair trigger etc. night sights are allowed.

6.7.b. Vehicle Equipment. State laws establish authorized equipment and markings.

6.7.1. Warning Light System. Use of a warning light system in the form of a magnetic or permanent mount-type single or multiple flasher, rotating, or strobe light system shall be in compliance with all state laws/regulations and company policy. Emergency type lights are only to be used on company patrol vehicles. When lights on the vehicle are blue or red in color they must be removed or covered when not on client property.

6.7.2. Siren System. Use of an electronic siren shall be in compliance with all state laws/regulations and company policy.

6.7.3. (Future use).

6.7.4. Spotlight. Use either a portable spotlight (battery-operated or cigarette lighter plug-in type) or a permanently mounted spotlight.

6.7.5. Mobile Radio. Use of a company issued portable radio shall only be used in an authorized manner. Use of the police 10 code system shall be used (see attachment). Security officers must make sure that radios are kept in proper working order and charged. While using a radio in a vehicle make sure the use does not interfere with safe operation of the vehicle.

6.7.6. A general purpose first aid kit (report the use of first aid supplies so that they can be re-supplied).

6.7.7. Extinguisher-- ABC rated dry chemical fire extinguisher (report the use of the fire extinguisher so that it can re-charged).

Immediately report any equipment that is not in proper working condition.

7.1. Vehicle Operation: Vehicles shall be driven in accordance of all state laws. The primary concern in emergency driving situations is the protection of the lives and safety of all citizens. You must not endanger the public as a result of your driving.

7.1.1. Pursuit Driving. Pursuit driving is an extremely dangerous practice. Under no circumstances shall a security officer engage in pursuit driving. Alternatives to pursuit driving include vehicle intercept, where security officers strategically and safely move their vehicles into a position to block the suspect vehicle, without the use of high speed or lights. In another option, security officers or witnesses obtain detailed descriptions of the vehicle, its direction of travel, and descriptions and number of individuals inside the vehicle. This information is quickly passed to the local law enforcement officials to assist in locating the suspect vehicle.

7.1.2. Safety. At no time shall a security officer operate a vehicle in a manner that will endanger the public or security officer or contribute to the loss of control of the vehicle.

7.1.3 Most low speed accidents occur while backing a vehicle, always turn your body to the right so that your weight is on your right buttock/hip area, put your right arm over the back of the seat this allows you to turn your head enough to clearly see behind you.

While backing and turning also pay attention to the front of the vehicle and that it has enough room to clear objects. Do not back using the mirrors.

7.1.4. Seatbelts must be worn whenever the vehicle is in motion.

7.1.5. Company vehicles shall only be used when authorized and for the use authorized.

7.1.6 Company vehicles must be signed out with dispatch or duty supervisor, unless the company vehicle is assigned to a client property.

7.1.7 Before your tour-of-duty begins or you use a company vehicle you must inspect the inside & outside of the vehicle making note of any visible damage on the “Vehicle Condition Report Form” any major damage must be immediately report to the company (use your judgment).

7.1.8 Use of the “Vehicle Condition Report Form” must be used and filled out completely including, date; time; starting/ending mileage; damage etc.

7.1.9. If you see the vehicle is due for its scheduled preventative maintenance notify the company.

7.1.10 You must immediately report any problems with the vehicle, engine noises, bad brakes, lights out etc. before continuing to operate the vehicle. Continued use may cause more problems or damage to the vehicle not to mention it can be unsafe to operate.

7.1.11. If the vehicle needs to be washed or vacuumed please notify the duty supervisor so that arrangements can be made to get the vehicle cleaned. We do not want dirty vehicles on the road it is not good for the company image.

7.1.12 No Smoking in company vehicles. If you are found to be smoking or have smoked in a company vehicle the cost of cleaning and removing any odor or repairing any burn marks will be charge to you. **DO NOT SMOKE IN COMPANY VEHICLES!**

7.1.13 Clean the vehicle out at the end of your duty shift, do not turn over a vehicle that is dirty, remove all trash. If you receive a vehicle that is dirty notify the duty supervisor.

Always operate the vehicle in a safe manner obeying all laws and company policies we do not want anyone to be injured. Your safety and the safety of others is most important. Be Responsible...

