



EXHIBIT A

SPECIFIC POST **ORDERS**

GOLDEN ISLES

**424 Layne Blvd
Hallandale FL, 33009**

April 22, 2016

EMERGENCY TELEPHONE NUMBERS

PROPRIETARY INFORMATION

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Guardhouse Address: Golden Isles
424 Layne Blvd
Hallandale Florida 33009

Guardhouse Phone Number: 954-457-1354

TO REPORT AN EMERGENCY

DIAL: 911 OR CALL DISPATCH, VIA RADIO.

1. Give your name when using the telephone. Give the unit # when using the radio.
2. Give the guardhouse address when using the telephone. Give the unit # when using the radio.
3. Give the exact location of the emergency when using the telephone or radio.
4. Briefly describe the type of emergency when using the telephone or radio.
5. Notify key client personnel.
6. Notify your Supervisor.
7. Standby and prepare to direct emergency personnel.

NON EMERGENCY TELEPHONES No.:
954-765-4321 Hallandale P.D/F.D

Emergency Medical Service	Dial 911
Police Department	Dial 911
Security Management	See below:
Communications Center	(888) 610-7769 or (305) 418-5006 (24hours /7 days)
Field Supervisor	(786)267-5271
Beatriz Mulet, Account Manager:	(786) 999-4128
Angel Rosado, Director of Operations:	(786) 367-1242

KEY CLIENT PERSONNEL

<u>Name</u>	<u>Title</u>	<u>Office Phone</u>	<u>Other Phone</u>
Captain Terence Thouez	Hallandale PD	954-457-3026	
Sergeant Ricky Buoni	Hallandale PD	954-457-1416	

Note: In an emergency, notify Key Client Personnel in the order listed above. Do not give home telephone numbers to anyone unless it is authorized by your Supervisor.

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TYPE OF POST

This is an Unarmed Security Officer Post.

HOURS OF SERVICE

Rover

- Monday 0000-0530
- Tuesday - Sunday 0000-0545

Guardhouse

- Monday - Sunday 24 Hours

EQUIPMENT REQUIRED

1. Current State of Florida "D" license properly displayed.
2. Complete company issued uniform and ID card.
3. Security Alliance forms.
4. Company-issued radio.
5. Flash Light.
6. Raincoat.

GUARDHOUSE SPECIFIC POST ORDERS

1. Arrive on time in full, clean uniform.

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2. Call on duty, using the radio provided to SA Dispatch.
3. Sign on duty into the SA log book recording the date, your starting time, your name, the equipment you retrieved, and the condition of the equipment.
4. Greet everyone. An appropriate greeting would be: "Welcome to Golden Isles, HOW CAN I HELP YOU?" Always be polite and professional. The priority for the Security Officer stationed at Golden Isles is to assure the safety of the residents and property. At no time should the Security Officer leave the Gatehouse area.
5. There will be no personal use of cell phones or client phones. Only in an extreme emergency will you be allowed to make a call on your cell phone. While you are working you are being paid to do your job not to be on your phone.
6. Incident Reporting: It is important that the Security Officer deter criminal and suspicious activity and investigate developing incidents, creating incident reports and when possible.
 - Collecting the individual's personal and business contact information.
 - Writing a detailed incident report, including time and parties involved.
 - Notifying the Police when appropriate.
7. All vehicle accidents must be called into the Police Dispatch Center at (954)765-4321, for emergencies dial 911. The Officer is also to fill out an incident report.
8. While on duty at the Gatehouse the Officer is to monitor and control all vehicles and pedestrian's ingress/egress. The Officer is allowed to I.D. directed or based on judgment, document and accurately record the license plates of guests and trades people.
9. Sometimes in certain situations the Officer on duty will correctly have to place temporary barriers in the travel lanes as directed or required.
10. At all times the Officer must know how to correctly operate the communication, video and other assigned equipment and ensure that the equipment is in proper working order at the beginning of his/her shift. Malfunctioning or inoperable equipment is to be immediately documented and reported to the appropriate authority for replacement or repair.
11. The on duty Officer is to maintain direct communication with the other Officers and law enforcement personnel with the goal of enhancing the safety and wellbeing of the public and department personnel.
12. All vehicles that enter through the visitor/vendor side of the gatehouse must stop at the gate arm. If two or more vehicles arrive at the same time the gate must still close between the vehicles. This is primarily to allow the video to record the vehicle and driver clearly.
13. Vehicles in the resident lane have priority over the vehicles in the visitor lane. If there are vehicles in both lanes, the resident lane vehicles will be given safe passage **before** the visitor lane vehicle is allowed to proceed. This is to avoid a vehicular accident.
14. Any visitor lane vehicle that refuses to roll down their window must be held until the guard documents the vehicle's license plate number. Only then is the vehicle allowed to proceed into the District.

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15. Do not put the gates on automatic during any shift, unless you are in the bathroom. The use of automatic is only to allow you to leave the position temporarily and upon returning you must immediately change the gate operations back to manually. Please adhere to this method of operation throughout your shift.
16. Once all equipment and all reports are turned over in working order to the relieving officer you are to leave the premises.
17. No one except the guard on duty is allowed to loiter at or in the guardhouse.

EMERGENCY PROCEDURES

1. When confronted with an emergency situation **DO NOT** avoid the situation. You are there to protect and serve our client's interests no matter what they may be.
2. In an emergency the following tasks must be completed:
 - Contact the Police immediately.
 - Call Security Alliance base and they will dispatch the Supervisor on duty.
 - Notify the designated location representative(s) immediately.
3. When the police arrive, stay with them and assist as needed.
 - Obtain the Officer's Name and Badge Number if possible.
 - Gather all pertinent information required for your report, try to be as accurate as possible and make sure to list all witnesses.
 - **DO NOT** leave the scene until properly relieved.
4. Complete an **Incident Report** using black ink, for any emergency or any other situation that seems out of the ordinary. A copy of all Incident Reports will be forwarded to the client as soon as possible.
5. All emergencies and any other incident will be recorded on your daily activity log and report.
6. Once the situation is completed you must resume all your duties.
7. If you have any questions on what to do under emergency situations call the following for assistance:

CENTRAL DISPATCH:	(888) 610-7769 or (305) 670-6544
Field Supervisor:	(786) 267-5271
Beatriz Mulet, Account Manager:	(786) 999-4128
Angel Rosado, Director of Operations:	(786) 367-1242

UNIFORMS AND EQUIPMENT

1. All officer uniforms must consist of the following:
 - Tan Shirt

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- Black Pants
 - Black shoes
 - Black socks
 - Name tag
 - ID card and License
 - Black uniform jacket (no other)
2. All uniforms **MUST** be maintained in a clean and professional condition, free from holes and tears.
 3. All officers should be clean shaven and have neatly combed and trimmed hair and mustaches.
 4. All uniforms must be maintained free from stains and sharply pressed at all times.