SECURITY POST ORDERS
Bear Brand Ranch
Community Association

Progressive Community Management
27405 Puerta Real, Suite 300
Mission Viejo, CA 92691

Universal Protection Service
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MISSION STATEMENT

Your mission at Bear Brand Ranch Homeowners Association is:

To protect the residents, guests/visitors, management personnel and assets of Bear Brand Ranch Homeowners Association by controlling access and allowing only authorized persons to enter the community by diligently enforcing all rules and regulations and reporting any safety violations or hazards to the appropriate personnel.
# EMERGENCY TELEPHONE NUMBERS

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<td>Universal Protection Services Dispatch</td>
<td>714-560-9226</td>
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<td>Sheriff or Fire Department-Emergency</td>
<td>911</td>
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<td>Fire Department-Non-Emergency</td>
<td>(949) 744-0400</td>
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<tr>
<td>Orange County Sheriffs Department – Non-Emergency</td>
<td>(949) 647-7000</td>
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<tr>
<td>Orange County Animal Control</td>
<td>(949) 470-3045</td>
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<td>Progressive Community Management- Glenda Reid</td>
<td>(949) 582-7770</td>
</tr>
<tr>
<td>San Diego Gas &amp; Electric</td>
<td>(800) 411-7343</td>
</tr>
<tr>
<td>Gate Repairs – Progressive Community Management</td>
<td>(949) 582-7770</td>
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TELEPHONE PROTOCOL AND USAGE RESTRICTIONS

Gatehouse telephones are provided for security related business only. Use of gatehouse telephones by officers for their personal calls is strictly prohibited. If an officer is making a personal telephone call, the officer is not providing the service for which they are being paid while the officer is on the telephone. Further, neither the officer nor the telephone is available for urgent security matters. The telephone number for the gatehouse telephone is not to be given to anyone, except residents.

If the officer allows anyone other than the management company or Universal Protection Services management to use the telephone, the officer shall record the name of the individual, the number called, the purpose of the call, and the duration of the call on the Pass-Down Log or Telephone Log.

The management company routinely sends Universal Protection Services the gatehouse telephone bill for review. If an analysis of the telephone bill reveals that an officer has made an unauthorized telephone call, the officer will be subject to disciplinary action up to and including restitution and possible termination.

When answering telephone calls, the officer is to respond in the following manner:

“Good morning/afternoon/evening. Bear Brand Ranch Homeowners Association gatehouse, Security Officer ______ speaking. How may I help you?”

After receiving a request for a Call-Down, you must

ask: “May I have your Call-Down Code?”

The same introduction is to be used when making a call to a resident:

“Good morning/afternoon/evening. Bear Brand Ranch Homeowners Association gatehouse, Security Officer ______ speaking: Then continue with the purpose of the call, i.e. “You have a visitor here by the name of...” etc.”
GENERAL INFORMATION

Flag Duties

The times and days that the U.S. flag should be flown are laid out in the U.S. Flag Code, which is part of federal law. Title 4 of the U.S. Flag Code, Section 8, addresses the specific times and occasions on which the U.S. flag should be flown and how it should be flown.

Considerations
• The U.S. flag should be hoisted briskly and lowered slowly.

Time Frame
• The U.S. flag is generally flown from sunrise to sunset. When flown 24-hours a day, it must have a light shown on it.

• The U.S. flag should be flown at full staff on the following days:
  o New Years Day (January 1)
  o Inauguration Day (January 20)
  o Lincoln’s Birthday (February 20)
  o Presidents Day (third Mon. in Feb.)
  o Armed Forces Day (third Sat. in May)
  o Memorial Day (last Mon. in May)
  o Flag Day (June 14)
  o Independence Day (July 4)
  o Labor Day (first Mon. in Sept.)
  o Constitution Day (September 17)
  o Columbus Day (second Mon. in Oct.)
  o Navy Day (October 27)
  o Veterans Day (November 11)
  o Thanksgiving Day (fourth Thurs. in Nov.)

• The U.S. flag should be flown at half staff on the following days:
  o Peace Officers Memorial Day (May 15)
  o Until noon on Memorial Day (first Mon. in May)
  o Korean War Veterans Day (June 27)
  o Patriot Day (September 11)
  o Pearl Harbor Remembrance Day (December 7)

To commemorate the death of a current or former U.S. president, the U.S. flag is flown at half staff for 30 days.

To commemorate the death of a U.S. vice president (current), Supreme Court Justice (current or former), or speaker of the House of Representatives, the U.S. flag is flown at half staff for 10 days.

The U.S. flag is flown at half staff to commemorate the death of other federal officials from the day of death through the day of burial for other federal officials such as a Supreme Court associate justice, members of the Cabinet, former vice president, president pro-tempore of the Senate or the majority and minority leaders of the Senate and House of Representatives.
Burglaries within the Community

If a resident phones the gatehouse to report a burglary or other problem, advise the resident to call 911 and inform the caller that they will be required to provide all the particulars.

If there was a burglary, the officer shall call the other gate and advise them of the burglary. Officers at both gates shall record the license plate numbers of all vehicles exiting the community.

Gate Arm is Broken

If a gate arm is broken by a careless driver or a wide vehicle, the officer shall immediately record the license plate number of the vehicle, name of driver or company name, the date and time, and any other identifying information. Notify Progressive Community Management and request repair of the gate arm.

Gatehouse Alarm

For security breach:

- Sheriff for dispatch
- Officer to meet police, silence alarm, and patrol/sweep
- Officer to call Bennings so he is aware of incident and follow up with remote review and reporting

For loss of AC power to panel:

- Officer to send out patrol to determine why loss of power (did someone shut off power to bypass alarm?)
- Call Bennings so he is aware of the incident and follow up with remote review and reporting

For low battery:

- Perimeter Protection will use as dispatch request to replace battery.

