



STANDARD OPERATING PROCEDURES & GENERAL ORDERS

Lone Star Protection & Security, LLC.

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Lone Star Protection &
Security, LLC.

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This General Order applies to Uniformed Security Guards, Bike Patrol Operatives, Event Security Staff, Bodyguards.

Purpose: To insure that Lone Star Protection & Security, LLC. personnel are uniform, distinctive, give a professional appearance and are equipped with equipment enabling them to safely perform their duties.

Uniform of the Day: There will be seasonal changes in uniform conforming to the prevailing weather conditions. Personnel assigned to special duties may wear alternate apparel as necessary and upon pre-approval of a supervisor.

Uniforms Types: The following will be strictly adhered to:

- A. **Bike Patrol Operatives,:** Gray Shirt/Bike Patrol style and Lone Star Protection & Security, LLC. shoulder patches on both the left sleeve, sewed securely ½ inch below the shoulder seam. Black BDU or 511 style pants. Black police-type footwear. Department issued police style bike patrol jacket with patches sewn ½ inch below the shoulder seam. Black issued flashlight issued (if necessary) Back police-type trouser belt. Reflective traffic vest (issued only) if necessary. Duty belts and weapons will be authorized on a case by case basis. Provided that nothing herein shall be deemed to authorize any employee to carry ANY weapon or other unauthorized equipment, such as OC spray, mace or other chemical irritant, handcuffs, night stick, baton or expandable baton, firearm or knife during their tour of duty for Lone Star Protection & Security, LLC., regardless of their “off duty” status or licensing privileges, unless specifically authorized, in writing, by the President or Board of Directors.
- B. **Uniformed Security Guards:** Black BDU/511 pants, gray uniform shirt with shoulder patch labeled “Lone Star Protection & Security, LLC. Security” Department issued bike patrol style jackets with patches “Lone Star Protection & Security, LLC. Security” sewn ½ inch below the shoulder seam. Back police type trouser belt. Black police type footwear Reflective traffic vest (issued only) if necessary. Duty belts and weapons will be authorized on a case by case basis. Provided that nothing herein shall be deemed to authorize any employee to carry ANY weapon or other unauthorized equipment, such as OC spray, mace or other chemical irritant, handcuffs, night stick, baton or expandable baton, firearm or knife during their tour of duty for Lone Star Protection & Security, LLC., regardless of their “off duty” status or licensing privileges, unless specifically authorized, in writing, by the President or Board of Directors.

All Lone Star Protection & Security, LLC. staff will adhere to uniform grooming standards of the United States Military.

- C. **Event Security Staff, Bodyguards:** Black dress suit. White dress, full button-up shirt, with issued breakaway tie (Striped red, black and gray). Department issued radio/push to talk. Ear-piece is to be in the Agent's right ear, and the radio is to be in the "on" position at all times. Black "Bates" shoes as approved only. Duty belts and weapons will be authorized on a case by case basis. Provided that nothing herein shall be deemed to authorize any employee to carry ANY weapon or other unauthorized equipment, such as OC spray, mace or other chemical irritant, handcuffs, night stick, baton or expandable baton, firearm or knife during their tour of duty for Lone Star Protection & Security, LLC., regardless of their "off duty" status or licensing privileges, unless specifically authorized, in writing, by the President or Board of Directors.

Employees who are required to carry firearms or other weapons will adhere to the following, in addition to all other rules, orders and directives:

01. The employee must first have completed the proper training for such weapon, as outlined in Texas State Law and Lone Star Protection & Security, LLC. policy.
02. The employee must first obtain a license or other authorization to carry the specific weapon from the proper authority.
03. The employee must sign a liability statement, which outlines Lone Star Protection & Security, LLC. policy on the Use of Force and Texas State Laws related to Use of Deadly Physical Force
04. The specific firearm must be a 9mm to a 45mm with approved duty ammo as well as the weapon must be an approved name brand, IE: Glock, S&W, etc.
05. Lone Star Protection & Security, LLC. is a tobacco free environment and no tobacco products will be tolerated. A violation of this policy will result in disciplinary action and can include up to dismissal from the company.
06. All agents/officers will have the following equipment on their duty belt:
 - Duty Weapon with a level 3 retention holster.
 - 2 – Magazines with approved duty ammo.
 - Flashlight
 - Handcuffs with key
 - Note book
 - Pen
 - ASR / OC & ASP Baton if authorized

All security personnel are to have on their person, and issued agency radio/push to talk. For the purpose of radio in this section it will also mean push to talk.

Purpose: To insure that Lone Star Protection & Security, LLC. personnel utilize proper radio procedures as outlined in Lone Star Protection & Security, LLC. training.

01. Personnel will familiarize themselves with Lone Star Protection & Security, LLC. plan English communications. We will use limited ten codes: 10-41 (On Duty) 10-42 (Off Duty) 10-8 (Clear) 10-6 (Busy) anything outside of this window can increase confusion when dealing with multiple agencies. The operations division of Lone Star Protection & Security, LLC. cannot emphasize enough, the importance of professional use of our agency radios. All personnel, upon initial training, will be assigned a call sign. That call sign will be utilized each and every time a radio transmission is generated. Personnel found making ANY unauthorized transmissions will be subject to immediate discipline.
02. Personnel will demonstrate the ability to communicate clearly and calmly during emergency situations and during routine transmissions.
03. All personnel are responsible for the security of a radio assigned to him/her. Radios will be signed in and out by the employee, making a note of the radio's condition.
04. In the event that an employee should loose, break or otherwise render a radio / phone inoperable then that employee agrees to accept financial responsibility for that piece of equipment.

Audio/Video Personal Camera

The company issues respective officers personal video cameras to record both audio and video of any incident that the officer could or would be involved. The respective officer is responsible for ensuring that the camera is fully charged and operable at the start of his / her shift. All video / audio records are the property of

Lone Star Protection and Security, LLC. and are not to be downloaded to any unauthorized or personal computer or other device. The only downloading of the camera will be completed by a designated representative from Chief. Each employee will record all interaction with the general public when there is a reasonable expectation a problem and or an issue may occur. Below are some very basic situations used as examples, but are not limited to the list below.

