



*Welcome To  
DSI Security Services*

## ***ORIENTATION TRAINING***

*The Foundation Of  
DSI Security Services Is:  
Do What You Say You Will Do*

# ***DWYSYWD***



# ORIENTATION TRAINING

## Welcome to DSI Security Services

On behalf of our 3,000+ employees, welcome to DSI Security Services! We are proud to have you join our team that has a proven track record of superior service to our customers and employees. We at DSI pride ourselves on being a company built on the core principles of solid professionalism and attention to our customers needs, and **YOU** are our most important asset. Our security officers are what make DSI the company that it is, and we hope that you will strive to continue the superior reputation that DSI has earned over the years.

This orientation guide is designed to give you some basic information concerning the security profession and our company. As a part of DSI's commitment to you, and superior service to our customers, you will receive continual training as long as you are part of the DSI team.

I encourage you to ask questions so that you may be as prepared as possible to assume your role as a DSI Security Officer. Feel free to call upon your local management team at any time should you require assistance. In addition, please contact a member of our Corporate Management Team:

### DSI'S CORPORATE EXECUTIVE TEAM

MARTY CLARK, PRESIDENT  
ALAN CLARK, CHAIRMAN OF THE BOARD  
EDDIE SORRELLS, CHIEF OPERATION OFFICER AND GENERAL COUNSEL  
ALLISON LOVE, HUMAN RESOURCE MANAGER  
BOYD CLARK, CORPORATE DIRECTOR OF SALES AND MARKETING  
JAMES SNELMGROVE, CHIEF FINANCIAL OFFICER  
600 W. ADAMS STREET  
DOTHAN, ALABAMA 36302  
334-793-5720  
800-239-5720

GENE SANDERS, CORPORATE DIRECTOR OF OPERATIONS  
1551 S. GLENNARY RD  
JACKSONVILLE, FLORIDA 32207  
904-348-3270

**DSI SECURITY CARES HOTLINE – COMPLAINTS/GRIEVANCE HOTLINE  
(800) 239-5720 EXT. 174**

## **INTRODUCTION TO DSI SECURITY SERVICES AND “DWYSYWD”**

IN 1969, A. B. CLARK, THE COMPANY’S FOUNDER, REALIZED THE VOID OF DEPENDABLE, COMPETENT SECURITY SERVICES. A.B CLARK BEGAN WITH THE BELIEF THAT DSI WOULD DO MORE THAN “JUST MEET THE NEED” DSI INITIALLY OPERATED SOLELY IN ALABAMA. HOWEVER, OUR REPUTATION FOR QUALITY SERVICE QUICKLY BEGAN TO SPREAD AS DID OUR BASE OPERATION.

NOT ONLY DOES DSI OFFER QUALITY SECURITY OFFICERS, WE OFFER THE MOST ADVANCED TECHNOLOGY IN CUSTOM-DESIGNED SECURITY SYSTEMS, FROM VIDEO SURVEILLANCE SYSTEMS TO CLOSED-CIRCUIT TV MONITORING.

TODAY, DSI IS STILL FAMILY OWNED AND OPERATED BY ALAN B. CLARK, A.B’S SON. DSI HAS HAD AN IMPRESSIVE GROWTH HISTORY UNDER ALAN CLARK WHICH HAS BEEN PUNCTUATED WITH THE STRONG MANAGEMENT RESPONSE AND PERFORMANCE, AND SOLID PROFESSIONALISM OF IT’S EXECUTIVE OFFICERS WHICH HAVE GAINED US THE QUALITY REPUTATION THAT IS BASED ON MR. CLARK’S PHILOSOPHY OF “DWYSYWD” DO WHAT YOU SAY YOU WILL DO.

### **DSI SECURITY BENEFITS**

**PANAMERICAN:** ALL DSI EMPLOYEES ARE ELIGIBLE FOR PANAMERICAN INSURANCE. THE EXACT COST OF EACH TYPE OF BENEFIT IS SPECIFIED IN THE ENROLLMENT BOOKLET THAT YOU RECEIVED AT THE TIME OF YOUR HIRE. IT IS IMPORTANT TO MENTION THAT THIS IS NOT A MAJOR MEDICAL PLAN AND IS A LIMITED MEDICAL PLAN WITH LIMITED BENEFITS.

THESE ARE VOLUNTARY BENEFITS AND THEREFORE ARE EMPLOYEE PAID. DSI HAS NEGOTIATED THESE BENEFITS TO GET YOU THE BEST POSSIBLE RATES AVAILABLE AND OFFER PAYROLL DEDUCTION AS AN ADDED BENEFIT. YOU BECOME ELIGIBLE TO PARTICIPATE AFTER 30 DAYS OF EMPLOYMENT, THEN YOU HAVE 30 DAYS TO MAKE YOUR ENROLL SELECTIONS.

