



**Security | Investigation | Training | Consulting**

## **NEW FIELD MEMBER REFERENCE GUIDE**

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## Welcome to AEGIS Security & Investigations Inc.

Congratulations on your decision to join the AEGIS Security & Investigations Inc. family. You have been selected to join a group of only the highest caliber security professionals. Our exceptional standard of service reflects upon our goal to operate with a high return on investment for clients, exceeding their expectations. Employees are given the trust and flexibility to execute their jobs to the best of their ability. It is anticipated all AEGIS employees will operate at the level of other company's supervisors, requiring minimal supervision. This means managing yourself and your team, interacting with clients and the public. It is necessary for you to always keep in mind that the actions you take reflect not only on you but directly on the success of our organization.

I believe that each employee contributes directly to our steady growth and proven success. Taking pride in delivering a product that is unequalled by our competitors is essential in order for us to maintain our competitive advantage. This **AEGIS Security & Investigations Inc. New Field Member Reference Guide** is intended to serve as an orientation and reference guide for all AEGIS employees. The information will enable you to understand and effectively use a wide range of resources as you perform your job duties. It contains valuable information about AEGIS Security & Investigations Inc.'s mission, values, operations, policies, procedures, and resources.

AEGIS Security & Investigations Inc. strives to create a positive environment in which all of our full-time staff and part-time employees can contribute to and feel part of the AEGIS Security & Investigations Inc. family. I am confident that your experience with AEGIS Security & Investigations Inc. will be challenging, enjoyable, and rewarding. Thank you for joining us in our ***commitment to excellence!***

Welcome to the AEGIS Security & Investigations Inc. Family!

Jeff Zisner, CPP  
President & CEO

## **About AEGIS Security & Investigations Inc.**

AEGIS Security & Investigations Inc. is a privately owned and operated company founded in 2007 as AEGIS Consultants by Jeff Zisner. With humble beginnings as a security consulting firm, AEGIS Security & Investigations Inc. began offering full service security and investigation services beginning in 2010.

AEGIS Security & Investigations Inc. attributes its growth and success by providing an astute attention to detail for each and every client, big or small, by every member of our team. Our success is largely due to our loyal employees, strong client base, and our ability to provide each of our clients with a specific and individually customized service.

Our mission statement and value statement are extremely important to the culture and success of AEGIS Security & Investigations Inc. It is important to note that while employed by AEGIS Security & Investigations Inc., it is agreed upon that you will adhere to and abide by the policies and procedures set forth in this Reference Guide including, but not limited to, the mission statement and value statement.

## **Mission Statement**

To identify, meet, and exceed our clients' security, investigation, training, and consulting expectations.

## **Value Statement**

**Pride in One's Self:** At AEGIS, we take pride in everything we do. That includes the interaction with each person we come in contact with, every time we put on our uniform, and every decision we make.

**Knowledge and Experience:** AEGIS employees use knowledge and experience to address each and every concern, issue, and grievance. We are realists. If we don't know something, we ask for help and learn from the knowledge that we have gained.

**Growing as a Team:** Every employee is given opportunities to acquire additional skills through professional development, participate in business growth campaigns, and to grow develop strong interpersonal relationships. We work in harmony toward common goals marked by mutual respect, trust, enthusiasm, and commitment.

**Prevention:** What distinguishes AEGIS from other security contractors is that we strive to be proactive, taking steps to prevent unnecessary exposure to poor public perception, liability, and losses.

**Communication:** We are committed to listening and responding to feedback and promoting communication vital to the success of our organization and its strategic partnerships. We utilize active listening, observation, and interpersonal communication techniques to detect, report, and mitigate potential losses.

## **About the Reference Guide**

We will refer to AEGIS Security & Investigations Inc. as the “Company” or “AEGIS” in this New Field Member Reference Guide. This New Field Member Reference Guide is intended to provide all employees with an overview of the Company’s employment policies and procedures. We expect you to read this Reference Guide in its entirety, become familiar with its contents, and comply with the provisions set forth. If you have any questions, feel free to discuss them with your supervisor or Human Resources.

Neither this Reference Guide, nor any written or oral policies or statements by any employee of AEGIS Security & Investigations Inc., including any management or supervisory employee, creates an express or an implied contract with regard to the length or the terms and conditions of your employment, or any other matter, except with regard to the “at-will” nature of the employment relationship and the arbitration and class action waiver. Nothing in this Reference Guide or in any other Company policy or procedure creates or is intended to create a promise or representation of continued employment or a guarantee of a particular job position, title, responsibility, or compensation.

At its option, AEGIS Security & Investigations Inc. may change, delete, suspend, or discontinue any part or parts of the provisions of this Reference Guide, or any terms and conditions of your employment, at any time without prior notice. Examples of the types of terms and conditions of employment that are within the sole discretion of the Company include, but are not limited to, the following: promotion, demotion, hiring decisions, compensation, benefits, qualifications, discipline, layoff or recall, rules, hours and schedules, work assignments, job duties and responsibilities, production standards, reduction, cessation or expansion of operations, determinations concerning the use of equipment, methods or facilities, or any other terms and conditions that the Company may determine to be necessary for the safe, efficient, and economic operation of its business.

If any provisions of this Reference Guide are changed, AEGIS Security & Investigations Inc. will email a memo stating what changes have been made to the Reference Guide so you are always informed as to the latest version. If at any time you require an updated electronic version, contact Human Resources. Your continued employment with the Company signifies that you agree to comply with all provisions of this Reference Guide, even though part of this Guide at the time you received it was subsequently revised. No oral or written statement or promise by any AEGIS Security & Investigations Inc. employee, including any supervisor, is meant to be nor may be interpreted as a change in the provisions of this Reference Guide, unless that statement or promise is set forth in writing and signed by HR.

This New Field Member Reference Guide replaces (supersedes) all previously issued employee handbooks. Any previous policies, procedures, practices, benefits, or terms and conditions of employment, whether written or oral, which are inconsistent with those contained in this Reference Guide, are superseded by the provisions of this Reference Guide. If you have questions about the contents of this Reference Guide, please contact Human Resources.

## **Contact Information**

Main Office: 310-838-2787

Mailing Address: 10866 Washington Blvd. #309, Culver City, CA 90232

Main Office: [info@aegis.com](mailto:info@aegis.com)

Human Resources: [office@aegis.com](mailto:office@aegis.com)

## **Training Requirements**

The State of California has certain requirements that must be met in order to work as a security guard. (See California Business & Professions Code §§ 7580 et seq.) ONLY valid and licensed guard card holders with the designated amount of training may work in security positions. A valid guard card, temporary certification, issued by the California Bureau of Security & Investigative Services, or any other form of acknowledgment approved by AEGIS must be in your possession any time you work an assignment for AEGIS Security & Investigations Inc.

## **40 Hour Security Guard Training Requirement**

### **Date of Completion**

Prior to Being Assigned on Post  
Training Required within the First 30 Days of Licensure  
Training Required within the First Six Months of Licensure  
Annual Refresher Course (end of every year)  
Total Hours

### **Training Hours Needed**

8 Hours  
16 Hours  
16 Hours  
8 Hours  
48 (Guard Card 40 hours &  
Annual Refresher Course 8 Hours)

AEGIS Security & Investigations Inc. provides free training opportunities to our staff throughout the year, with notices distributed via email and our app. For your convenience, initial and yearly refresher training is also available at [www.aegis.com](http://www.aegis.com) for a discounted fee. To be clear, the trainings offered by AEGIS are voluntary and are not company-specific. You may obtain initial and yearly refresher training from any PPO or any BSIS licensed training school.

If you fail to complete the required initial or yearly refresher training, your guard card automatically becomes invalid and you are NOT considered a current licensed guard card holder. Therefore, you may not work as a security officer and AEGIS Security & Investigations Inc. may choose to suspend and/or terminate your employment based on your failure to maintain an active guard card.

AEGIS Security & Investigations Inc. will not renew your guard card for you. It is your responsibility to furnish AEGIS Security & Investigations Inc. with the new card number, expiration date, and renewal document every time your guard card is renewed. If your guard card becomes invalid (for any reason), AEGIS Security & Investigations Inc. will not reimburse you for the fees you were required to pay. Additionally, AEGIS Security & Investigations Inc. may choose to suspend and/or terminate your employment based on failure to maintain an active guard card.

### **Non-Guard Card Holders**

If you do not have a valid guard card, you are not permitted to work in positions which require a licensed guard card holder.

### **Use of Force:**

- Every officer both armed and unarmed working must review, implement, and abide by all Use of Force Policies in accordance with best practices.
  - Officers, as a generally rule of thumb may only apply enough force to overcome the physical resistance enforcing the law within the course and scope of your duties.
  - Officers may only apply force if they are experienced in such techniques, equipped if necessary, and physically capable of applying the necessary amount of force to overcome the resistance.
1. Verbal commands - If a subject is violating procedure, policy or the law – use "Please don't" "Don't move" "Stop" "Break it up" "You're trespassing" non-threatening commands.
  2. Contact controls - If a subject doesn't respond to verbal commands, use of force allows for reasonably escalation to contact controls. This is done with empty hands and may employ the use of non-lethal joint locks, grabs, or holds to gain compliance based on each officer's individual training and capabilities. While using contact controls, continue to state "Stop resisting" "Don't move" or "Break it up" depending on the situation.
  3. Compliance techniques - If a subject doesn't respond to compliance techniques, use of force allows for an escalation to less than lethal weapons: OC (pepper) spray, baton, and Taser. Any officers employing the use of less than lethal weapons must have current permits and licensing and have completed

training in accordance with State standards. Prior to deploying compliance techniques, officers must state their intention to do so to the subject and give them the opportunity to become compliant.

4. Lethal Force - If a subject doesn't respond to compliance techniques and has the capacity to carry out SEVERE BODILY HARM OR DEATH TO THE YOU OR PERSONS WE ARE HIRED TO PROTECT, the continuum up the scale allows for lethal force if absolutely necessary and as a last resort. A subject must have both the intent to do severe bodily harm or death (the thought and will to do so) as well as a weapon capable of committing severe bodily harm or death. If there is not a "clear and present danger", than deadly force is not authorized.

When you must put your hands on someone and physically intervene either because they are a danger to you or to others, it is important to follow these guidelines to ensure your safety and minimize liability.

1. To move through a crowd, you should use a flashlight if it's dark and lead with a hand, firmly asking people to give you space. Move as quickly as possible in a safe manner. Never knock people over or otherwise impact any others in the crowd.
2. If you do not have a reasonable expectation of successfully resolving the situation, do not attempt to intervene. Call for assistance and if necessary, call 911.
3. Always try to talk people out of the space first by asking them to follow you, then telling them you need to talk to them outside. Do not put your hands on someone unless it's absolutely necessary to enforce the law or to intervene in an altercation.
4. ONLY USE ENOUGH FORCE TO OVERCOME THE RESISTANCE.
5. Never strike an individual, only use control holds and only to the extent you are trained and capable of doing so safely using the "seatbelt" style technique with one arm over one shoulder and the other under their other arm or joint locks, avoid headlocks.
6. If you are alone, and you have a reasonable expectation of success, always go after the aggressor.
7. You may not detain or arrest someone. If after the altercation is resolved, they refuse to leave, call the police and have them either tell them to leave or take them for trespassing.
8. If you are alone, remove the aggressor out the nearest exit. If you have a team, separate those involved and remove them through opposite exits.
9. If someone is hurt or your believe there is a chance of criminal prosecution or a law suit, take a photo of them (don't ask them to pose, simply snap a photo as they are about to leave)
10. You can continue to restrain someone as long as they resisting.
11. Never let both parties go at the same time. Always release the aggressor first, ensuring that they not only leave the site, but leave the area in its entirety (getting in a car, taking a bus, cab, Uber, etc) and then several minutes later, the others involved.
12. Never let them back in to the site.
13. At no time is fighting (boxing, punching, hitting, striking, anybody for any reason other than self defense permitted). For self defense to be permitted in the eyes of the law, you must be directly being attacked and you must feel like you cannot resolve the situation any other way. As soon as as you have gained control or compliance, you are to cease defending yourself immediately.
14. You are to not taunt or escalate any situation at any time, maintaining 100% professionalism.

## **Firearms Training**

All armed security officers must complete semi-annual firearms requalification at their own expense and submit a scan or photo of the form to [office@aegis.com](mailto:office@aegis.com) as the requalification is completed.

All officers who are licensed with firearms permits are hired and offered employment as unarmed security officers as well. Should you desire to work armed posts, the following company policies apply:

- Firearms permits must be in free and clear in good standing with the Bureau of Security & Investigative Services at all times.
- Bi-annually qualification must be completed on all calibers on your firearms permit in accordance with BSIS regulations with proof of completion being submitted to [office@aegis.com](mailto:office@aegis.com)
- Weapons must be maintained and clean at all times.
- Holsters must include resistance.
- If a safety is present, it must be engaged at all times.
- Ammunition for carry and for training must be fully jacketed and lead free.
- You are to only work armed when assigned by management and noted in the post orders.



### On the Job:

- Check, clean, and load your weapon at home. If you must load it at work, do so in an enclosed space without anybody around (private office, break room, closet). The weapon should be pointed down and in a safe direction at all times. Then enable your safety if it is equipped, holster your weapon and secure it via the locking mechanism or thumb break.
- Never unholster your weapon unless there is a clear and present danger of imminent severe bodily injury to you or the people you are assigned to protect.
- You are to not intervene in physical altercations while armed. If licensed and permitted, you may use pepper spray/tear gas and/or a baton to overcome the resistance of an altercation.
- If you must discharge your weapon, make sure there are no potential victims beyond that of your target.
- Fire only as many shots as necessary to neutralize the threat. Once the clear and present danger of imminent severe bodily injury is neutralized, call 911 IMMEDIATELY while keeping your weapon unholstered and aimed at the suspect. If they were armed, secure their weapon with your hand and fingers covered, preferably gloved. If not, lightly kick it to a safe distance and ensure the suspect and nobody else touches it.
- As soon as the police arrive, call AEGIS management IMMEDIATELY. Do not make a statement or speak with the police officers unless instructed to do so by AEGIS management.

### To Be Scheduled for Work

AEGIS Security & Investigations Inc. hires full time, part-time, and flex team members and utilizes the following scheduling procedure to staff recurring posts, temporary assignments, events, and contracts per the client service agreements.

In order to ensure you are scheduled for you work, all AEGIS employees must:

- Update their email and cell phone information via the app.
- Regularly log in to request available shifts in response to the "System Generated Messages".
- Notify AEGIS Management with trouble logging in.
- Be available for the shifts requested.
- Failure to do so may result in removal from the system with the employee being place in an "Inactive" status.
- Failure to work at least one shift a month may result in the employee being place in an "Inactive" status and is considered a voluntary resignation.

### IMPORTANT NOTES

Once you are scheduled for work, whether it is an event or a regular post, the only acceptable reason to call off a shift is a verifiable medical emergency for yourself or an immediate family member. **DO NOT** schedule yourself to work unless you intend to work. Calling off may result in immediate disciplinary action including but not limited to a warning, dismissal from your shift, reduction of pay, or termination.

Confirmations will be made via our online system prior to the scheduled shift. From time to time, you may be asked to confirm the shift via SMS, email, or a phone call as well. If you do not confirm the schedule within a reasonable amount of time prior to the scheduled shift, you may be replaced without notice and not compensated if you report for work. The security business is not an exact science and clients are notorious for changing orders, adding, or cancelling. It is imperative that you confirm your schedule prior to reporting to work.

Always confirm your schedule with the company's app. If you are not available for a shift for which you are scheduled, contact management at least 7 days advance of the shift and immediately upon discovering you are not available.

Cancellations are one facet of scheduling we hope to keep to a minimum. We believe if you schedule and confirm your job placement, you should be at the job. AEGIS will do everything it can to ensure your schedule is accurate and has as few changes as possible.

AEGIS Security & Investigations Inc. New Field Member Reference Guide

### **Sick Time Off, FMLA Sick Leave, and Paid Sick Leave**

If you need to miss work due to illness, request off by using the emergency request in the app immediately **and** follow that up with a call to your manager. If you need to take leave, please review the attached FMLA and CFRA handout distributed to AEGIS employee **and** an email explaining your situation to shayna@aegis.com. If you would like to be paid accrued sick leave, email Shayna@aegis.com no later than the start of the shift you are calling in sick for so it can be processed on the following payroll. Do not wait until the day of your shift to request off, as it makes it much more difficult to cover you. Unless you get the confirmation email that you are off, you are still on the shift. If you don't receive a confirmation that you have been removed from your shift, contact operations ASAP. If you get a reminder email 24 hours before a shift that you're supposed to be off, call operations immediately.

### **Holiday Vacation Requests**

As a matter of logistical necessity, AEGIS does not grant time off regularly scheduled staff for holidays. If you work a regular post, you will be required to work that post on all holidays, even if it's a day of the week you're not typically scheduled for. Security personnel work in the service industry and these are our peak times for service. The good news is that many clients pay holiday pay at a rate of 150% for major holidays, so chances are, if you are working on a major holiday, you may get extra pay because of it.

### **Emergency Time Off/Vacation Requests**

Submit your emergency time off ASAP and vacation requests early (**at least month in advance**) in the app **with a note**. Merely submitting your vacation request does not guarantee it will be approved. If possible, attempt to adjust your time off to Sunday-Thursday, as the weekends are generally very busy and are more difficult to cover. Note that AEGIS generally does not grant vacation requests during major holidays, as they tend to be our busiest days of the year.

### **Resignation**

Requests to resign should be made by email to office@aegis.com. You will then be forwarded an e-document resignation form to be completed for your request to be fully processed.

### **Availability**

- Setting your availability accurately and updating it on a regular basis will ensure you work as much as possible.
- If your availability shows that you are available for a shift, a manager or supervisor may assign you to work. If you cannot work, update your availability and let the management staff know ASAP.
- If the app shows you as available, you are assigned a shift, and you don't show up in the manner and attire described in the shift notes, it will be considered a no call/no show and will result in a suspension and potentially termination.
- While AEGIS makes every attempt to schedule shifts in advanced, if a client requests a change to the schedule and your availability calendar shows you as available, your shift will be moved up, lengthened, or shortened per the client request.

### **Before Your Work**

#### **Firearms/Gear/Equipment**

AEGIS only issues H&K USP or USP Compact 9mm or .45 ACP firearms for those licensed to carry, certified with those calibers, and seeking work as an armed officer due to H&K's inherent reliability. AEGIS can make available upon request, a company issued firearm, expandable baton, pepper spray canister, flashlight, batteries, PTT mobile radio, and handcuffs along with a duty belt for properly licensed personnel for use during employment with AEGIS. Requests shall be made in writing and via email to office@aegis.com 72 hours or more prior to the assigned shift. A deposit equal to the expected replacement value of the item is required before taking possession of the item. Upon termination or resignation, the item shall be returned and the deposit will be refunded with interest. No deduction will be made for

normal wear and tear, however it should be in good working order and free from damage. Should you request assistance in procuring your own gear, contact a manager. Should you decide to not request issued gear from AEGIS, you agree to furnish your own gear and waive any rights it claims as a result of choice to supply your own gear. All firearms holsters must have active retention to secure the firearm within the holster when being carried on the duty belt.

AEGIS Security & Investigations Inc. will provide or make available to you upon request, all tools/equipment that are required or necessary for the performance of the job. These tools/equipment are provided or made available at “no charge” by AEGIS. In the event that you believe that any tools and equipment are necessary for the performance of your duties and AEGIS has not supplied them, you should inform HR in writing so that AEGIS may determine whether such tools or equipment are required or necessary to perform your job. Any personally owned tools/equipment that you bring to work are purchased voluntarily based on your own choice and for your own benefit and that the AEGIS has not required, suggested or encouraged that you provide or purchase such additional tools/equipment. Furthermore, you understand and agree that you are PROHIBITED from bringing any tools, gear or equipment to work except the items specifically allowed for in your post orders.”

### **Grooming, Uniforms, and Personal Appearance**

The appearance of each Team Member adds to the overall presentation and impression at each job site. You will be required to adhere to AEGIS Security & Investigations Inc.’s Grooming and Appearance Standards and may be requested to make changes in your personal grooming and appearance (hairstyle, makeup, and nails) in order to conform to these standards and to maintain a crisp, professional, and polished appearance.