- In presence of or dealing with a member of the opposite sex
- Agitated persons
- Domestic
- Noise complaints
- Arguments
- Complaints on other officers
- Dealings with management staff / clients
- Any time an officer is in question

If an incident in question occurs the individual officer will contact his immediate supervisor or lead and have the camera picked up for downloading.

Each respective officer is responsible for the camera that he / she is issued. In the event the camera is lost and or broken the replacement value is \$39.99 and will be deducted from the officer's check.

Failure to use camera and document an incident will result in disciplinary action leading up to and including dismissal from the company. Each situation will carry its own merit and is at the final discretion of Chief.

Identification Cards

Purpose: To insure that Lone Star Protection & Security, LLC. personnel carry/display the proper identification.

01. All personnel are to carry/display on their outermost garment, on the right breast, and issued agency identification card.
02. Personnel will be issued a Lone Star Protection & Security, LLC. identification card upon completion of a comprehensive background

investigation and subsequent to authority by the Chief Executive Officer of Lone Star Protection & Security, LLC. to hire such individuals.

03. Personnel will produce such ID card to ANY law enforcement official requesting such ID. In addition, personnel will furnish their ID cards to:

Agents, Supervisors and Board Members of Lone Star Protection & Security, LLC., Division of Licensing Services employees, clients and or principals in the performance of their duties

04. All personnel are responsible for the safekeeping of their ID cards. In the event that the ID is lost, stolen or otherwise damaged, the employee must immediately report such incident to their immediate supervisor for replacement and documentation.

05. NO Officer / agent is authorized to work while wearing the Lone Star Protection & Security, LLC. uniform except when working specifically for Lone Star Protection & Security, LLC.. No Officer / agent is authorized to work in any capacity whether it be in uniform or in civilian clothing or any dress style in the capacity of a security officer / agent while his/her commission is being carried by Lone Star Protection & Security, LLC. with the State of Texas. Any deviation on this policy will result in immediate dismissal and criminal charges being filed on the individual for Texas Penal Code violation.

Purpose: To insure that Lone Star Protection & Security, LLC. personnel do not display an improper shield.

01. Lone Star Protection & Security, LLC. personnel are prohibited from wearing, displaying or otherwise using ANY unauthorized badge, shield or insignia on their uniform while on duty.
02. Personnel will only display an identification card as outlined previously and a Lone Star Protection & Security, LLC. Security Shield if issued. NO EXCEPTIONS.
03. At no time shall a Lone Star Protection & Security, LLC. employee carry a badge or identification in their wallet as a presentation or possible presentation as a public servant. This action will result in immediate dismissal from the organization.

Purpose: To insure that Lone Star Protection & Security, LLC. personnel are familiar with Texas State laws related to arrests by civilians.

ALL Lone Star Protection & Security, LLC. PERSONNEL, WHILE PERFORMING THEIR DUTIES FOR Lone Star Protection & Security, LLC., ARE OPERATING IN A CIVILIAN CAPACITY.

Security personnel will strictly adhere to the following, in addition to Texas Law explained to them during their required security guard training or its equivalent in a law enforcement academy.

It is best to think of your authority as being outlined by statute. Most states recognize security guards as civilians. Therefore, you are not police officers or peace officers, both of whom have the authority and many times the requirement to make arrests based upon probable cause. As a civilian, you may have the authority to make an arrest of a person, but never upon probable cause. In your initial training, you learned that an arrest is taking of a person into custody in order for such person to answer a charge in a court of law. As a civilian, you may have the authority to arrest a person, when such person:

01. Has **IN FACT** committed a crime; and
02. Such crime was committed **in your presence(FELONY or protection of a yourself or a third party); and**
03. The person arrested is the **same person who committed the offense**

The term “**IN FACT**” is among the most important elements that a civilian must take into consideration before limiting a person’s freedom. Serious liability can result for falsely imprisoning, arresting or detaining a person who is found not guilty, or worse, a person whom a police or peace officer elects not to process for lack of evidence or for his belief that the person has not committed the offense.

Lone Star Protection & Security, LLC. is committed to providing a safe environment for our clientele, and we understand that there may be times when an arrest is inevitable in order to provide such safety. We also understand that the business of civilian arrests can get quite dangerous as well as risky in terms of liability for the security guard and Lone Star Protection & Security, LLC.. Therefore, Lone Star Protection & Security, LLC. has taken the position, that, our personnel should only take such action as the last resort to ensure the protection of life and in a very limited amount of instances for the protection of property. **Before and arrest is to be made a owner/president will be contacted to make the final decision before apprehension.**

If after arresting a person, for any offense, a security officer upon further investigation or inquiry determines or is satisfied that the arrested person did not commit such offense, he must immediately release such person from custody. Therefore, whenever Un-Arresting a person in custody, the following procedure will be utilized:

An event/UOR entitled ARREST/UNARREST will be created. It will include all pertinent identifying information for the person involved; the circumstances under which the defendant was arrested; the charge(s); the circumstances which resulted in the defendant's release; and the time of the release. Said report will be forwarded to the CEO without delay. If a police report was filed, indicate the report or case number and the police officer's shield number. A supervisor and the CEO of Lone Star Protection & Security, LLC. will be notified immediately.

Purpose: To insure that security personnel are familiar with Lone Star Protection & Security, LLC. policies regarding requests for service.

All Requests for service or assistance are to be provided to any person requesting it when such service is within the realm of recognized security services. Such services include, but are not limited to the protection for life and property, preservation of peace, enforcement of policies, and recording of such information on a Lone Star Protection & Security, LLC. field report.

All person(s) making a request for service are to be advised by the reporting personnel as to what action was, can, or will be taken regarding their request for service.