THE ENROLLMENT PROCESS IS DONE VIA TELEPHONE. YOU WILL FIND THE ENROLLMENT NUMBER IN THE ENROLLMENT BOOKLET YOU RECEIVED. ONCE YOU HAVE ENROLLED, PANAMERICAN WILL SEND A FILE TO OUR CORPORATE ACCOUNTING AND THE AMOUNT OF PREMIUMS FOR EACH BENEFIT WILL BE PAYROLL DEDUCTED.

YOUR BENEFITS WILL BE MADE AVAILABLE TO YOU ON THE FIRST OF THE NEXT MONTH FOLLOWING YOUR 30 DAY WAITING PERIOD AND CONTINUE ON A BIWEEKLY BASIS IN CONJUNCTION WITH YOUR PAYROLL. IF FOR SOME REASON YOU DO NOT RECEIVE A PAY CHECK DUE TO BEING OUT ON LEAVE, YOU MUST FILL OUT THE MISSED PREMIUM SLIP AND MAIL YOUR PREMIUM IN DIRECTLY TO US NOW.

BECAUSE THESE ARE VOLUNTARY, EMPLOYEE PAID BENEFITS; DSI SECURITY DOES NOT HAVE ANY INVOLVEMENT WITH YOUR POLICIES. IN THE EVENT THAT YOU HAVE ANY QUESTIONS CONCERNING YOUR BENEFITS, OR YOU WISH TO CANCEL YOUR COVERAGE THROUGH PANAMERICAN, YOU CAN REACH OUR REPRESENTATIVE AT THE FOLLOWING NUMBER (800) 694-9888, EXT. 228. THEY WILL BE ABLE TO ANSWER ANY QUESTIONS OR CONCERNS YOU MAY HAVE.

**SUPERIOR VISION:** ALL DSI EMPLOYEES ARE ELIGIBLE FOR VISION INSURANCE COVERAGE THROUGH SUPERIOR VISION. YOU MAY ENROLL IN THIS COVERAGE AT ANY TIME AND COVERAGE WILL BE EFFECTIVE WITHIN 30 DAYS AFTER ENROLLMENT DATE. PLEASE CONTACT YOUR BRANCH OFFICE OR THE HR OFFICE AT 334-793-5720 X111 WITH QUESTIONS CONCERNING ENROLLMENT.

**PAYROLL:** WE ARE IN THE CONTRACT SECURITY BUSINESS SO YOUR PAY RATE IS BASED ON THE CLIENT YOU WORK FOR. THIS AMOUNT CAN VARY FROM POST TO POST. OUR WORK WEEK IS FROM THURSDAY TO WEDNESDAY. PAYCHECKS ARE ISSUED BIWEEKLY VIA DIRECT DEPOSIT ON THE NEXT THURSDAY 1 WEEK AFTER A PAY PERIOD ENDING ON A WEDNESDAY. IT WILL BE YOUR RESPONSIBILITY TO GET ALL APPROPRIATE INFORMATION ON YOUR FINANCIAL INSTITUTION TO THE BRANCH OFFICE IN ORDER TO RECEIVE YOUR PAY.

**BLENDED RATES ARE USED WHEN CALCULATING OVERTIME AND VACATION PAY. PLEASE REFER TO YOUR DSI EMPLOYEE HANDBOOK FOR DISCUSSION ON THE BLENDING OF RATES (PAGE 21-22)**

**VACATION:** AFTER YOU HAVE SATISFIED 1 YEAR OF CONTINUOUS SERVICE YOU WILL BE ELIGIBLE FOR VACATION. YOU CAN TAKE VACATION TIME OFF OR YOU CAN BE PAID FOR VACATION IN LIEU OF THE TIME OFF. IF YOU ARE GOING TO TAKE THE TIME OFF YOU MUST REQUEST IN WRITING AT LEAST 30 DAYS BEFORE YOUR FIRST VACATION DAY. VACATION IS NOT AN ACCRUED BENEFIT AND IS NOT PRO-RATED OR PAID AT TERMINATION.

IN THE EVENT YOU ELECT TO RECEIVE A VACATION CHECK, IT WILL COME AS A SEPARATE CHECK ON THE PAY PERIOD AFTER YOUR ANNIVERSARY PERIOD.

A MINIMUM OF 1600 HOURS MUST BE WORKED IN ANY ANNIVERSARY YEAR TO BE ELIGIBLE AND YOU MUST BE IN WORKING STATUS (WORKING TWO WEEKS PRIOR TO YOUR ANNIVERSARY DATE). PLEASE REFER TO YOUR DSI EMPLOYEE HANDBOOK (PAGE 24) FOR ADDITIONAL INFORMATION ON HOURS WORKED AND VACATION HOURS EARNED.

## **DSI SECURITY POLICIES**

DSI IS AN EQUAL OPPORTUNITY EMPLOYER WHO WELCOMES A DIVERSE WORKFORCE. IT IS OUR POLICY TO HIRE AND ACTIVELY RECRUIT WITHOUT REGARD TO RACE, RELIGION, NATIONAL ORIGIN, DISABILITY OR SEXUAL ORIENTATION. IF YOU ARE AN AMERICAN WITH A DISABILITY, DSI IS WILLING TO ACCOMMODATE ANY REASONABLE REQUEST TO ASSIST YOU IN YOUR JOB. PLEASE INFORM YOUR LOCAL OFFICE IF ONE IS NEEDED.