### **Uniforms**

The Company utilizes three basic kinds of dress depending on client specifications: (1) A black suit with a white or black dress shirt and a black tie, (2) all black attire consisting of a black button down dress shirt, black slacks, a black leather belt, black socks, and black dress shoes, and (3) the AEGIS uniform. The only pins or decorations that may be worn on uniforms are AEGIS Security & Investigations Inc. nametags, pins, or badges issued by the Company. Employees are required to wear specific uniforms according to client needs. Any uniform (polo shirt, button down shirt, or jacket) item with a Company logo will be issued to you. A reasonable deposit may be held by the Company for each article of the uniform issued. The uniform is the property of AEGIS Security & Investigations Inc. and is not to be abused or worn except during working hours/shifts. If you are issued a uniform to keep in your possession throughout your employment, a uniform agreement must be signed and kept in your personnel file.

Uniforms are never to be worn to and from work (only put the uniform on during the check in process and promptly remove it during the check-out process). Uniforms are never to be worn for personal reasons, including, but not limited to: any personal use, as a costume, or in pictures online including Facebook, Myspace, Instagram, Snapchat, Twitter, personal web pages, etc. Unauthorized use or sale of AEGIS Security & Investigations Inc.’s equipment or uniforms could result in criminal prosecution and civil liability. Issued uniforms are never to be shared, loaned to other employees, borrowed, traded, etc. It is the employee’s responsibility to return issued uniforms at the end of the event.

AEGIS uniforms should be cared for the same way you care for your regular clothing. They do not require special washing or dry cleaning. You will be provided a small stipend on every paycheck to offset, among other things, the cost of laundry for your uniforms.

Employees must return all issued AEGIS Security & Investigations Inc. property immediately upon request or upon termination of employment. Where permitted by applicable laws, AEGIS Security & Investigations Inc. may withhold from the employee’s check, or final paycheck, the cost of any items that are not returned when required. Again, AEGIS Security & Investigations Inc. may also take any action deemed appropriate to recover or protect its property.

Any designated attire that does not include the AEGIS logo is at the expense of the employee. This includes suit and tie, all black, plain clothes, pants, shoes and other accessories. The Company will not pay for, reimburse, or otherwise compensate employees for the acquisition, repair, or replacement cost of these items.

### **Pants**

Pants must be black. No ankle length (i.e. capris or shorts). All pants must be a professional fit (meaning nothing tight fitting/clingy or too baggy). Additionally, all pants must be made with the same fabric or fabric similar to that of “Dockers” or “Dickies”, brands to ensure consistency with all employee uniforms. In other words, the pants should be able to be starched if necessary and this would eliminate pants that are leggings, stretchy materials, or linen. These are NOT uniform and not permitted.

### **Suit**

Suit for men or professional dress for women. Black suit (light pinstripes are okay), black tie, and a white or black dress shirt. Any variation of this required suit will be notified by management prior to a scheduled shift. The AEGIS lapel pin is to be worn in the slit on the suit jacket to the left of the knot of the tie.

### **All Black**

A black button down dress shirt and black pants must be made with the same fabric or fabric similar to that of dress slacks, “Dockers” or “Dickies.”

### **Uniforms**

Uniforms issued by the Company are to be washed and clean for every shift. If you have an issue with your uniform, please contact human resources. The uniform is the property of AEGIS Security & Investigations Inc. and is not to be abused or worn except under the scope of employment. Employees must return all AEGIS Security & Investigations Inc. property immediately upon request or termination of employment. Where permitted by applicable laws, AEGIS Security & Investigations Inc. may withhold from the employee’s check or final paycheck the cost of any items that are not returned when required.

### **Shoes**

Employees in uniform, unless otherwise instructed, are required to wear plain closed heel and closed toe ALL black dress shoes or boots that are to be polished/shined, with ALL black shoelaces; *slip resistant soles are recommended*. Plain ALL black socks are also required. Sandals, steel toed boots, Crocs, Uggs, or other non-professional looking work shoes are strictly prohibited.

### **Belts**

Belts must be black in color, professionally fitting and leather, not to exceed belt loops.

### **Cell Phones**

Cell phones/electronics are not permitted for use while on duty except for clocking in and out on duty, or using Company provided apps/websites for patrol scans on duty, responding to calls from AEGIS management on duty, or completing incident reports on duty. Cell phones must be left on vibrate while on post and on-duty. It is only acceptable to call/text AEGIS management while on post and on-duty. The camera function is *strictly* prohibited. You are free to use your devices at any time while on break or during an unpaid meal period. Deviation from this policy may result in suspension, demotion, pay decrease and/or termination.

### **Hair Coloring**

AEGIS Security & Investigations Inc. does not permit unnatural dyeing, bleaching, or tinting of hair. Complimentary, natural color highlighting is acceptable. The following colors are not acceptable in hair: pink, blue, bright red, green, purple, yellow, orange, teal, magenta, etc.

**Tattoos**

Visible tattoos are unacceptable and must be covered at all times. No tattoos on the neck, face, or hands. A visible tattoo is one that is not covered by the uniform.

**Hats and Fanny Packs**

Only approved AEGIS Security & Investigations Inc. issued hats may be worn with your uniform. Fanny Packs are not allowed unless provided as part of your uniform for positions such as a parking attendant to secure money and tickets.

**Medical or Cosmetic Exceptions**

Exceptions will be made for wigs, hair containment, and shoes if for medical, religious, cultural, or cosmetic purposes.

**Hair**

A neat, clean, and natural haircut and grooming are essential for a professional image. Hair should not cover one's face, it should not restrict one's ability to safely do their job. Hair must be neatly combed and arranged in an attractive, easy to maintain and natural style. Individuals who prefer long hair should take special care to keep it neat and well styled. Hair below shoulder length must be combed away from the face so that it will not fall forward or cover the face while performing normal job duties. Traits historically associated with race, such as hair texture and protected hairstyles including braids, locs, and twists are permitted.

**Long Hair**

The following accessories are acceptable: a plain barrette, rubber band, comb, or headband without ornamentation of any kind, including bows. Nothing other than the above mentioned hair accessories are allowed to be worn in the hair and this includes beads, bells, shells, etc.

**Sideburns**

These should be neatly trimmed and may be permitted to extend to the ear hole following their natural contour. Flares or muttonchops are not permitted.

**Mustaches**

These are permitted if they are maintained in a neatly trimmed manner and do not extend below the corner of the mouth.

**Beards and Goatees**

These must be neatly established and maintained. Beards and/or goatees are acceptable.

**Shave**

A clean shaved face is essential for those who do not have a neatly established and maintained beard and/or goatee.

**Fingernails**

Clean, presentable fingernails are a must which must be clean and well groomed, and not impede one's ability to do their job safely. Polish is to be a solid color and maintain a professional image. Nail jewelry is not permitted.

**Aftershave, Cologne, Perfume & Deodorant**

Due to close contact with guests and fellow team members, the use of a deodorant or antiperspirant is required. The use of heavy cologne and perfume should be avoided.

**Jewelry**

AEGIS Security & Investigations Inc. strongly discourages wearing jewelry on the job. However, wedding bands and wristwatches are permitted. Only one ring per hand, which may be worn on any finger, is allowed. Team members may elect to wear a single, matching set of stud style earrings. Hoop or other styles are not permitted. NO EAR OR NOSE PLUGS, TONGUE RINGS, FACIAL PIERCINGS, NECKLACES, BRACELETS, ANKLETS, OR DENTAL JEWELRY OF ANY KIND ARE PERMITTED. Band-Aids used to cover piercings or tattoos are not acceptable.

AEGIS Security & Investigations Inc. understands that style and professionalism are subjective; therefore, AEGIS Security & Investigations Inc. reserves the right to council all team members on what is and what is not acceptable in regards to grooming and appearance. Those team members who are not in compliance with our grooming and appearance standards may face disciplinary action up to and including termination.

### **Parking Instructions**

AEGIS attempts to give parking instructions for every shift in an effort to make your arrival easier. If the post orders indicate that parking is reimbursed, always have cash on you, add the amount you paid up to the reimbursement in the shift notes when clocking in, and send your receipt to [parking@aegisprivatesecurity.com](mailto:parking@aegisprivatesecurity.com) at the end of your shift. Always make sure to read the signs, as parking tickets and towed vehicles will not be reimbursed.

### **Preparing for Work**

- Always make sure to leave enough travel time to show up on time for every shift.
- Always wear the designated uniform without deviation. Do not bring any tools, gear or equipment unless otherwise instructed in your post orders. Do not customize or modify your uniform.
- Always have a small flashlight. AEGIS can provide a flashlight at your request for a small deposit.
- Always make sure your contact information is up to date. Otherwise checks and your shift schedule may not reach you.
- Double check to make sure you have your valid guard card and ID on you before leaving for work.

### **While You Are Working**

AEGIS Security & Investigations Inc. is a service business which makes you and your job important to our effectiveness as a company and your on-site team. Your commitment, interest, and cooperation are critical elements for the Company as well as for your continued success.

AEGIS Security & Investigations Inc. has established the following general work rules, instructions and regulations. They are intended to promote cooperation and productivity while at work. These rules are not intended to be all-inclusive and are subject to change as conditions warrant. At all times employees are expected to exercise good judgment and discretion in their actions and communications with customers, supervisors, and other employees.

Violation of a work rule is a serious matter. As with other disciplinary situations, the violation of a work rule can result in disciplinary action, up to and including immediate termination.

It is expected employees will maintain the general safety and security of client sites by working within the confines of AEGIS policies and procedures as well as site specific post orders.

### **Clock-in/Clock-out Period**

Utilizing a smart phone is mandatory in order to accurately clock in at your scheduled start time and out at your scheduled end time or when dismissed by your supervisor or the client. It is mandatory that your GPS is enabled for clock in and clock out. Should your shift end significantly early or extend late, leave a shift note when clocking out as to the reason why and who approved the change in order to be compensated properly. In addition, if your shift has a special pay rate or reimburses for parking, leave that in the note as well, or you may not be paid properly. Relying on text messages to managers or supervisors to document your time clock may delay reimbursement.

If a client requests you to begin work early, you must contact a manager for approval so we can adjust your scheduled hours to allow you to clock in early. Otherwise, you may not begin work early.

### **Tardiness / Lateness**

When scheduled, employees must arrive on-time, properly groomed and attired, ready to work. It is expected that when you sign in/clock in at the start of your shift, you will be ready to work - not to get settled in, using the restroom, or grabbing a drink. Being late is part of not maintaining our professional demeanor and letting our clients down. When our clients have the choice between us and companies that do a great job and get their staff there on time, they won't think twice and just move on.

Under no circumstance is it acceptable for an employee to begin working before the start of a shift without an AEGIS manager's approval and by documenting it on their time clock.

- Traffic and parking are not an excuse to be late. If you have lived in LA for more than a week, you know what to expect.
- If you are running late, let your supervisor know ASAP along with an ETA. Do not wait until when your shift is about to start to inform your supervisor.

If you let operations management know you're running more late more than a half hour before the start of your shift via email/text/call and give an ETA and a reason, you will get your one and only verbal warning.

If you do not let operations management know via email/text/call at least 30 minutes before your shift or you have already received your one and only warning, your hourly pay may be reduced going forward from your next shift until you have worked 200 hours being on time. When you have accumulated 200 hours being on time, it is your responsibility to ask that your pay be returned to normal. If you are late again, your pay may again be reduced, but this time for 400 hours or you may be suspended or terminated. You will be notified in advance if your pay has been reduced as a result of tardiness.

Lastly, arriving to work late, regardless of the reason, means you might be replaced for your shift. AEGIS takes on-time arrival very seriously. If a rover or supervisor arrives at your post before you do, AEGIS cancels you, or a client cancels you prior to your arrival, you will be instructed not to report to work. Depending on company needs, you may be able to salvage additional hours and report to another site to act as a rover. You will be notified when you are cancelled if this is an option.

### **Company Wide On the Job Instructions**

- Professionalism and customer service is to be #1 at all times.
- Always have a smile on your face and treat everyone with respect and in a calm, courteous, and collected manner.
- NEVER leave your post at any time without approval unless you are on a designated rest break or unpaid meal period.
- If you ever have any questions about anything, ask a supervisor.
- Do only what you are capable of and trained to do.
- There is to be no smoking for the duration of a shift while on duty and while in an AEGIS uniform or while wearing an AEGIS lapel pin.
- There is to be no acceptance of alcohol offered by patrons or clients.
- There is to be no acceptance of tips or gifts offered by patrons or clients.
- Flirting or otherwise engaging in unprofessional touching or conversation with clients, customers, and co-workers is not tolerated at any time.
- Do not ever put your hands on anybody for any reason unless you are using force to overcome resistance after marking direct verbal commands that are disobeyed in accordance with your duties and the law.

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- It is never acceptable to take pictures with clients or guests, regardless if they are celebrities or not.
- It is never acceptable to use foul, vulgar, or inappropriate language with employees, clients, or guests.
- Do not take food or drinks from clients unless you are instructed to do so by a client point of contact (not just anybody) or an AEGIS supervisor.

### **Attire**

- All posts have designated attire in the post orders.
- Suit and tie positions must include a black suit, black tie, AEGIS lapel pin, shined dress shoes, black dress belt, and the designated shirt color.
- Uniforms must be the AEGIS polo / AEGIS jacket, AEGIS badge patch (must be visible) and black Dickies, Dockers, or slacks and black shoes or boots must be shined.
- All posts require a small flashlight.
- If you are working armed or with other equipment, you will be briefed on what equipment to bring in the post orders. If it's not on the post orders, do not bring it.
- NEVER wear your own metal badge anywhere, including on your belt. It is prohibited by BSIS.
- At no time can any tattoos be visible. You may use black under armor to conceal them on arms and make up to conceal them if they are on your neck.
- You may have a clean and neat goatee or mustache or be completely shaven. Beards are not acceptable.

### **Cell Phone Policy**

Clients know we use our cell phones to clock in and out. For shifts that require it, clients know we use our phones to log code 4s, update shift notes, or scan QR codes. Otherwise, keep your cell phone in your pocket and on vibrate at all times while working and on duty. Calls and texts from AEGIS Management are the only notifications you should be answering while on duty. If you need to know the time, wear a watch. You are free to do as you wish with your cell phone while on a rest breaks or during unpaid meal periods. Under no circumstance are you required to use your cell phone for work while on rest breaks or unpaid meal periods.

Security officers being on cell phones, whether it is a call, text, email, app, or on the web, is perceived as 100% unprofessional. If your eyes are on your phone and not your job, then it is impossible to observe and report. Therefore, the same system as tardiness applies for unauthorized cell phone use.

Not following proper company rules, procedure, and protocols or maintaining professionalism is grounds to be sent home immediately being paid for time worked (2 hour minimum/half the shift), verbal or written warnings and immediate termination.

### **Required Applications**



**Mobohubb**



**Humanity**

Please download these applications to your phone upon hire. You will receive a tutorial on how to use these applications during the mandatory onboarding training. Mobohubb is a QR oriented application used to manage and complete your patrols on duty. Humanity is how AEGIS performs daily operations. In this application, you will punch your time clocks, breaks, request shifts and view your schedule.



## Rest and Meal Periods

AEGIS Security & Investigations Inc. abides by all local, state, and federal rest and meal period laws. Due to the nature of security work, all employees are asked to voluntarily sign and maintain a Meal Waiver on file. Meal waivers are revocable in writing by you at any time. Regardless, the Company may still mandate unpaid meal periods. Employees will be notified upon scheduling if a meal period will be taken.

### Rest Breaks

- Aegis provides employees with the opportunity to take a 10-minute paid rest break during every four hours worked (or major fraction thereof), which should be taken as far as practicable in the middle of each work period. Rest breaks may not be combined with meal periods, and they may not be used to shorten the workday. Employees are generally authorized and permitted to schedule their rest breaks at their own discretion under this policy; however, supervisors may schedule rest breaks to ensure the smooth operation of their departments. To the extent possible, rest breaks should be taken when they are the least likely to impact the client or your job duties and in the middle of your shift duration window (ex. 2 hours in to a 4 hour shift).

You are entitled to the following number of rest breaks:

<u>Shift Duration</u>	<u>Number of Rest Breaks</u>
At least 3.5 hours and up to 6 hours	1
More than 6 hours but no more than 10 hours	2
More than 10 hours but no more than 14 hours	3

- All 10 minute rest breaks are not to be taken on-post, on-duty, or where the public at your post (ex. guests of a hotel, students at school, customers of a retail store) can see you. If an on-site client point of contact or AEGIS supervisor is present, politely inform them when you leave your post for your designated rest breaks. Rest breaks are your own free time during which you are relieved of any and all duty. You are NOT permitted to work at all during your rest break or unpaid meal period. You are free to take your break anywhere you like, as long as it is not on-post, on-duty or in the view of the public at your post. You are also free to leave the premises on your breaks, as long as you leave enough time to be back on-post when your break concludes.
- Rest breaks are counted as hours worked, and thus, employees are not required to record their rest breaks on their timecards or in the Company's timekeeping system. AEGIS management will assume you have taken your ten minute rest breaks as instructed for every shift.
- Due to the nature of the security industry, sometimes unexpected situations arise that require immediate assistance. If, for any reason, your rest break is interrupted by client request or an emergency, you must immediately inform the client you are restarting your break to take it in full at the first opportunity. Your restarted break does not need additional documentation. If you are unable to restart your rest break, you must leave a note in your time clock stating the reason for not taking your break along with the individual or emergency that required your assistance. If you fail to add a time clock note, text or email AEGIS' Operations Team and email HR describing why you failed to take your rest breaks and log the note as instructed, within twenty four hours of the missed break. You will be paid in accordance with California Labor Law for your missed rest break. Otherwise, AEGIS will assume you have taken all your breaks as instructed.

### Unpaid Meal Periods

- AEGIS provides its employees with a 30 to 60 minute unpaid meal break when an employee works for a work period of more than five hours. The meal break must begin no later than the end of the employee's fifth hour of work.
- When an employee works for a period of more than 10 hours, AEGIS will provide the employee with a second 30 minute (minimum) unpaid meal break. This meal break must begin no later than the end of the tenth hour of work. If the employee is scheduled to work no more than twelve hours, the second meal period may be waived.

with the mutual consent of both the employee and AEGIS so long as the employee did not waive his or her first meal period. AEGIS generally discourages the waiver of meal breaks in these circumstances, but will consider any reasonable written request of an employee.

- The length of a meal period (whether 30 minutes up to 60 minutes) will be specified in the post order. The post order may specify the time during which you should take your meal break(s). To the extent possible, meal periods should be taken when they are the least likely to impact the client or your job duties and in the middle of your shift. The post orders will further specify whether you will be relieved by another employee during your meal period. If so, you should begin your meal period once you are relieved by the employee. Otherwise, relieve yourself.
- Unpaid meal breaks are to be documented in the timekeeping app by tapping the "Break Button" at the start and end of your break.
- All 30 to 60 minute unpaid meal breaks are not to be taken on-post, on-duty, or where clients or customers can see you on your break on-site. You are free to take your break anywhere you like, as long as it is not on-post, on-duty or in the view of clients or customers. You are also free to leave the premises on your meal breaks, as long as you leave enough time to be back on-post when your break concludes.
- If an on-site client point of contact or AEGIS supervisor is present, politely inform them when you leave your post for your designated meal period.
- Unpaid meal periods are your own free time during which you are relieved of any and all duty. You are NOT permitted to work at all during your unpaid meal period. You are under no obligation to remain vigilant or otherwise perform any services for AEGIS or the client.
- Due to the nature of the security industry, sometimes unexpected situations arise that require immediate assistance. If, for any reason, your unpaid meal period is interrupted by client request or other emergency, you must immediately restart your meal period and take it in full. For example, if your meal period is interrupted after 15 minutes by an emergency, you must take a full 30 minute break as soon as the emergency is over.
- If you do not take your meal period, immediately contact a manager, email HR, and leave a shift note describing why you were unable to take your rest breaks as instructed and who (if anyone) authorized it.
- It is important that you record your meal breaks. If you forget to clock out at the start of a meal break or to clock once you resume your shift, please contact a manager, email HR, and leave a note describing the circumstances, as well as the time of your meal period. If you do not record an uninterrupted meal break of at least 30 minutes, AEGIS will assume that you took the break as scheduled and instructed. Failure to properly record your meal periods may subject you to discipline.
- **UNPAID MEAL PERIOD SIX HOUR WAIVER** - If the employee is scheduled to work no more than six hours, the meal period may be waived with the written mutual consent of both the employee and AEGIS. Employees that while they are entitled to an unpaid meal period whenever they work more than five hours and less than ten hours in a work day, some clients require they waive their meal period for shifts no more than six hour long. AEGIS employees will be provided with instructions regarding meal periods, including waiving meal periods for shifts up to six hour, in advance and in writing. Employees may revoke this request at any time.

