

Citizen's Guard Security



Operations Manual

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Citizen's Guard Security

Mission Statement:

To provide excellent and high quality customer services in order to best protect liberty, lives and property for our clients and community.

The four core values;

1. **Provide Excellent Customer Service:** in a professional and ethical manner. Providing excellent service to everyone is the most important priority. As a security and investigative agency, we are diversified in ways our competitors are not equipped or are willing to provide. Our agency will focus on avoidance of security and safety incidents by way of deterrence, observation, intervention, and accurate reporting. It's always important that everyone does the right thing both ethically and for the client's needs.
2. **Appearance and Demeanor** as security officers and private investigators shall be above the industry's standards. Officers or investigators professional appearance and demeanor shall reflect the Mission Statement, General Orders and policies of this company. In addition, it is highly encouraged that individual security officers adopt their own principles that go beyond the company's standards and practices.
3. **Teamwork** is the most critical element in the security industry. Teamwork is using individual skills and collectively bringing them together to create an effective and efficient working environment. Being positive and working together will create an enjoyable and low stress environment that will enable every employee to perform at their most optimum abilities.
4. **Professionalism** is a set of characteristics that displays the Security Officers ability to do their job well. All Security Officers are alert, observant, honest, communicate, work alone, and able to respond any security situations that will arise. This will include providing excellent customer service, professional appearance, demeanor, teamwork and timely attendance. A professional Security Officer is always striving to exceed their personal standards and Core Values.

General Orders:

1. I will take charge of my post and protect all personnel and property for which I am responsible until properly relieved.
2. I will report all incidents observed on my post and contact my immediate superior in any case not covered by my instructions.
3. I will sound the alarm in any case of disorder or emergency.

Motto: Providing excellent customer service by helping business become safe, secure and more profitable.

General Operations Policy

The purpose of issuing the General Operations Policy is to provide guidance towards the day to day operation that is related to the various assignments. It is important that all security officers uniformly have the knowledge and abilities to carry out their duties.

CHAIN OF COMMAND AND PROFESSIONAL TITLES

Persons in the Chain of Command are a series of positions of authority or rank within an organization that are ordered from lowest to high ranking title persons.

Founder, President & Chief Executive Officer– Greg R. Miller (Chief)

Executive Vice President– Dawn C. Honig

Regional Manager of Operations – Jacob Bentacourt (Indiana), Kenneth Knackstedt (Kansas City), and (St Louis), and John Spears (Florida, Alabama & Tennessee)

Field Operations Manager – A Staff Sergeant (SSgt) or Lieutenant (Lt) or Captain (CPT) in charge of hiring and supervising employees at the security site.

Site Security Supervisor –A Sergeant who is a site supervisor or Officer in Charge for the shift.

Field Training Officer – A Floating Flex Officer who conducts employee training and on-boarding for the employee.

Flex Officer – A Security Officer who is able to work short notice at any security site.

Lead Officer – An officer who oversees activity at a security site.

TYPES OF SERVICES OFFERED TO CUSTOMERS

Security Guard – Entry level position that is often an unarmed and holds no authority to affect an arrest, who often observes and reports to the manager or client.

Unarmed Security Officer - Is a licensed Security Officer who is certified to carry protective devices. They are licensed with arrest powers under the authority of the issuing jurisdiction

Armed Security Officer – Is a licensed Security Officer who is certified to carry a firearm and protective devices. They are licensed with arrest powers under the authority of the issuing jurisdiction.

Loss Prevention Officer – Operating closed circuit television (CCTV) and/or patrolling of a retail site for the purpose of protecting property from loss or theft.

TYPES OF SECURITY PATROL SERVICES

Mobile Patrol – Walking, traveling, or uses transportation throughout an assigned area.

Static Post – Fixed location; often controlling entry/exit at a certain point.

Vehicle Patrol - Any officer who operates a company vehicle must be trained on the inspection of the vehicle, safe driving, and operation of vehicle security equipment, accident reporting and responding to incidents.

GUARD NUMBERS, BADGE NUMBERS AND RADIO CALL SIGNS

All security officers are issued “badge” numbers. The badge number is the same as an employee number and can also be used as a radio call sign. Badge numbers are issued in series based on the region.