DSI IS A DRUG FREE WORKPLACE THAT DOES NOT TOLERATE ACTS OR THREATS OF VIOLENCE AND IS COMMITTED TO MAINTAINING AN ENVIRONMENT THAT IS FREE FROM SEXUAL HARASSMENT OF ANY TYPE.

**DRUG/ALCOHOL POLICY:** ALL DSI EMPLOYEES MUST COMPLY WITH OUR DRUG AND ALCOHOL POLICY. THIS POLICY AFFIRMS DSI'S COMMITMENT TO PROVIDE A SAFE AND HEALTHFUL WORKPLACE.

SUBSTANCE ABUSE IS DEFINED AS THE MISUSE OR ILLICIT USE OF ALCOHOL, DRUGS, OR CONTROLLED SUBSTANCES. SUBSTANCE ABUSE CAN HAVE ADVERSE EFFECTS ON SAFETY, PRODUCTIVITY AND RESPONSIBLE DECISION MAKING..

DSI MAINTAINS A RANDOM DRUG TESTING PROGRAM OR ONE OF REASONABLE SUSPICION, SUCH AS OBSERVING USE, APPARENT PHYSICAL STATE OF IMPAIRMENT OR INCOHERENT MENTAL STATE.

**EEO/RACIAL DISCRIMINATION:** USUALLY PEOPLE WORK TOGETHER WITHOUT ANY PROBLEMS. HOWEVER, SOMETIMES, DISCRIMINATION IS AN ISSUE THAT EMPLOYERS MUST ADDRESS. OVER THE YEARS, CONGRESS HELPED PASS LAWS THAT PROHIBIT DISCRIMINATION IN THE WORKPLACE AND THE **EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)** ENFORCES THOSE LAWS.

RACE RELATIONS IS AN INTEGRAL PART OF DSI AND ITS EEO POLICY. DSI WILL NOT PERMIT THE USE OF RACIAL, RELIGIOUS, AGE-RELATED, OR ETHNIC EPITHETS, INNUENDOS, SLURS OR JOKES RELATED TO MEMBERS IN A PROTECTED CLASS. **LET'S KEEP IT OUT OF THE WORKPLACE.** ALL EMPLOYEES HAVE THE RIGHT TO WORK WITHOUT DISCRIMINATION.

IN ALL DEALINGS EMPLOYEES SHOULD CONDUCT THEMSELVES IN A PROFESSIONAL MANNER WITH A WILLINGNESS TO "GETTING ALONG." EMPLOYEES VIOLATING THIS POLICY WILL BE DISCIPLINED AND SUBJECT TO TERMINATION.

**SEXUAL HARASSMENT:** DESPITE ALL THE PUBLICITY FOR SEXUAL HARASSMENT, MANY EMPLOYEES IN THE WORKFORCE STILL ARE UNCLEAR AS TO WHAT CONSTITUTES SEXUAL HARASSMENT. THE BELOW DEFINITION IS PULLED FROM AN EXCERPT OF THE EEOC REGULATIONS:

*SEXUAL HARASSMENT IS UNWELCOME SEXUAL ADVANCES, REQUESTS FOR SEXUAL FAVORS, AND OTHER VERBAL OR PHYSICAL CONDUCT OF A SEXUAL NATURE WHEN:*

- *SUBMISSION TO SUCH CONDUCT IS MADE EITHER EXPLICITLY OR IMPLICITLY A TERM OR CONDITION OF AN INDIVIDUAL'S EMPLOYMENT, OR*
- *SUBMISSION TO OR REJECTION OF SUCH CONDUCT BY AN INDIVIDUAL IS USED AS THE BASIS FOR EMPLOYMENT DECISIONS AFFECTING SUCH INDIVIDUAL, OR*
- *SUCH CONDUCT HAS THE PURPOSE OR EFFECT OF UNREASONABLY INTERFERING WITH AN INDIVIDUAL'S WORK OR CREATING AN INTIMIDATING, HOSTILE OR OFFENSIVE WORKING ENVIRONMENT.*

AWARENESS OF WHAT CONSTITUTES SEXUAL HARASSMENT CAN HELP AVOID PROBLEMS IN THE WORKPLACE. AT THE PRESENT TIME, THE COURTS VIEW THE FOLLOWING AS SEXUAL HARASSMENT:

- SEXUAL REMARKS
- SUGGESTIVE LOOKS
- PRESSURE FOR DATES
- WOLF WHISTLES
- SEXUAL INNUENDO
- USING SEXIST TITLES
- INAPPROPRIATE INVITATIONS
- UNWANTED PHYSICAL CONTACT
- CARTOONS, GRAPHICS, OR TEST OF A SEXUAL NATURE

IF THE CONDUCT WOULD BOTHER ANY REASONABLE PERSON, THEN IT IS SEXUAL HARASSMENT.