There is an inherent risk of injury or damage caused by attempting to open a motor vehicle that possesses SIDE IMPACT BAGS. Therefore, Lone Star Protection & Security, LLC. does not authorize its employees to utilize any such tool for the purpose of gaining entry into locked motor vehicles with the following exceptions:

01. Emergency situations when a child, animal, or other human being is locked inside of the vehicle.
02. Other situations as necessary for the preservation of life or property.
03. In the preservation of life, you do not need, nor should you consider the possibility of obtaining a liability waiver from anyone. Your first responsibility is the preservation of life.
04. For the preservation of property, you should always obtain a signed waiver from the person requesting such service, but then again only in extreme circumstances.

In all other instances, you will kindly refer the requestor to the local police department and offer to notify the police if possible.

Purpose: To insure that security personnel are familiar with Lone Star Protection & Security, LLC. policies regarding Written Reports.

01. Written reports are to be submitted by any employee providing a service or responding to an incident. All reports will be initially handwritten in the field and subsequently typed by a support staff member. If the Report Exec System is available, reports will be submitted electronically into the system.
02. All person(s) making a request for service, who also request a copy of the report, will be directed to our customer service center for release of information proceedings. Reports must first be typed, signed and approved for release before such release of information is made to anyone.
03. Written reports will be written neatly and in a professional manner. Personnel are prohibited from using "police jargon" or other slang in their reports.

For example: A field report for an Alarm Response should read as follows:

Incident occurred on August 3, 2005 at 1530 hours.

The reporting officer responded to 345 Smith Street, Southampton, NY to investigate a reported activation of a telecommunications alarm from within, the residence called in by Lone Star Protection & Security, LLC. Central Station Monitoring Operator #144. Upon arrival conducted an exterior check of the ground floor of the premises and all appeared secure. Contacted Mr. John Doe, the listed account representative and notified him of the alarm activation as per his contractual instructions. No further action necessary.

Purpose: To insure that security personnel are familiar with Lone Star Protection & Security, LLC. policies regarding found property.

If a member of this agency, in the performance of his/her duties comes onto possession of any lost property or contraband, he/she must follow the listed steps to insure the integrity, chain of custody and safely of such property. The employee will first ascertain if the property is a suspected controlled substance as defined in state law. If the property is determined to be a controlled substance, the invoicing employee shall immediately notify the proper law enforcement agency.

***** Lone Star Protection & Security, LLC. DOES NOT INVOICE, STORE, COLLECT OR HANDLE CONTROLLED SUBSTANCES UNDER ANY CONDITION, EXCEPT:**

01. During an emergency situation when a person's life is at risk
02. To secure an area where children or other persons or animals may come into contact with the substance.
03. At the direction of law enforcement officers in the interest of aiding a police or peace officer.

Invoicing Procedure:

01. Employees who come into contact with apparent lost property shall immediately draw a case number utilizing the Lone Star Protection & Security, LLC. case format
02. Secure the property in a evidence or property bag
03. Seal the item and attach a property tag and a copy of the property invoice
Make the appropriate notifications

****Never invoice suspected contraband without first notifying the local police department and obtaining instructions from a police or peace officer.**

See Attached Sample Property Invoice:

Property Invoice

Submitting Activity

☐ If appropriate, this article has been deemed as evidence or potential evidence in a criminal, civil or other administrative hearing.

☐ Law Enforcement Agency has been contacted: _____

Name of Law Enforcement Official contacted & Agency

☐ This article has been evaluated and/or tested for and screened for presence of a controlled or dangerous substance (if appropriate) _____

Name and Title of Responsible person(s)

Name and Title of Person Requesting Testing: *(results will be reported to this individual)*

Address:

Contact Phone#:

Location from Where Obtained:

Description of Item to Be Tested:

Date Collected

Name and Title of Person Collecting Article: *(if different from above)*

Time Collected

For Laboratory Use

Article Received from: *(name, title, federal express package, etc)*

Description of Articles

Chain of Custody

Date & Time	Released By	Received By	Purpose of Change in Custody
	Signature	Signature	
	Name, Title	Name, Title	
	Signature	Signature	
	Name, Title	Name, Title	
	Signature	Signature	
	Name, Title	Name, Title	
	Signature	Signature	
	Name, Title	Name, Title	
	Signature	Signature	
	Name, Title	Name, Title	
	Signature	Signature	
	Name, Title	Name, Title	
	Signature	Signature	
	Name, Title	Name, Title	
	Signature	Signature	
	Name, Title	Name, Title	

Final Disposal Action

- ☐ Released to: _____
- ☐ Destroyed: _____
- Date Signature
- _____
- Name, Title

Witness to Destruction of Article(s)

The article(s) listed above was (were) destroyed by the evidence custodian, in my presence, on the date indicated above.

Name, Title

Signature

Purpose: To insure that security personnel are familiar with First Responder Procedures for Hazardous Material Incidents.