Regions are broken down in this manner:

Missouri – St Louis, St Charles, and Kansas City

Indiana – Indianapolis, Lafayette, and Terre Haute

Illinois – Metro East

Kentucky – Louisville, Owensboro, and Paducah

Tennessee - Memphis

Alabama – Mobil, Montgomery

Florida – Tallahassee, Panama City, and Pensacola

POST ORDERS AND INSTRUCTIONS

1. All post orders shall be prescribed by the Regional Managers. All other instructions shall be assigned in accordance to the chain of command.
2. When Security Officer is assigned a security post they are obligated to report to the post.
3. All Security Officer must remain on post until properly relieved. Some post requires an officer to be on duty at all times. Check with the supervisor questions about post assignment and orders.
4. All post will have post orders that are unique to the assignment. All officers are required to adhere to the written policies, post orders, pass-on(s), verbal instruction from the chain of command and common sense (professionalism and conduct).
5. Filling out of document is a critical function for what we do. It protects ourselves from liability and gives clear communication to all of our Security Officer and it informs our clients that we are performing our work to the best of our ability.

TYPES OF DOCUMENTS USED

Notepad and Pin – Having a notepad and pin is important (and required) for the fact an officer will need to annotate things that cannot be memorized such as names, license plate number, phone number, ext... Keeping good notes will enable the officer to provide answers for who, what when where, why and how. Having answers to questions is a key element of security work.

Work Order – Some customers keep track of security services with a work order. A work order is a document that describes the location, times, dates and services for a particular job. Often the security officer will arrive to the shift with a printed work order. The security officer check in/out by calling a phone number then the manager will sign and stamp the work order at the end of the shift. The, the security officer will return the work order to the customer.

Activity Report – When on patrol we need to make note of the work that is done and when it was done. Activity reports will have information of the events and times of the occurrence.

Incident Report – Any time there is an occurrence/incident that would require reporting to authorities such as police, fire or EMS, an incident report is filled out. Remember to answer all of these questions: who, what, when, where, why and how each time an incident report is completed.

Trespass Form – This form is used whenever a subject is banned from the client’s property(s). This form will be used as evidence to our clients that a person has been trespassed from their property.

Always document everything. This is the best defense and protection for the officer, company, and the clients. At all times be truthful about your reports and be accurate with what you say. Do not inject any personal opinions; also, check your spelling and grammar. Continually answer: who, what, when, and where on all of your documents. All documents must be submitted to the Operations Manager prior to the end of shift.

UNIFORMS AND APPEARANCE

It is essential for all uniformed Security Officer to uphold a professional appearance in order to gain compliance of subjects and gain respect by the clients. There are various types of uniforms and professional dress that will be used according to the request of the client and the type of assignment that is being conducted. Uniforms must be clean, well maintained and properly worn. The type of uniform will be prescribed by the Director of Security.

All security officers in uniform are required to provide professional foot wear and pants. Black socks are required when shoes are worn. Foot wear must be free from soil and shined.

- A. *Males* shall have hair not extend past the base of the collar, not more than 1” below the ear, and not below the eyebrow. Facial hair must be trimmed less than 1” in length and can only be a full beard, goatee, or mustache. Large piercings must be removed and tattoos must not be on the hands, neck or face area. Ear loops and large facial jewelry are prohibited.
- B. *Females* shall have their hair in a pony tail or pinned up. Small piercings are authorized and tattoos must not be on the hands, neck and face. Ear loops and large facial jewelry are prohibited.

All uniforms and equipment issued must be returned in clean and good condition in order to receive their last paycheck. Uniforms must be maintained by the security officer and kept in good condition.

TRAINING REQUIRED

Our job is to protect property and persons from theft, crime and injury. There is a risk that an officer might encounter subjects who have unlawful intentions. All security officers have the right to defend themselves and others. Therefore; this company permits its security officers to carry instruments that will enable a person to defend themselves.

However, an officer shall not possess, carry or use any device such as pepper spray, handcuffs or firearm unless trained and authorized for the assignment. Training of the following items includes:

1. Handcuffs – The authorized type of handcuff shall be made of metal with chained links that contain a standard locking device and locking hole to prevent the handcuffs from becoming tighter while worn by the person being detained. The only purpose for handcuffing of a subject is solely for self defense and the defense of another person only. Handcuffs are not for the purpose of preventing an escape.
2. Pepper Spray (OC) – Only OC pepper spray may be carried. Pepper spray is only used when the officer or persons protected by the officer is being attacked. When used, aim the pepper spray towards the attacker’s face then administer a short burst while keeping in mind of spraying oneself. Prior to spraying, warn the subject that they will be pepper spray if they do not immediately stop their attack. Pepper spray is only to be used for self-defense from an assaulter.
3. Firearm – Only firearms authorized by this agency will be used and may not be carried into places that prohibit the possession of. A person must possess a valid firearm permit, endorsement or similar permit; shall have qualify 70% better by an authorized firearms trainer, and only carry on an assignment that authorizes firearm carry. Not all assignments allow firearm carry. Firearm carry is not required by this agency; however, it may be required for certain assignments.
4. Physical Force - The use of force is for self-defense and the defense of another person only. Physical force is using one’s own physical skills to defend themselves from an attacker. Minimum force may be used and could include retreating to a safe location until assistance arrives.
5. Civilian Taser – This type of device is less than lethal and is used to protect oneself from an attacker. When used point the device towards the attacker, warn them they are going to be “tased” unless they stop attacking. When the trigger is pulled two prongs will be ejected by gasses. The prongs will embed into the flesh of the attacker and a non-lethal electrical shock will occur. Only security officers holding a valid state firearms permit may carry a taser and the employee must be certified by this company prior to carrying a civilian taser.

USE OF FORCE

A. General –Licensing rules regulating the security officer’s authority to use force and includes the use of deadly force. Subsequently, all policies concerning the use of force will be in accordance to the licensing rules listed below. All security officers have the duty to be familiar and follow the use of force by the State of Missouri and St Louis County Police Private Security section.

1. A licensed security officer authorized to carry a firearm is permitted to carry an

exposed firearm or protective device (with the exception of aerosol pepper spray) only when on duty. The security officer or courier may also carry an exposed weapon when traveling between the designated areas of his/her primary employer.

2. In addition to their duty hours, while in uniform, a security officer by the issuing authority is permitted to carry upon his/her person an exposed firearm while traveling in either direction between his/her place of residence and place of assignment by the most direct route. The security officer or courier must be in uniform and carrying the issued license by the proper governmental authority.

B. Authorized Firearms

1. Only one approved law enforcement style firearm pistol such as a revolver or semi automatic pistol ranging from a .38 to a .40 caliber.

2. A security officer must report the make, model and serial number of the firearm that he/she will utilize while on duty. Inspection and approval of the firearm must be completed before the weapon can be registered with the company. The information must be supplied to the Chief Executive Officer.

3. A security may change duty weapons only after the new firearm is inspected. The aforementioned specifications of the firearm will then be supplied to the COO & CEO. The security officer will then be required to qualify with the new weapon prior to carrying it on duty given that the caliber of the prior firearm is different from the current caliber certified to carry.

4. Firearms Qualifications - All security officers who are licensed to carry firearms will be required to qualify every year. All firearm courses shall be taught by an authorized firearms trainer either by the city, county or state controlled agency; otherwise trained by a certified NRA firearms instructor.

C. Protective Devices

1. Security Officers can carry protective devices (ASP™ collapsible baton,

nightstick or pepper spray) if authorized by the Chief Executive Officer and employer.

D. Use of Deadly Force - Discharge of Firearm

1. A Security Officer may only use deadly force when:

a. He reasonably believes such deadly force is necessary to protect himself or another against death, serious physical injury, rape, sodomy or kidnapping or serious physical injury through robbery, burglary or arson; or

b. He reasonably believes such to be authorized under the circumstances and he is directed or authorized by a police officer to use deadly force; or

c. He reasonably believes such use of deadly force is immediately necessary for self defense or defense of another person:

1) Committed or attempted to commit an violent felony or murder; or

2) Is attempting use of a deadly weapon and the deadly weapon is likely to cause serious bodily harm or death against another person.

3. An armed security officer or armed courier shall not discharge a firearm under the following circumstances:

a. as a warning shot; or

b. at or from a moving vehicle, unless the occupant(s) of the vehicle represents a direct and immediate threat to the life or safety of the officer or an innocent person, and then only as a last resort; or

c. into a crowd or during a situation where it appears likely that an innocent person may be injured.

E. Procedures to be Followed when a Firearm is Discharged

Whenever a firearm is discharged, whether intentionally or by accident, the Security Office must notify the Regional manager of Operations and Chief Executive Officer:

1. immediately notify the police department of the jurisdiction in which the incident occurred to have a police report filed. A copy of the police report will be forwarded to the Chief Executive Officer.
2. notify the Regional Manager of Operations and Chief Executive Officer immediately of the incident; and
3. forward an independent, personal written account of the facts and circumstances surrounding the incident to the Chief Executive within twenty-four (24) hours.