1. THE FIRST STEP IS TO ASK THE PERSON BOTHERING YOU TO STOP. THEY MAY NOT BE AWARE THEIR ACTIONS AND STATEMENTS ARE OFFENSIVE.
2. IF YOU DON'T FEEL COMFORTABLE DEALING DIRECTLY WITH THE INDIVIDUAL, GO IMMEDIATELY TO YOUR SUPERVISOR OR MANAGER.
3. **IF THE PROBLEM SHOULD BE WITH YOUR SUPERVISOR OR MANAGER CONTACT THE DSI SECURITY EMPLOYEE CARELINE AT (800) 239-5720 X: 174**

**COMPLAINTS/GRIEVANCES:** WE AT DSI LIKE TO BE ABLE TO WORK OUT COMPLAINTS AND GRIEVANCES IN A FRIENDLY COOPERATIVE MANNER. MOST PROBLEMS CAN BE SOLVED BY TALKING THEM OUT. IF YOU DON'T FEEL COMFORTABLE FOLLOWING NORMAL PROTOCOL, PLEASE FEEL FREE TO USE OUR "OPEN DOOR POLICY" AND MAKE IMMEDIATE CONTACT WITH THE CORPORATE OFFICE THROUGH OUR DSI EMPLOYEE CARELINE. THE NUMBER FOR THIS HOTLINE IS (800) 239-5720 X174, AND YOU WILL HAVE TO ASK OUR DISPATCHER FOR THE DSI CARE LINE. SOMEONE WILL BE HAPPY TO ASSIST YOU WITH YOUR COMPLAINT. PLEASE SEE THE ATTACHED COMPLAINT HOTLINE INFORMATION INCLUDED WITHIN YOUR NEW HIRE PACKAGE FOR FURTHER DIRECTION ON THIS PROCEDURE.

## **WORKERS' COMPENSATION**

EACH EMPLOYEE IS COVERED BY WORKERS COMPENSATION INSURANCE. ALL ON-THE-JOB INJURIES, REGARDLESS OF SEVERITY, ARE TO BE REPORTED TO YOUR SUPERVISOR IMMEDIATELY. YOU WILL ALSO BE REQUIRED TO SUBMIT A COMPLETE REPORT CONCERNING THE ACCIDENT AND YOUR INJURIES, SUBMIT PHOTOS OF YOUR INJURIES AND THE ACCIDENT SITE, AND PARTICIPATE IN ANY INVESTIGATION REGARDING THE ACCIDENT.

DSI WILL ONLY PERFORM POST-ACCIDENT TESTING IF THERE IS A "REASONABLE POSSIBILITY" THAT DRUG USE WAS A CONTRIBUTING FACTOR IN THE INJURY OR ILLNESS, OR IF TESTING IS PERFORMED TO COMPLY WITH A FEDERAL/STATE WORKMEN'S COMPENSATION LAW OR DRUG FREE WORKPLACE PROGRAM. IF INTOXICANTS ARE FOUND IN THE EMPLOYEES SYSTEM, THE EMPLOYEE MAY FORFEIT ALL RIGHTS TO WORKER'S COMPENSATION.

RETALIATION OF ANY KIND OR DISCRIMINATING AGAINST AN EMPLOYEE WHO REPORTS A WORK-RELATED INJURY OR ILLNESS IS PROHIBITED. IF YOU FEEL YOU HAVE BEEN RETALIATED AGAINST DUE TO REPORTING A WORK-RELATED INJURY OR ILLNESS PLEASE REPORT THE INCIDENT IMMEDIATELY TO THE DSI EMPLOYEE CARE LINE (1-800-239-5720 EXT. 174). AN EMPLOYEE WHO RETALIATES AGAINST AN EMPLOYEE IN ANY WAY WILL BE SUBJECT TO DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION.

PLEASE CONTACT THE HUMAN RESOURCES DEPARTMENT AT 1-800-239-5720 EXT.111 SHOULD YOU HAVE ANY QUESTIONS CONCERNING WORKER'S COMPENSATION INSURANCE.

## **LEAVE UNDER THE FAMILY AND MEDICAL LEAVE ACT (FMLA) / NATIONAL DEFENSE AUTHORIZATION ACT (NDAA)**

### **ELIGIBILITY**

TO BE ELIGIBLE FOR LEAVE, YOU MUST BE EMPLOYED BY THE COMPANY FOR AT LEAST 12 MONTHS. IN ADDITION, IN THE 12 MONTHS IMMEDIATELY PRECEDING THE BEGINNING OF THE LEAVE, YOU MUST HAVE WORKED AT LEAST 1,250 HOURS TO QUALIFY FOR FEDERAL FMLA.