Placing Cones on Camino Del Avion

The officer shall place cones on Camino Del Avion at 0730 hours every Monday through Saturday. The cones are to be removed at 0930 hours, or whenever the bulk of vehicles waiting to enter have entered and the officer has time to remove them. Cones should be placed approximately 75 feet down Del Avian from the Old Ranch entrance to keep the waiting line from encroaching on the gate and allow exiting residents to be able to see oncoming traffic and exit safely.

Locking the Gatehouse at End of Shift

When leaving at the end of the last shift, the officer shall lock the doors to the gatehouse and set the alarm.
Bulletin Board Keys

Bulletin board keys are to be maintained in the gatehouse and are to only be given to persons needing to post official notices from the board, such as a property manager or board member.)
CONDITIONS OF ACCESS

Residents

When a resident vehicle approaches in the resident lane, the gate officer shall stand, exit the gatehouse and acknowledge the driver with a smile and a wave of the hand. The gate officer shall allow the license plate recognition system to open the resident gate. **Do not allow entry by pressing the raise gate button.**

If a vehicle approaches in the resident lane and requests entry, it is vital that procedures are followed prior to permitting the vehicle to enter the community. To establish that the person is a resident, you shall:

- Request a driver's license or other positive identification.
- Ask the resident for their code word.
- Check the name, address, and code word against the file information.

The officer shall document the resident's name and license plate number on the DAR and forward that information to Progressive Community Management for verification of the failure of the license plate recognition system or to document registered vehicles for that resident.

Residents In Different Vehicle or with a Visitor(s)

Occasionally, a vehicle will approach and an occupant will state that they are a resident. It is vital that procedures are followed prior to permitting the vehicle to enter the community. To establish that the person is a resident, you shall:

- Request a driver's license or other positive identification.
- Ask the resident for their code word.
- Check the name, address, and code word against the file information

Never ask the resident for a code in the presence of guests. If you need a code word, have them write it down and hand it to you to prevent the guest(s) from reading it.

Visitors/Vendors

When a vehicle approaches, the gate officer shall stand, exit the gatehouse and acknowledge the driver with a smile. The officer shall greet the visitor/vendor and politely ask for their name and the name of the resident they wish to see. The officer shall only grant access under the following circumstances:

- The visitor/vendor is listed on the resident's Permanent Guest List in the computer;
- The visitor/vendor has Call-Down authorization from the resident and is listed on the Visitor/Vendor Call-Down Log;
- The gate officer calls the resident and receives authorization to admit. Refer to the resident's information in the computer for information about whom at the residence may authorize visitors. In some cases, maids or children are authorized, while in other cases only the resident adults are permitted to do so.
- For all vehicles granted access to the community, the officer must enter the vehicle license plate number in the Visitor/Vendor Log.
If none of these requirements are met, there shall be no admittance. Whenever access has been denied, the officer must complete an Access Denial form.

These rules apply to all non-residents wishing access, including deliveries (flower, pizza, etc.), pedestrians, bicycle riders, skate boarders, etc., but exclude law enforcement officers in the performance of their duties, emergency vehicles or Bear Brand Ranch Homeowners Association approved service/delivery vehicles.

If the visitor is not on the permanent guest list or Call-Down Log, then the officer shall telephone the resident to obtain authorization. The officer will ask the resident for their code word when seeking authorization to grant access to a visitor. If there is no answer and an answering machine picks up, the officer will leave a message indicating the visitor's name, the date and time, and that the visitor was not granted access to the community.

If access is denied, the officer will politely advise the visitor that he/she was unable to obtain authorization and the visitor is not permitted to enter the community. Under no circumstances will the officer advise the visitor that the resident is not home nor give the visitor any information whatsoever concerning the resident.

When access is denied, the officer shall enter the following information in the Pass-Down Log:

- Visitor's name
- Date and time
- Reason access was denied, etc.

The officer will also complete an Access Denial form.

Once the visitor receives authorization through the permanent guest list, the Call-Down Log or a telephone call made to the resident, the officer shall document the visitor's name, vehicle make, model and license plate number, etc. in the Visitor/Vendor Log.

License Plate Recognition System

If the license plate recognition system (LPRS) is not functioning, the officer shall allow entry to those in the resident lane by pressing the raise arm button. The officer shall immediately notify Progressive Community Management of the problem.

Parties

The resident host for events involving 10 or more guests is required to submit a list of the names of the invited guests at least 24-hours prior to the scheduled event.

Resident hosted events involving 25 or more guests requires an additional security officer for a minimum of at least four hours. The resident must complete a "Party Coverage Request Form" at least 72-hours prior to the event and the resident will be responsible for the cost of the additional officer.

All guests and vehicles will be logged in at the time of entry. The gate officer will advise visitors that they must adhere to the established speed limit and that they must abide by the laws of the California Vehicle Code, including not blocking sidewalks, driveways or parking in the wrong direction.

If a guest arrives who is not on the list, the resident must be called to obtain authorization for entry (per established procedure for visitor Call-Down).
Parties are intended for people to have a good time, so there must be some allowance for noise and traffic. However, the host must be available to answer complaints and take affirmative action to control persons at the party. Security officers will not respond to complaints at the party's location.

If the party gets out of hand and destruction of property or other penal code violations occur, the gate officer must notify the Dispatcher immediately to request response by the local police or sheriffs department.

