

Citizen's Guard Security

Mission Statement:

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

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.

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. **Authority to Protect** people and personnel from bodily harm by an aggressor. All Security Officers are licensed by St Louis County Police and have the authority to make an arrest of a person the Security Officer reasonably believes to have committed a crime. All Security Officers are screened and trained by St Louis County in all levels of protection to include understanding criminal laws, use of force and tactical skills required to provide the best protection for the customers and community.

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.
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 be sober and alert from the time of their assignment begins and until properly relieved.
6. Security Officers shall use professional communication and demeanor with clients, other Security Officer, security officers, customers, and suspects.
7. Improper and excesses force shall not be used in arresting or handling suspects.
8. 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.
9. Security Officers shall use truthfulness in all reports including verbal, electronic or written to the company and clients.
10. 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.
11. 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.
12. No Security Officers will conduct business, provide services, obtain contracts, or receive payment for services without the approval from Citizen's Investigation, LLC.

I, _____, will adhere to the terms and conditions set by this Policy Manuel, Code of Conduct, Post Orders and instructions given by the company.