8.1 Training: Each security officer shall be trained a minimum of four (4) hours on law and arrest procedures and if issued a gun permit shall be trained an additional four (4) hours in the use of handguns as required by the Division. This training shall be done by a company training officer who has successfully completed a SLED approved seminar.

8.1.1 All Security Officers will receive “On-the-Job” Training and site specific training. Duration of On-the-Job training will be determined by the Field Training Officer or supervisor.

8.1.2 The company will provide additional in-service training courses which may include but are not limited to some of the following may be company mandatory training:

Emergency First Aids

- First Aid – First Responder – EMT
- CPR
- AED (Automated External Defibrillator)
- Orientation to blood borne pathogens
- Guidelines for when a client requests a search

Self Defense / Defensive Driving.

- Self Defense
- Hand Cuffing Techniques
- Baton Training/Certification
- Pepper Spray Training/Certification
- Defensive Driving

Legal Issues; Liability.

- Criminal laws relative to common crimes, such as theft, assault, battery, robbery, and burglary
- Limitations of arrest authority (citizen arrest; retail theft)
- Legal use of force
- Response to crimes in progress
- Guidelines for when a client requests a search

Interviewing Techniques.

- Explain what an interview is
- Explain the styles of interviewing
- Provide an understanding of how to develop rapport with the victim, witness, or suspect
- Explain how to motivate the person being interviewed
- The interview approach
- Explain how to end an interview

Emergency Procedures.

- Fire and bomb threat evacuations
- Riot and protest preparation
- Natural disaster preparation and responses
- Major electrical failure

Ethics and Professional Conduct.

- Describe what professional conduct is for a security officer
- Code of Conduct or Code of Ethics (defined)
- Uniform and personal grooming
- Effective assertiveness
- Discipline
- Readiness: Shift work and sleep adjustment
- Alertness
- Honesty
- Developing rapport with management, employees and guest

Patrol Techniques.

- Define patrolling
- Purposes for patrol
- Types of patrols
- Identify required equipment for a security officer
- Mobile patrol and vehicle safety (defensive driving techniques)
- Preventative patrols and fire watches
- Fixed post duties and vehicle control

Fire Detection, Suppression and Life Safety.

- Mission of the security officer regarding fires
- Definition of fire, highlighting the necessary ingredients
- Responsibilities of security officer regarding:
 - Fire prevention
 - Safeguarding of others
 - Fire extinguishing
 - Salvage work
- Procedures for controlling small fires
- Fire extinguishing methods (cooling, smothering, starving)
- Use of extinguishing agents:
 - List of extinguishing agents
 - Identification of extinguishers and relative markings
- Sodium fires
- Acids
- Life safety issues, such as:
 - Fire fighting equipment not previously identified
 - Life safety plans

- Fire detection, location and intensity
- Evacuation

Crime and Accident Prevention Techniques and Practices.

- Methods of prevention (thefts by use of lock, inspection or alarm technology)
- Methods of prevention (injury, eliminating hazards and reporting)
- Methods of prevention. Securing company equipment, property and reporting deficiencies

Special Problems for Security.

- Fundamentals of understanding unique behavior
 - Dealing with disabilities
 - Emotionally distressed
 - Elderly
 - Juveniles
 - Homeless (trespassers)
- Controlled substances
 - Identification and recognition
 - Dealing with people under the influence
- OSHA first responders duties (such as hazardous materials)
 - How to read and understand labels
 - Responding to hazardous materials incidents
- Violence in the workplace
 - History and scope of the problem
 - Awareness of potential violence
 - Security actions to prevent workplace violence
- Physical security measures
- Detection of abnormalities
- Reporting incidents
 - Responding to violent behavior
 - Role of crisis management and trauma teams (security officer's role in providing assistance)

Crime and Accident Scene Protection.

- Definition of a crime/accident scene
- Value of crime/accident scene integrity (to investigators, etc.)
- Duties of the first security officer on the scene:
 - Determines what makes up the crime/accident scene
 - Isolating and protecting the crime/accident scene
- Methods to protect the crime/accident scene
- Evidence preservation
- Contamination of evidence
- Chain of custody
- Identifying witnesses

Terrorism Awareness.