**Law Enforcement Access**

If duly commissioned law enforcement officers who furnish proper identification have business in the community, their entry must be permitted. When admitting a law enforcement officer, the gate officer is advised to request the name of the resident the officer wishes to see. Unless specifically restricted from doing so by the law enforcement officer, the gate officer will call the resident to notify them that a law enforcement officer is on the way to their residence.

**Social Worker Access**

Social workers who provide proper identification (whether or not authorization has been given by the resident) shall have access to the community in the performance of their duties. The gate officer shall NOT notify the resident when access has been granted to a social worker.

**Private Detective Access**

Private detectives and others who attempt to gain access to the community without resident authorization must be denied.

**Visitor/Vendor Call-Down Procedures**

The Call-Down procedure is the means whereby a resident may authorize the entry of a guest or service not on their permanent guest list. A Call-Down is a temporary guest or service access authorization. When a resident makes a Call-Down, they should provide the following:

- Their code word;
- The name of the guest(s) or service expected;
- The approximate time of arrival;
- The authorization expiration time for each guest.

The security officer will enter the information provided on the Visitor/Vendor Call-Down Log. Call-Down information should be written on the Visitor/Vendor Call-Down Log during the call. Doing so makes it possible for the officer to verify the resident's name, call code word and the guests or vendors name. If the caller is providing information such as a person's name or telephone number, the officer is advised to spell the name and/or repeat the numbers back to the caller as the best way to assure they are correct.

If the post requires a resident code, it is mandatory that the officer requests the caller's resident code, even if the officer recognizes the caller's voice. Then, the resident's code must be verified in the Resident Information database contained in the gatehouse computer.
In the event that an improper code is given or if the resident does not know the code, the officer is advised to call the resident at the telephone number listed on the residents confidential file to confirm the Call-Down.

Once a Call-Down guest has entered the community, they will be permitted to re-enter until the expiration time of their admittance authorization.

All Call-Downs will be canceled at midnight on the date they were called in unless otherwise requested by the resident. If requested for a later date (the next afternoon, etc.), the officer must start a new Call-Down log for that next day and add the Call-Down information.

For special procedures for groups of five (5) or more individuals or families, see section entitled “Parties”.

Service Vehicles

The Association has authorized entry for special services that will be admitted on a regular basis provided they present the security officer with proper identification and/or if they arrive in the proper type vehicle displaying a logo or name.

Admit and log the license number for the following vehicles:

- Any law enforcement officer in a marked vehicle (local, state or federal). They are not required to provide you with any information or their destination.
- Property management company
- U.S. Mail, UPS, Federal Express, DHL, etc.
- Fire Department/Paramedics/Ambulance
- Water department
- Gas company meter readers/repairman
- Electric company meter readers/repairman
- Telephone Company
- Municipal marked vehicles with building inspectors, health department workers, animal control, etc. Must have government license plate or present government photo ID.
- U.S. Mail
- Trash Service
- Cable company
- DISH or Direct TV satellite service
- Daily delivery services (bottled water, newspaper, milkman, diaper service)

Deliveries

No deliveries of any type are to be accepted for residents by the gate officer. Under no circumstances shall an officer accept custody of items such as money, keys to residences or vehicles, or other valuables.

Construction Regulations

Construction work hours are:

Monday through Friday  8:00AM to 5:00PM
Saturday            8:00AM to 1:00PM
Sunday/Holidays     No Entry
The following legal holidays are observed:

- New Years Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

- No construction can be started without prior installation of a construction fence of sufficient size to prevent entry to the site by all unauthorized persons. The fence is to be locked when not in use. The construction fence must remain in place until the final sign-off (on the permit card) is submitted to the management office.

- Work sites must be kept clean and free of debris. The streets and sidewalk must be washed at a minimum of once per week during the construction period.

- Homeowners are responsible to make street and sidewalk repairs caused by construction activity.

- No soliciting is permitted.

- No alcoholic beverages are permitted on the job site.

- No loud music or foul language is permitted.

- No dogs are permitted on the job site.

- No children under the age of 16 are permitted on the job site.

- No vehicle is permitted to remain overnight in the community without express permission by the management company.

- No dumpsters or construction shacks may be placed in the street.
PROCESS SERVERS/LEGAL SERVICE

As provided for in the Code of Civil Procedure (Section 415.21), process servers are entitled to access to the Association for the purpose of serving legal papers on residents.

Identification of Process Server

Before being granted access, the process server must:

- Identify the person he/she intends to serve
- Display a driver's license or other identification
- Provide documentation showing that he/she is a sheriff, marshal, or registered process server

Notification of Resident

The gate officer shall call the resident whenever a process server has been granted entry to the community. This is to insure that the resident does not become frightened by an unannounced stranger knocking on their door. In keeping with the statutory provision, the Association must allow the process server access to the property, even if the resident demands otherwise. Further, the gate officer will notify the resident, even if the process server demands the resident not be notified.

Documentation of Process Server

The gate officer will record the following information in the DAR:

- Name of process server and badge number.
- Name of resident the process server is serving.

No Offer to Accept Service

If the process server is not successful in serving the resident, the gate officer is instructed not to accept service on behalf of the resident.

Document & Forwarded to Resident

Should the process server hand the papers to the gate officer or drop them on the ground in front of the officer, the papers will be mailed to the resident. A copy of the papers will be placed in the residents file. The Association will take no position with regard to the validity of the service on the resident.

If the gate officer is "served", an Incident Report must be completed.