### **AMOUNT OF LEAVE AVAILABLE**

AS STATED ABOVE, ELIGIBLE EMPLOYEES ARE GENERALLY ELIGIBLE FOR UP TO A TOTAL OF 12 WEEKS OF PROTECTED LEAVE, EXCEPT FOR SERVICE MEMBER FAMILY LEAVE, WITHIN A ROLLING TWELVE-MONTH PERIOD, BEGINNING WITH THE EMPLOYEES ANNIVERSARY DATE, MEASURED BACKWARD FROM THE DATE AN EMPLOYEE USES ANY FEDERAL LEAVE FOR ANY COMBINATION OF REASONS LISTED BELOW. WHERE LEAVE IS TAKEN TO CARE FOR A COVERED SERVICE MEMBER WHO IS UNDERGOING MEDICAL TREATMENT, RECUPERATION, OR THERAPY, IS OTHERWISE IN OUTPATIENT STATUS OR IS OTHERWISE ON THE TEMPORARY DISABILITY RETIRED LIST, FOR A SERIOUS INJURY OR ILLNESS, A SPOUSE, SON, DAUGHTER, PARENT OR NEXT OF KIN MAY TAKE UP TO 26 WEEKS OF UNPAID LEAVE DURING A SINGLE 12-MONTH PERIOD.

### **UNDER THE FEDERAL FMLA:**

- SPOUSES EMPLOYED BY THE COMPANY ARE JOINTLY ENTITLED TO A COMBINED TOTAL OF 12 WEEKS OF FAMILY LEAVE FOR THE BIRTH OR PLACEMENT OF A CHILD FOR ADOPTION OR FOSTER CARE, TO CARE FOR A PARENT WHO HAS A SERIOUS HEALTH CONDITION, AND FOR ANY QUALIFYING EXIGENCY REGARDING ACTIVE DUTY OF A FAMILY MEMBER IN THE MILITARY. (THE FEDERAL FMLA DOES NOT COVER CARE FOR A PARENT-IN-LAW.)
- SPOUSES EMPLOYED BY THE COMPANY ARE JOINTLY ENTITLED TO A COMBINED TOTAL OF 26 WEEKS OF FAMILY LEAVE TO CARE FOR A COVERED SERVICE MEMBER WITH A SERIOUS INJURY OR ILLNESS.
- SPOUSES EMPLOYED BY THE COMPANY ARE JOINTLY ENTITLED TO A COMBINED TOTAL OF 12 WEEKS OF FAMILY LEAVE FOR THE BIRTH OR PLACEMENT OF A CHILD FOR ADOPTION OR FOSTER CARE, OR TO CARE FOR A PARENT WHO HAS A SERIOUS HEALTH CONDITION.

### **TYPES OF LEAVE AVAILABLE**

- BIRTH OR PLACEMENT FOR ADOPTION OR FOSTER CARE: FAMILY LEAVE IS AVAILABLE TO ELIGIBLE MALE AND FEMALE EMPLOYEES FOR THE BIRTH OF A CHILD OR FOR PLACEMENT OF A CHILD WITH THE EMPLOYEE FOR PURPOSES OF ADOPTION OR FOSTER CARE. FEDERAL LEAVE MUST BE COMPLETED WITHIN 12 MONTHS OF THE BIRTH OR PLACEMENT.
- SERIOUS HEALTH CONDITION OF EMPLOYEE: IF, AS AN ELIGIBLE EMPLOYEE, YOU EXPERIENCE A SERIOUS HEALTH CONDITION AS DEFINED BY FEDERAL LAW, YOU MAY TAKE MEDICAL LEAVE UNDER THIS POLICY. A SERIOUS HEALTH CONDITION GENERALLY OCCURS WHEN YOU:
  - RECEIVE INPATIENT CARE IN A HOSPITAL, HOSPICE OR NURSING HOME;
  - SUFFER A PERIOD OF INCAPACITY ACCOMPANIED BY CONTINUING OUTPATIENT TREATMENT/CARE BY A HEALTHCARE PROVIDER; OR
  - HAVE A HISTORY OF A CHRONIC CONDITION THAT MAY CAUSE EPISODES OF INCAPACITY.
- FITNESS-FOR-DUTY STATEMENT: A FITNESS-FOR-DUTY STATEMENT WILL BE REQUIRED IN ORDER FOR YOU TO RETURN FROM A MEDICAL LEAVE. FAILURE TO PROVIDE THE STATEMENT WILL RESULT IN A DELAY IN THE RETURN TO WORK.
- SERIOUS HEALTH CONDITION OF IMMEDIATE FAMILY MEMBER: IF, AS AN ELIGIBLE EMPLOYEE, YOU NEED FAMILY LEAVE IN ORDER TO CARE FOR YOUR SON, DAUGHTER, SPOUSE OR PARENT WHO EXPERIENCES A SERIOUS HEALTH CONDITION AS DEFINED BY FEDERAL LAW, YOU MAY TAKE MEDICAL LEAVE UNDER THIS POLICY.
- ACTIVE DUTY BECAUSE OF ANY QUALIFYING EXIGENCY: IF, AS AN ELIGIBLE EMPLOYEE, YOU NEED FAMILY LEAVE BECAUSE OF ANY QUALIFYING EXIGENCY ARISING OUT OF THE FACT THAT YOUR SPOUSE, SON, DAUGHTER, OR PARENT IS ON ACTIVE DUTY, OR HAS BEEN NOTIFIED THAT THEY WILL BE CALLED OR ORDERED TO ACTIVE DUTY IN THE ARMED FORCES (INCLUDING NATIONAL GUARD AND RESERVES), YOU MAY TAKE FAMILY LEAVE UNDER THIS POLICY.
- SERVICE MEMBER FAMILY LEAVE: IF, AS AN ELIGIBLE EMPLOYEE, YOU NEED FAMILY LEAVE TO CARE FOR A COVERED SERVICE MEMBER WHO IS YOUR SPOUSE, SON, DAUGHTER, PARENT OR NEXT OF KIN AND WHO IS UNDERGOING MEDICAL TREATMENT, RECUPERATION, OR THERAPY, IS OTHERWISE IN OUTPATIENT STATUS OR IS OTHERWISE ON THE TEMPORARY DISABILITY RETIRED LIST, FOR A SERIOUS INJURY OR ILLNESS INCURRED IN THE LINE OF DUTY, YOU MAY TAKE UP TO 26 WEEKS OF UNPAID LEAVE DURING A SINGLE 12-MONTH PERIOD UNDER THIS POLICY. COVERED SERVICE MEMBER ALSO INCLUDES VETERANS WHO ARE UNDERGOING MEDICAL TREATMENT, RECUPERATION, OR THERAPY FOR A SERIOUS INJURY OR ILLNESS THAT OCCURRED WHILE ON ACTIVE DUTY ANY TIME DURING THE FIVE YEARS PRECEDING THE DATE OF TREATMENT. SERIOUS ILLNESS OR INJURY INCLUDES AGGRAVATION OF EXISTING INJURIES/ILLNESSES INCURRED IN THE LINE OF DUTY.