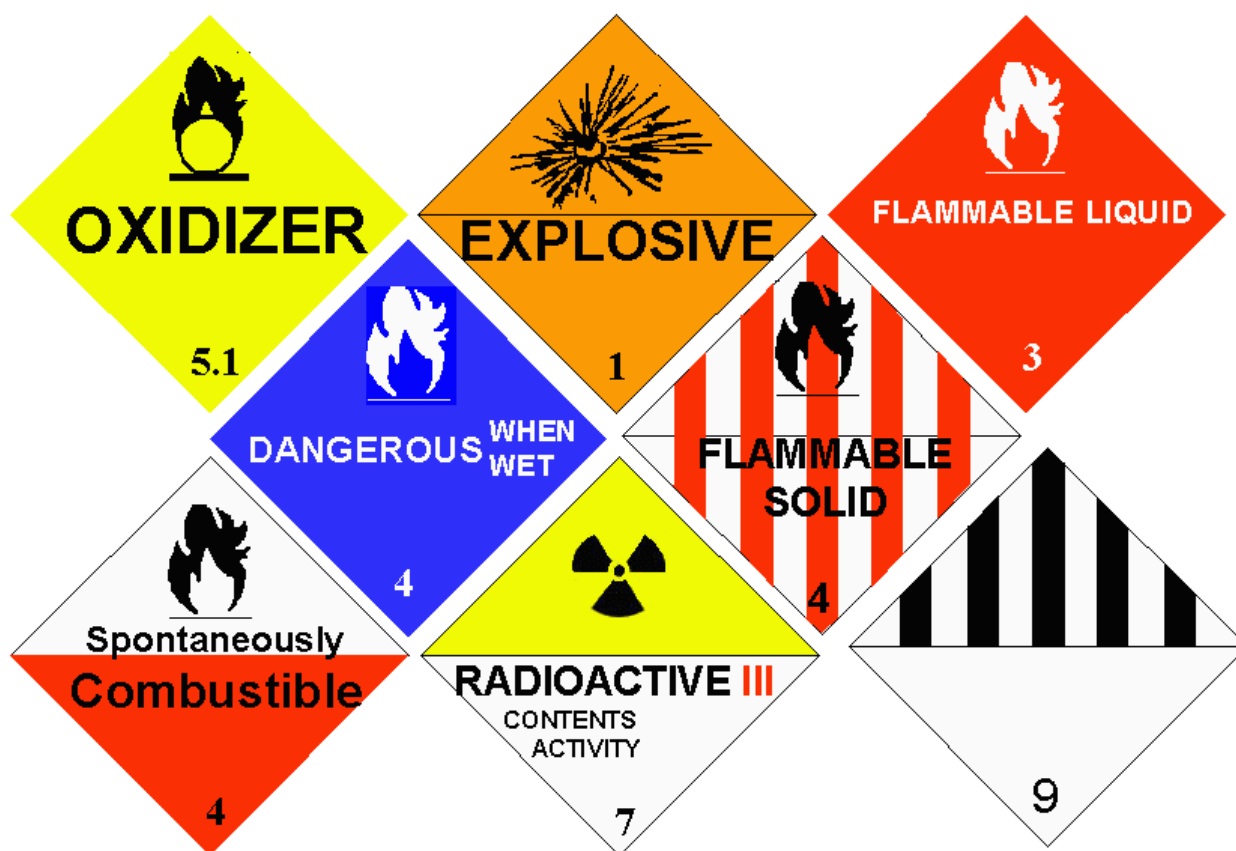
A hazardous material is a substance or material capable of posing an unreasonable risk to health, safety and property. It shall be the policy of security personnel at Lone Star Protection & Security, LLC. to react to ANY potentially hazardous incident as a Hazardous Materials Incident. It is better to over-react on the side of safety than to minimize a situation wherein rescuers and other become additional victims.

Rescue and or containment must only be taken if the danger to life, health or public safety is significant and such effort can be accomplished WITHOUT unreasonable risk to personnel.

Lone Star Protection & Security, LLC. First Responder to Hazardous Material Incident Procedure:

01. Stop and park far enough away from the incident site so as not to introduce an ignition source
02. Do not use a two-way radio or cellular phone
03. Do not smoke and refrain from using flares or other ignition sources
04. Stay upwind on incident
05. Assess the situation at a distance
06. Notify the proper authorities, police, fire, etc. Use a land phone from a safe distance
07. Attempt to identify a placard identification number, label, container shapes, shipping papers or ascertain information from persons involved as to the contents of the materials and forward that information to the authorities
08. Cautiously determine if any injured require medical attention and make the proper notification via 911
09. If you become contaminated, you must immediately notify emergency personnel on the scene for decontamination and isolation procedures

10. Do not drive, walk into or touch spilled materials Avoid inhalation of all gasses, fumes and smoke even if no hazardous materials are apparently involved
11. Never eat, drink or smoke in the area of possible hazardous material



Purpose: To insure that personnel understand Lone Star Protection & Security, LLC. policy regarding Aided Cases.

An AIDED CASE is an incident in which Lone Star Protection & Security, LLC. Security Personnel renders aid to a sick or injured person.

A field report is required for all aided cases. If a victim or other person requests transportation to a medical facility because of an illness or injury, you are to immediately notify an ambulance via 911. Unless severe extenuating circumstances exist, never transport a sick or injured person via Lone Star Protection & Security, LLC. or personal vehicle.

If you possess the necessary training and certifications, you should immediately provide the aided subject with basic life support if necessary. Remember that you will never discontinue CPR until properly relieved by emergency medical personnel or other persons designated to provide care for sick or injured person(s).

Never attempt to render aid to anyone if you are not qualified to render such aid. Once EMS has assumed control over an aided case, Lone Star Protection & Security, LLC. personnel shall assist as necessary and provide security around the scene to allow emergency personnel access to the scene (traffic) or to keep unauthorized person(s) away from the scene.

Purpose: To insure that personnel understand Lone Star Protection & Security, LLC. policy regarding Missing Persons.

A **MISSING PERSON** is a person of any age who is missing from his or her normal or ordinary place of residence and whose whereabouts cannot be determined.

A **MISSING CHILD** is a person under age 18 who is missing from his or her normal or ordinary place of residence, or missing from any location from which the child's whereabouts cannot be determined by a person responsible for the child's care.

When Lone Star Protection & Security, LLC. personnel are notified of a missing person or a missing child, the following will be strictly adhered to:

01. Immediately notify the local police via 911
02. Attempt to get a full description of the missing person
03. Make notifications to the management or other persons in an authority position at you post of the situation and provide a contact number in case they come into contact with the missing person
04. Conduct a search of the area, utilizing a grid search pattern

Upon completion of your search or termination thereof, prepare a field report, which includes the names, description, last known location of the missing person and include your action taken.

Purpose: To ensure that Lone Star Protection & Security, LLC. Agents or Bodyguards adhere to the listed rules pertaining to Executive Protection and Car Service.