- Definition and history of terrorism
- National Threat Levels
- Types of terrorist attacks
- Role of Security Officer
- Recognition and response to potential terrorist activities

Public Relations.

- Private security/law enforcement relations
- Firefighter and EMT interaction
- Relations with the media
- Community relations
- Courtesy and etiquette issues

8.2 Company Policy Regarding Firearms Training:

The required 4 hour firearms training is for those security officers with prior law enforcement, military or security firearms training. If you do not have prior training additional training will be required by the company including legal issues of carrying a firearm & use of deadly force before you will be authorized to carry a firearm.

9.1. Drug/Alcohol Testing: By State law security officers must be substance free as well, Crime Prevention Patrol Agency is a drug and substance free company and does perform a pre-employment drug test through a certified lab for illegal use of control substances and illegal narcotics.

9.1.1. The company will perform random drug tests

9.1.2. Any employee suspect of consuming alcohol within 8 hours of duty, or has an odor of an alcoholic beverage on their breath or person will be relieved of duty and face disciplinary action, an employee may also be requested to immediately submit to a drug/alcohol test through a certified lab.

9.1.3. Any employee that fails to take a requested drug or alcohol test when requested, when scheduled or causes the taking of a test sample to be delayed will be suspended without pay and may face termination.

9.2. Criminal Record Checks and Motor Vehicle Record Checks: All security officers will have both Criminal Record Checks and Motor Vehicle Record Checks performed prior to employment, unsatisfactory record of either is grounds not to be hired.

9.2.1 Criminal record checks will be performed a minimum of once per year.

9.2.2 Any security officer arrested or charged with an offense must notify the company prior to the start of their next scheduled duty, failure to so will result in termination.

9.2.4 Motor vehicle record checks will be performed a minimum of once per year, any security officer found with excessive traffic violations may be required to attend a defensive driving class at their own expense.

9.2.5 Any security officer receiving a motor vehicle citation or charged with a motor vehicle offense while in a company vehicle must immediately notify the duty supervisor.

9.2.6 A security officer should advise the company of any motor vehicle citation received while off duty.

9.2.7 Any security officer convicted of DWI will be terminated.

9.3. Media: If you are involved in an incident where the media, television or newspaper, is on scene or you are contacted at a later time by the media, no security officer or employee shall talk with or release any information regarding the incident without first obtaining authorization. Talking with or releasing information to the media can be very sensitive especially an on going investigation. In most cases the company will check with investigating law enforcement agency.

10.1. Property Entry Controller. Security officer are the client and company ambassadors in that they are the first point of contact with the public, who often judge the entire company by their appearance and performance. The Security officer protects the entire property as its first line of detection and defense against unwanted and illegal entry, ensuring only authorized and properly identified personnel enter the property or building. Proper management of this program requires recognition of the importance of the client property entry Security officer.

10.1.1. Key Qualifications. Security officers serve an important role and function. While on duty and posted, they act as the first line of defense to the client property. Equally important, they provide the first visual impression of the client company as personnel enter. This emphasizes the critical requirement for the Security officer to look sharp while at the same time remaining vigilant to breaches of security. Additionally, security officers are constantly alert to detect infractions such as individuals trespassing and other violations. Personnel performing duties as gate guards must know and display confidence in the enforcement of property entry control procedures and local policies on suppressing theft and pilferage of the property through the execution of random vehicle inspections when authorized.

10.1.3 The installation entry security officer must reflect the personal motivation, appearance, professionalism, and positive attitude toward the public that exemplify the client and the company operating style and tradition. To perform their duties properly, security officers should demonstrate a business like, yet courteous demeanor which depicts strength and dignity. Our security officers must not eat, loiter, chew gum or tobacco, or smoke on post.

10.1.4 At no time shall a security officer allow family members, friends or others to be on property that they are protecting.

10.1.5 Phones shall only be used for official company business; personal calls should not be made unless authorized. Use of cell phones for personal calls shall be kept to a very minimum and not in view of the public.

10.1.6 Security officers shall remain aware and awake while on duty. Sleeping while on duty is grounds for immediate termination.

10.1.7 Security officers shall not leave there post (client property) unless relieved by another company security officer or unless authorized by duty supervisor.