### **NOTIFYING THE COMPANY OF THE NEED FOR FAMILY OR MEDICAL LEAVE**

GENERALLY, AN APPLICATION FOR LEAVE MUST BE COMPLETED FOR ALL LEAVE TAKEN UNDER THIS POLICY. THE NEED TO TAKE NON-EMERGENCY LEAVE SHOULD GENERALLY BE REQUESTED FROM THE HUMAN RESOURCES DEPARTMENT AT LEAST 30 DAYS, OR AS SOON AS PRACTICABLE, IN ADVANCE OF THE NEED. IN CASES OF EMERGENCY, VERBAL NOTICE SHOULD BE GIVEN AS SOON AS POSSIBLE (OR BY YOUR REPRESENTATIVE IF YOU ARE INCAPACITATED), AND THE APPLICATION FORM SHOULD BE COMPLETED AS SOON AS PRACTICABLE. FAILURE TO PROVIDE ADEQUATE NOTICE MAY, IN THE CASE OF FORESEEABLE LEAVE, RESULT IN A DELAY OR DENIAL OF THE LEAVE. IT IS YOUR RESPONSIBILITY TO NOTIFY YOUR MANAGER AND HUMAN RESOURCES OF ABSENCES THAT MAY BE COVERED BY FMLA. YOU MUST PROVIDE SUFFICIENT INFORMATION REGARDING THE REASON FOR AN ABSENCE FOR THE COMPANY

TO KNOW THAT PROTECTION MAY EXIST UNDER THIS POLICY. FAILURE TO PROVIDE THIS INFORMATION WILL RESULT IN DELAY AND/OR FORFEITURE OF RIGHTS UNDER THIS POLICY. THIS MEANS THE ABSENCE MAY THEN BE COUNTED AGAINST YOUR RECORD FOR PURPOSES OF DISCIPLINE FOR ATTENDANCE, ETC.

PLEASE REFER TO YOUR DSI EMPLOYEE HANDBOOK (PAGES 27-32) FOR FURTHER INFORMATION.

## **YOUR ROLE AS A SECURITY OFFICER**

### **“OBSERVE AND REPORT”**

YOUR PURPOSE AS A SECURITY OFFICER IS TO HELP SAFEGUARD THE PERSONNEL AND PROPERTY OF OUR CLIENTS BY OBSERVING AND REPORTING SAFETY AND SECURITY HAZARDS. THIS MEANS PLAYING A ROLE IN ENFORCING THE CLIENT’S SAFETY AND SECURITY RULES AND REGULATIONS. IT IS THE INTENT OF DSI TO PROMOTE AND PRESERVE A SAFE, PRODUCTIVE AND PLEASANT WORK ENVIRONMENT FOR OUR CUSTOMERS AND EMPLOYEES. A DSI EMPLOYEE IS THEREFORE EXPECTED TO COMPLY WITH DSI POLICIES AND PROCEDURES IN ALL AREAS INCLUDING ATTENDANCE, SAFE WORK PRACTICES, WORK PERFORMANCE, AND PROFESSIONAL CONDUCT AT ALL TIMES.