Foreclosure Proceedings

The same policies will apply with respect to admittance of a person attempting to post a property in connection with a foreclosure proceeding.
Time of Service of Process

Provided the process server is acting in a professional manner, the person will be allowed to remain within the community to complete the service of process.
REAL ESTATE FOR SALE

Entry

All real estate agents must present proper identification and have an appointment with the seller in order to be authorized entry. Check the agent's business card against the photo identification to match name, etc. The real estate agent's name, company, vehicle license number and address of property to be viewed must be entered in the Real Estate Entry Log. The officer will then issue a Real Estate Pass once identity has been verified and entry authorized.

Board of Realtor Caravans

Board of Realtor caravans are permitted entry to Bear Brand Ranch. Check photo identification for each vehicle in the caravan.

Home Listed For Sale

If a home is listed for sale, the homeowner shall notify the management company in writing/fax of the name of the real estate company, the listing agent and no more than two (2) additional agents from the listing company, referred to herein as the "listing agents", who may show the property. Only these three (3) listing agents may show the property.

- The management company will immediately provide the information to the security company, who shall immediately provide the information to the gatehouse.
- Either of the listing agents may show the property by accompanying the party, or other realtor.
- The listing agents shall identify himself/herself by showing his/her business card and Board of Realtor I.D. Card.

Open House When Real Estate For Sale

When a property has been documented as being listed for sale, through the above process, the listing agents may hold a real estate open house only through the following procedures:

- Written/fax notice to the management company and/or Gateworks at least 24-hours prior to the date of the open house. Notice will be transmitted to the gatehouse through the above outlined channels.
- The listing agent holding the open house will provide proper identification to the officer, who will review with the agent, the application of the R&R
- The listing agent holding the open house, may authorize a prospect to the property, either by notifying the officer and identifying himself/herself and the prospect, or by the officer calling the agent at the open house property.
- When so authorized, the officer will issue a Guest Pass.
Homes In Escrow

Guest passes may be issued to individuals for a home which is in escrow when one of the following criteria is met:

- Present owner may provide access to the purchaser and his/her representatives or contractors through the Guest Pass procedure stated herein or by providing written/fax notice of the escrow to the management company.

- Management company will expedite the information through the security company to the gatehouse.

- Once the officer has received the escrow notice, from the management company, the new owners may be issued a guest pass upon presenting appropriate identification.
REPORTS AND REPORT WRITING

Report Writing

There are many occasions during the course of an officer's daily activity when he will obtain information or perform some service that should be a matter of record. It is important that this information be put in writing for a number of reasons.

To indicate that the officer is performing his duties according to the procedures outlined.

- To keep both the Bear Brand Ranch Homeowners Association Management and Universal Protection Service informed of any irregularities at the facility.
- To demonstrate the fact that the officer is performing his duties according to the procedures outlined.
- To protect the officer from accusations that might be made at anytime concerning his/her ability to perform the duties responsibly.

All reports should be brief and written in a neat and legible hand. Reports should be factual and it is generally not necessary or desirable to express personal opinions. If an opinion is expressed, it should be clearly designated as being the writer's personal opinion.

The following suggestions have been presented to aid you in preparing clear and concise reports.

- Use simple language that anyone can understand. Be careful when using technical words and phrases, and be especially careful to avoid the use of slang or words that have multiple meanings.
- Be certain that the names and addresses of individuals involved have been spelled properly in your report.
- Write your reports in a logical sequence, and when possible, include the approximate time of each occurrence and/or incident.
- Include the specific things you heard and observed, not vague descriptions.
- Remember to keep your report as brief as possible while including all of the important details.
- When giving descriptions of individuals, give the usual information such as approximate age, height, weight, and color of eyes and hair. Also include any identifying marks, scars, or tattoos and anything else unusual you noticed.
- Be especially cautious and avoid the use of any contradictory statements that would tend to discredit the overall information contained in your report.
- A good report should contain the details of any and all action taken by the officer, and, in the event that no action was taken, the reason for this should be clearly stated within the report.
Daily Reports

One of the most important tools that an officer has is the Daily Activity Report. A properly completed Daily Activity Report will present an accurate and complete picture of everything that occurred during the course of the officer's work shift.

Daily Activity Reports (DAR) are to be prepared in duplicate. Each shift is responsible for completing a DAR, as well as completing any special reports that become necessary during his/her shift.

All major incidents, employee complaints, fire and safety hazards, accidents or injuries must be logged into the Daily Activity Report. Any unusual incident is to be logged into the daily activity report in red pen or pencil. A more detailed account is to be made on an Incident Report form.

If something occurs during your shift that you are not sure whether to include in your Daily Activity Report or not, log it in.

Each officer should make an entry in their Daily Activity Report at least once an hour, and all normal duties performed by the officer are to be logged into the Daily Activity Report as he/she performs them, not afterwards.
INCIDENT REPORTS

Circumstances When an Incident Report Is Required

- Any approved emergency vehicle requests entrance authorization
- Making an observation or being made aware of any incident involving a resident or resident's property, or
- If the officer becomes involved in an argument or physical or verbal confrontation with a resident, visitor, or any person on or requesting permission to enter the community, or
- Any other occasion when filing an Incident Report would be prudent.

If the officer is in doubt as to whether that event should be considered an incident, the officer is advised to call the Universal Protection Service Dispatch Center.

Completing an Incident Report

All Incident Reports should be written in a clear, concise, and legible manner and accurately document the facts of the event and should include information about

- What happened
- Where it happened
- When it happened
- Who was involved and/or Witnesses to the event

If an officer would like help in completing an Incident Report, the post commander or field supervisor should be consulted immediately.

Filing an Incident Report

To file the Incident Report the gate officer may request that a patrol officer pick up the completed Incident Report before end of shift. If patrol does not pick up the Incident Report, the gate officer is required to deliver the report to the Universal Protection Service office immediately following the end of watch.