BUILDING CHECKS

11.1. Overview. One of the security officer's responsibilities is to make security checks of buildings, repositories, and other areas. Conducting building checks is an excellent form of proactive crime prevention. Building checks offer:

11.1.1. Visibility of security personnel.

11.1.2. A public relations opportunity to meet workers in their environment and provide them assurance that their professional property will be protected when they are away from their duty station.

11.1.3. Keeps vandals and would-be thieves at bay--uncertain as to when and where enforcement patrols might arrive.

11.1.4. Provides enforcement patrols an opportunity to learn building layouts, likely avenues of approach/escape, safe and efficient response routes. This will improve your response capabilities and enhance "officer safety" when answering calls for assistance.

11.1.5. Some of the facilities you check house funds, weapons, munitions, classified material, and drugs. You may also have to check supply points and areas with high-theft or high-value equipment. Be familiar with the kind of work performed in each facility, potential hazards of stored materials (if any), and the exact location of resources in the building. Take time to learn as much as you can about the facility. Meet the building custodian and discuss his/her concerns--this information may be extremely valuable during an incident at the facility. Responding to a crime in progress is not the time to learn about a building.

11.2. Procedure. Each unit normally has a locally produced building check sheet that lists the facilities and areas security officers check. On this check sheet, annotate the time you checked the structure and the results of your security check.

11.2.1. You may check the same buildings and areas each day, so it is important that you do not set a predictable pattern. Try approaching from a different direction each time, and do not check the same structures at the same time each day. If your routes and times are predictable, someone can easily avoid being caught in the act of breaking in or burglarizing. As you approach, be alert for suspicious vehicles or activity. Notify dispatch before you start the security check, and once you have completed the check.

11.2.2. As you approach the building, try to stay out of well-lit areas and stay alert for suspicious activity. Fire escapes, roof tops, and buildings provide a perfect hiding place for an intruder to gain access to a building. When conducting building checks, look for obvious signs of forced entry such as broken windows, pry marks, or open doors. Physically check all entrances to the building that you can reach. Try to open doors and windows (within reason) and turn door handles. For places not within your reach, look closely for signs of forced entry. When possible, also look inside the building through the windows. Again, try not to establish a routine or pattern for checking buildings--be unpredictable and you will increase your chances of catching someone in the act of breaking and entering.

11.2.3. If you find an open door, broken window, or any sign of forced entry, take cover immediately from a position where you can see the building. Once in a covered position, contact the duty supervisor, dispatch and law enforcement (law enforcement may be contacted by dispatch or the duty supervisor). Advise your location, and any other important facts. Dispatch or the duty supervisor will dispatch backup patrols and contact the building personnel. Searches should be conducted in teams of two at a minimum.

Do not enter the building until backup patrols arrive. Once you have back-up, coordinate a plan of action with the on-scene patrols and law enforcement. Security officers shall follow the instruction of local law enforcement. If an intruder is found apprehend any unauthorized persons and place in restraints. Be mindful and aware that there may be additional intruders.

12.1. Disciplinary Action: Any employee violating any part of the SOP's may face disciplinary actions which may include a verbal warning, written warning, additional training, suspension without pay and/or termination or a combination thereof.

12.1.1. The level of disciplinary action will depend on the incident and the totality of the circumstances as determined by the company. The company is not required to issue one level of discipline before the other. In other words an employee may be terminated without receiving a warning or suspension. The company's goal and desire is not to have to issue any type of discipline but for the integrity of the company, the industry and for public trust the company will not tolerate any violation of State or Federal laws and/or company SOP's.

The company Standard Operating Procedures are not all inclusive but a guideline, disciplinary action may be taken for violations not list in the company SOP's.

Crime Prevention Patrol Agency strives to offer the most professional private public safety services in the industry we want our employees to be proud of being part of such a professional company this professionalism starts with each security officer and employee.

Crime Prevention Patrol Agency

Security Officer Creed

I am a security officer. I hold allegiance to my country, devotion to duty, and personal integrity above all. I wear my shield of authority with dignity and restraint, and promote by example high standards of conduct, appearance, courtesy and performance. I seek no favor because of my position. I perform my duties in a firm, courteous, and impartial manner, irrespective of a person's color, race, religion, national origin, or sex. I strive to merit the respect of my fellow security officers, law enforcement personnel and all with whom I come in contact.