F. Safety Rules for Handling Firearms:

1. All weapons should be handled with care and respect.
2. The weapon should be checked for ammunition each time it is handled.
3. The barrel and action must be cleared of obstruction before use.
4. The weapon must be kept in good working condition.
5. The weapon shall not be drawn or pointed at any person unless the situation justifies such action.
6. The weapon must be secured against access by children and other curious people when left unattended.
7. Ammunition carried on duty shall be new factory service ammunition; no reloads or wad cutter ammunition is permitted.

G. Firearms Restrictions

Security officers and couriers licensed to carry a firearm shall be forbidden to do so based upon an employer's request and/or upon restrictions imposed by the Private Security coordinator. This restriction shall be noted on his/her Metropolitan license.

H. Use of Non-deadly Force

A security officer or courier may use non-deadly force as follows:

1. To assist a police officer in effecting an arrest or preventing escape from custody when he has been directed by that police officer to assist. The security officer may use non-deadly force when and to the extent that he reasonably believes such to be necessary to carry out the police officer's direction, unless he knows or believes that the arrest is not or was not authorized.

3. To the extent he reasonably believes such force to be necessary to protect himself or another from what he reasonably believes to be the use or imminent use of unlawful force that will likely cause serious bodily harm or death.

I. Procedures to be Followed when Non-deadly Force is Used:

Whenever any Security Officer uses non-deadly force, he/she must:

1. immediately notify the police department of the jurisdiction in which the incident occurred to have a police report filed. A copy of the police report will be forwarded to the Field Operations Manager and Chief Executive Officer.

DISIMINATION OF DATA

All data held by the company and its employees, including customer data shall not be disseminated outside this company at any time whatsoever. Sharing data with an outside source onto social media platforms, news media, blogs, and personal transmission to any other party is strictly forbidden. All data includes video, body cam, CCTV, photos, documents and any other forms of information either owned by the company, customer or employee. Any such violations shall include progressive discipline up to termination from the company.

SECURITY OFFICER CODE OF CONDUCT

The Security Officer Code of Conduct is the totality of the Employee Conduct section. All Security Officers agree to fully follow the rules under this section, including instructions issued by the company. Failure to adhere to the rules and policies of this company will result in discipline up to termination from employment.

1. Security Officers shall report to their assignments on time, in the uniform prescribed for the assignment, and be ready to start work. Security Officers shall remain at their assignment until properly relieved.
2. All Security Officers shall adhere to the chain of command. The only exception is for the Open Door Policy.

3. Security Officers shall not accept any favors or gifts in exchange for special services not authorized by the organization.
4. Security Officers shall not answer any questions to the media. Direct all media questions to the Chief Executive Officer or Director of Security.
5. Security Officers shall not disseminate, disclose otherwise upload and data concerning client's interest, persons and property to any social media platform or other persons who are not employed with this company.
6. Security Officers shall be sober and alert from the time of their assignment begins and until properly relieved.
7. Security Officers shall use professional communication and demeanor with clients, other Security Officer, security officers, customers, and suspects.
8. Improper and excesses force shall not be used in arresting or handling suspects.
9. No unauthorized weapons shall be in the possession by the officer. No illegal weapons and/or illegal contraband shall be brought upon the assignment at any time.
10. Security Officers shall use truthfulness in all reports including verbal, electronic or written to the company and clients.
11. No unauthorized persons will be taken into secure areas nor be allowed to travel in company owned vehicles including personal vehicles authorized for the assignment.
12. Security Officers shall not identify themselves as any government official including Federal, state and local law enforcement (excluding *sworn law enforcement officers*). When dealing with persons the officer shall properly identify themselves both verbally and visually.
13. No Security Officers will conduct business, provide services, obtain contracts, or receive payment for services without the approval from Citizen's Investigation, LLC.

CAUSE OF EXECUTION

Wherefore, this Policy Manuel for Citizen's Investigation, LLC shall be fully executed on this **20th** day of **March, 2024** thus shall replace the Policy Manuel previously adopted prior to this date. Therefore, this instrument shall be wholly enforced until it is modified or revoked by the undersigned persons.

Greg Miller

Greg R. Miller
Chief Executive Officer