Among Lone Star Protection & Security, LLC. most distinguished personnel are our Agents. All Agents are required by Lone Star Protection & Security, LLC. to maintain a strict adherence to discipline, integrity and an overall persona that emits a military grade appearance. Agents will:

01. Be exceptionally groomed at all times. Military standards
02. Remain courteous to all clientele, media and any other person
03. Be dressed in the prescribed uniform with no alterations made unless prior approval is granted by a supervisor.
04. Men will be clean shaven and hair will be neatly styled
05. Women will keep their hair above the shoulder while on duty
06. Sunglasses are only permitted after approval from a supervisor. Lone Star Protection & Security, LLC. will issue sunglasses to our Agents for use on duty only
07. Agents will NEVER smoke while on duty
08. Agents will maintain their composure at all times
09. Agents will always wear black socks with their uniform or suit, no exceptions
10. Agents will protect the life and property of our clientele
11. Agents will maintain field reports and other reports as necessary
12. Agents will abide by all laws, both on and off duty
13. Agents will be responsible for the protection of confidential information regarding our clientele
14. Agents will NEVER consume alcoholic beverages while on duty or for 8 hours prior to duty

Purpose: To establish clear guidelines for Lone Star Protection & Security, LLC. security officers regarding the use of force

Security Officers of Lone Star Protection & Security, LLC. have traditionally displayed commendable restraint in resorting to the use of physical force. The irreversible consequences of such force places a responsibility on Lone Star Protection & Security, LLC. to establish a policy which:

- A. Clearly guides personnel in its application
- B. Maximizes the security officers' safety
- C. Minimizes the possibility of injury to innocent persons
- D. Reduces the unnecessary loss of human life to the lowest level consistent with the need for public safety

Background: There is probably no more serious act that a security officer can engage in than the use of a firearm. The occasions for such use are, literally, life and death situations which are invariably confusing and complex, affording precious little time for meditation or reflection. It is imperative then, that the security officer, through training and the absorption of these guidelines, is able to respond quickly, confident that he or she is acting within the limits of Lone Star Protection & Security, LLC. policy. This serves to protect the public from unlawful and unreasonable use of force; at the same time, it enables security officers to act without hesitation, to protect themselves or another person. Perhaps equally important, it minimizes the second-guessing to which the security officer is subjected when no such guidelines exist.

Security Officers should have a thorough knowledge of Lone Star Protection & Security, LLC. and should periodically review this body of law. Security Officers should bear in mind that Lone Star Protection & Security, LLC. only authorizes use of physical force/deadly physical force; it does not command its use. Officers should also be aware that Lone Star Protection & Security, LLC. policy is more restrictive than Lone Star Protection & Security, LLC. in the use of physical force and deadly physical force.

01. In all cases, only the minimum amount of force necessary to effect lawful objectives, which is consistent with the accomplishment of a mission, will be used and is authorized. The firearm will be viewed as a defensive weapon, not a tool of apprehension.

DEADLY PHYSICAL FORCE WILL BE USED ONLY IN SELF-DEFENSE TO PROTECT YOU FROM AN IMMINENT THREAT OF DEADLY PHYSICAL FORCE OR IN DEFENSE OF THE LIFE OF ANOTHER.

02. All Lone Star Protection & Security, LLC. personnel are responsible and accountable for the proper use of force under the circumstances. Personnel are reminded that the application of force must be consistent with existing law and Lone Star Protection & Security, LLC. values, by which we pledge to value human life and respect the dignity of each individual. Depending on the circumstances, both federal and state law provide for criminal sanctions and civil liability against persons when force is deemed excessive, wrongful or improperly applied. The primary duty of all Lone Star Protection & Security, LLC. personnel is to preserve human life. Only that amount of force necessary to affect an arrest or take a mentally ill or emotionally disturbed person into custody, who has in fact committed a crime in your presence and the situation warrants your immediate intervention to preserve life. Deadly physical force will be used ONLY as a last resort and consistent with the law to protect yourself or another person from the IMMINENT THREAT of DEADLY FORCE. EXCESSIVE FORCE WILL NOT BE TOLERATED.

All Lone Star Protection & Security, LLC. personnel at the scene of an incident must:

- A. Immediately establish firearms control
 - B. Use minimum necessary force
 - C. Employ non-lethal alternatives as appropriate-Use of force continuum.
03. Lone Star Protection & Security, LLC. Personnel will NOT use chokeholds. A chokehold shall include, but is not limited to, any pressure to the throat or windpipe, which may prevent or hinder breathing or reduce the intake of air.
04. Whenever possible, personnel should make every effort to avoid tactics, such as sitting or standing on a subject's chest, which may result in chest compression, thereby reducing the subject's ability to breathe. In no situations is HOG tying authorized.
05. Persons taken into custody shall be rear cuffed at the earliest opportunity to reduce the potential for resistance, which may cause injuries. After an individual has been controlled and placed under custodial restraint using handcuffs, the person should be positioned so as to promote free breathing. The subject should not be maintained or transported in a face down position. Lone Star Protection & Security, LLC. personnel assuming custody of the subject should closely observe him or her for any apparent injuries. If the area is dark, a flashlight or other source of illumination should be used to maintain a clear view of the subject at all times until properly relieved by a law enforcement official. If a person appears to be

having difficulty breathing or is otherwise demonstrating life-threatening symptoms, medical assistance will be requested immediately.

Guidelines for the Use of Firearms

Lone Star Protection & Security, LLC. Personnel shall not use deadly physical force against another person unless they must protect themselves or another person from the imminent threat of death or serious physical injury.

01. Personnel shall not discharge their weapons when doing so will unnecessarily endanger innocent persons
02. Personnel shall not discharge their weapons in defense of property
03. Personnel shall not discharge their weapons to subdue a fleeing felon who presents no threat of imminent death or serious physical injury to himself, you or another person
04. Personnel shall not fire warning shots
05. Personnel shall not discharge their weapons at or from a moving vehicle unless deadly physical force is being used against himself or another person present, by means other than a moving vehicle.
06. Personnel shall not discharge their weapons at a dog or other animal except to protect them or another person from serious physical injury or death and there is no other reasonable means to eliminate the threat
07. Personnel shall not, under any circumstances, cock a firearm. Firearms must be fired double action at all times.
08. Anytime a firearm is drawn a report will be made within 12 hours of the weapon being drawn to the command staff.