If a visitor or resident utters profanity or obscenity to an officer and the officer wants to register a personal complaint, include that type of information on a separate report marked: For Management Only.

Contact with the Client

It is Imperative that management personnel notify Bear Brand Ranch Homeowners Association of any incident on their property before anyone else does. It is for this reason that the gate officer must contact Dispatch as soon as practical after gaining knowledge of the incident.

*Under no circumstances should the officer attempt to contact the property manager directly unless specifically requested to do so by a Universal Protection Service manager.*
RULES FOR SECURITY OFFICERS

Personal Behavior While on Duty

Always act professionally while on duty:

- Follow the guidelines in the Universal Protection Service Employee Handbook, including:
  - The Role of the Security Officer
  - Public Relations
- Be pleasant and courteous.
- Stand and exit the guardhouse to greet all residents, visitors and vendors.
- Stand and walk erectly. Do not slouch or put your hands in your pockets.
- Walk with a measured step. Do not move so slowly that it appears that you are on a recreational stroll, or so quickly that you seem unable to detect potential hazards.
- Be constantly alert.
- Do not smoke while on duty. Smoking is only permitted during breaks or eating periods and is restricted to authorized smoking areas.
- Do not eat or drink while on duty.
- Review the Pass-Down Log and initial all entries made since the officer’s previous shift.
- Have full knowledge of the Post Orders for Bear Brand Ranch Homeowners Association.
- Immediately notify Universal Protection Service Dispatch at (714) 560-9226 of any unusual incident, altercation, etc.

Security Officer Parking

The security officer may park only in a designated parking space and never in front of the gatehouse.

Officers posted in the Camino gatehouse shall park on Morning Dove, not in the upper or lower turn around lane.

Personal Appearance

Personal appearance is one of our highest priorities. All officers are required to be dressed in their complete uniform when reporting for duty and at all times during their tour of duty. The uniform must be clean, wrinkle free, fully buttoned and/or zipped. Shoes must be black and maintained (polished) on a regular basis.

Male officers must be clean-shaven. No beards or goatees are permitted. Sideburns must be neatly trimmed and shall not extend below the earlobe. Male officers are prohibited from wearing earrings. Mustaches are permitted but must be neatly trimmed and shall not extend beyond the corner of the mouth. Handlebar mustaches are prohibited.
Female officers are permitted to wear earrings, but must limit them to no more than one per ear, and shall not wear any earrings or other jewelry that would detract from the performance of her duties.

No facial/tongue piercing jewelry is permitted at any time.

Personal hygiene must be maintained by all officers, including clean hair that is properly combed, clean fingernails, no offensive odors, etc.

**Uniform Requirements**

*Standard Military Style Uniform (Hard Look)*

- **Shirt:** Light blue shirt with button-down pockets and shoulder epaulets
- **T-Shirt:** White high-collar only, no V neck t-shirts permitted
- **Trousers:** Black trousers, military styled
- **Tie:** Black tie (crossover style for women)
- **Shoes:** Black leather shoes or boots, shined
- **Socks:** Black socks
- **Belt:** Black belt 1 ¾ inch width
- **Badges:** Gold badge; plastic ID card in badge holder on front of shirt or jacket
- **Patches:** Universal Protection Service insignia patch
- **Jacket:** Black bomber jacket with front zipper, police style
- **Cap:** Universal Protection Service baseball type cap
Executive Style Uniform (Soft Look)

Shirt: White dress shirt (short or long sleeves)
Trousers: Dark blue trousers
Blazer: Dark blue blazer
Tie: Red/blue patterned tie (crossover style for women)
Shoes: Black leather shoes or boots, shined
Socks: Black socks
Belt: Black belt 1 ¾ inch width
Badges: Plastic ID card in badge holder on front of shirt or jacket

Misconduct

Misconduct of any kind is prohibited. Sleeping on duty, disobedience to a lawful order by a supervisor, possession of or being under the influence of alcohol or drugs while on duty is grounds for termination. Medication that has been prescribed by a medical doctor is authorized, providing it does not affect the officer’s ability to perform his or her duties.

Officers shall not:

- Volunteer or otherwise provide any information whatsoever about residents or the community.
- Play ball, play loud music or engage in any activities that may detract from the professional image or performance of assigned duties.
- Have visitors on post, even if the visitor is an off-duty Universal Protection Service security officer, a family member or friend.
- Visit the post when not on duty.
- Report for duty in a condition of diminished capacity resulting from the use of alcohol or drugs.
- Possess alcohol or drugs on post
- Leave the post for any reason without proper relief. Call for assistance if a personal problem arises while on duty.
- Remove any required piece of equipment during the shift.
- Have any defensive weapons inside the gatehouse or on their person.
- Wear or keep in the gatehouse any unauthorized jacket/sweater, etc.
- Fraternize with Bear Brand Ranch Homeowners Association residents or employees.
**Televisions, Radios, Reading Materials**

*Television* sets are prohibited. Radios, CD and MP3 players are permitted as long as they are played softly as background. If a resident calls the guardhouse, they should not be able to hear the radio. If they do, it is too loud. If the officer is using headphones, the officer will remove the headphones and leave them, along with the player, in the guardhouse before standing and exiting the guardhouse to greet residents or visitor/vendors.

Reading material is permitted provided it has been approved by a supervisor. No magazines, books, newspapers, or other printed matter containing sexually explicit material is permitted.

All personal belongings are the responsibility of the employee. Universal Protection Service and Bear Brand Ranch Homeowners Association will not be responsible for any items left behind by a security officer.