**REMEMBER: YOU ARE REPRESENTING DSI AND OUR CUSTOMERS.**

### **GENERAL RESPONSIBILITY**

YOUR PRIMARY RESPONSIBILITY IS TO BE THE EYES AND EARS FOR SAFETY AND SECURITY AT OUR CLIENT FACILITIES. THIS MEANS REPORTING ANYTHING UNUSUAL THAT HAPPENS ON YOUR TOUR OF DUTY. FIRES SHOULD BE REPORTED TO THE FIRE DEPARTMENT, CRIMES TO THE POLICE DEPARTMENT IN ACCORDANCE WITH THE CLIENT’S POST ORDERS. BOTH SITUATIONS SHOULD BE ACCOMPANIED BY A TELEPHONE CALL TO DSI MANAGEMENT DETAILING THE SITUATION. YOUR TELEPHONE CALL SHOULD BE FOLLOWED UP BY A WRITTEN ACCOUNT IN THE DAILY ACTIVITY REPORT. EACH CLIENT SITE HAS A WRITTEN SET OF RULES AND SOME HAVE SPECIAL INSTRUCTIONS AS WELL. DSI PROVIDES POST ORDERS AT EACH SITE, WHICH DETAILS THE JOB ORDERS, ANY SPECIAL INSTRUCTIONS, AND ADDITIONAL FORMS AS REQUIRED.

### **REPORT WRITING**

HERE IS A LIST OF REPORTS YOU WILL NEED TO FAMILIARIZE YOURSELF WITH BEFORE STARTING ANY POST. KNOW WHERE THESE REPORTS ARE AT ALL TIMES DURING YOUR SHIFT. THESE REPORTS ARE USED DAILY. THEY ARE OF THE UTMOST IMPORTANCE TO BE FILLED OUT ACCURATELY AND TIMELY BECAUSE THEY CONTAIN VALUABLE INFORMATION THAT IMPACT OUR CLIENTS, AND YOUR OWN PAYROLL.

- **DAILY ACTIVITY REPORT** - DETAILS YOUR SHIFT ACTIVITY. SHOULD AN INCIDENT OCCUR DURING YOUR SHIFT, YOU SHOULD PROVIDE THE BELOW INFORMATION:
  1. WHO YOU ARE – FULL NAME
  2. WHEN IT HAPPENED – DATE AND TIME
  3. WHERE IT HAPPENED – LOCATION OF INCIDENT
  4. WHAT HAPPENED – INCIDENT THAT OCCURRED IN DETAIL
  5. HOW IT HAPPENED – WERE THERE ANY OUTSIDE INFLUENCES
  6. WHY WERE YOU ON THE SCENE

THE LOG INFORMATION MUST BE WRITTEN UP BEFORE YOU LEAVE AT THE END OF YOUR SHIFT.

- **INCIDENT REPORTS** – USED TO WRITE UP ANY SERIOUS INCIDENTS IN DETAIL. AGAIN THESE INCIDENTS SHOULD ALSO BE LOGGED INTO THE DAR
- **TIME SHEETS** – LOG TIME IN AND OUT FOR PAYROLL PURPOSES. THESE TIMES ARE ENTERED TO THE QUARTER HOUR. YOUR HONESTY AND ACCURACY ARE OF THE UTMOST IMPORTANCE.
- **CLIENT GENERATED LOGS (TRUCK LOGS, VISITOR LOGS, EMPLOYEE LOGS, ETC.)** – SOME CLIENTS REQUIRE ADDITIONAL RESPONSIBILITIES SUCH AS HAVING GUESTS SIGN IN AND OUT, LOGGING RECEIPTS OF TRUCKS, ETC. THESE ADDITIONAL DUTIES WILL BE WRITTEN INTO THE POST ORDERS.

**ACCESS CONTROL:** AT MOST OF OUR CLIENT LOCATIONS YOU WILL CONTROL WHO ENTERS AND LEAVES THE PROPERTY. BADGES AND PASSES MAY BE USED, AND YOU MAY CONDUCT INSPECTIONS OF PARCELS AND OTHER ITEMS TO DETER THEFT. IT IS IMPORTANT TO OBSERVE THE STATED RULES OF THE POST CONCERNING ACCESS CONTROL. ONLY ALLOW ENTRY TO AUTHORIZED PERSONNEL.

# **DSI SECURITY STANDARDS**

DSI EMPLOYEES ARE COMMITTED TO SERVICE SUPERIORITY AND TOTAL CUSTOMER SATISFACTION.