Security Guards or Independent Contractor Security Guards are only authorized to carry and use pepper spray canisters approved by Lone Star Protection & Security, LLC.. The use of any other pepper spray equipment or product is expressly prohibited, except under exigent circumstances, which must be justified and documented as soon as practical under the circumstances.

The purpose of this procedure is to ensure adequate Lone Star Protection & Security, LLC. management control over what pepper spray its Security Officers or Independent Contractor Security Officers use. The "exigent circumstances" provision allows for the rare situation, such as a large disturbance or riot, where Security Officers or Independent Contractor Security Officers may have to rely on an additional supply of pepper spray from another organization, outside supplier or law enforcement officer and may not have sufficient time to properly inventory it.

Lone Star Protection & Security, LLC. will control and authorize the carrying of every canister of pepper spray procured, including the brand, model, serial number, date of procurement, date of issue, purpose of issuance (personal defense, training, and so on), and names of officers of the carrying and person to whom it is authorized, except under exigent circumstances. Only canisters that are full and have intact safety tabs will be issued for personal defense.

This procedure provides for inventory control and documentation of all pepper spray products carried by Lone Star Protection & Security, LLC. staff. The distribution of canisters with intact safety tabs ensures that only new and unused canisters are issued.

After any discharge of an canister of pepper spray, regardless of amount and whether intentionally or accidentally, in the performance of Security Officers or Independent Contractor Security Officer's duties, the officer carrying the canister will follow established procedures for submitting the canister as evidence.

Canisters used for training will be returned to the CEO or his designee at the end of the training session or as soon as practical.

Submitting all pepper spray canisters where there has been a discharge, intentionally or unintentionally, provides the necessary chain of custody and documentation as for any other evidence. It also means that pepper spray canisters have been controlled as evidence as a matter of policy prior to any question or allegation that arises over their use. Most importantly, the canisters are then available for scientific examination of the remaining contents should such an examination be necessary. The amount of expended pepper spray can be objectively and conclusively determined by calculating the quantity of the remaining content and subtracting that from the initial volume as established by the manufacturer's specifications.

This procedure also ensures that Security Officer or Independent Contractor Security Officer will be held accountable for any discharge of pepper spray and the amount discharged.

After a canister has been submitted into evidence, a new and unused canister will be issued as a replacement as soon as practical.

Issuing new and unused canisters ensures that Lone Star Protection & Security, LLC. and the Security Officers or Independent Contractor Security Officers using pepper spray for personal defense will continuously be able to control and document each and every usage.

All partially or completely expended canisters of pepper spray will be destroyed and documented in accordance with established Lone Star Protection & Security, LLC. General Orders for the disposal of evidence and property. Canisters that have been held for evidentiary purposes will not be destroyed or returned to inventory for training purposes until the associated case has been officially concluded or adjudicated and there is no longer a requirement to retain it.

As with any volatile substance, pepper spray canisters must be disposed of to eliminate potential contamination of unsuspecting individuals or use by unauthorized people. Canisters held for evidentiary purposes should not be destroyed or used for training purposes until the incident or case is officially concluded and there is no purpose in retaining evidence.

Lone Star Protection & Security, LLC. recognizes OC as a non-lethal force alternative which may be used to defend the Lone Star Protection & Security, LLC. Security Officer or Independent Contractor against the imminent threat of physical force against themselves or deadly physical force against themselves, based on the security officer's or independent contractor's reasonable perception that OC is necessary to avoid physical injury or deadly physical force.

OC will only be used as a defensive tool and such use will discontinue when the threat of bodily injury to the Security Officer or Independent Contractor has ceased.

Security Officers or Independent Contractor Security Officers who use OC spray on a person that poses an imminent threat of physical injury or deadly physical force against such Security Officers or Independent Contractor Security Officers should be aware of conditions that could be detrimental to the guard, such as: wind direction, close confined areas (small rooms or sheltered areas), or other people in close proximity.

First Aid/Medical Treatment after OC Exposure

Since OC is irritating to the eyes, nose, and skin, Security Officers or Independent Contractor Security Officers using OC spray shall flush the exposed areas of the body with water.

Persons with highly sensitive skin or severe exposure may require first aid at a medical facility. Personnel should call 911 immediately. Some persons who exhibit respiratory difficulties may need to be transported to a medical facility for examination.

Anytime that OC or other authorized agent is used the officer is required to immediately notify their supervisor and complete a use of force narrative.

Emergency Equipment on Patrol Car

At no time should the emergency equipment be activated on a patrol car without permissions or the following conditions exists

- On the private property of a contracted client.
- Supervisor directs activation of lights.
- Situation is to protect life and or prevent safety hazard.
- Under no circumstances should a siren be used.
- Only under the direct order of a police officer is activation of the light bar and movement in the vehicle ever authorized. If this action takes place an information report will be completed as well as notification of the supervisor.

Patrol Checks/Concentrated Patrol

Lone Star Protection & Security, LLC. acknowledges the need for concentrated patrol, also known as increased patrol or a patrol check. These patrols can and have been initiated formally by issuing a directive.

Lone Star Protection & Security, LLC. also recognizes that security officers can make the determination whether or not concentrated patrol is necessary. Therefore, Lone Star Protection & Security, LLC. realizes the need to establish an informal method of notifying security officers of areas or situations that may need their attention.