**Gatehouse Maintenance**

At all times, each gate security officer is to maintain a clean and neat work area. Insure that you leave the guardhouse in the condition in which you would like to find it when you begin your next shift. Should you find the guardhouse not up to standards when you arrive, please notify your supervisor.

**Chain of Command**

When assistance is required, or the officer has a concern or complaint to be expressed, the chain of command must be diligently followed in all but extreme emergencies. The chain of command is as follows:

- Post Commander
- Field Supervisor
- Operations Manager
- Branch Manager

The Universal Protection Service Dispatch Center will assist officers in channeling inquiries to the proper person. If the officer fails to receive a response within a reasonable amount of time, this would be sufficient grounds to move to the next person in the chain of command.

Post problems are to be discussed with the post commander and the field supervisors. Officers are not permitted to call or discuss any problems with the management company or members of the HOA board. Calls to the management company are authorized for emergency situations only and should only occur after contact with and approval by Universal Protection Service Management.

**Written Reports**

All written reports including Daily Activity Reports (DAR), Pass-Down Logs, Visitor/Vendor Logs, Incident Reports, Access Denial Forms, and Notice of Violation are permanent records that document gatehouse activities and incidents that are of concern to both Bear Brand Ranch Homeowners Association and Universal Protection Service. Copies of these reports are provided to the client monthly, unless otherwise requested. These reports should reflect the efforts of a professional security officer in both content and appearance.

Entries on all forms should be neat, easy to read, and accurate. The officer is advised to contact a supervisor to assist if he/she has any difficulty completing any report or form.
GENERAL INFORMATION

Gate Officer Assistance

If a problem arises that the officer is unfamiliar with or if the officer should require assistance, the officer should contact Dispatch immediately at (714) 560-9226.

Gate Officer Illness or Injury

If the officer on duty becomes injured in any way (slip/falls, cuts, bruises, sprains/strains, etc.) or becomes ill, and is unable to continue in the performance of his/her duties, the officer shall immediately notify Dispatch for assistance and have a supervisor notified.

All officers are employees of Universal Protection Service. In the event of an injury/illness and the officer is asked for his/her employer’s name, the officer shall report that Universal Protection Service is their employer.

Officer Check-Ins

When arriving on post for duty at a “cold start” post, the officer shall contact the Universal Protection Service Dispatcher to “check-in”, advising the dispatcher that they are now on post.

Complaint Procedures

A complaint is defined as a report from either a resident, HOA board member or visitor intended to notify security that the individual is concerned or upset about either the way security has responded to a specific incident, the way security provides service, or the way another resident in the community observes the community rules and regulations.

A resident or HOA board member who has a complaint may at any time confront the officer either personally or by telephone. Remember, a person does not usually take the time to call about a complaint unless they are somewhat upset, angry or very concerned.

In responding to a complaint it is important to keep in mind that the way the officer responds, either via telephone or in person will affect the resident’s opinion about the officer as a professional.

The resident wants the officer to listen to the complaint and do something as appropriate, about it. They don’t want, nor do they usually accept excuses.

When a person calls and indicates they want to report a complaint, thank them for taking the time to call and ask them to hold for a moment while you get out an Incident Report because you will need to document and report their complaint. Get out an Incident Report and prepare to record the information.

Ask the resident for their name, telephone number and resident code word. Then address the resident by name and ask them to continue with the complaint.

Listen carefully and take notes as best you can while the resident is talking. Make certain you give them adequate time to report their complaint. Do not interrupt the resident and do not make excuses.

If a visitor arrives at the gate, it is appropriate to politely ask the resident to hold for a few moments because a visitor has just arrived that you need to respond to. Remember, the person holding on the telephone can hear your comments while they are holding.
If it looks as if you are going to be tied up for a few minutes or so, get back on the line and inform the resident that you will be tied up and ask if they want to hold or if you can call them back as soon as you are through. If you are going to call them back, don’t forget to call back! Forgetting to call them back will make the situation much worse.

The officer must keep in mind that even if the complaint is about them, their only responsibility in this instance is to document the complaint while listening carefully so the complaint can be accurately and thoroughly reported on an Incident Report. Don’t make excuses, just listen and write!

When the resident has finished with their complaint, ask if you may read your notes back to them to assure you have recorded their complaint accurately. At that time, you can clarify what you may not understand by stating, “I’m not sure I got this point, are you saying that…”

When the complaint has been recorded on the Incident Report, inform the resident that their complaint will be forwarded to management. As appropriate, indicate further that management will be getting back to them. Thank the resident for calling and for their concern.

Immediately contact the Dispatcher and inform them that management will have to get back to the resident on the matter.

**Confrontations**

There may be those cases in which a resident poses direct judgmental questions or statements to the officer, such as, “Why did you do that?” “How come you did that?” “You shouldn’t have done that.” In these situations, the officer is advised to respond by:

- Acknowledging the complaint, “Thank you for taking time to report the complaint. I will request that my supervisor returns your call.”
- Apologizing, if in fact, the officer did do something contrary to the post orders, “I appreciate you calling that to my attention. That will help assure I follow the procedure properly next time”, etc.

As a general rule, when people are very upset or angry, the best response is thanking them for reporting their concern and assuring them that something is going to be done about it. Even if the officer has followed a procedure outlined in the post orders, the officer is advised to let a supervisor or management respond to the problem.

Don’t respond by saying something like, “But I was following the post orders to the latter. Here, let me read it to you.” The resident doesn’t care, especially if they are presently upset about what happened, even if you were following the post orders to the letter in a proper, professional manner. To the resident, it only sounds like an excuse. Management, on the other hand, can deal with the HOA, etc. because they feel like they are talking to someone who can make the change they want.

