

NESCTC
SECURITY AGENCY LLC
POST ORDERS

SECURITY OFFICER(S) **MUST**, AT ALL TIMES WHILE ON DUTY OR AT A POST:

- REPORT TO WORK ON TIME, AS SCHEDULED ON ANY APPLICABLE PURCHASE ORDER (WITH LP)
- CALL ON AND OFF DUTY TO NESCTC FROM A SITE PHONE IN ACCORDANCE WITH SECURITY OFFICER SIGN-IN PROTOCOL
- WEAR COMPANY UNIFORM (BLAZER, SLACKS, TIE, BADGE) OR A CLIENT-APPROVED UNIFORM
- BE CLEAN AND WELL GROOMED
- MAINTAIN A PLEASANT, CUSTOMER-FRIENDLY, PROFESSIONAL DEMEANOR AND POSTURE
- PRACTICE COURTESY, DIPLOMACY, RESPECT AND GOOD PUBLIC RELATIONS
- GREET CUSTOMERS APPROPRIATELY IF REQUESTED BY STORE MANAGEMENT
- PERFORM THEIR DUTIES IN AN AWAKE, ALERT & READY MODE
- ESTABLISH & MAINTAIN A POSITION AT THE FRONT OF THE STORE OR WHERE DIRECTED BY LP
- DIRECT CUSTOMER REQUESTS FOR ASSISTANCE TO STORE MANAGEMENT OR CUSTOMER SERVICE
- OBSERVE & REPORT ANY SUSPICIOUS BEHAVIOR TO LOSS PREVENTION OR STORE MANAGEMENT
- ONLY WORK HOURS AUTHORIZED ON ANY APPLICABLE PURCHASE ORDER; CHANGES MUST BE CALLED IN TO NESCTC BY LP; 4 HOUR MIN. IN EFFECT WHEN GUARD DUTY IS CANCELLED

SECURITY OFFICER(S) **MUST NOT**, AT ANY TIME:

- LEAVE THEIR POST AT THE FRONT OF THE STORE FOR ANY REASON (ASIDE FROM ON-SITE BREAKS) WITHOUT MANAGER PERMISSION
- ROAM THE STORE, SIT DOWN, TOUCH CLIENT PROPERTY OR EQUIPMENT, OR TALK ON THEIR PERSONAL CELL PHONE
- DETAIN, STOP, APPREHEND, CHASE, FOLLOW, PURSUE, QUESTION OR ACCUSE ANYONE
- TALK TO EMPLOYEES OR INTERRUPT THEIR WORK EXCEPT AS PROVIDED IN THESE POST ORDERS
- PERFORM ANY DUTIES NORMALLY ASSOCIATED WITH STORE OPERATIONS, SUCH AS COLLECTING TRASH, SWEEPING FLOORS, ETC.
- TOUCH, POSSESS, CONTROL, INVENTORY OR GUARD ANY CASH
- CALL POLICE EXCEPT IF DIRECTED BY LP OR STORE MANAGEMENT IN AN EMERGENCY
- CARRY, POSSESS OR USE ANY WEAPONS OF ANY KIND WHILE ON DUTY (i.e. NO WEAPONS OF ANY KIND ARE ALLOWED ON POST)

SECURITY OFFICERS ARE ON SITE ONLY TO DETER POTENTIAL LOSS. THEY ARE **NOT** PERMITTED TO DETAIN, APPREHEND, STOP, QUESTION, ACCUSE, CHASE, FOLLOW OR PURSUE ANYONE. THEY ARE INSTRUCTED TO OBSERVE, REPORT AND NOTIFY ONLY.

SECURITY OFFICER SIGN-IN PROTOCOL

1. Guard(s) must report **ON-TIME** to the Manager On Duty (“MOD”) at the beginning of each shift.
2. Guard(s) must contact NESCTC (immediately after reporting to MOD) at beginning and end of each shift **USING THE STORE PHONE (NOT A CELL PHONE)** by calling:

401-921-1002

When calling in, Guards must clearly state their Name, Store Name, Store Number, Name of Manager On Duty, and Company Worked For (Local Service Provider).

3. Guard(s) must sign in and out with the correct times on the Sign-In Sheet. There is to be one Sign-In Sheet per week and it must stay in the store at all times. (Each Sign-In Sheet runs from Sunday to Saturday).
4. The Manager On Duty must sign to the right of each guard(s) name to validate the work hours on the Sign-In Sheet. (Ultimate verification of a Guard being on site is from Store Management. If a Manager does not sign the Sign-In Sheet, NESCTC can not make payment to the local service provider).
5. The Sign-In Sheet should be faxed from the store to NESCTC after the last shift of the week on Saturday. Fax Sign-In Sheet to: 401-921-5999.

“I have read, understand, and will comply with the Post Orders and Officer Sign-In Protocol.”

X _____
(Officers Signature)

Date: _____

X: _____ Company Employed By: _____
(Officers Printed Name)