01. Assurances to the client that the department will provide increased patrols will not be made unless a Memorandum directing the concentrated patrols has been issued. This type of patrol requires a superior officer to direct the patrols, the rationale for the patrols, the span of time for the patrols, how often and action sought, i.e., drive-by, physical check of premises, etc. The author of the memorandum will cause its directive to appear in the internal diary. Security Officers assigned to the task will ensure their actions are documented on the original event's narrative. In the event a directed action could not be performed because of situations beyond the officer's control that too, will be documented.
02. A memorandum to provide increased patrols can be made null and void by a higher-ranking officer's directive.
03. Officers may informally notify each other of areas or situations that may need their attention. This informal notification can be made through the diary. Officers will not make assurances to the public or the client about these types of patrols. Furthermore, there is no assumption that other officers will respond to these notices. For insurance purposes, the CEO will make the final determination, whether an extra patrol or function shall be performed. Never assure ANY person that you will guard any person

or property, which has not been contractually negotiated; doing so, can inherently open Lone Star Protection & Security, LLC. and yourself for civil liability without insurance coverage.

Patrol Techniques

01. Patrol in pairs whenever possible. Carry a cellular phone if available to call 911 in emergencies (not for agents or event security)
02. Patrol your area at a safe moderate speed, looking for suspicious activity or person(s) in distress. Also checking for smoke and or fire and fresh damage caused by vandals
03. Report disorderly groups and or persons. Remember that a group of kids is NOT normally a disorderly group.
04. Patrol known trouble spots heavily. Watch for vehicles cruising the area aimlessly and continuously. Watch for persons loitering around and being secretive, evasive or suspicious
05. Report street lights and security lights that are not working
06. Watch for merchandise or household goods being loaded into vehicles or carried by individuals
07. Patrol ALL paved alleys and parking lots on your post
08. Get CORRECT license numbers and accurate descriptions and locations
09. Always patrol in an unpredictable pattern
10. Investigate persons who appear to be looking into vehicles
11. Stay as visible as possible to create “omnipresence” that “Security is everywhere”

12. Double back to surprise offenders who are studying your patrol patterns
13. Utilize “Verbal Judo” when dealing with uncooperative subjects
14. On special events operations at no time should more than two uniformed officers be present together for more than five minutes. The exception to this rule is when there is an imminent investigation on-going or an emergent situation and or shift change / briefing.

Procedures for “Crime in Progress” Situations

- A. Report the incident and location to police immediately
- B. Keep situation under observation and report all activity at the scene
- C. Remain at a safe distance and location if necessary or take other appropriate action to protect life
- D. Stay out of the way of the police
- E. If someone is being physically injured, take the appropriate action as necessary to preserve life
- F. Log all possible information: Time, description, subjects, vehicles, activities of each subject, direction of travel if subject/vehicle leaves the scene
- G. Immediately write up an accurate, coherent and complete report

Bicycle Patrol

1. All Officer's will ride approved bikes only.
2. Officer's will wear approved head gear when operating as a bike unit.

3. Units will have reflective vest if working in dusk or night hours as well as the bike must be equipped with lights. Lights must be placed in an area to the rear and to the front as to be visible by motorist passing while in operation.
4. Officer's will follow all traffic laws while riding in a public venue.
5. If riding with another Officer ride in single line. Two officer's can ride abreast, but not more than two officers.
6. Obey all traffic signals and signs.

Sexual/Fraternization & Other Forms of Harassment

In this policy Lone Star Protection & Security, LLC. to prohibit sexual harassment in the workplace by any person in any form.

Sexual harassment is a form of misconduct that undermines the integrity of the employment relationship. No employee, either male or female, should be subjected to unsolicited and unwelcome sexual overtures or conduct, either verbal, written, visual or physical. It refers to behavior that is not welcome, that is personally offensive, that lowers morale, and that, therefore, interferes with our work effectiveness. Sexual harassment is also a violation of Title VII of the Civil Rights Act of 1964, and thus it is illegal for any employee to sexually harass another. An offense under this policy will result in disciplinary action up to and including termination.

Fraternization Policy: For The purpose of this policy Manager is to be simulate a supervisors position. ccompany employees may date, develop friendships and relationships both inside and outside of the workplace as long as the relationships do not negatively impact work. Any relationship that interferes with the company culture of teamwork, the harmonious work environment or the productivity of employees will be addressed by applying the [progressive discipline policy](#). Adverse workplace behavior or behavior that affects the workplace that arises because of personal relationships will not be tolerated.

The exception to this policy relates to managers and supervisors. Anyone employed in a managerial or supervisory role needs to heed the fact that personal relationships with employees who report to him or her may be perceived as favoritism, misuse of authority, or potentially, [sexual harassment](#). Even if no improper conduct occurs, the relationship may cause gossip, hard feelings, dissatisfaction, and distraction among other employees in the workplace. The relationship may appear to other employees as an inappropriate use of position power. Additionally, any fraternization with any employee who reports to the manager or whose terms and conditions of employment such as [pay raises](#), [promotions](#), and advancement are potentially affected by the manager, is prohibited. The fraternization that is prohibited by this policy includes dating, romantic involvement, and sexual relations; close friendships are discouraged in any reporting relationship.

A manager or supervisor who dates or becomes romantically involved with an employee creates a serious problem for the company. Dating an employee, even when the employee is

not in a reporting relationship, and extramarital affairs, create serious consequences for the company. They adversely affect the careers of both employees with regard to advancement opportunities, choices of jobs, and assignments. They adversely affect the company's flexibility and consequently may have an impact on our service to customers. These relationships can result in charges of sexual harassment, even years later.

If a manager decides to pursue a close relationship with an employee, he or she needs to inform their manager and Human Resources immediately. The company will then decide what, if any, actions are necessary to take in regard to assignments and jobs. Under no circumstances may a manager date, become romantically involved with, or have sexual relations with a reporting employee. Employees who disregard this policy will be disciplined up to and including [employment termination](#).

Your Company recognizes that employees have different definitions and understandings about what constitutes a close relationship, a friendship, or romantic involvement. Consequently, if you have questions or need further clarification, talk with your Human Resources department. Their goal of implementing policies consistently and fairly will help inform your choices.