If the individual is very hostile and doesn’t want to listen, no matter what the officer does, the officer is advised to thank the resident for the call and state that their call will be reported to the supervisor, who will return their call. Notify the Dispatcher immediately and request that a supervisor or management respond immediately.

Complaints submitted in writing shall be submitted directly to Universal Protection Service.
EMERGENCY FIRE PROCEDURES

Fire Emergency Response

Fire detection is a major part of a security officer’s responsibilities. When on patrol duty, always be alert to possible fire hazards. If you suspect a fire or are responding to an alarm follow these steps:

1. Call 911.

2. When calling 911:
   - Identify yourself.
   - Give the name and address of the community and the location of the fire.
   - Give important details (e.g., “We have people in the building.” or “We store hazardous chemicals in that warehouse.”)
   - Indicate where you will meet the emergency crew.
   - Do not hang up until the dispatcher has all the information they need.

3. Call property management, and if applicable, the Bear Brand Ranch Homeowners Association emergency contacts (See section titled Emergency Telephone Numbers).

4. Call the Universal Protection Service Dispatch Center at: 714-560-9226

5. Make sure that you or a community representative is at the assigned location to meet emergency personnel. Think safety first. Always remember to protect yourself and other people before attempting to save property.

6. Do not allow unauthorized personnel into the community after the fire is over. Help prevent further client loss by watching for vandals or looters.

7. After the emergency is over, note the event in your Daily Report and complete an Incident Report. Keep all information factual and include a time line of events. Note the time:
   - You discovered the fire
   - You called 911
   - Emergency crew arrived
   - You called the client contact and the Boyd Dispatch Center
   - Time the emergency crew left

After reporting a fire, you should move to a position of safety. Be capable of directing firefighting units to the scene of the fire. Wait at the entrance to direct emergency personnel.

Make sure that you are aware of how to operate various fire extinguishers and fire hoses at Bear Brand Ranch Homeowners Association. Attempt to extinguish any small fire by the best means available.

Types or Classes of Fires

Class A Fire: Ordinary combustible materials such as wood, paper, textiles or plastics. The use of water best extinguishes this type of fire. A water extinguisher is labeled Class A.

Class B Fire: Flammable liquids, oils, greases, gasoline, and paints. A blanketing or smothering effect is necessary to extinguish the fire. Dry chemical powder (CO2 or Halon) is best, labeled Class B. Do not use water!
Class C Fire: Electrical equipment such as motors, panels, controls, and wiring. Dry chemical powder (CO₂ or Halon) is best, labeled Class C. Do not use water!

**Use of Fire Extinguishers**

The basic operation involves choosing the correct extinguisher for the type of fire involved.

- **P** Pull the safety pin (usually a twist-pull action).
- **A** Aim the nozzle or hose at the base of the fire.
- **S** Squeeze the trigger handle.
- **S** Sweep from side to side (watch for re-flash).

Do not attempt to extinguish a fire without another person's assistance. Never place a used extinguisher back in its cabinet. It should be recharged to ensure that it is ready for use. Always keep a safe distance between you and the fire and always have a means of escape.
LEAKS AND SPILLS EMERGENCY RESPONSE

Follow these steps when you discover or are notified of a leak or spill.

Do not touch or attempt to clean up leaks and spills if you are unsure of their contents. Hazardous materials can cause serious personal injury and irreparable damage to property and the environment.

Non-Hazardous Leak or Spill

If the leak or spill appears to be non-hazardous:

1. Barricade the area.
2. Notify the maintenance manager.
3. Note the event in your DAR and complete an Incident Report, if necessary.

Hazardous Leak or Spill

If the leak or spill is hazardous:

1. If the employees are present, notify the maintenance manager. If no employees are present, notify the Client contact.
2. Contact the Universal Protection Service Dispatch Center for further direction/information.
3. Put barricades around the spill.
4. Do not attempt to contain or clean up leaks or spills of hazardous or unknown materials.
5. If you or anyone else becomes exposed to hazardous materials, call 911 for assistance.
6. Note the leak or spill in your DAR and complete an Incident Report. Include the following information:
   - When you discovered the leak/spill
   - Where the leak/spill is located
   - Whom you notified and the time
   - Action(s) taken
EARTHQUAKE PROCEDURES

Californians are constantly aware of the possibility of an earthquake. The effect of an earthquake will vary according to its magnitude. Unsecured books, plants and materials may fall from shelves. Tall, unanchored furnishings may fall over. Ceiling panels may fall. Unsecured furniture may slide across the floor. Glass breakage is likely.

The most important thing is to be prepared. Knowing what to do before an earthquake, during an earthquake and after an earthquake will increase a person's effectiveness during this type of crisis.

Before an Earthquake

- Know what the dangers are.
- Identify hazards in places where you spend most of your time.
- Select safe areas in each room where you might be when an earthquake occurs.
- Know the location of stairwell exits. Elevators should not be used.

During an Earthquake

- Protect yourself.
- Get under heavy furniture, such as a desk or table.
- Move away from windows, glass partitions and things that could fall on you.
- Move against a wall in the interior of the building and protect yourself.
- Do not exit the building unless told to do so. Falling debris may be a hazard.
- Expect that during a severe earthquake the power may fail, fire alarms may sound and the sprinkler system may discharge. Follow fire alarm procedures.
- If you are outdoors, move away from the building until you are certain that it is safe to re-enter the building.
- If you are in a crowded place, stay calm and urge others to stay calm.