### **On Duty Meal Periods**

- There may be shifts where the nature of the work prevents an employee from being relieved of all duties during a meal period. If, for example, an employee is working a post and cannot be reasonably relieved of all job duties for an unpaid meal period, and/or the leaving the post vacant will compromise the client's interests, the employee may be asked to take an on duty meal period. AEGIS analyzes every deployment to assess whether the nature of the deployment would prevent employees from being relieved from all duty while on unpaid meal periods. Your initials indicate that you have read and agree to each request or instructions:
- An on-duty meal period is defined as a meal period for which you will have your meal while remaining on-site and/or on post, will not be relieved of your duties, but you will be compensated through your meal period. For

shifts with an on-duty meal period, you should bring food/water with you to consume on post, as you may not be fully relieved of your duties during your meal period. For those employees who wish to be eligible for such shifts, AEGIS asks that you sign this “On-Duty Meal Period Waiver & Related Instructions Agreement” and file it with the office. This Agreement is voluntary and provides that you may revoke the agreement at any time. If you do not wish to take an On Duty Meal Period, we ask that you not sign up for shifts that include an On Duty Meal Period. In order to request removal from a post with an On-Duty Meal Period, immediately contact the office or a manager.

- Any variation in these definitions, instructions, or requests must be amended and authorized for each shift as instructed by AEGIS’ Operations Team in writing. As AEGIS services clients with on-duty meal periods, I understand this waiver to be a preventative measure and should I desire, to inquire as to the nature of unpaid and on-duty meal periods when accepting scheduled shifts.
- As post orders and client contractual obligations stipulate, employees can request on-duty meal periods for shifts in which employees will continue to work while consuming their meal, which will be compensated at the defined hourly wage during the on-duty meal period. Employees understand that they may revoke this request at any time.

### **Overtime Policy and Compensation (Non-Exempt Employees)**

Due to the nature of the security industry, sometimes unexpected situations arise that may require you to work beyond your normal schedule. If overtime work is necessary to accomplish your tasks, your reasonable cooperation is expected. If you refuse to work overtime without sufficient reason, you may be subject to disciplinary action. Employees will be paid in accordance with applicable State or Federal overtime regulations if you go in to overtime. No employee of AEGIS Security & Investigations Inc. is permitted to work overtime without receiving prior approval.

#### **OT/DT Calculation:**

- When an employee works more than 8 hours on a work day, they receive time and a half.
- When an employee works more than 12 hours work day, they receive double time.
- When an employee works more than 40 hours in a work week, they receive time and a half.
- When an employee works more than six days in a work week, they receive time and a half.
- When an employee works more than 8 hours on the sixth day in a work week, they receive double time.

### **Recording Time Worked**

In accordance with existing laws and to ensure an employee receives the correct amount of pay for hours worked, employees will have their hours recorded by logging in to the app either by a computer, tablet, or their personal cell phone and “Clocking In” at the start of their shift and “Clocking Out” at the end. Some job sites may also include a time sheet that is verified by a supervisor or the client.

AEGIS Security & Investigations Inc. must keep accurate records of employee’s working hours to meet requirements under federal and state law. AEGIS Security & Investigations Inc. also must ensure that paychecks are written for the correct amounts, adjust employee’s accrued leave balances, and other benefits dependent on employee’s earnings or hours worked and allocate costs to appropriate accounts.

Therefore, all employees must keep accurate records of their working hours and report those hours in accordance with this policy. Time worked is defined as all the time actually spent on the job performing assigned duties. If, for some reason, you are unable to accurately record all time worked on the payroll app, please notify your manager or HR of any discrepancy between the time worked as stated in the app and the actual time worked.

### **Time Clock Fraud**

Misrepresenting working hours, signing in and out for other employees, taking a time sheet away from the job site, falsifying a signature or information on a time record, clocking in or out off-site, or tampering with AEGIS Security & Investigations Inc. time clocks or other employee time records are extremely serious offenses. Starting to work before clocking in and/or continuing to work after clocking out are also considered time clock fraud. Any employee found to have engaged in any of these prohibited activities is subject to immediate discipline, up to and including termination of employment. If a client or AEGIS supervisor asks you to start work before clocking in or to continue work after clocking out, please notify HR immediately.

### **Gifts and Gratuities**

An employee shall not, directly or indirectly, solicit or accept any service, gratuity, entertainment, travel, pleasure outing, gift, favor, or other personal benefit other than nominal remembrances such as holiday or birthday gifts, from suppliers, vendors, subcontractors, or any person or entity. All offers of gifts or gratuities shall be reported in writing to Human Resources.

Employees must decline or return any gift or gratuity as set forth above. In doing so, please explain that the Company prohibits employees from accepting gifts or gratuities to ensure that business decisions, transactions, and services are provided on an objective and professional basis.

Additionally, employees are prohibited to accept, take, or remove any items, freebees, swag, or other items issued, given away, or left behind at events. Items cannot be removed from waste receptacles or any other location. Employees are only permitted to leave the premises with items they arrived with or that they purchased during their rest break or meal period (receipt may be required for proof of purchase).

### **Lactation Accommodations**

If an employee requires lactation accommodations, employees must notify AEGIS HR in advance of being scheduled to ensure a private room or space, other than a toilet stall, in which to express breast milk along with required accoutrements is made available. This space will be in close proximity to the employee's work area. Expressing breast milk as part of an employee's regular rest period will be paid until they are finished and return to work. If needed, an employee may take additional periods, however additional unscheduled breaks may not be paid.

### **Prohibited & Permitted Items to Carry**

AEGIS Security & Investigations Inc. is a full service company. Although we do offer armed security services, AEGIS Security & Investigations Inc.'s primary function is unarmed security services for our clients.

AEGIS Security & Investigations Inc. prohibits the use of the following items in the execution of our job duties unless team members have been appropriately trained and directed by a manager AND on the post orders contained within the scheduling software/app:

- Baton
- Mace
- Pepper Spray
- Guns or any other weapon
- Knives
- Hand Cuffs
- Tasers or stun guns
- Kevlar Vests

Simply put, our employees are permitted to carry on their person while on duty, the following items:

- Pad or paper
- Pen or pencil

- Flashlight
- Personal items such as wallets, money clip, necessary medical devices (such as inhalers or other non-narcotic medications that do not impair one's ability to perform their duties), water in a small water bottle, and a wrist watch.

All other items are forbidden.

If it is discovered that an employee is carrying any of the above mentioned forbidden articles, he or she will face immediate disciplinary actions, up to and including termination.

Any exceptions to this policy must receive written approval from AEGIS Security & Investigations Inc. management.

### **Cameras and Surveillance**

As an employee of AEGIS Security & Investigations Inc., you will be working in environments that may subject you to being photographed, videotaped, or captured on surveillance cameras. These images can be taken by the client, event producers, guests, police, AEGIS Security & Investigations Inc., or others. In this day and age of technology and internet usage, your image may appear online on sites such as YouTube, Facebook, Twitter, Instagram, MySpace, blogs, news sites, or other locations. When your image is caught on camera you are a direct representation of AEGIS Security & Investigations Inc. as you will be wearing our uniform and performing job duties for the company. Please remember to follow policies and procedures at all times. Please remember that you are representing the company at all times while on the job and that your image can even end up in court should a claim stem from a job you are working. **Be professional and responsible at all times.** You never know who is watching.

Additionally, AEGIS Security & Investigations Inc. may photograph its employees while at work and use the images in sales and marketing materials, including our website. We are proud of our employees and like to show them off! However, if you do NOT want your image used in any of AEGIS Security & Investigations Inc. materials, please contact Human Resources and we will respectfully ensure your image is not used.

### **Security Guard Licensing Regulations**

If the state in which you work requires security professionals to obtain and maintain an active security guard license, then you are required to obtain a security guard license and ensure it is valid at all times. You are also required to have this guard card with you at all jobs when you work for AEGIS Security & Investigations Inc.

### **Inspections and Searches of Company Property**

The Company believes that maintaining a workplace that is free from illegal drugs, alcohol, weapons, and other harmful materials is vital to the health and safety of its employees and to the Company's success. AEGIS Security & Investigations Inc. also intends to protect against the unauthorized use and removal of Company property and disclosure of trade secrets and to assure its access at all times to Company property, equipment, records, apps, documents, and files. This policy applies to all employees of the Company. The Company reserves the right, without employee consent, to search all Company premises and Company property for non-investigatory work-related reasons and to search for evidence of suspected work-related misconduct.

Inspections or searches for prohibited materials on Company or client premises, or while you are on duty at a client's premises, will be conducted whenever the Company has reasonable suspicion to believe that an employee may be in possession of such materials in violation of this, or any other, policy of the Company.

Inspections or searches for prohibited materials may be conducted on a regular or random basis at locations where you enter or exit Company premises or a client's premises without regard to whether there is reasonable suspicion that you may be in possession of prohibited materials.

Inspections or searches for prohibited materials also may include your locker, your vehicle when on Company premises or your pockets, purse, briefcase, lunch box, or other items of personal property that you are wearing or carrying while on Company premises or while you are on duty at a client's premises.

The Company reserves the right to take appropriate action to prevent any employee from removing Company property without authorization.

### **Definitions**

**"Prohibited materials"** mean firearms or other weapons, explosives and/or hazardous materials or articles, illegal drugs, drug-related paraphernalia, alcoholic beverages, and Company property that you are not authorized to have in your possession.

**"Company property"** includes all vehicles, documents, records, computer hardware, software, mail, and files relating to the Company's business and all equipment, hardware, and other property of any kind, whether owned, leased, rented, or used by the Company.

**"Company premises"** include all premises and locations owned or leased by the Company or under the control of the Company including vehicles, offices, desks, cabinets, closets, parking lots, lockers, and storage areas.

**"Reasonable suspicion"** includes a suspicion that is based on specific personal observations such as an employee's manner, disposition, muscular movement, appearance, behavior, speech, odor, or other surrounding circumstances; information provided to management by an employee, by law enforcement officials, by a security service, or by other persons believed to be reliable, or a suspicion that is based on other surrounding circumstances.

**"Possession"** means having the prohibited materials on one's person or otherwise under one's control and while on Company premises or in Company property.

### **Disciplinary Action**

If you are found to be in violation of this policy you will be subject to discipline, up to and including termination, regardless of the Company's reason for conducting the search, inspection, or monitoring.

Employees refusing to complete a written warning within 72 hours will be considered to have voluntarily resigned their employment with AEGIS Security & Investigations Inc.

If you refuse to cooperate with a search or inspection that is based on reasonable suspicion that you are in possession of prohibited materials, the Company may take that refusal into consideration in determining appropriate disciplinary action. Discipline will be based on all available information, including the information-giving rise to the reasonable suspicion. It is therefore to your advantage to cooperate with the search or inspection whenever prohibited materials are present.

### **Use of Company Equipment and Property**

Employees who lose, steal, break, or misuse the Company's property may be personally liable for replacing or fixing the item and may be subject to discipline, up to and including discharge.

### **Employee Property**

Employees should not bring valuables to work. If necessary to do so, all valuables should be kept in a secure location. The Company assumes no responsibility for the loss, theft, or damage of employees' personal property and cannot

guarantee a secure location to store personal property. Employees are strongly encouraged to leave personal property at home.

## **At the End of Your Work**

At the end of a particular shift, employees are to following this procedure:

- Review and execute any end of watch instructions in the post orders.
- Complete a daily activity report if required on the clock.
- Stay on the clock to complete an incident report via the app as a result of an accident, use of force, or other incident that may need to be fully documented.
- Clock out using the app and immediately leave the premises.

## **Disciplinary Procedures**

While it is certainly not expected that a particular employee will violate company policy or engage in behavior that results in warnings, corrective action, repercussions, suspensions, or termination, AEGIS' supervisors, managers, and human resources

## **Payment Information**

### **Pay Periods**

AEGIS security guards are paid weekly. Labor performed on a given calendar week will be processed, due, and payable on Friday of the following calendar week.

Your paycheck will be direct deposited to the bank account of your choice. AEGIS Security & Investigations Inc. cannot guarantee the delivery of your pay due to banking errors, closed accounts, or stale information. Direct deposit forms must be downloaded from the software and mailed to the AEGIS office with a voided check. If you do not have a checking or savings account, you can register for a free pre-paid visa card that you can use to get cash from ATMs, pay bills online or by phone, track your spending via text, and use it anywhere Visa is accepted. Visit [www.netspend.com/intuit](http://www.netspend.com/intuit) to register for your card.

Pay stubs are distributed online at <http://workforce.intuit.com>. You will receive a registration link when you receive your first pay check.

### **Working Hours**

AEGIS Security & Investigations Inc. complies with all state and federal labor laws including, but not limited to: hourly wages, overtime laws, rest breaks, meal periods, and final payment of wages upon termination/resignation.

The starting and stopping time for all hourly rated employees, and also for billing purposes, is to be rounded to the one-quarter hour. Clock ins are rounded down whereas clock outs are rounded to the nearest quarter hour. This arrangement averages so employees are compensated for their time on the job plus additional amounts in the event they clock in later than the scheduled start time, but before the following quarter hour. Employees are expected to clock in at their scheduled start time and clock out either at their scheduled clock out time, when the job is complete, or when their relieved, depending on the post.

AEGIS Security & Investigations Inc. complies with all state and federal overtime laws as required. AEGIS Security & Investigations Inc.'s work day is from midnight to 11:59pm. At midnight, the workday starts again. AEGIS Security & Investigations Inc.'s workweek starts every Sunday at midnight (12am) and ends at 11:59pm the following Saturday.

When AEGIS Security & Investigations Inc. terminates an employee, the employee's final paycheck will be provided immediately at the time of discharge. Upon an employee's resignation, AEGIS Security & Investigations Inc. will provide

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the final paycheck within 72 hours thereafter, unless the employee has given 72 hours previous notice of the employee's intention to resign, in which case the final paycheck will be provided at the time of resignation. If an employee wishes to resign, the employee must notify AEGIS Security & Investigations Inc. via email to Human Resources so the proper documentation can be prepared. In the event an employee ceases responding to AEGIS management or states verbally or in writing that they no longer wish to work for AEGIS, the employee will be removed from the schedule.

### **Healthcare Insurance**

Healthcare insurance is offered to full time eligible employees per the city, state, and Federal statutory limits. Should an employee enrolled in healthcare wish to discontinue their insurance they must notify HR. For former employees eligible and interested in COBRA (Consolidated Omnibus Budget Reconciliation Act), HR will relay the process for enrolling.

### **Government Payroll Deductions**

Federal and State laws require AEGIS Security & Investigations Inc. to make the following payroll deductions on your behalf:

- Federal Income Tax
- State Income Tax
- State Disability Insurance (SDI) (if applicable)
- State Employment Training Tax
- Mandated Wage Garnishments

Amounts withheld vary according to your gross earnings, marital status, and the number of exemptions.

### **Federal Income Tax**

A deduction is withheld from your gross earnings each payroll period for Federal Income tax purposes in accordance with the Internal Revenue Service Tax Schedule. The amount deducted depends upon your gross earnings, marital status, and number of allowances you claimed on the Federal Form W-4. The number of allowances can be changed at any time by notifying your Branch Assistant HR Manager or Office Manager.

### **State Income Tax (if applicable)**

A deduction is withheld from your gross earnings every payroll period for state income tax in accordance with your state's Revenue Tax Schedule.

### **State Disability Insurance (SDI) (if applicable)**

If an employee works in a state with a state disability insurance program, a percentage of their gross earnings are deducted from their paycheck each pay period for State Disability Insurance (SDI).

### **Medical Benefits**

AEGIS Security & Investigations Inc. offers health benefits to full time hourly and salaried employees after they complete the onboarding and probationary period.

### **Vacation / Paid Time Off**

AEGIS Security & Investigations Inc. does not offer paid time off or paid vacation time.

### **Unemployment Insurance**

The Company pays an unemployment tax to the appropriate state. Employees are not required to contribute to the fund. Additional information regarding unemployment insurance is available from the State Employment Office.

### **State Disability Insurance (SDI)**



If an employee works in a state which sponsors a disability program, SDI protects a portion of their pay if he/she is unable to work because of illness or injury not caused by the job.

### **Social Security**

AEGIS Security & Investigations Inc. employees are covered under the provisions of the Federal Social Security Law. Your contribution to your Social Security account through regular payroll deductions is matched by an equal contribution from AEGIS Security & Investigations Inc. The total contribution by you and the company is credited toward your Social Security benefits made available to you at the time you retire. Information on Social Security benefits may be obtained by calling the local Social Security Field Office.

### **Check Cashing**

The Company will make every effort to verify checks deposited at check cashing institutions, however it is highly recommended employees deposit checks with a traditional bank, as no guarantees will be made or expressed as to ability to verify checks.

### **Salary Advances and Loans**

The Company does not permit advances of pay and will not make loans to employees. Additionally, the Company will not act as a guarantor for an employee's personal loan from a lending institution. If you require a loan, you are advised to contact a local bank or savings and loan company of your choice.

### **Raises**

Being a new employee, AEGIS wants to make sure you know we want you to stick around. In order to do that, we evaluate every single officer's performance in January each year and determine raises for employees who have been working for at least six months. While they are not guaranteed, the factors that go in to eligibility for raises are:

1. The maximum wage for the account you are working.
2. Have you been on time for your shifts.
3. Is your attendance/karma calculated to at least 90%.
4. Have you communicated effectively with management.
5. Have you completed incident reports as required.
6. Have you completed your BSIS mandatory yearly refresher training before January 15th.
7. Have you worked at least 500 hours during the year (full time is 2,000).
8. What feedback has management received from other officers and clients.
9. What is your overall demeanor and work ethic.

Some of these factors are quantifiable numbers whereas others are subjective. In order to make sure you're eligible for a raise, the best thing you can do is to show up on time as scheduled, wearing the designated attire, give 110% effort, interact with others as if a supervisor was standing next to you all times, and stay current on your training.

## **Employment Records**

### **Personnel File**

The information recorded in your personnel file is extremely important. Make sure that the personal data in the file is accurate and up-to-date. You are responsible for notifying Human Resources of changes of address, telephone number, and/or family status (births, marriage, death, divorce, legal separation, etc.), as income tax and group insurance status may be affected by these changes. This responsibility includes employees on leave of absence.

Many elements of an employee's file are available 24/7 digitally through [paychecks.intuit.com](https://paychecks.intuit.com) and by logging in to the app. This includes pay stubs, schedules, time sheets, and vacation requests. Employees may inspect their personnel file in the presence of a representative of the Company. Please contact Human Resources to schedule a mutually convenient

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time. You may request copies of those documents in your file relating to your performance and/or any grievance concerning your employment. If you desire, you may add a written statement to your file explaining any disputed item. Upon your request, a copy of these personnel records will be provided to you at a charge not to exceed the actual cost of reproduction.

Only authorized personnel will have access to your personnel file. However, the Company will cooperate with and will provide access to your personnel file to law enforcement officials or local, state, or federal agencies in accordance with applicable law. Confidential health/medical records are not included in your personnel file. The Company will safeguard them from disclosure and will divulge such information only (1) as allowed by law, (2) to the Employee's personal physician upon written request of the Employee, or (3) as required for workers' compensation cases.

If a client requests information regarding AEGIS Security & Investigations Inc. employees (i.e., guard cards, list of new-hires, training history, etc), AEGIS Security & Investigations Inc. will comply with these requests. However, our client is not entitled to social security numbers, addresses, phone numbers, or birthdates. Some clients/venues may require specific pre-employment background checks and/or annual background check for employees to work their event(s). Employees are entitled to a copy of their background check run if requested.