Your Company encourages employees to develop friendships and share a spirit of teamwork and camaraderie both in the workplace and outside of work. In instituting this dating or fraternization policy, it is not your company's goal to interfere with the development of coworker friendships and relationships. The policy identifies when these relationships are appropriate and when they are not.

The policy also dictates the actions employees need to take if a coworker relationship is deemed inappropriate from the Company's standpoint. The policy tells employees the potential consequences if the policy is violated.

Facial Jewelry / Grooming Standards

No facial jewelry may be worn by any employee while on duty. Facial jewelry is defined as jewelry worn on the face, nose, eyebrows, eyelids, lips, tongue, etc. This policy does not prevent the wearing of jewelry on the ears for females, hands etc. while on duty unless restricted for safety reasons.

All employees will adhere to military grooming standards. In general:

No eccentricities in the manner of wearing head, facial, or body hair will be permitted. If applied, dyes, tints, bleaches and frostings which result in natural colors are authorized. The hair color must complement the person's complexion tone. Color changes that detract from a professional image are prohibited. Fingernails will be kept clean and neatly trimmed so as not to interfere with performance of duty, detract from military image or present a safety hazard. Nail polish for male is not allowed. Nail polish as it applies to female will fall under standards explained below.

Males

Men will be well groomed at all times and will abide by the following:

Hair will be neat and closely trimmed. The hair may be clipped at the edges of the side and back; will be evenly graduated from zero length at the hairline in the lower portion of the head to the upper portion of the head; and will not be over 3 inches in length fully extended on the upper portion of the head; the back and sides of the head below the hairline may be shaved to remove body hair. Sideburns will not extend below the top of the orifice of the ear. Sideburns will not be styled to taper or flare. The length of an individual hair of the sideburn will not exceed 1/8 inch when fully extended.

Head hair will be styled so as not to interfere with the proper wear of uniform headgear. Hair which protrudes from beneath properly worn headgear in an unsightly manner is considered excessive, regardless of length.

The face will be clean shaven, except that a mustache may be worn. When worn, the mustache will be neatly trimmed and must be contained within imaginary vertical lines from the corners of the mouth and the margin area of the upper lip. The individual length of a mustache hair fully extended must not exceed 1/2 inch.

Except for a mustache, eyebrows, and eyelashes; hair may be grown on the face only when a medical officer has determined that shaving is temporarily harmful to the individual's health. In these cases, the medical officer may issue a temporary "shaving waiver."

Females

The requirement for hair regulations is to maintain uniformity within a uniformed population. Women's hairstyles require non-eccentric styles. Females will be well groomed at all times and when in uniform will abide by the following:

Hair may touch the collar, but will not fall below the collar's lower edge. Hair that would fall naturally below the collar's lower edge will be neatly and inconspicuously fastened or pinned. During physical training periods in which physical training clothing is worn, hair will be allowed to fall naturally, without being fastened or pinned. This does not apply when conducting physical training in the utility uniform.

Hair will be styled so as not to interfere with the proper wear of the uniform headgear. All headgear will fit snugly and comfortably around the largest part of the head without distortion or excessive gaps. Hairstyles which do not allow the headgear to be worn in this manner are prohibited.

Faddish and exaggerated styles to include shaved portions of the scalp other than the neckline, designs cut in the hair, unsecured ponytails and styles which are distinctly unbalanced or lopsided are prohibited. Multiple braiding is authorized. If hair extensions are used in the braiding of the hair, the extensions must have the same general appearance as the individual's natural hair. Braided hairstyles will be conservative, and conform to other guidelines listed herein.

Barrettes, combs, rubber bands, etc. are authorized, if concealed by the hair. Inconspicuous hair pins and bobby pins, if required, are authorized. Hair nets will not be worn unless authorized for a specific type of duty. Wigs, if worn in uniform, must look natural and conform to the above regulations.

Cosmetics, if worn, will be applied conservatively and will complement the individual's complexion tone. Exaggerated or faddish cosmetic styles are inappropriate with the uniform and will not be worn. If worn, nail polish and non-eccentric lipstick will harmonize with the scarlet shade used in various services and dress uniform. In shades of red, and may be worn

with the service, dress uniform. Fingernails with multiple colors and decorative ornamentation are prohibited. Nail length will be no longer than 1/4 inch from the tip of the finger.

Each employee will:

All officers will exhibit good personal hygiene up to and including good showering practices as well as the use of deodorant and anti-per spirant.

Employees will keep colognes and perfumes to a professional limited level. Please bear in mind that some patrons could have allergies and this could trigger those allergies.

TATTOO / BODY INK / ART

At no time will any employee have exposed tattoos as to distract from the uniform. Employee must ensure that he/she has the tattoo covered with a band aid or long sleeve shirt.

PHONE USAGE POLICY

Employees are not allowed to be using a cell phone whether it be text messaging or voice operation while the employee is on duty. The only acceptable form of cell phone communications is for an employee to communicate with another staff member of Lone Star Events, or event contact. At no time shall an employee operate a motor vehicle while texting, this will result in immediate termination!

INSUBORDINATION / DEMENOR:

At no time will an employee be insubordinate to his/her supervisor. For this section insubordination can be interpreted as any act which can be deemed as disrespectful

either verbally or by body language. An employee's demeanor will remain positive and cooperative at all times when dealing with other staff or outside contacts. Any deviation in the above listed policy will result in disciplinary action up to and including immediate termination.

Lone Star Protection & Security, LLC. is a tobacco-free work place.

CALL – IN SICK / LATE PROCEDURES:

In the event an employee needs to call in because he/she does not have the ability to complete their respective shift the employee must make verbal contact with the operations director. Text messaging is not an acceptable form of communications and will not be recognized by Lone Star Protection & Security, LLC.. This will be treated as a no show no call and the employee is subject to disciplinary action up to and including termination. In the event the employee misses three consecutive shifts he / she will be required to have a doctors excuse upon returning to work.

While the officer is on probationary status he / she cannot be late to their respective shift more than one time or it will lead to disciplinary action up to and including termination.