After an Earthquake

- Immediately report your personal status to Universal Protection Service Dispatch Center at: 714-560-9226.
- If it is safe to do so, report immediately to the fire control room.
- Assess the status of the building emergency systems.
- Implement security response procedures.
- After a serious earthquake, the fire department may be unable to respond in a timely manner.
- Security officers will need to initiate a building evacuation, should a fire condition exist, and it is safe to do so.

Following an earthquake, security officers must adhere to the following procedures:

- Call the property management office.
- Notify Universal Protection Dispatch Center of the status of the gatehouse and community and update them on what security has done in the way of procedures.
- Determine which services may have been disrupted. Check to see if water, electricity and telephone service is available in the gatehouse.
• Write an Incident Report as soon as possible to document actions taken, injuries responded to, etc. Ensure all pertinent information is included in the report and all items are listed in accurate chronological order.
MEDICAL EMERGENCIES

If there is a medical emergency, immediately call the paramedics at 911, giving the following information:

- Nature of the emergency
- Name of the sick or injured person
- The address of the building or home (including cross-streets) and the exact location of the sick or injured person.

_Do not hang up until told to do so!

A security officer will stand by the main entrance to direct the paramedics. If located in a multi-story building, the officer will direct paramedics to a waiting elevator that has been called down for this purpose. It may be necessary to assign someone to be standing by the elevator on the floor where the sick or injured person is located to guide the paramedics.

If the person is to be transported to the hospital, it is important to send a friend or fellow employee along to comfort the person and help him/her until a relative arrives.

The most important thing to remember in a medical emergency is to obtain help as fast as possible. Lend whatever assistance you can to the individual and call 911.

At the conclusion of the medical emergency, security will prepare an Incident Report.
BOMB THREAT PROCEDURES

It has been proven that the majority of bomb threats are false alarms meant only to disrupt or disturb the work of a person or company. At no time however, should any call or notice of a bomb threat be regarded as “Just another false alarm”. When a bomb threat is received there are several things to do and the following guide can be useful in this situation.

Receiving a Bomb Threat

Security officers may receive or be notified of a bomb threat in many ways. The most frequent is by telephone. Should security officers receive a bomb threat by telephone, the following procedure must be adhered to:

Follow these steps when you receive a bomb threat call:

1. Respond calmly to a bomb threat call.
2. Keep the caller on the line as long as possible.
3. Ask the caller to repeat the message. Try to record every word spoken by the caller.
4. Ask the caller the location of the bomb and the possible detonation time.
5. Obtain as much of the following information as possible, using the Bomb Threat Form:
   - Location of the bomb
   - Time of expected detonation
   - Method of detonation
   - Outside appearance or description of the bomb
   - Reason for placing the bomb
   - Identity of the caller
   - Present location of the caller
6. Tell the caller that the building is occupied (even if it isn’t) and the bomb detonation could result in death or serious injury to innocent people. This statement may help you get additional information from the caller if he wishes to avoid personal injury.
7. Listen for background noises (motors running, background music, and other noises) that may help determine the location of the caller.
8. Listen closely to the voice:
   - Male or female
   - Calm or excited
   - Accent
   - Speech impediment

Notification of Property Management

At the conclusion of the call, using a standard telephone (radios or cellular phones may prematurely detonate a bomb), the officer should notify property management and pass along all information gathered.
Management will determine if the police department is to be called or if the building is to be evacuated. Have an written records and notes of the call available for management or police to analyze.

**Building/Area Evacuation**

If the property management and/or police have ordered the evacuation of the building/area, ensure that it is done in a calm and orderly manner. Give assistance whenever and wherever possible. Help evacuees establish a rendezvous point until the “all clear” is given. Do not allow the evacuees to return to the building/area until it is safe to do so.

**Conducting a Search**

If a search of the building/area has been ordered, search quickly and thoroughly for suspicious, unusual, or foreign items (suspected bombs), and report any unusual findings. If in a tenant area, attempt to enlist the aid of the tenant employees in searching the area. They are more familiar with what does and does not belong in the area. *Do not move, touch, cover or otherwise disturb any suspicious items that are found.*

Whenever you are searching for a bomb, turn off your radio and cell phone. Radio signals may set off some types of bombs.

When searching a room or area, divide the area into small manageable grids. Search each grid thoroughly before moving on to the next grid. Mark previously searched grids by placing a note indicating the grid has been searched in a conspicuous place near the center of the grid.

Divide the room or area into upper and lower sections. Search the lower half of the area or room first before searching the upper half. Place a note indicating the halves have been searched in a conspicuous place.

**Precautions**

The following precautions should be exercised at all times in the search, discovery or handling of suspected bombs:

- Do not use radio equipment to transmit messages. The radio frequency may cause the bomb to detonate.
- Do not change lighting conditions in rooms being searched. Use flashlights to search dark rooms.
- Do not disregard any package or container as a suspected bomb simply because it was delivered by routine means.
- Do not touch a suspected bomb.
- Do not shake, shock or jar a suspected bomb.
- Do not carry a suspected bomb.
- Do not open any suspicious container or object.
• Do not cut a string, cord or wire on a suspicious container or object.
• Do not cut or remove the wrapper on a suspicious container or object.
• Do not unscrew, raise or remove the cover of a suspicious container or object.
• Do not move the latch or hook on the cover of a suspicious container or object.
• Do not change the position of a suspicious container or object.
• Do not place a suspicious container or object in water.
• Do not touch a suspicious container or object in water.

File a Report

Note the event in your DAR and complete an Incident Report. Keep all information factual and include a timeline of events.

Be sure to note the following in your report:

• The time the call was made
• The time you notified Boyd Dispatch, property management
• The time the police/bomb squad arrived