### **Payroll Record**

Payroll records are on file with human resources for all AEGIS Security & Investigations Inc. employees. As with personnel files, payroll records are in a locked storage area and the information is confidential. You are authorized to see your payroll record at a mutually convenient time by submitting a verbal or written request to the Corporate Accounting Office. Payroll records will not be removed from the office; however, AEGIS will provide you a copy within 21 days of your request.

## **Company Policies**

### **Equal Employment Opportunity Policy**

Consistent with applicable federal and state law, AEGIS Security & Investigations Inc. is committed to providing equal employment opportunities for all applicants and employees. The Company will not unlawfully discriminate against any applicant or employee based on race, color, ancestry, sex (including pregnancy, childbirth and related medical conditions), sexual orientation, national origin, religion, creed, marital status, disability, medical condition, age, citizenship status, genetic information, veteran status or any other characteristic protected by applicable law.

You should report every instance of unlawful discrimination to your supervisor or to Human Resources, regardless of whether you or someone else is the subject of the discrimination. Detailed reports including names, descriptions, and actual events or statements made will greatly enhance the Company's ability to investigate. Any documents supporting the allegations also should be submitted. Based on the submitted report, the Company will conduct an investigation. No employee will be disciplined, lose a job, or be retaliated against in any way for asking questions or voicing concerns about an issue when acting in good faith. "Good faith" does not mean that an individual has to be right, but it does mean believing information provided is truthful.

You can speak with your supervisor or use the Open Door Policy to speak with someone else in management, including Human Resources. Again, based on the reports submitted, AEGIS Security & Investigations Inc. will conduct an investigation regarding the issue at hand.

If the investigation determines that prohibited discrimination or other conduct in violation of the Company's policy has occurred, the Company will take disciplinary action against those who engaged in the misconduct, up to and including termination of employment. The Company also will evaluate whether other employment practices should be added or modified in order to deter and prevent that conduct in the future. You will be informed of whatever action(s) the Company takes to resolve and remedy the situation.

The Company will make reasonable accommodations for the known disabilities of an applicant or employee. Any applicant or employee who requires an accommodation in order to perform the essential functions of a job should contact Human Resources to request such an accommodation. The individual with the disability should specify what accommodation or accommodations he or she needs to perform the job. The Company will investigate and respond to the request. The Company will identify reasonable accommodations and will solicit the applicant or employee's input regarding such matters. If the accommodation is reasonable and will not impose an undue hardship on the Company, the accommodation will be made.

### **"At-Will" Employment**

While we hope that your employment will prove mutually satisfactory, please understand that continued employment cannot be guaranteed for any employee. Employment at AEGIS Security & Investigations Inc. is employment "at-will". This means that you are free to leave your employment at any time with or without cause or notice and AEGIS Security & Investigations Inc. retains the same right to terminate your employment or otherwise discipline, transfer, or demote you, at any time, with or without cause or notice.

Please also understand that other than Jeffrey Zisner, no one at AEGIS Security & Investigations Inc. has the authority to change this policy of "at-will" employment or enter into an agreement for employment for a specified period of time. Further, any such change in the "at-will" nature of the employment relationship or any agreement for employment for a specified period of time, must be in writing and must be signed and dated by you and by Jeffrey Zisner. Unless your employment is covered by a written employment agreement, this policy sets forth the sole and entire understanding between you and AEGIS Security & Investigations Inc. as to the nature and duration of your employment relationship with the Company.

### **Disclosure of Arrests & Convictions**

Employees are required to disclose any arrest or conviction for felonies and misdemeanors immediately to HR in writing for consideration and tracking. Criminal convictions (such as felonies AND/OR misdemeanors) may cause the state in which you reside to refuse or revoke a guard card. If this occurs, AEGIS Security & Investigations Inc. reserves the right to terminate your employment immediately.

### **System Generated Messages / App Based Cloud Systems**

AEGIS Security & Investigations Inc. uses text messages, email, and an online shift management system to alert our employees as to shift changes/availability, cancellations, parking changes, job details, pertinent information, available shifts etc. as well as to manage staff on shift. These messages will be sent to your cell phone via text message, push notification, and/or e-mail, saving you time and stress since we can inform you immediately of the important information. Unless you specifically note that you do NOT want to be contacted using our "System Generated Messages" method and disable those messages within the system, you will automatically receive these informational updates. You will be reimbursed on your pay check for the use of your smart phone while on duty.

### **Proof of Right to Work and New Hire Report**

Under federal law, all new hires must produce original documentation establishing their identity and right to work in the United States and must complete an I-9, certifying that they have a right to work in the United States. Documentation must be produced prior to being scheduled. Required documentation must be presented to your company contact responsible for processing your paperwork. This may be your supervisor, manager, human resources, etc.

In addition, pursuant to various State and Federal laws, AEGIS Security & Investigations Inc. reports to requesting government agencies certain information regarding new hires. Such information includes the employee's name, social security number, hire date, and home address.

## **Employee Classification**

This Reference Guide applies to all individuals who work with or for AEGIS Security & Investigations Inc. in any capacity. This includes full time, part time, salary, hourly, seasonal, and temporary employees. It also includes those associated with union and non-union entities.

All employees who are paid on an hourly basis are considered non-exempt (if paid hourly) and exempt (if salaried) within the meaning of state and federal wage and hour laws.

## **Service Events**

**Hire Date** - Your hire date is the original date you were hired by AEGIS Security & Investigations Inc.

**Job Date** - Your job date is your first day on the job in your current position, whether as a result of initially being hired or because you were rehired, promoted, transferred, or demoted.

## **Employee Complaints/Grievances**

AEGIS Security & Investigations Inc. is committed to high standards of individual treatment for all team members. We recognize that on occasion problems and/or concerns may develop in the workplace and honest differences may occur. To resolve such differences in a timely and equitable manner, AEGIS Security & Investigations Inc. encourages all employees to utilize the following grievance procedure.

**Step 1** - If you have a grievance concerning an action or decision affecting your job, you should talk with your immediate Supervisor, explain the problem in its entirety, working together to resolve the situation. Except in unusual circumstances, your Supervisor will provide a verbal response to your concerns within three working days.

**Step 2** - If you are not satisfied with your Supervisor's response, you may request a meeting with the next level of management. You will receive an emailed written response within three working days with a proposed solution to the problem. The decision at this step shall be final and conclusive for all parties.

Throughout the grievance process, the Company will treat the employee's grievance and its investigation of the grievance as confidential as is reasonably possible and shall disclose information regarding the grievance and investigation only on a "need to know" basis, or as otherwise required to facilitate its investigation and resolution of the grievance. An employee who raises a good faith grievance shall not be disciplined or otherwise penalized for doing so, regardless of whether the grievance is sustained. The fact that the Company has a grievance process does not change the "at-will" nature of your employment.

## **Employee Documents Availability**

Documents required to be posted by the state and federal government along with company documents are posted online in the Files section of our software/app.

Documents include:

- Printable Employee Time Sheets
- Printable Incident Reports
- Unemployment Benefits Registration
- Paid Family Leave Poster
- Emergency Information Sheet
- Whistle Blowers Notice
- USERRA Poster
- Time off to Vote
- SCIF Workers Compensation Claim Form

- SCIF MPN Notice
- Payday Notice
- OSHA Job Safety Poster
- Federal Minimum Wage Poster
- Family and Medical Leave Act
- Equal Employment Opportunity Poster
- Employee Rights with Disabilities
- EDD Disability Insurance & Paid Family Leave Benefits
- California Workers Compensation Notice
- California Safety & Health Protection on the Job Notice
- California Minimum Wage
- Workers Compensation Notice
- Responsibilities of the Security Guard
- Powers to Arrest Handbook
- California State Disability and Unemployment Handout
- New Field Member Reference Guide Agreement
- W4

### **Employment of Relatives**

A familial relationship among employees can create an actual or potential conflict of interest in the employment setting, especially where one relative supervises another relative. In other cases, a conflict of interest or the potential for conflict of interest may arise, even if there is no supervisory relationship involved. To avoid this problem, the Company may refuse to place a relative in a position where the potential for favoritism or conflict of interest exists.

Employees who become subject to this policy after they are hired may not be permitted to continue employment with the Company if they work in a direct supervisory relationship with each other or otherwise pose actual or potential problems related to supervision, safety, security, or morale.

If two employees become subject to the restrictions of this policy, the Company will make reasonable efforts to eliminate the actual or potential problems of supervision, safety, security, or morale. Such reasonable efforts may include transferring or reassigning one of the employees to another position for which the employee is qualified, if such a position is available.

If no such position is available, or there are no other reasonable efforts which the Company can undertake to eliminate the actual or potential problems of supervision, safety, security, or morale, then one of the employees may be required to terminate employment with the Company. The decision as to which employee will terminate employment with the Company will be made by the two employees within thirty (30) days of being so notified. If the employees do not reach a decision, then both employees will be subject to termination.

For purposes of this policy, “relatives” are defined as spouses, domestic partners, children, siblings, parents, aunts, uncles, in-laws, and step relationships within these categories and shall include individuals who are not spouses or otherwise legally related under law, but who either reside together or whose relationship is such that the concerns related to supervision, safety, security, or morale set forth in this policy nevertheless exist.

### **Conflict of Interest, Confidentiality and Code of Ethics**

Our business is built on public trust and confidence. It is the expectation of our guests, clients, and fellow team members to be able to depend on our service. To ensure that we deliver our very best, we require the full and undivided dedication and efforts of all our team members. Each employee must avoid conflicts of interest or the appearance of

conflicts of interest in the performance of his or her job. Conflicts of interest or the appearance of such conflicts could damage the Company's good name.

Conflicts of interest arise when an employee's objectivity in reaching, influencing, or making decisions for AEGIS Security & Investigations Inc. is affected by factors other than the Company's best interests. Possible conflicts of interest must be immediately reported in writing to Human Resources so that an objective determination may be made as to whether those circumstances adversely affect the Company and should be avoided or discontinued. Circumstances which are disclosed to the Company and thereafter authorized in writing by Human Resources do not violate Company policy and may continue in the manner authorized. Reporting of possible conflicts of interest cannot be avoided by knowingly engaging in otherwise reportable activities through third parties such as the employee's spouse, other members of the employee's family, or other persons or organizations.

Circumstances in which possible conflicts of interest could arise and which therefore must be reported include, but are not limited to, the following:

- Owning an interest in or acting in any capacity for any supplier, contractor, vendor, or other enterprise with which AEGIS Security & Investigations Inc. does business.
- Making or influencing any decision on behalf of the Company regarding any supplier, contractor, vendor, or other enterprise with whom the Company does business when the employee's spouse or other member of the employee's family owns an interest in such enterprise or makes or influences decisions for such enterprise affecting the Company.
- Owning an interest in or acting in any capacity for any enterprise in competition with the Company while employed by AEGIS Security & Investigations Inc. Exceptions include working as a security officer or field supervisor or similar position for another company at another job site.
- Appropriating for oneself or diverting to others any business opportunity in areas where the Company conducts business or, to the employee's knowledge, in areas where the Company anticipates conducting business.
- Soliciting AEGIS Security & Investigations Inc. employees to work for another employer, whether during or after your employment with the Company.
- AEGIS Employees may not solicit, ask for, or otherwise accept employment from or by AEGIS clients for a period of two years **AFTER** your last shift working for AEGIS.
- AEGIS Employees are to not go to, attend, or otherwise enter client sites at any time (including off duty hours) without approval from management.

Employees are expected to use good judgment, to adhere to high ethical standards, and to avoid situations that create an actual or potential conflict between the employee's personal interests and the interests of the Company. If you have a question that a particular action might constitute an actual or potential conflict of interest, you should discuss it with Human Resources.

### **Proprietary and Confidential Information**

"Proprietary Information" means information that (a) is not known by actual or potential competitors of the Company or is generally unavailable to the public; (b) has been created, discovered, developed, or otherwise become known to the Company or in which property rights have been assigned or otherwise conveyed to the Company; and (c) has material economic value or potential material economic value to the Company's present or future business. "Proprietary Information" shall include trade secrets (as defined under California Civil Code §3426.1) and all other discoveries, developments, designs, improvements, inventions, formulas, software programs, processes, techniques, know-how, negative know-how, data, research, techniques, technical data, customer and supplier lists, and any modifications or enhancements of any of the foregoing, and all program, marketing, sales, or other financial or business information disclosed to me by the Company, either directly or indirectly, in writing or orally or by drawings or observation. "Proprietary Information also includes: (i) all information that has or could have commercial value or other utility in the business in which the Company is currently engaged or in the future may be engaged; (ii) all information, the

unauthorized disclosure of which could be detrimental to the interests of the Company, whether or not that information is identified as Proprietary Information by the Company; (iii) all information related to clients and employees of the Company that is protected by the right of privacy; and (iv) all information protected by the attorney-client privilege, attorney work product doctrine, and other legal and ethical duties of confidentiality. I hereby acknowledge that during my employment with the Company, I may gain access to and learn certain Proprietary Information regarding the Company and its business, including, without limitation, all of the following materials and information (whether or not reduced to writing and whether or not patentable or protected by copyright): trade secrets; inventions; processes; formulas; programs; training manuals; business plans; marketing materials; financial forecasts or projections; client or vendor lists; copies of all client or customer contracts (including all unexecuted drafts); customer or client billing information; requests for proposals; marketing, advertising, or promotional plans developed for the Company and/or its customers and clients; technical data; financial or marketing information of the Company and/or its customers and clients; identities or lists of contact information for the Company's customers, clients, or sponsors; marketing agreements between the Company and its customers, clients and/or sponsors; pricing terms and information given or offered to customers, prospective customers, clients, sponsors, prospects, suppliers or other vendors, or key employees; and personnel data.

During the period of my employment and for a period of two years after the termination or cessation of employment for any reason, whether with or without cause, I shall not disclose or use, or induce or assist in the disclosure or use of, any Proprietary Information except for the benefit of the Company. I will not directly or indirectly, use, make available, sell, disclose or otherwise communicate to any third party, other than as part of my assigned duties, or except as necessary to perform my duties for the benefit of the Company, any of the Company's Proprietary Information, including, but not limited to, using Proprietary Information to solicit customers or clients of the Company. For purposes of this Agreement, "Misappropriation" includes, but is not limited to, the accessing, downloading, copying or transmitting of Proprietary Information, wherever located, stored in hard copy, electronic or digital format, for my personal economic or non-economic use, even though I may be otherwise authorized to access Proprietary Information to perform my job duties. When disclosure of Proprietary Information outside the Company is required in the course of my assigned duties and for the benefit of the Company, I agree to report my intention to make such disclosure to my manager or supervisor, and to obtain the permission and agreement of my manager or supervisor in advance to do so.

At all times during my employment, I shall promptly advise the Company of any knowledge that I may have of any unauthorized release or use of the Company's Proprietary Information, and shall take reasonable measures to prevent unauthorized persons or entities from having access to, obtaining, or being furnished with any Proprietary Information.

#### **Non-Solicitation of Employees**

During the period of my employment and for a period of two years after the termination or cessation of employment for any reason, whether with or without cause, I shall not, using Proprietary Information, directly or indirectly, either alone or in concert with others, affirmatively solicit or entice any employee of or consultant to the Company to leave the Company or to work for anyone in competition with the Company.

#### **Non-Solicitation of Clients**

During the period of my employment and for a period of two years after the termination or cessation of employment for any reason, whether with or without cause, I shall not, using Proprietary Information, directly or indirectly, either alone or in concert with others, affirmatively solicit or entice any client or customer of the Company to leave the Company or to do business with any business entity in competition with the Company.

#### **Outside Activities and Employment**

An employee's off-duty conduct, including outside business activities or outside employment, which interferes with or may be detrimental to an employee's job performance or may adversely affect the interest of AEGIS Security & Investigations Inc. including its' reputation, is prohibited. An employee who is engaged in outside employment or

outside business activities is to disclose this in writing to Human Resources so that the Company can assess the application of this policy to such employment.

### **Drug/Alcohol Free Workplace Policy**

It is the intent of the Company to maintain a workplace that is free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. The Company has a vital interest in maintaining safe and efficient working conditions for its employees. Substance abuse is incompatible with health, safety, efficiency, and success of the Company. Employees who are under the influence of a drug or alcohol on the job compromise the Company's interests, endanger their own health and safety, and the health and safety of others which can cause a number of other work-related problems including absenteeism and tardiness, substandard job performance, increased workloads for coworkers, behavior that disrupts other employees, delays in the completion of jobs, inferior quality in products or services, and disruption of client relations.

To further its interest in avoiding accidents, to promote and maintain safe and efficient working conditions for its employees, and to protect its business, property, equipment and operations, the Company has established this policy concerning the use of alcohol and drugs.

As a condition of employment and continued employment, all employees must abide by this policy. Violations of this policy by an employee may result in discipline, up to and including termination.

### **Scope**

The prohibitions of this policy apply any time an employee is on Company premises, conducting or performing Company business regardless of location, operating or having custody, care, or control of Company equipment or other property which is company owned, operated, or leased such as vehicles or while having responsibility for the operation, custody, or control of Company equipment or other property.

### **Prohibitions Regarding Alcohol**

Use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of alcohol, or being under the influence of alcohol, is prohibited. The only exception to this prohibition applies to possession and moderate consumption of alcohol at Company-sponsored and approved social functions when the employee is not working and is "Off the Clock" and employee is over the legal drinking age. At such events, employees are expected to remain responsible, professional, and sober at all times. Employees also violate this policy if they report for work and alcohol is smelled on their breath or body by other employees.

### **Prohibitions Regarding Illegal Drugs**

Use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of any illegal drug, or being under the influence of any illegal drug, is prohibited. All employees must report any conviction under a criminal drug statute for violations occurring on Company premises or off Company premises while conducting Company business; such convictions must be reported within five days after the conviction. Adherence to this policy is a condition of employment

### **Prohibitions Regarding Legal Drugs**

The following is prohibited: use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of any legal drug in a manner inconsistent with law or working while impaired by the use of a legal drug whenever such impairment might endanger the safety of the impaired employee or of any other person, pose a risk of damage to Company property, or interfere with the employee's job performance. This includes the use of cannabis and related cannabis products.

### **Use of Prescribed and Over-The-Counter Drugs**



The Company recognizes that an employee may on occasion take legal drugs in the manner prescribed by a duly licensed health care provider or take over-the-counter drugs in accordance with the manufacturer's directions.

However, the use of prescription drugs or over-the-counter drugs, or both, may also affect an employee's job performance. AEGIS Security & Investigations Inc. may require an employee who is using prescription or over-the-counter drugs that may impair his or her ability to safely perform the job or may affect the safety or well-being of others, to submit a physician's statement that such prescription drug use will not affect job safety. The employee is not required to identify the medication or the underlying illness.

An employee shall not work after taking such legal or over-the-counter drugs if by so doing would violate this Policy.

### **Drug Testing Policy Purpose**

To ensure that AEGIS Security & Investigations Inc. is providing the best possible service, AEGIS Security & Investigations Inc. and its clients need reasonable assurance that our team members are free from substance abuse. Therefore, AEGIS Security & Investigations Inc. conducts random drug tests company-wide once each month.

### **Policy**

As a condition of employment or continued employment, Human Resources may randomly select one team member from each branch to undergo a drug and alcohol test. The method of selection will be neutral so that all team members subject to testing will have an equal chance to be randomly selected. The team member who is selected to submit to the random drug and alcohol test will be paid at the appropriate rate for the time spent at the testing site.

### **Random Defined**

A corresponding number will be given to each employee. A number generator will be used for selection.

### **Reasonable Cause Testing**

As a condition of continued employment, a team member may be required to undergo a drug and alcohol test whenever AEGIS Security & Investigations Inc., or one of its clients, has reasonable cause to believe a team member is in violation of this policy. Reasonable cause may be based on any facts and circumstances, including the team member's appearance (gait, speech, eyes, breath, etc.), possession of contraband and paraphernalia, erratic or unusual behavior, involvement in an accident or safety violation, admission by the team member or statement of other witnesses, law enforcement and court records, and any other reliable source.

### **Conditions**

Team members who refuse to undergo testing or who interfere with the testing process will be subject to discipline up to and including termination. Team members who test positive will be informed as to the next steps including termination. Any team member who fails to cooperate with testing procedures or otherwise violates this policy is subject to immediate discharge.

### **Procedure**

A notification letter, test location and a Chain of Command form (this form is required by the drug-testing lab) will be sent to each selected team member via certified mail. The employee MUST complete the drug test on or before the last day of the month to avoid termination. Once the drug test has been taken, the drug testing site will send the results to Human Resources.

### **Consequences**

Employees who violate this policy may be removed from the workplace immediately. Any Employee suspected of possessing or being under the influence alcohol, an illegal drug, intoxicants, or a controlled substance is subject to inspection and search, with or without notice. Employees' personal belongings, including any bags, purses, briefcases,

and clothing, and all property of the Company are also subject to inspection and search, with or without notice. The Company may also bring the matter to the attention of appropriate law enforcement authorities. Any conviction for criminal conduct involving illegal drugs, intoxicants or controlled substances, whether on or off duty, or any violation of the Company's drug and alcohol abuse policy, including having a positive drug-test result, may lead to disciplinary action, up to and including immediate termination.

AEGIS Security & Investigations Inc. promotes living a healthy life style for all our employees. If you, or someone you know, may be suffering from substance abuse, please seek assistance from a certified health professional. Below are a few resources that may be able to provide assistance:

[www.drug-rehab.org](http://www.drug-rehab.org) (drug abuse)

[www.AA.org](http://www.AA.org) (alcohol abuse)

The Alcohol and Drug Addiction Resource Center: National Crisis Hotline 800-398-4056

### **Health and Safety Policy**

Our employees' health and well-being are of primary importance to the management of AEGIS Security & Investigations Inc. The Company does everything possible to make our branch offices safe places in which to work. To achieve our goal of a safe work environment, everyone must be safety conscious. Working safely is a condition of employment and repeated violators of safety rules are subject to disciplinary action up to and including immediate termination.

The health and safety of our employees is of the utmost importance. AEGIS Security & Investigations Inc. does not often schedule our employees for daily or weekly overtime hours. Many researchers have proved that there is a connection between working overtime and the risk of developing many occupational health hazards. Working too many hours in a day or a week can cause an employee to make more mistakes, be more susceptible to work place accidents, and provide less than stellar customer service due to fatigue. We want our employees to be healthy, happy, alert, and focused.

AEGIS Security & Investigations Inc. will work to ensure our employees are not "overworked" by limiting or prohibiting overtime hours, ensuring all rest and meal periods are given, providing weather/temperature appropriate clothing, providing a safe work environment in our offices, etc. However, our employees are also encouraged to pay special attention to their health and well-being. The following few suggestions may help you remain healthy, happy, and accident free: if you had a fever within the last 24 hours please cancel your shift, if you are feeling sick and do not feel well enough to work an entire shift then please call off (Note: whenever possible please follow policy and give a 24 hour notice, if advance notice is not possible call your manager immediately. Any late cancellation may require proof of illness i.e. doctors note), remain well-hydrated at all events, use your rest and meal periods to rest your feet and reenergize with a healthy snack and drink, wash your hands often, carry hand sanitizer, wear earplugs at loud events, get enough sleep and come to work well-rested, wear sunscreen when working outdoors, and communicate with your supervisor if you have any abnormal health symptoms while working. Overall, we respectfully ask our employees to take care of themselves so that when reporting to work they are healthy and productive.

### **Arbitration and Class Action Waiver**

Alternative dispute resolution methods provide benefits to both AEGIS Security & Investigations Inc. and the employee by way of a generally speedy and economical process, in a relatively informal setting, and by an impartial person with expertise in the field. Accordingly, it is the policy of the Company that claims, disputes, and controversies between employees and the Company shall be resolved first, by mutual agreement of mediation, and second, by binding arbitration pursuant to the provisions of this policy, except as otherwise specifically prohibited by law.

For the purposes of this arbitration policy only, the term "Company" includes the Company and any of its supervisors, employees, agents, directors, officers, partners, shareholders, and any parent, subsidiary, affiliated or successor Company, and the term "Employee" includes the employee and his or her heirs, successors, and assigns.

1. Mandatory Arbitration. Employee, by virtue of working for AEGIS Security & Investigations Inc. (hereafter referred to as "AEGIS" or "The Company") understands and agrees that any and all disputes, controversies or claims arising out of or relating to Employee's employment or the termination of your employment shall be settled by binding arbitration before an impartial arbitrator unless otherwise prohibited by applicable law. This provision shall apply to any and all such disputes, controversies or claims whether asserted individually by the employee against the Company and/or against any employee, officer, alleged agent, director or affiliate of the Company with regard to any matter arising out of your employment or the termination of your employment including, but not limited to, any enforceability or breach of this employment handbook or any purported employment agreement, and/or any claim or controversy arising out of the relationship (or the nature of the relationship) or the commencement or termination of that relationship, including but not limited to, claims for violation of a state or federal statute and/or for breach of covenant, breach of an implied covenant of good faith and fair dealing, wrongful termination, breach of contract, or intentional infliction of emotional distress, defamation, breach of right of privacy, interference with advantageous or contractual relations, conspiracy or other tort claims of any kind. Claims for discrimination, harassment, and/or retaliation arising under Title VII of the Federal Civil Rights Act of 1964, as amended Section 42 U.S.C. sections 2000(e) et seq. and the California Fair Employment and Housing Act, California Government Code sections 12940-12950, inclusive, California Labor Code, and the Age Discrimination in Employment Act, 29 U.S.C. section 623, are expressly subject to the provisions of this arbitration agreement.

2. Claims Not Covered. Claims not covered by this agreement include claims for workers' compensation insurance or unemployment compensation benefits, or any other claims that, as a matter of law, the Parties cannot agree to arbitrate. Nothing in this Agreement shall be interpreted to mean that employees are precluded from filing complaints with the California Department of Fair Employment and Housing and/or federal Equal Employment Opportunity Commission and National Labor Relations Board. Employee shall not be precluded from filing an administrative charge with an appropriate State or Federal administrative agency for the purpose, among others, satisfying any requirement of exhaustion of administrative remedies prior to invoking this mandatory process, to seek remedies that are not victim-specific, or to otherwise permit an administrative agency to file its own lawsuit seeking statutory remedies not otherwise available in the arbitration proceeding. This agreement also shall not be interpreted to prohibit Employee from seeking public injunctive relief.

3. Waiver of Class Action and Representative Action Claims. Except for representative claims that cannot be waived under applicable law and therefore are excluded from this Agreement ("Excluded Claims"), Employee and the Company expressly intend and agree that: (a) class action and representative action procedures are hereby waived and shall not be asserted, nor will they apply, in any arbitration pursuant to this Agreement; (b) each will not assert class action or representative action claims against the other in arbitration or otherwise; and (c) Employee and the Company shall only submit their own, individual claims in arbitration and will not seek to represent the interests of any other person. To the extent that the Parties' dispute involves both timely filed Excluded Claims and claims subject to this Agreement, the Parties agree to bifurcate and stay for the duration of the arbitration proceedings any such Excluded Claims.

4. Waiver of Trial By Jury. The Parties understand and fully agree that by entering into this Agreement to arbitrate; they are giving up their constitutional right to have a trial by jury, and are giving up their normal rights of appeal following the rendering of a decision except as California law provides for judicial review of arbitration proceedings. The Parties anticipate that by entering into this Agreement, they will gain the benefits of a speedy and less expensive dispute resolution procedure.

5. Arbitration Procedures. Any arbitration proceeding initiated under this agreement will be governed by the American Arbitration Association's Employment Arbitration Rules and Mediation Procedures ("AAA Employment Rules"). No other rules or procedures (including AAA's Supplementary Rules for Class Arbitrations) are to be applied to

any such proceeding. The AAA Employment Rules, which include an explanation of the process for commencing an arbitration and other rules governing an arbitration, may be found at the AAA's web site ([www.adr.org](http://www.adr.org)). A party may apply to a court of competent jurisdiction (i.e., a state court or the United States District Court for the District in which the facility location to which the employee was last assigned by the Company is located) for temporary or preliminary injunctive relief in connection with an arbitrable controversy, but only upon the ground that the award to which that party may be entitled may be rendered ineffectual without such provisional relief.

- a. The AAA arbitrator shall be assigned by mutual agreement of the Parties. If the Parties are unable to agree, the arbitrator shall be selected from a list of seven (7) provided by AAA with the parties striking names in order and the party striking first to be determined by the flip of a coin.
- b. The arbitration shall be held in a location to be mutually agreed upon by the parties within Los Angeles County, California. In the absence of agreement, the arbitrator shall determine the location.
- c. The Company shall pay the cost of the neutral arbitrator. Each party shall bear the expense of any witnesses it calls. Employees understand and agree that Employees are responsible to pay their own attorney fees and expenses associated with any arbitration proceeding, subject to the Arbitrator's authority to award attorney fees, costs or other remedies in accordance with applicable law. Any dispute regarding the reasonableness of attorney fees or costs awarded shall be resolved by the arbitrator.
- d. All proceedings and documents prepared in connection with any arbitration pursuant to this policy shall be confidential and, unless otherwise required by law, shall not be disclosed to any other person other than the parties, their counsel, witnesses, experts, and the arbitrator(s). The results of the arbitration, unless otherwise agreed to by the parties, are confidential and may not be disclosed, made public, or reported to any person or entity except as otherwise required by law.
- e. The arbitrator shall provide either party with sufficient time and access to witnesses, documentation and records of the parties in order to conduct adequate discovery prior to initiation of the proceeding. The AAA rules regarding discovery shall apply to this agreement. Any discovery disputes shall be decided by the arbitrator.
- f. The burden of proof shall at all times be upon the party seeking relief. In determining any matter, the arbitrator shall apply all applicable federal, state and local statutory and common law, which is applicable to the dispute. The arbitration shall be conducted pursuant to the California Code of Civil Procedure's arbitration rules, commencing at Section 1280, and the California Rules of Evidence shall apply. The arbitrator shall have the exclusive authority to resolve any dispute relating to the interpretation, applicability enforceability or formation of the employee manual, handbook, or other policies of the Company and this provision.
- g. Any decision and award or order of the arbitrator shall be in writing and shall be final and binding between the parties as to all claims, which were or could have been raised in connection with the dispute to the fullest extent permitted by law. The arbitrator's decision shall be final and subject to judicial review only as provided by the California Arbitration Act (Code of Civil Procedure Section 1285, et. seq.).

6. Attorney Fees. If any litigation is necessary to compel arbitration or enforce the terms of this Arbitration Agreement, or if any legal action, even though prohibited, is brought with regard to this Arbitration Agreement, the

prevailing party in such action shall be entitled to reasonable attorneys' fees in addition to any other relief to which it may be entitled.

7. Severability. Any claim that all or part of the Arbitration and Class Action Waiver is invalid, unenforceable, unconscionable, void or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. In the event that one or more of the provisions contained herein should for any reason be held to be unlawful or unenforceable, such unlawfulness or unenforceability shall not affect any other provision, and the procedures set forth herein shall be construed to be valid and enforceable to the fullest extent permissible by law, as if such unenforceable or unlawful provision had not been contained herein.

8. Voluntary Entry. Each Party acknowledges and agrees that in executing this Agreement they have relied solely upon their own judgment, belief and knowledge concerning the nature, extent and duration of any rights and claims; that no promises or other inducements have been made, except as stated herein; and that the undersigned is legally competent and has legal authority to execute this Agreement without coercion, duress or undue influence, and accepts full responsibility therefor.

## **Standard of Conduct**

In order to assure orderly operations and provide the best possible work environment, AEGIS Security & Investigations Inc. expects employees to follow rules of conduct that will protect the interests and safety of everyone. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace, but the following are examples of violations of rules of conduct that may result in disciplinary action including suspension, demotion, or immediate termination of employment:

### **Unlawful Harassment**

AEGIS Security & Investigations Inc. is committed to providing a work environment free of unlawful harassment. In keeping with this commitment, the Company will not tolerate illegal harassment, including sexual harassment of employees or applicants for employment by anyone. All AEGIS Security & Investigations Inc. employees are responsible for helping assure that workplace harassment is avoided.

The Company's policy against harassment applies to all persons involved in the operation of AEGIS Security & Investigations Inc. and prohibits unlawful harassment by any employee of the Company, including supervisors and co-workers. The Company also prohibits and will not tolerate harassment of an employee by a third-party such as a vendor, supplier, or client.

Company policy prohibits harassment because of sex (which includes sexual harassment, gender harassment, and harassment due to pregnancy, childbirth or related medical conditions), and harassment because of race, religious creed, color, national origin or ancestry, economic status, physical or mental disability, medical condition, marital status, age, sexual orientation, or any other basis protected by federal or state law. All such harassment is unlawful and AEGIS Security & Investigations Inc. will not tolerate it.

Examples of the types of conduct that may, depending on the circumstances, constitute unlawful harassment include, but are not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes, teasing, comments about a person's body, questions or discussions of one's own or another person's sexual experiences, slurs or unwanted sexual advances, invitations, or comments.
- Visual conduct such as derogatory and/or sexually-oriented posters, photography, cartoons e-mail, drawings, or gestures.

- Physical conduct such as assault, unwanted touching, pinching, patting, staring at parts of a person's body, blocking normal movement or interfering with work because of sex, race, or any other protected basis.
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors.
- Retaliation for reporting or threatening to report harassment, assisting in making a harassment complaint, or cooperating in a harassment investigation.

Because sexual harassment is a subject that is often misunderstood, it deserves special explanation. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature which meets any one of the following three criteria:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile, offensive, or abusive working environment.

An individual may not sexually harass any other individual in any circumstance. With regards to working with people who identify within the LGBTQ community, be respectful of their choices and do not use derogatory or foul language. If they are dressed as a male, refer to them as sir and if they are dressed as a female, refer to them as ma'am. If they do not identify as either, simply say "Hello." If they are in line for a restroom, do not question it. If you think there might be an issue in that they are trying to get in to the restroom of the opposite sex, report it to a manager immediately.

All employees, and particularly supervisors, are responsible for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by experiencing it first-hand, witnessing the incident, or being told of it, must report it to the employee's immediate supervisor, manager, or to Human Resources, so that complaints can be quickly and fairly resolved.

If you believe that you have been unlawfully harassed, you are encouraged to tell the harasser to stop, if you feel comfortable in doing so. You should also provide a written complaint to your own or any other Company manager or to Human Resources as soon as possible after the incident. Your complaint should include details of the incident or incidents, names of the individuals involved, and names of any witnesses. Supervisors will refer all harassment complaints to Human Resources.

When management becomes aware that harassment might exist, it shall take prompt and appropriate action. The Company will immediately undertake an effective, thorough, and objective investigation of the harassment allegations. Under law, the Company is obligated to investigate allegations of illegal harassment whether or not the alleged victim wants the Company to do so. Complaints and investigations will be handled on a confidential basis with due regard for the rights of the complainant and the alleged harasser, to the extent possible. Information about the investigation and complaint shall only be released to individuals on a need-to-know basis, or as otherwise required by law.

If the Company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Appropriate action will also be taken to deter any future harassment. Any employee determined by the Company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including immediate termination of employment. If the harasser is a non-employee, such as a vendor or supplier, such corrective action may include termination of the Company's relationship with the harasser. Whatever action is taken against the harasser will be made known to the employee lodging the complaint. The Company will take appropriate action to remedy any loss to the employee resulting from harassment.

Any employee, including any manager and/or supervisor, who unlawfully harasses another employee or who knew about the unlawful harassment but took no action to stop it, may be personally liable for monetary damages for such actions and their consequences. AEGIS Security & Investigations Inc. does not consider conducts in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly, to the extent permitted by law, AEGIS Security & Investigations Inc. reserves the right not to provide a defense or pay damages assessed against employees for conduct in violation of this policy.

The Company will not retaliate against an employee who reports alleged harassment, assists in making a harassment complaint, or who cooperates in a harassment investigation. The Company will not tolerate or permit retaliation by supervisors or other employees.

You should also be aware that the Federal Equal Employment Opportunity Commission and various state agencies such as the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.

### **Insubordination**

Failing or refusing to comply with instructions to follow Company procedures, to perform reasonable duties assigned, or to follow safety regulations.

- Fighting, gambling, or engaging in horseplay in or around the Company facilities.
- Making false or malicious statements regarding the Company or any employee.
- Stealing or attempting to steal from or defrauding or attempted defrauding of the Company or any employee or client. This applies to non-working hours as well as while on the job.
- Possessing, using, selling, or distributing alcoholic beverages, drugs, or illegal substances on Company premises or while conducting Company business or reporting to work or working under the influence of or when impaired by alcohol, drugs, or illegal substances.
- Possessing a weapon, firearm, tear gas, baton, billy club or sap, electronic control devices such as a stun gun or any self-defense weapon, tool, or device or other hazardous or dangerous device or material, or facsimile thereof on Company property or while conducting Company business.
- Damaging or destroying Company property or the property of another on Company premises
- Falsifying or altering any Company record including applications for employment, pre-employment records, time records, or withholding of any relevant information.
- Removing Company property from the Company's premises without written authorization.
- Harassing, including sexually harassing, employees, clients, or visitors.
- Engaging in unlawful discrimination.
- Unacceptable job performance including, but not limited to unsatisfactory work quality or quantity or unsatisfactory work habits, attitude, or demeanor.
- Filling out or recording time on another employee's time record.
- Excessive absenteeism, tardiness or late cancellations.
- Releasing, disclosing, or using confidential or proprietary information or trade secrets without the Company's written authorization.
- Working overtime without authorization
- Careless use of Company property. Violation of any Company policy, including any of the policies described in this Reference Guide, as revised from time to time.

AEGIS Security & Investigations Inc. does have a progressive discipline policy requiring a set number of counseling sessions, warnings, or suspensions. In addition, each case is considered based on its own facts. In the case of misconduct or gross violation of the Company's policies, immediate termination may be appropriate depending on the facts.

Nothing in this policy, Reference Guide, or the listing above is intended to alter the “at-will” nature of employment with the Company nor to limit the right of the Company to discharge an employee immediately and without resorting to any progressive discipline nor to require the Company to demonstrate or have “good cause” to discipline or discharge an employee.

### **Other Personal Conduct Rules**

Each employee has a responsibility to act in a courteous and professional manner at all times. The following rules pertain to employee conduct which is expected on a daily basis. Any violation can result in disciplinary action up to and including immediate termination.

### **Smoking**

For health and safety reasons, AEGIS Security & Investigations Inc. provides a smoke-free environment. Smoking is not permitted inside Company offices, work sites, or while on duty.

### **Theft or Dishonesty**

For the protection of all employees and for the best interest of the Company, any employee who commits a dishonest act, such as taking merchandise, money, or other property without permission, or falsification of work records will be terminated. When appropriate, AEGIS Security & Investigations Inc. may pursue criminal prosecution and civil action.

### **Misconduct**

Abusive language to fellow employees, supervisors, customers or visitors, indecent conduct, obscene language, or any act that violates the criminal code is an infraction of these Personal Conduct Rules.

### **Destruction of Property**

The malicious destruction of Company or client property (buildings, vehicles, equipment, or merchandise etc.) or abuse thereof, including defacement, is not tolerated.

### **Insubordination**

Refusal to carry out the directive of management has a negative effect on our company and on customer service and is a serious violation of the Personal Conduct Rules. Willful refusal to perform work assignments, failure to cooperate with supervisors or team members-workers, or engaging in conduct which disrupts the work environment is not acceptable.

### **Good Housekeeping**

The Company’s competitiveness is dependent upon the efficiency of its operations and its service to customers. Efficiency and good service are impaired by disorderly and disorganized places of work. It is your responsibility to keep your assigned work area neat and orderly.

### **Solicitation and Distribution of Literature**

Approaching fellow employees in the workplace regarding activities, organizations, or causes regardless of how worthwhile, important, or benevolent can create unnecessary apprehension and pressures for fellow employees. Such conduct is inappropriate. Solicitation of any kind of an employee on Company premises by another employee, including solicitation for charities or showers, is prohibited while either person is on working time.

Working time is the time during which the person solicited is scheduled to be working or the time during which the person doing the soliciting is scheduled to be working, but it does not include meal periods and break periods or before and after work.



Employees may distribute or circulate written materials not issued by the Company to other employees only during non-working time and only in non-working areas.

Trespassing, soliciting, or distributing literature, handbills, or other printed materials by non-employees is prohibited on Company premises at any time.

### **Work Materials**

You may be issued work materials such as uniforms, tools, equipment, manuals, etc., to aid you in accomplishing your job. You are responsible for the care, upkeep, and safekeeping of these materials and for reporting loss or damaged uniforms to your supervisor. They are Company property and must be returned upon termination.

### **Customer Service**

Satisfied customers are the reason for our existence. Without them none of us would be working here. We have a responsibility to be courteous, polite, and to demonstrate helpfulness in all dealings with our customers and/or their representatives. Discourtesy, impatience, or lack of consideration causes our business to suffer and will not be tolerated. Employees shall intervene with respect to altercations with patrons or unauthorized persons, or any other disturbances, as would be appropriate. Disagreements with customers/clients should be avoided. You should advise your Supervisor of any potential problems.

### **Publicity/Statements to the Media**

All media inquiries regarding the Company and its operations must be referred to Jeffrey Zisner. Only designated individuals are authorized to make or approve public statements pertaining to the Company or its operations. No employees, unless specifically designated by Jeffrey Zisner, are authorized to make such statements. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Company, or grant an interview on behalf of the Company, must first obtain approval from Jeffrey Zisner.

### **Guests with Disabilities and Service Dogs**

#### **By Definition**

Disability is a general term for an impairment that substantially limits one or more of life's major activities such as: walking, seeing, hearing, breathing, or eating. A disability may be either permanent or temporary due to an injury or an illness.

#### **The "AEGIS Security & Investigations Inc." Way**

In order to provide the utmost level of service and courtesy to our guests or clients with physical or mental disabilities who may have special needs, it is important for all of us to carefully NOTE and UTILIZE the following guidelines. Above all, disabled guests want to be treated with the same rights as Guests without disabilities which is in a friendly and relaxed manner. Avoid appearing uncomfortable or tongue-tied and above all, please watch your *non-verbal* communication.

Follow Facility/Venue/Event policies and procedures regarding accessibility as AEGIS Security & Investigations Inc. does not dictate nor have any involvement with the creating and implementation of Facility/Venue/Event policies and procedures specifically relating to, but not limited to: ADA, Fire Codes, and Emergency Evacuation Procedures.

#### **Procedure**

- At building entrances (doors, elevators or turnstiles); take the appropriate action to make certain the Guest has a safe entrance.
- Don't rush too quickly and "take charge." Approach the guest with a disability and ask if you can be of assistance. Wait for the guest to respond.

- DO NOT question a guest about the specifics of their disability or ask for evidence or proof.
- Offer to read signage for Guests who are visually impaired or blind.
- Guests with disabilities know best what their specific needs are. Greet them by inquiring “May I help you in some way?”
- Always use common sense and common courtesy about how a disabled guest’s request may affect their safety or the safety of other guests.
- DO NOT try to identify a Guest with a disability!
- Never touch or handle the wheelchair without the permission or request of the Guest. The wheelchair is considered an extension of the body and making physical contact in any way is inappropriate and violates personal space.
- When greeting a disabled Guest, talk directly to him/her, not to the companion, unless directed to do so by the Guest. If your conversation is lengthy, place yourself at their eye level so neither of you has to strain.
- When talking with the Guest, maintain the right distance...not too close....not too far.
- When talking with a speech impaired Guest, you may need to repeat what they are saying to make sure you have heard them correctly.
- Avoid using the term “handicap.” It is perceived as an insult.
- When in doubt as to the appropriate manner in which to assist a disabled Guest, always check with your Supervisor.

Be knowledgeable of the facility/venue/special event accommodation policy regarding guests with disabilities, up to and including; but not limited to: seating locations, service points of sale, restrooms, ATM’s, telephones, assisted listening devices, service dog accommodations, etc. to accommodate guests with disabilities.

### **Assistance Animal Information**

State and Federal laws prohibit privately owned businesses that serve the public (like restaurants, hotels, retail stores, taxicabs, theaters, concert halls, convention centers, special events, and sports facilities) from discriminating against individuals with disabilities. These businesses must permit people with disabilities to bring their service animals onto business premises in whatever areas customers are generally allowed.

Many disabilities are invisible. A disabled person might not look disabled or use a device in managing their disability (like a wheelchair, crutches, a cane, service animal, etc.). If you are not certain that an animal is a service animal, you may ask the person who has the animal if the animal provides him/her with assistance or other service. However, you MAY NOT inquire as to the nature of the person’s disability. Likewise, you may not insist on a patron showing documentation or other proof of a disability or that that animal is a service animal before permitting the service animal to accompany the person with a disability.

### **Assistance Dogs**

Assistance animals may come in different forms (pig, monkey, cat, etc.). However, most assistance animals are dogs. Assistance animals are generally permitted in all public and private facilities in the same areas where customers are generally allowed. There are three different types of assistance dogs.

### **Guide Dogs (or Seeing Eye Dogs)**

Probably the most familiar type of assistance dog is the guide dog. Guide dogs are trained to help blind or visually impaired people manage their disabilities. These dogs serve as the eyes for their owners, navigating them through traffic, stairs, and sidewalks while avoiding obstacles that could cause injury.

### **Signal Dogs (or Hearing Dogs)**

Signal dogs are specially trained to assist deaf or hearing impaired people with managing their disabilities. Signal dogs alert their owners to sounds and noises such as doorbells, phones, smoke alarms, car horns, crying babies, microwave bells, and even whistling tea kettles.

## **Service Dogs (or Helper Dogs)**

Service Dogs help persons with various types of physical and/or mental disabilities. There are many different types of Service Dogs (Walker Dogs, Seizure/Alert Dogs, Psychiatric Dogs, etc.), which perform many different tasks for their owners. Some of the different tasks a service dog might perform include: picking-up dropped objects, carrying items in a backpack, pulling wheelchairs, providing stability/balance, opening/closing doors, pushing 911 on a telephone, helping a person with a mental disability (schizophrenia, agoraphobia, autism, etc.) cope with being in public, and providing minimal protection. NOTE: This list is not all inclusive. It does not list all of the different things a Service Dog might do.

## **Assistance Dog Trainers**

In order for a Guide, Signal, or Service dog to be able to assist a disabled person, the dog needs to be trained. A disabled person might train their own dog or the dog might be trained by a person who is not disabled. People who train assistance animals are allowed to go anywhere, with the "Dog in Training," that the general public is allowed to go.

## **Assistance Dog Identification**

Some Assistance Dogs wear harnesses, a vest, or backpacks which will help you tell if the dog is an assistance dog or just a pet. Similarly, some disabled people have special licenses for their assistance dogs. However, disabled people and Assistance Dog Trainers do NOT always have a license or some other type of identification device on their Assistance Dog nor are they required by law to carry such documentation. Again, if you are not certain that an animal is a service animal, you may ask the person who has the animal if the animal provides them with assistance or other service. However, you MAY NOT inquire as to the nature of the person's disability. Likewise, you may not insist that a patron show documentation or other proof of a disability or ask whether the animal is a service animal before permitting the service animal to accompany the person with a disability.

## **What to do when you meet an Assistance Dog**

The role of the Assistance Dog is to assist the handler in a variety of ways. The following are some examples of how to behave around an Assistance Dog:

Do not pet, make noises, or call to the Assistance Dog: If the dog is working, it should never be patted or distracted by having its name called. Excessive eye contact, making noises, or making the dog the center of attention should be avoided. These may all cause the dog to take its concentration off the job and put the handler's safety at risk.

If you would like to pet an Assistance Dog that is not working, always ask the handler first for permission. If the handler agrees, always talk or pat the dog in a quiet and calm manner.

Do not feed the dog: The Assistance Dog is fed a balanced diet by its handler. Other people should never feed an Assistance Dog. Feeding an Assistance Dog might cause the dog to be on the lookout for tidbits, which will distract the dog and place the handler's safety at risk. It may also lead to obesity and health problems, possibly causing the dog's working life to be shortened.

Talk to the handler, not to the dog: Remember to talk to the Assistance Dog handler and not the dog. It is very frustrating for the Assistance Dog handler when people constantly talk to the dog and not to the handler. The Assistance Dog handler has been trained in the most appropriate techniques for working or correcting the dog. Please only provide assistance if requested by the Assistance Dog handler.

If there are any further queries regarding how to behave towards an Assistance Dog, please do not hesitate to discuss it with the Assistance Dog handler.

## **Know the facility/venue/special event's Accommodation Policy regarding Guests with Disabilities**

AEGIS Security & Investigations Inc. New Field Member Reference Guide

When working at different facilities, become familiar with the different policies used to accommodate Guests with disabilities at each location, including, but not limited to: access ramps, seating locations, service points of sale, restrooms, ATM's, telephones, assisted listening devices, service dog accommodations, etc. If you are approached by a disabled person and asked about any of these policies, but do not know the answer, immediately contact a supervisor so that you may give the disabled person correct information.

## **Report Writing**

To ensure proper report writing, which is a very important part of your job, consider the following when writing a report:

Clarity of thought and expression is of paramount importance. We could write volumes and literally say nothing at all. Yet a simple paragraph may contain more information than several sheets of paper. Thoroughness in gathering information enhances every report. Witnesses, suspects, victims, owners, supervisors, and others need to be listed as completely as possible or necessary. Telephone numbers for work and home, social security numbers, and driver's license numbers need to be put down clearly, so as to allow future contact without error.

Reports must be comprehensive; that is they should cover every aspect of whatever is being reported. It is unwise to leave anything out. At a future time, one can discuss why so much information was included, but one cannot easily create something that was left out. It is also easier to explain why more went in that report than to explain why something was left out. A certain suspicion arises about missing data that was available at the time the report was made.

There is a certain order of information in a report. The order referred to is *chronological* order, the listing of events as they occurred in time. Reports are easier to understand when events are recorded in the order in which they occurred.

Witnesses are the most important part of your report. It is crucial that you obtain as much independent witness information as possible. This would include: name, phone numbers, addresses, social security numbers, driver license numbers, and any other form of identification. Often we are asked by counsel for this information, so they may obtain an independent account of each incident.

Neatness counts when preparing a report. Smudges, stains, and other marks detract from the report making it look less worthy than it is. Even if the information is perfect in content and form, a sloppy looking report loses credibility.

Other people read our reports. Your supervisor must review your report for clarity and completeness. Overall Supervisors or Account Managers may read your report or your crew's report to gain information. If a law suit is involved (*such as in the report of a slip-and fall injury or something similar*), our Risk Manager, lawyers, judges, and even juries may see what you or your crew have written.

Spelling is important for several reasons. Correct spelling clearly defines meaning, in most cases. Correct spelling also creates the impression that the writer was reasonably educated and knew what they were doing when writing the report. If you are in doubt about the spelling of any words, look them up. There is no shame in not knowing a particular word or set of words. A person cannot possibly know every word in the dictionary. Names of people and places or streets and buildings must be carefully spelled out. .

Correct grammar makes any report understandable. Having all the facts in one place is worth very little if they are not connected or the sentence structure leads to confusion. If you don't know, ask. We all learn grammar from our mistakes and by asking questions. We are also not likely to make the same mistake again.

Penmanship and legibility of your reports will have an effect in determining the value of your reports. If someone can't read the report because of poor penmanship, the report will be ignored. If you can't type the report, please use lettering instead of handwriting. Make all your letters clear so that no mistakes can be made, such as mistaking a "U" for a "V", or a "C" for a "G", etc.

Your reports are stored for future reference. Should the need arise; you may have to refresh your memory of an event from your written report. If your report is deficient, your memory will be deficient also. In the event you are not around for any reason, your report may have to stand alone in order to prove or disprove an issue.

In summary, your reports acquire an importance you might not have realized. Events and incidents are recorded and made available for later review by many different people. Clarity and correctness are all important and you will be judged on the quality of your reports by people who have written such documents in the past and been similarly judged. Do your best to be accurate and complete.

### **Necessary and Appropriate Communication**

Anytime that there is a failure to produce a work product, properly follow established procedures, or if someone is in violation of ethics or law, it is your responsibility to report to your immediate superior this failure. Your recognition of any failure should always include any potential solutions to the problem as you see it. The company expects this reporting to be done in written form. Two acceptable forms of reporting are written memoranda, electronic mail (e-mail), or written memoranda as an attachment to electronic mail. The company will consider the employee who has material information about a problem and fails to report it in violation of the company's values and ethics. This type of violation would be a lie of omission. A lie of omission is to remain silent when ethical behavior calls for one to speak up. A lie of omission is a method of deception and duplicity that uses the technique of simply remaining silent when speaking the truth which would significantly alter the company's capacity to make an informed decision. It's important to note that management cannot pro-actively deal with issues of which it does not have knowledge.

### **Inappropriate Conversations, Verbal/Non-Verbal Behaviors, Expression of Opinion and False Statements**

It is against policy for anybody in the company to use verbal and non-verbal communications consisting of griping, disrespectful comments, rumor mongering, and expression of opinion (in an inappropriate manner), false statements, and other inappropriate business related conversations. These are in regards to any AEGIS Security & Investigations Inc. client, tenant, guest, fellow team member, or other vendor/partner.

### **Code of Ethics**

Upholding legal standards of conduct, while mandatory for every team member at AEGIS Security & Investigations Inc., is not sufficient. Each employee is also responsible for maintaining ethical standards. These standards govern how we treat everyone with whom we have contact. These are standards of integrity, honesty, trust, respect, fair play, and team work. AEGIS Security & Investigations Inc. believes that its behavior as a business should reflect the commitment to the values set forth in our value statement, as well as in this guide.

AEGIS Security & Investigations Inc. values its reputation for integrity. AEGIS Security & Investigations Inc. is committed to the highest standards of professional and personal conduct. While practices may vary in different business environments, honesty and integrity have always characterized and must continue to characterize AEGIS Security & Investigations Inc.'s business activities. Employees are not permitted to achieve results by illegal or unethical methods, including knowingly engaging in otherwise prohibited activities through third parties, such as the employee's spouse, other members of the employee's family, or other persons or organizations.

Receiving or making any commercial bribes or kickbacks or payments for confidential information of other individuals or businesses are illegal and unethical and are prohibited. Any offer of any such thing should be reported immediately to Human Resources.

AEGIS Security & Investigations Inc. acts of hospitality toward persons with whom the Company conducts business should be of such a modest scale and nature that they cannot be construed as compromising the integrity or impugning the reputation of the recipient, the employee, or the Company.

Falsifying any Company document is not permitted and may result in immediate termination.

Employees shall not appropriate or divert Company assets or employee services for their personal benefit. Examples of such prohibited activities include: unauthorized removal of materials, equipment, supplies and products, unauthorized retention or duplication of Company documents, and unauthorized use of Company paid labor for an employee's personal benefit.

The use, directly or indirectly, of any funds or assets of AEGIS Security & Investigations Inc. for any unlawful purpose is prohibited. Any unlawful activity performed during business hours or for business expediency can result in immediate discharge.

Since it is not feasible to describe all of the situations in which questions of ethical conduct may arise, all employees should avoid even the appearance of impropriety.

### **Compliance**

Observance of these policies is critical to AEGIS Security & Investigations Inc.'s continued growth and success. Questions concerning these policies should be directed to Human Resources.

Prior to engaging in any activity which may violate these policies, an employee is encouraged to discuss that activity with the immediate supervisor, Manager, or Human Resources.

Violations of these policies will result in appropriate action as circumstances warrant. Such action may include immediate termination of employment and are pursuit of the Company's right to reimbursement for any financial loss the Company may have suffered. Such action may also include criminal prosecution.

### **Workplace Violence**

The Company recognizes that workplace violence is a growing concern of employers and employees across the country. The safety and security of our employees is of paramount importance. Thus, the Company is committed to taking reasonable measures to create a safe, violence-free workplace. AEGIS Security & Investigations Inc. strictly prohibits employees, consultants, clients, vendors, suppliers, visitors, or anyone else on Company premises or engaging in a Company-related activity from behaving in a violent or threatening manner. As part of this policy, the Company seeks to prevent workplace violence before it begins and reserves the right to deal with behavior that suggests a propensity toward violence even prior to any violent behavior occurring.

The Company believes that prevention of workplace violence begins with recognition and awareness of potential early warning signs and will respond to any situation that presents the possibility of violence.

#### **Workplace Violence Defined**

- Threats of any kind
- Threatening, physically aggressive, or violent behavior such as intimidation of or attempts to instill fear in others.
- Defacing Company or employee property or causing physical damage to such property.
- With the exception of licensed armed security personnel, bringing weapons or firearms of any kind on Company premises, in Company parking lots, or while conducting Company business.

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- Harassing or threatening phone calls, texts, emails or other correspondence.
- Stalking.
- Other behavior that suggests a propensity toward violence which can include belligerent speech, excessive arguing or swearing, sabotage, or threats of sabotage of Company or employee property, or a demonstrated pattern of refusal to follow Company policies and procedures.
- Any conduct resulting in a conviction under any criminal code provision relating to violence or threats of violence that adversely affects the Company's legitimate business interests.

Workplace violence does not refer to occasional comments of a socially acceptable nature. Such comments may include references to legitimate sporting activities, popular entertainment, or current events. Rather, it refers to behavior that is personally offensive, threatening, or intimidating.

### **Reporting**

If any employee observes or becomes aware of any of the above-listed actions or behaviors by an employee, client, vendor, supplier, consultant, visitor, or anyone else, they should immediately notify security and, when feasible, the proper emergency agency.

Further, employees should notify the respective AEGIS supervisor, AEGIS manager, or Human Resources if any restraining order is in effect or if a potentially violent non-work-related situation exists that could result in violence in the workplace.

### **Investigation**

All reports of workplace violence will be taken seriously and will be investigated promptly and thoroughly. In appropriate circumstances, the Company will inform the reporting individual of the results of the investigation. To the extent possible, the Company will maintain the confidentiality of the reporting employee and of the investigation, but may need to disclose results in appropriate circumstances, for example, in order to protect individual safety. The Company will not tolerate retaliation against any employee who reports workplace violence.

### **Corrective Action and Discipline**

If the Company determines that workplace violence has been threatened or has occurred, the Company will take appropriate corrective action and will impose discipline on offending employees. The appropriate discipline will depend on the particular facts, but may include termination of employment. If the violent behavior is that of a non-employee, the Company will take appropriate corrective action in an attempt to ensure that such behavior is not repeated.

## **Injury & Illness Prevention Program**

### **Safe Conduct on the Job**

The safety of our employees is of the utmost importance to us. The following Code of Safe Practices is a basic list that highlights some general safety guidelines that we require our employees to abide by. This list is not intended to be all inclusive and common sense should be used at all times when making safety decisions. If you are ever in doubt about the correct way to perform a task, please contact your supervisor for immediate instructions. Your safety is our top priority; please make it a priority for yourself and those around you.

All persons shall follow this Code of Safe Practices and render every possible aid to safe operations.

- Failure to abide by the Code of Safe Practices may result in disciplinary action up to and including termination.
- Immediately report any unsafe conditions, accidents, injuries, or illness to your client point of contact and AEGIS supervisor or manager.
- If you are unsure of the safe method to do your job, STOP working and ask your supervisor. Ignorance is no excuse for a safety violation.

- No one shall be knowingly permitted to work while the employee's ability or alertness is impaired by fatigue, illness, prescription, or over the counter drugs. Employees who are suspected of being under the influence of illegal or intoxicating substances, impaired by fatigue or an illness, shall be prohibited from working.
- Never work while under the influence of an illegal or intoxicating substance, fatigued, or ill.
- Anyone known to be under the influence of any drugs or intoxicating substances which impair the employee's ability to safely perform the assigned duties shall not be allowed on the job
- Horseplay, scuffling, fighting, and other acts which tend to have an adverse influence on the safety or well-being of the employees are prohibited.
- Keep your work area clean.
- Be alert at all times, our employees may occasionally be around moving vehicles. Make sure you watch and listen for forklifts or other vehicles in your area and stay clear.
- Always notify all other individuals in your area who might be endangered by the work you doing.
- Do not operate equipment that you are not familiar with. Do not attempt to use such equipment until you are fully trained and authorized.
- You are responsible for ensuring that all safety guards are operable and in place. If they are not, STOP working and tell your supervisor.
- Do not block exits, fire doors, aisles, fire extinguishers, first aid kits, emergency equipment, electrical panels, or traffic lanes.
- Do not leave objects on the floor which might cause others to trip and fall.
- Do not run on the job site.
- Do not distract others while working. If conversation is necessary, make sure eye contact is made prior to communicating.
- Do not use your cell phone while working for anything other permitted company use of company apps, websites, or to call management, client representatives, or emergency services.
- Only authorized employees are permitted to operate company vehicles. An authorized employee is one that has taken AEGIS Security & Investigations Inc.'s driver safety program, has provided Human Resources with a copy of their driver license, has had a DMV check printed out and filed in their personnel file, and had been specifically scheduled to drive a vehicle.
- Company vehicles are to be used for company business only.
- Drive defensively and obey all traffic and highway laws.
- Always wear your seat belt, whether you are the driver or a passenger.
- Report all accidents as soon as possible to your supervisor and obtain a police report.
- Keys must be removed from all unattended vehicles and the vehicles must be locked.
- Inspect your vehicle and report any defects or operating problems to your supervisor so that repairs can be made.
- No smoking in company vehicles or while refueling.
- If your driver license is revoked or expired, immediately notify your supervisor and do not drive.
- Smoking is prohibited within twenty (20) feet of where flammable substances are present.
- In case of fire, employees shall consider the safety of themselves and other individuals before saving property.
- Maintain awareness of potential hazards when walking about the job site.
- Be aware of your closest exit at all times.
- All employees exposed to traffic hazards are required to wear orange flagging garments (shirts, vests, jackets) at all times.

Traffic controls are to be properly maintained throughout the work day as assigned. Signs and cones must be kept upright, visible, and in their proper position at all times.

## **Heat Exhaustion Briefing**



While working as a posted security officer, you may not be relieved more than your required rest breaks and meal periods, if applicable. You should bring with you a water bottle, jug, or container, sufficient to drink at least 1 quart of water per hour, especially if you are in the sun. You should set a schedule for yourself to drink every 15 minutes to avoid heat stress.

Do not wait until you feel sick to cool down. Analyze your environment and if possible, locate a shaded area in which you can post while still maintaining the integrity of your duties. (For example, don't leave the gate/doors/entrance/post unattended). If it's not possible to post permanently in shade, you should work with other guards and the client point of contact to rotate posts in and out of shade regularly as well as report to each other your status as it relates to heat exhaustion. You should take a preventative cool-down rest in the shade for a period of no less than five minutes at a time when you feel the need to do so to protect yourself from overheating.

Furthermore, AEGIS maintains a stock of baseball caps with the word SECURITY written across the front. Should you require one, contact a manager and one will be provided to you at no charge.

Lastly, if you feel yourself starting to feel the symptoms of heat exhaustion (Faintness or dizziness. Nausea or vomiting. Heavy sweating often accompanied by cold, clammy skin. Weak, rapid pulse. Pale or flushed face. Muscle cramps. Headache. Weakness or fatigue.), immediately contact a manager, supervisor, other guard on-site, or the client POC for relief. If it is an emergency, call 911.

### **Work-Related Injuries**

Regardless of severity, all injuries or illnesses incurred while on the job must be reported immediately to your Supervisor. First aid will be provided as necessary before professional assistance arrives.

Failure to immediately report an accident or illness can jeopardize your rights to benefits under the Worker's Compensation Laws.

Employees required to leave work early because of an on-the-job injury will receive pay for work performed and/or a minimum pay of two hours. A doctor's statement is required to verify that an employee was not able to return to work that day.

AEGIS Security & Investigations Inc. provides Workers' Compensation Insurance coverage for all employees to cover on-the-job illness/injuries. This insurance is provided at no cost to the employee. If you are injured on the job, medical expenses incurred in connection with that injury may be paid in accordance with the Workers' Compensation Law of the appropriate state.

If an employee suffers an on-the-job injury/illness, requiring a doctor's care, a medical facility/physician may be designated by the Company.

### **Return to Work After Illness/Injury**

If an employee is injured on the job, a doctor's note giving authorization to return to work is required prior to being placed on duty.

California employees: Please see Workers Compensation information sheets.

### **Refresher Material**

The Company has compiled a collection of valuable information that will help AEGIS employees do their job safely, efficiently, and effectively. Review the following prior to working your first shift:

## Radio Etiquette

Radio Communication Dos and Don'ts:

- Always conduct a "Radio Check" when you get your radio
- Make sure your radio is on the correct frequency
- Make sure your radio's volume is up and your surveillance kit is in your ear
- When in doubt of the correct radio code, just use plain English.
- In the event of a major emergency or if you are working with new or unfamiliar guards, use plain English.

Universal AEGIS Radio Codes:

- Code Green = Drugs/Narcotics
- Code Yellow = Verbal Escalation
- Code Red = Physical Altercation - All Available Respond
- Code Gray = Over-Intoxication/Walk Out
- Code Black = Intruder/Weapon/Lockdown
- Code Blue = Law Enforcement is at the entrance
- Code 4 = All Clear
- 10-4/Roger/Copy = Understood
- 10-9 = Repeat Last Message
- 10-20 = What's your location?
- 10-100 = Break/Restroom
- 86'd = Not allowed to return

In the event of an emergency, only listen to the radio traffic for instructions. If you have VERY important information about a specific incident or threat, make sure any other information being discussed on the radio is completed before you speak.

## Medical Emergency

In the event of any medical emergency, immediately report the incident to the client point of contact on-site. If no POC is available, use your judgement while airing on the side of caution and calling 911 for a medic. If an employee, customer, or patron comes to you reporting they were hurt, ALWAYS offer them the opportunity for you to call 911 to get an ambulance and transport. If they decline medical assistance, make sure to note this in your incident report.

IMPORTANT: ONLY PROVIDE FIRST AID/CPR TO THE EXTENT AND LEVEL YOU ARE TRAINED AND CURRENTLY CERTIFIED TO. AS PER THE RED CROSS AND AMERICAN HEART CERTIFICATIONS, ONCE YOU BEGIN PROVIDING FIRST AID, YOU ARE NOW RESPONSIBLE FOR THE INDIVIDUAL UNTIL MEDICS ARRIVE.

### Red Cross/American Heart First Aid Summary:

Do a quick assessment of the situation and only help to the extent you are trained and capable of. Identify your self as a security officer assigned the to the site you are posted at.

1. Is the area safe for you to assist.
2. Do you have the proper personal protective equipment: gloves, mask, etc.
3. Define the medical emergency? This is done by asking the individual what is wrong. If they are unconscious, ask those around them.
4. Do a head-to-toe assessment without moving the individual, particularly any areas of concern (open wounds, broke bones, the head/neck, etc).
5. Assist the extent you are trained to do so. If you have no formal training in first aid or CPR and do not have current certifications, you can assist the individual provide care to themselves by getting them paper towels, gauze, water, wet napkins, towels, blankets, etc, but NOT by providing first aid or actual care. Do not EVER provide medication of any kind (including pain killers).

Always get the name, date of birth, address, and phone number of the individual you assist. You will need to complete an incident report at [www.aegis.com](http://www.aegis.com) under Contact Us before the end of your shift any time someone is hurt at your site while you are on post.

## Fire Emergency

The following steps should be followed when responding to incipient stage fire:

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- Sound the fire alarm and call the fire department, if appropriate.
- Identify a safe evacuation path before approaching the fire. Do not allow the fire, heat, or smoke to come between you and your evacuation path.
- Select the appropriate [type of fire extinguisher](#).
- Discharge the extinguisher within its effective range using the [P.A.S.S.](#) technique (pull, aim, squeeze, sweep).
- Back away from an extinguished fire in case it flames up again.
- Evacuate immediately if the extinguisher is empty and the fire is not out.
- Evacuate immediately if the fire progresses beyond the [incipient stage](#).

Most fire extinguishers operate using the following P.A.S.S. technique:

1. *PULL*... Pull the pin. This will also break the tamper seal.
2. *AIM*... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.

*NOTE:* Do not touch the plastic discharge horn on CO2 extinguishers, it gets very cold and may damage skin.

3. *SQUEEZE*... Squeeze the handle to release the extinguishing agent.
4. *SWEEP*... Sweep from side to side at the base of the fire until it appears to be out. Watch the area. If the fire re-ignites, repeat steps 2 - 4.

**If you have the slightest doubt about your ability to fight a fire....EVACUATE IMMEDIATELY!**

## Earthquake

The primary dangers to workers result from: being struck by structural components or furnishings, inadequately secured stored materials, burns resulting from building fires resulting from gas leaks or electrical shorts, or exposure to chemicals released from stored or process chemicals. Many of the hazards to workers both during and following an earthquake are predictable and may be reduced through hazard identification, planning, and mitigation.

There are many things you can do to prepare your workplace before an earthquake occurs:

- Pick "safe places". A safe place could be under a sturdy table or desk or against an interior wall away from windows, bookcases or tall furniture that could fall on you. The shorter the distance to move to safety, the less likely that you will be injured. Injury statistics show that people moving as little as ten feet during an earthquake's shaking are most likely to be injured.
- Practice [drop, cover, and hold-on](#) in each safe place. Drop under a sturdy desk or table and hold on to one leg of the table or desk. Protect your eyes by keeping your head down. Practice these actions so that they become an automatic response.
- Practice these safe earthquake procedures (i.e., drop, cover, and hold-on). More frequent practice will help reinforce safe behavior. When an earthquake or other disaster occurs, many people hesitate, trying to remember what they are supposed to do. Responding quickly and automatically may help protect you from injury.
- Make a plan for workers to follow in the event of an earthquake and be sure that it includes the following precautions:
  - Wait in your safe place until the shaking stops, then check to see if you are hurt. You will be better able to help others if you take care of yourself first, and then check the people around you. Move carefully and watch out for things that have fallen or broken, creating hazards. Be ready for aftershocks.
  - Be on the lookout for fires. Fire is the most common earthquake-related hazard, due to broken gas lines, damaged electrical lines or appliances, and previously contained fires or sparks being released.

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- If you must leave a building after the shaking stops, use the stairs, not the elevator, and look for falling debris. Earthquakes can cause fire alarms and fire sprinklers to go off. You will not be able to rule out whether there is a real threat of fire, and the elevators may have been compromised. Always use the stairs.
- If you're outside in an earthquake, stay outside. Move away from buildings, trees, streetlights and overhead lines. Crouch down and cover your head. Many injuries occur within ten feet of the entrance to buildings. Bricks, roofing and other materials can fall from buildings, injuring persons nearby. Trees, streetlights and overhead lines may also fall, causing damage or injury.

### **Active Shooter**

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

#### **1. Evacuate**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

#### **2. Hide out**

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

#### **3. HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY**

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

#### **3. Take action against the active shooter**

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons

- Yelling
- Committing to your actions

#### 4. HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

#### **Pre-Incident Indicators**

## INDICATORS OF POTENTIAL VIOLENCE BY AN EMPLOYEE



Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression / withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior which is suspect of paranoia, (“everybody is against me”)
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

*Source: U.S. Department of Homeland Security*

M.O. or Modus Operandi is a method of procedure; especially: a distinct pattern or method of operation that indicates or suggests the work of a single criminal in more than one crime.

As security professionals, how we react to a situation should be based on the M.O. of person we're engaged with. The best way to analyze the topic is to look at various scenarios.

A bank robber, liquor store hold up, or retail store robbery typically does not result in people being shot, injured, or killed. The reason for this is the M.O. of the crime is financial gain, and not necessarily to kill people. In this scenario, it may be best to give them what they want (money, product, etc) and help everyone stay calm.

An active shooter, workplace violence situation, or targeted violence scenario typically involves indiscriminate killing in a confined area. Whether random or targeted, when someone is looking to kill others, you have to decide to run, hide (and barricade), or fight depending on your reasonable expectation of success in being able to complete your plan.

### **Bomb Threats**

#### **Importance of searches and Patrols**

In many instances, finding a suspicious device or bomb can be attributed to conducting thorough searches and regular patrols at varied intervals. To conduct a thorough bag check per your post orders:

- Have the individual open their own bag and all of the interior compartments
- Check those compartments using a flashlight to visually inspect them as well
- If there is a pack of cigarettes, have them open it
- If there is a lot of items, you may ask them to take some out so you can see the bottom
- Lightly squeeze the bottom of the bag to make sure there are no large objects concealed
- Look for any items that resemble a suspicious device defined below

### **If You Find a Suspicious Item**

Together we can help keep our communities safe—if you see something that is suspicious, out of place, or doesn't look right, say something to an MOD. (Check out [See Something, Say Something](#))

A **suspicious item** is any item (e.g., bag, package, vehicle, etc.) that is reasonably believed to contain explosives, an improvised explosive device (IED), or other hazardous material that requires a bomb technician and/or specialized equipment to further evaluate it. Examples that could indicate a bomb include unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors. Generally speaking, anything that is **Hidden**, **Obviously suspicious**, and not **Typical (HOT)** should be deemed suspicious. In addition, potential indicators for a bomb are threats, placement, and proximity of the item to people and valuable assets.

**NOTE:** Not all items are suspicious. An **unattended item** is an item (e.g., bag, package, vehicle, etc.) of unknown origin and content where there are no obvious signs of being suspicious (see above). Facility search, lock-down, or evacuation is not necessary unless the item is determined to be suspicious.

You may encounter a suspicious item unexpectedly or while conducting a search as part of your facility's or employer's Bomb Threat Response Plan. If it appears to be a suspicious item, follow these procedures:

- Remain calm.
- Do **NOT** touch, tamper with, or move the package, bag, or item.
- Notify authorities immediately:
  - Notify your facility supervisor, such as a manager, operator, or administrator, or follow your facility's standard operating procedure. (See below for assistance with developing a plan for your facility or location.)
  - Call 9-1-1 or your local law enforcement if no facility supervisor is available.
  - Explain why it appears suspicious.
- Follow instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding shelter-in-place or evacuation.
- If no guidance is provided and you feel you are in immediate danger, calmly evacuate the area. Distance and protective cover are the best ways to reduce injury from a bomb.
- Be aware. There could be other threats or suspicious items.

Every situation is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine if a real risk is posed and how to respond. Refer to the [DHS-DOJ Bomb Threat Guidance](#) for more information.

### **If You Receive a Bomb Threat**

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine the credibility of the threat. Follow these procedures:

- Remain calm.
- Notify authorities immediately:
- Notify your facility supervisor, such as a manager, operator, or administrator, or follow your facility's standard operating procedure. (See below for assistance with developing a plan for your facility or location.)
- Call 9-1-1 or your local law enforcement if no facility supervisor is available.
- Refer to the DHS Bomb Threat Checklist for guidance, if available.
- For threats made via phone:
  - Keep the caller on the line as long as possible. Be polite and show interest to keep them talking.
  - **DO NOT HANG UP**, even if the caller does.
  - If possible, signal or pass a note to other staff to listen and help notify authorities.
  - Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.—that will aid investigators.
  - Record the call, if possible.
- For threats made in person, via email, or via written note, refer to the DHS Bomb Threat Checklist and DHS-DOJ Bomb Threat Guidance for more information.
- Be available for interviews with facility supervisors and/or law enforcement.
- Follow authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.

Watch the Bomb Threat Training Video and refer to the DHS-DOJ Bomb Threat Guidance for more information:  
[Bomb Threat Response Video](#)

Under the direction of the client POC, security manager, or emergency management guidelines for the client site, evacuate via the designated protocols and assist law enforcement and first responders as directed.

### Checking IDs

A bona fide method for determining age and identity is a VALID document issued by a federal, state, county, or municipal government[/ltr]

- Name
- Birth Date
- Physical Description
- Photograph
- Expiration Date

Forms of IDs:

- All domestic and foreign passports
- All U.S. Military IDs with name, photo, & birth date (the birth date is on top of the picture on the back)
- State Drivers License

What is not an ID?

- School ID
- Work ID
- Credit Card
- Temporary paper driver's license (it says "THIS IS NOT TO BE USED FOR IDENTIFICATION PURPOSES")
- An ID with a hole punched through it
- An expired ID
- Photocopy of an ID



To Manually Check An ID, check the:

Pliability - bend it - does it feel like other IDs?

Colors / Seals - do the colors look right? Are they clear and crisp

Black Lights Objects - do they show up under a black light

Graphics - are they consistent with a real ID?

Picture - Look for a shadow and around the edges of the face. If it has hard lines, it may be Photoshoped

Edges for peeling - IDs don't typically peel or split in half

ID Verification:

If you think you may have a fake ID or a passed ID (someone using someone else's ID), you can verify it by investigating further.

- Look for hair, height, and weight changes that are not consistent with the person in front of you. Look at their nose, chin, and ear lobes - those don't change.
- Do some quick math and figure out what year they would have been 18 years old. Take their birth year, add 20 years, subtract 2. Then ask them what they graduated high school. If they hesitate or don't know, you probably have a fake ID.
- Consult an [ID Book](#)
- Use a black light and an ID scanner
- When all else fails, or if they are behaving odd, off, or aggressive, consult a manager

If you have a fake or passed down ID, you CAN NOT TAKE IT WITHOUT GIVING THEM A RECEIPT AND TURNING IT OVER TO THE POLICE. So, pass it to a manager and let them deal with it, or give it back to them and tell them if they try it again, you will be calling the police next time.

It is NEVER acceptable to accept a bribe to allow someone in a secure space, especially for a fake, passed, or expired ID.

### Dealing with Liquor/Alcohol

- The Department of Alcohol Beverage Control oversees the sale, distribution and consumption of alcohol in California
- ABC's compliance unit conducts independent investigations and investigations in partnership with other state entities (Employment Development Department, Department of Fair Employment and Housing, Board of Equalization, etc.) and local law enforcement agencies
- Possession and consumption of liquor by a minor is a misdemeanor and the person who served them or allowed it to happen may be guilty of a misdemeanor as well and subject to a fine
- Every person who sells, furnishes, gives or causes to be sold, furnished or given away, any alcoholic beverages to any habitual drunkard, or to any obviously intoxicated person is guilty of a misdemeanor
- If a patron appears to begin becoming overly intoxicated, inform the servers/bartenders to cut them off
- Offer them a place to sit or fresh air while alcohol metabolizes in their system
- Do not attempt to escort or remove a patron from the venue without assistance and proper instruction
- If they become a danger to themselves or others, report it to a manager and have them call the paramedics or police

### Identifying Over Intoxication

Stage 1: Sobriety or Subclinical Intoxication

At a BAC of 0.01-0.05 percent, depending on the person, the individual is not going to show signs of intoxication.

According to the website [Drinking and Driving](#), this will be the BAC level of an average man after consuming no more than 1 drink over one hour; for women, this is also generally true, except for particularly small individuals (100 pounds or under).

At this stage, the individual's behavior will most often be normal for that person, or near normal, with no visible intoxication. Nevertheless, at concentrations in this range, there are tests that can still determine whether or not alcohol has been consumed. In addition, depending on the individual, judgment and reaction time may be very slightly impaired.

Stage 2: Euphoria

The second stage of intoxication, referred to as *euphoria*, occurs between 0.03 and 0.12 BAC, depending on the individual's characteristics. This generally occurs if a man consumes 2-3 drinks over the course of an hour; for a woman, it's 1-2 drinks in that time. In this stage, the individual gets animated, talkative, and self-confident. Inhibitions also begin to decline. Most people refer to this stage as being "tipsy."

Negatively, in this stage, a person's motor responses experience more significant delay than at lower BAC. Based on information from the National Highway Traffic Safety Administration, attention and judgment decline further, short-term memory and perception are affected, and the person may have a trouble maintaining physical control. As a note, a BAC of 0.08 is considered to be intoxicated in the US, and can warrant an arrest if the person is driving at this BAC.

Stage 3: Excitement - THIS IS THE STAGE WHERE CUSTOMERS/CLIENTS SHOULD NO LONGER BE PROVIDED ALCOHOL AND MAY NEED TO BE ESCORTED FROM THE PREMISES.

According to the University of Oklahoma Department of Medicine chart, having a BAC of 0.09-0.25 leads into the third stage. Legally intoxicated, the man in this stage has probably had 3-5 drinks within one hour, or 2-4 drinks for a woman. The person begins to experience emotional instability, and loss of coordination is profound. Other symptoms at this stage include:

- Loss of judgment, perception, and memory
- Vision issues, including decreased peripheral vision, blurriness, and delayed glare recovery
- Loss of balance
- Drowsiness
- This is the stage most people recognize as being visibly drunk

#### Stage 4: Confusion

A BAC level of 0.18-0.30 percent leads to this stage, which borders on alcohol poisoning after consuming an unreasonable number of drinks in just one hour. The confusion in this stage results in emotional upheaval and extremes. Coordination is markedly impaired, to the extent that the person may not be able to stand up, may stagger if walking, and may be completely confused about what's going on.

Those in this stage of intoxication are highly likely to forget things that happen to or around them. "Blacking out" without actually passing out can happen at this stage. In addition, a person may not be able to feel pain. This makes the individual more susceptible to severe injury during this stage of intoxication.

#### Stage 5: Stupor

Stupor can indicate that alcohol poisoning has occurred. As described by College Drinking, with a BAC of 0.25-0.4, an individual who has reached this stage has effectively rendered the body incapable of clearing the toxins generated by alcohol metabolism. Results of alcohol poisoning include:

- Inability to respond to stimuli
- Sitting in a stupor or passing out
- Inability to control body functions: incontinence and vomiting
- Inability to stand or walk

If a person has reached this stage, medical assistance is necessary. The individual could potentially choke on vomit or have breathing problems at this stage, because the gag reflex and respiration are impaired as well.

#### Stage 6: Coma

A person who has reached 0.35-0.45 BAC is likely to become unconscious and go into a coma. Respiration and circulation are severely depressed, motor response and reflexes are negligible, and the person's body temperature drops. The person who has reached this stage is at risk of death.

#### Stage 7: Death

At about 0.45 BAC or above, the person will likely die of respiratory failure due to alcohol poisoning. A BAC of 0.35 can be fatal as well, as mentioned above.

These levels of alcohol consumption are not as difficult to achieve as some might think. Because it takes time for alcohol to have an effect on the body, consuming the large amounts required to reach these BAC levels can occur while the person is still reasonably sober. For this reason, it is important to remember to drink in moderation before things go too far. Because the amount of alcohol needed to reach this state can vary so widely depending on the individual's metabolism and other factors described at the beginning of this article, what might be a fatal dose for one person may not be for another. Moderation can help prevent a person from finding out.

## Conclusion

It is notable that a habitual or chronic drinker may develop a tolerance to the effects of alcohol, and may not show the symptoms of various intoxication stages as readily as those who do not drink often. A study from Alcohol and Alcoholism shows that people admitted to emergency departments with suspected alcohol intoxication had BAC levels varying from 0 to 0.4, and that the degree to which they showed symptoms was at least partly based on their tolerance for alcohol and how regularly they drank.

This creates a high risk not only when it comes to how much the person drinks, but also when it comes to getting sober and then returning to drinking. After a period of sobriety, the individual's tolerance drops and the large doses the person was accustomed to drinking before sobriety can become dangerous. For this reason, research-based treatment that provides the needed skills and tools to manage alcoholism and maintain sobriety into the future can help people live longer lives with lower risk of relapse.

## De-Escalation

The first and most important step in managing conflict is de-escalation. De-escalation involves active listening coupled with speaking in a calm and sincere way. If a patron is upset, the first step is to pull them aside and ask to speak to them in a more private place. If you can, this private, more quiet place should be near an exit.

LISTEN... LISTEN... LISTEN to what they have to say. Use open ended questions instead of yes or no questions to get more information. Show them you have been listening by repeating in your own words the problem they are facing. "I understand this situation is difficult for you..."

Ask them to help you so you can help them. "What can we do to resolve the situation for you?" In doing so, they can start to rationally work their way through the problem rather resorting to instinct or violence.

If their method is unacceptable, explain to them why. "You don't want to do that... It's not worth going to jail!" Then re-direct them, "How about we do \_\_\_\_\_"

Do everything in your power to help them resolve the situation in an efficient and effective way. Whether it involves calling for a supervisor or manager or helping them find a friend.

Sometimes, they need to be asked to leave. Other times they can re-enter. But either way, use your best judgement in accordance with the post orders and policies set forth by the client.

## Conflict Resolution in Nightlife

There are a few standard phrases that should become your friend when working in a nightlife environment. These phrases will save you a time and energy when managing patrons.

"Please don't make my job any harder than it has to be. I would very much appreciate your help if you would XXX." - This is useful for getting someone to do something they don't necessarily want to do.

"I'm sorry, I don't make the rules, I just have to do what my bosses tell me to do." - This firmly places the blame on the ownership, who is not likely to be around to take the complaint and removes the blame from you.

"The (law, municipal code, fire marshall, police) said that you (have to/can't) do XXX." - This places the blame on the law and removes the blame from both you and the venue.

#### At the Door:

If you are working the door at nightlife, you will be responsible for directing guests to the appropriate line or entrance, conducting a safety screening looking for weapons, contraband, and over intoxication, and denying access for dress code or other venue specific reasons. While working at the door, it's imperative that you remain customer service focused, friendly, calm, and professional. You are the first person someone sees coming in to a venue and the last one they see on the way out. When telling someone to do something they don't want to do, take the extra few seconds and explain to them why it's the case. Tell them you understand how they feel and relate to them while still re-enforcing your decision. If they continue to give you trouble, you can always pass them off to a supervisor or manager.

#### Inside the Venue:

The key to managing conflict inside the venue is to bring it outside, preferably a side or back door as to not disrupt operations. When you observe an altercation start to escalate, immediately call for another guard or supervisor. Tell the aggressor that you want to help them, but you won't be able to help them until you can sort things out and that it's too loud to do so inside. Once they are out of the venue, listen to their concerns and either let them back in or tell them they are welcome to come back the next day but their night is done. Offer them their first drink on you if it will help, although they typically never come back the next day anyway. Once a patron is outside the venue and no longer a threat to anybody else, return to your post or duties.

#### At VIP/Table Service:

VIP tables tend to have problems with people who don't belong there getting in a situation with someone who just paid a lot of money to drink and sit there. Always, move the person causing the issue away from the table and outside. If the guest who bought the table is causing the problem, do your best to contain the situation and call for the security supervisor or a manager.

#### Back Door:

The back door is generally available as an exit ONLY. If people are leaving through the back door, make sure they know that they won't be allowed to return inside. The back door is also notoriously popular among people trying to avoid lines, the safety screening, search, etc, by bribing their way in. At no time is it acceptable to let ANYBODY through the back door, or to take a bribe for any reason. Politely decline and send them around the front door.

#### End of the Night:

At the end of the night, it's time to pull drinks - quickly and politely. The best way to handle it is move from group to group giving them a five minute warning. As soon as you've warned each group, start back at the first one pulling drinks politely. "Sorry folks, I've gotta take it, it's the law." One guard should be posted at the door making sure no cups or drinks make it outside of the venue. Line up with the rest of the interior security staff and push people out politely and efficiently, moving in to their personal space to get them to move toward the door.

#### Street/Parking Lot:

At the end of the night push, as the crowd starts to move outside, guards should be posted out on the street and in the parking lot. Look for anybody starting to cause trouble, go over to them, and provide customer service in attempting to assist them. 99% of the time, this resolves whatever issue was about to start.

### Conducting Searches

#### Searching bags:

- Have the individual open their own bag and all of the interior compartments
- Check those compartments using a flashlight to visually inspect them as well
- If there is a pack of cigarettes, have them open it
- If there is a lot of items, you may ask them to take some out so you can see the bottom
- Lightly squeeze the bottom of the bag to make sure there are no large objects concealed

#### Pat down searches:

- To conduct a thorough pat down search, first want to ask the person to remove everything in their pockets and if they have any contraband or weapons on them
- Inspect the items in their hands to make sure there is no contraband or weapons
- Have the individual turn around for your safety, putting one foot in between theirs and having them spread their legs slightly
- Check hats and outer garments separately, kneading with your hands rather than simply running your fingers over them

- Divide the body in to four quadrants, checking the the left arms, left chest and back and neck line
- Check the right chest and back, right arm, entire length of the belt line and small of the back
- Only men can search men and only women can search women. All women's bra lines need to be lightly search with the back, top, or bottom of your hand.
- Check each pocket and then proceed down the inside and outside of the leg doing one at a time until you reach the feet
- If they are wearing shoes, check the inside area of the shoe

If you find weapons or contraband, report it to a supervisor.

## **Jewish Facility Instructions**

### **Customs & Traditions**

- When you are working at a Jewish facility, there are some things you need to know about customs and traditions that are specific to the Jewish world.
- Modesty is valued in the Jewish community. Men and women stay separate and do not touch. When you are working in a Jewish facility, DO NOT try to give a handshake to someone of the opposite sex. The appropriate greeting for someone of the opposite sex would be to put your hands behind your back, nod, and quickly say hello. Be polite but do not chat excessively with someone of the opposite sex; excessive socializing across sexes is not common and could make the person very uncomfortable.
- The above modesty and touching rules apply to children as well as adults. Be polite and friendly but be aware of the rules of modesty in a Jewish facility.
- As well, there should be no staring at anyone in a Jewish facility, and no comments should be made to choice of clothing or someone looking good. While commenting on a choice of outfit or physique may be appropriate in the secular world, it is NOT appropriate in the Jewish community, ESPECIALLY if it is coming from the opposite sex.
- Furthermore, Jewish communities keep strictly kosher in regards to food. To ensure that no non-kosher food comes onto a Jewish facility's grounds, please keep all food in a cooler in your vehicle and make sure the food does not come onto the grounds at any time. You may also not use the microwave, utensils, plates, or cups in a Jewish facility. Please bring your own utensils and plan accordingly by bringing food that does not need to be heated or find another outside option for heating if your break time permits.
- The Jewish community recognizes many holidays and days of remembrance that you may be unfamiliar with. Major holidays/days of remembrance include:
  - Passover - celebration of when the Jews were freed from slavery in Egypt
  - Rosh Hashanah - Jewish New Year
  - Yom Kippur - Day of atonement. One day a year, Jews atone for their sins by fasting and going to temple. DO NOT say "happy yom kippur."
  - Purim - celebration of defeating an evil and oppressing king. Purim celebrations usually include carnivals for children and costume parties for children and sometimes adults.
  - Hanukkah - festival of lights. This holiday celebrates when a one day supply of oil miraculously lasted 8 days after the Maccabees had successfully defeated people who were trying to persecute and destroy them.
  - Sukkot - celebrates the harvest. Many people will eat their meals outdoors in structures that have been built specifically for sukkot.
  - Tu B'Shvat - festival of the trees.
  - Tu B'Av - Jewish Valentine's Day.
  - Yom HaShoah - Holocaust Remembrance Day.
  - Yom Ha'atzmaut - Israel's Independence Day

### **Hebrew Words You Should Know**

- When working in a Jewish facility, you may come across people who will be speaking Hebrew or Yiddish. Here are some words that are more commonly spoken that you may hear when working:
  - Shalom - hello, goodbye, peace
  - Boker tov - good morning
  - Laila tov - good night
  - Toda - thank you
  - Toda raba - thank you very much
  - Ma nishma? - What's up?
  - Beseder - good/fine
  - Kosher - standard for Jewish food
  - Mazel tov - Congratulations
  - Oy vey - expression of dismay, grief, or exasperation

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- Yarmulke (pronounced yamuka) or kippah - small Jewish hat worn by men and boys over the age of 3.
- Talit - Jewish prayer shawl
- Tzitzit - knotted strings connected to a cloth that is worn under clothing

### **Anti-Piracy**

When AEGIS is utilized to perform anti-piracy services in conjunction with security at a movie screening, opening day event, movie test, or other performance, our goal is prevent the unauthorized recording of the entertainment. These are the standardized screening procedures that must be followed:

- Conduct a cursory search of the restrooms and guest areas prior to the screening looking for hidden recording devices.
- Signs should be posted at the entrance instruction guests that the use of video or recording devices is not permitted.
- As per the client's request, every guest is to be wanded, searched, and their bags checked for electronic devices. Guests may be required to return the device to their vehicle or it may be held in a secure area (as per the client). AEGIS officers are to never take personal possession of a guests' items.
- Prior to the screening, if you observe any suspicious behavior, notify the MOD.
- During the first 10 minutes of the screening, the interior of the theater should be checked using night vision. Then every 15-20 minutes, the interior should be checked.
- To check the theater, start in the front and look toward the back, scanning up and down the aisles and up and down the rows as you go.
- If you come in contact or observe someone recording, note their description and location and immediately notify a supervisor and/or MOD. Do not approach them yourself.

### **Arrest Procedures**

AEGIS staff are only required to carry a flashlight at all posts. Carrying handcuffs, pepper spray, batons, and firearms will be added to the post orders if you are expected to have those items with you.

AEGIS employees **DO NOT UNDER ANY CIRCUMSTANCE DETAIN, ARREST (WITH OR WITHOUT HANDCUFFS), HOLD, OR OTHERWISE DEPRIVE ANYBODY OF THEIR ABILITY TO LEAVE UNDER ANY CIRCUMSTANCES.** You can assist a client who wants to make an arrest (the arresting party) in restraining a suspect using reasonable non-excessive force to overcome the resistance based on your experience and training. (refer to the AEGIS use of force training for details).

Step 1: Determine if the client or another party wants to arrest someone for a crime committed in your presence.

Step 2: Inform the individual that they are under arrest by the client or other party and what they are under arrest for as well as your role in the arrest (security).

Step 3: If they don't resist, no force is required. If they do resist, you may use enough reasonable force to overcome the resistance. This is based on your experience and training (refer to the AEGIS use of force training). You should use joint locks and pressure point manipulation and refrain from tackling, slamming, headlocks, choke holds, and other dangerous techniques.

Step 4: Immediately call the police. At this point, you may not "release" or "take off the handcuffs" or otherwise allow the individual to leave. **YOU MUST TURN THEM OVER TO THE POLICE.** If the police don't arrive within a half hour, call the nearest station direction and ask to speak with the watch commander in order to get a car out to take custody of the suspect.

Step 5: When the police arrive, explain to them the situation and that the client or other patron is the arresting party and follow the police's instructions.

Step 6: Obtain the suspects name, birth date, and other identifying information and complete a detailed incident report under the guidance of an AEGIS Manager.

**NOTE:** You are **NOT** allowed to **DETAIN** someone except in certain retail settings for the purpose of conducting an investigation to obtain missing products and to prevent theft.

A security guard/proprietary private security officer's legal powers to arrest are no greater than those of any other private citizen. An arrest made by such a private party is commonly known as a "citizen's arrest."

According to Penal Code Section 834, “An arrest is taking a person into custody in a manner authorized by law.” Penal Code Section 834 also goes on to state that, “An arrest may be made by a peace officer or by a private person.” Penal Code Section 837 specifies the conditions under which you, as a private person, may make an arrest. “A private person may arrest another.” for:

1. For a public offense committed or attempted in his presence.
  2. When the person arrested has committed a felony, although not in his presence.
  3. When a felony has been, in fact, committed and he has reasonable cause for believing the person arrested to have committed it.”
- In making your decision to arrest someone, you must first determine whether the offense is a felony or a misdemeanor.

## THE SUSPECT

According to our legal system, a person is innocent until proven guilty. It is up to the court to decide if a person is guilty - not the police, not the district attorney, and not a private person. When a person is arrested, that person is called a suspect. The person is then considered a suspect until the court finds the person guilty or innocent. Therefore, do not refer to an arrested person as the “criminal,” “offender,” “robber,” “murderer,” “burglar,” or by any other term which implies guilt. You can say “he,” “she,” “they,” “this person,” or “the suspect” since none of these terms imply guilt.

## MAKING AN ARREST

If you should happen to be in a situation where a citizen arrest is called for, you should tell the person that he/she is under citizen’s arrest and what the charges are, and your authority to make the citizen’s arrest. Once you say “You are under arrest for burglary,” the suspect may or may not cooperate. If the suspect resists and tries to escape, you must then decide whether or not to use reasonable force. You may ask as many persons as you think necessary to help you in making the arrest.

## USE OF FORCE IN AN ARREST

If a suspect resists arrest, you are allowed to use reasonable force to subdue the suspect. Reasonable force is that degree of force that is not excessive and is appropriate in protecting oneself or one’s property. If the suspect submits willingly, no force is necessary. If a suspect should resist arrest, remember that the only force allowed is that which is reasonable and necessary to overcome the resistance.

## WHAT IS EXCESSIVE FORCE?

Examples of excessive force include knocking unconscious an unarmed suspect when he is only trying to leave the scene. Handcuffs may be used on persons who have resisted or on suspects you think may be trying to resist or escape.

## WHAT IS DETAINMENT?

A person who voluntarily responds to questioning and is not actually restrained (i.e., free to go at any time) is considered to be detained. A person may be detained by the police for further questioning in an investigation, and that person is not necessarily under arrest. The police have the authority to detain a person against his/her will and still not arrest that person. Security guard/proprietary private security officers do not have the authority to detain a person against their will except under Penal Code Section 490.5, which is covered in detail further on in the study manual. (MERCHANTS PRIVILEGE RULE, PART L)

## WHEN IS A SUSPECT CONSIDERED TO BE UNDER ARREST?

It should be clear to the suspect that he/she is under arrest after you have told the suspect of your intention, cause, and authority to arrest him/her. However, there are also other actions that may make a suspect feel he/she is under arrest. If, because of your uniform, badge, hat, or verbal actions, the suspect concludes he/she must answer your questions or is not free to walk away, he/she may justifiably claim he was under arrest.

## Incident Reporting

Whenever an incident occurs where there is a physical altercation, use of force incident, medical emergency (or aid is given) and a guard is involved or witnesses the event, the guard **MUST** complete an incident report at the end of their shift. Incident reports should be completed online at [www.aegis.com/incident-report](http://www.aegis.com/incident-report). This may also be accessed either on a computer or your mobile device at [www.aegis.com](http://www.aegis.com) under the "Contact Us" menu.

If you cannot complete the incident report electronically, download an incident report from a computer after receiving approval from the client/management. Under the dashboard on [aegis.shiftplanning.com](http://aegis.shiftplanning.com), click files, then download and print an incident report. Print it and fill it out completely using only facts and your observations. Submit it to AEGIS management at the end of the shift or have the client scan email/fax it to AEGIS.

### **Characteristics of a Good Report:**

- Information describing those involved: Driver's license number, name, address, date of birth, height, weight, what they were wearing, and any verbal statement they gave.
- Accurate: Accuracy in your incident reports is absolutely essential. The facts of the incident must be reported correctly and exactly as they happened. An inaccurate report can hinder an investigation and result in a failure to apprehend the perpetrator, or worse, cause an innocent person to be arrested.
- Clear: Your reports should be written in an easily understandable style, leaving no doubt in the reader's mind what you intended to report. Avoid unfamiliar words, complex sentence structure, or personal opinions. Assume that the report will be read by jurors or people without formal education.
- Complete: Your reports should include the who, what, where, why, and how of the situation, in as much detail as possible to assist the Company or others to conduct a follow up investigation if necessary. Suspect descriptions are very important, as are details regarding the place, what else was going on, and specific time frames of the incident. Additionally, your reports must include the element of the situation or crime (what happened and the result) and the evidence to support your report.
- Concise: The report should be as short as possible while including all the necessary information and pertinent facts.
- Chronological: There are two chronological orders that can be used in your reports: (1) the order of the incident, or (2) the order of your investigation. Your report should detail what you did and/or observed. Chronological order is important when others review your report to make sure you have complied with search and seizure (if applicable) and other laws at each step in your investigation. Additionally, several months or years later when you may be called to testify, your report will refresh your memory as to how you did your investigation.
- Factual: Facts are real things you can prove or disprove. All opinions or conclusions should be written as such, and must be supported by and based on the facts.
- Objective: Remember, there may be more than one side to every story. Good reports are factual and are not to be swayed by the author's emotions, prejudices, or personal opinions.
- Structure: Complete the AEGIS "Incident Report" fully. At a minimum, your narrative should provide details about the incident and events that it precluded or followed. Also include a list of evidence related to the incident, property involved, suspect and vehicle descriptions, and any other supporting information.
- Suspect Descriptions: Height, weight, build, hair color, eye color, facial hair, complexion, voice (tone, accent or language), tattoos or identifying marks or oddities, race, age, clothing type and color, and weapons.
- Vehicle Descriptions: Make, model, color, identifying marks, license plate + state

The AEGIS New Field Member Reference Guide Has Been Reviewed & Received.

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Employee Name

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Employee Signature

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Date