**EMPLOYEE STANDARDS:** AS A DSI EMPLOYEE YOU HAVE COMMITTED YOURSELF TO SUCH STANDARDS AS BEING AN INDIVIDUAL WHO HAS OBTAINED A HIGH SCHOOL EDUCATION AND MAINTAINS A CURRENT DRIVER'S LICENSE IN GOOD STANDING WITH THE STATE. AS A KEY PART OF OUR EMPLOYEE STANDARDS, YOU HAVE SUCCESSFULLY PASSED A CRIMINAL BACKGROUND CHECK AND PASSED A DRUG URINALYSIS TEST. AT DSI SECURITY WE PROMOTE HAVING OFFICERS WITH SUPERIOR STANDARDS, SO THE VALUE OF YOUR SERVICE DEPENDS ON YOUR ALERTNESS, RELIABILITY AND PROFESSIONAL CONDUCT TO PERFORM YOUR JOB DUTIES AND COMPLY WITH ALL COMPANY POLICIES AND PROCEDURES.

## **PERSONAL GROOMING STANDARDS:**

SINCE THE DSI SECURITY OFFICER IS THE MOST VISIBLE PART OF OUR SERVICE, MAINTAINING A GOOD PERSONAL APPEARANCE IN YOUR UNIFORM WILL GAIN YOU RESPECT AND RECOGNITION AS A PROFESSIONAL SECURITY OFFICER. A COMPETENT LOOKING SECURITY OFFICER SERVES AS A STRONG DETERRENT AGAINST VIOLATIONS OF RULES AND REGULATIONS. YOUR APPEARANCE CAN ALSO AID YOU IN GETTING THE COOPERATION OF PEOPLE YOU DEAL WITH PROFESSIONALLY.

AS A MALE SECURITY OFFICER YOUR HAIR MUST BE NEATLY TRIMMED AND NOT TOUCH THE BACK OF YOUR COLLAR. MUSTACHES SHOULD NOT EXTEND BELOW THE CORNER OF THE UPPER LIP AND SIDEBURNS SHOULD NOT EXTEND PAST THE EARLOBE AND MUST BE STRAIGHT.

IN SUCH CASE AN EMPLOYEE DECIDES TO WEAR A BEARD, THE LENGTH OF THE FACIAL HAIR SHALL NOT EXCEED ONE-QUARTER OF AN INCH. IF A SKIN DISORDER EXISTS (E.G., PSEUDO FOLLICULITIS), DSI SECURITY WILL REQUIRE THAT YOU SUBMIT A VALID PHYSICIAN'S FORM. ONLY ONE PHYSICIAN'S STATEMENT WILL BE REQUIRED FOR THE DURATION OF EMPLOYMENT. HOWEVER, IF THE DISORDER IS TEMPORARY, A PHYSICIAN'S STATEMENT SHALL BE REQUIRED EVERY 90 CALENDAR DAYS FOR THE DURATION OF THE DISORDER. THE PHYSICIAN'S STATEMENT(S) SHALL BE SUBMITTED TO THE BRANCH MANAGER AND PLACED IN THE EMPLOYEE'S MEDICAL FILE. AT NO TIME MAY AN EMPLOYEE BE PERMITTED TO WEAR THEIR FACIAL HAIR IN WHAT IS DEEMED AN "EXOTIC DESIGN" BY DSI MANAGEMENT. FACIAL HAIR MUST BE WORN IN A STANDARD APPEARANCE, IF WORN AT ALL. IT WILL BE AT THE DISCRETION OF DSI MANAGEMENT TO DECIDE IF THE BEARD IS NOT IN LINE WITH COMPANY STANDARDS.

AS A FEMALE SECURITY OFFICER YOU SHOULD WEAR YOUR HAIR IN A NEAT PROFESSIONAL FASHION. THE WEARING OF A STYLE THAT OBSTRUCTS YOUR VISION, CREATES A SAFETY HAZARD, OR PREVENTS THE WEARING OF A CAP, WHERE REQUIRED, IS PROHIBITED.

AS ALWAYS IT IS VERY IMPORTANT TO MAINTAIN GOOD HYGIENE.

FOR SAFETY REASONS:

- ONLY ONE RING PER HAND IS PERMITTED
- NO LOOSE FITTING BRACELETS AND/OR WATCHES MAY BE WORN
- NECKLACES AND/OR CHAINS MUST BE KEPT TUCKED UNDER YOUR UNIFORM SHIRT
- ONLY STUD TYPE EARRINGS ARE PERMITTED (MALE OFFICERS ARE NOT PERMITTED TO WEAR EARRINGS)

BODY PIERCING JEWELRY WILL ONLY BE WORN ON THE EAR. (THIS APPLIES TO FEMALES AS MALES ARE NOT PERMITTED TO WEAR EARRINGS) NO OTHER AREAS OF THE BODY SHOULD BE VISIBLE WITH BODY PIERCING JEWELRY.

TATTOOS MUST BE APPROPRIATE IN CONTENT AND KEEPING WITH A PROFESSIONAL IMAGE. NO OBSCENE TATTOOS WILL BE PERMITTED.

**UNIFORM APPEARANCE:** AS A BENEFIT, DSI IS PROVIDING YOU WITH CLEAN UNIFORMS. TO COMPLETE YOUR DSI UNIFORM REQUIREMENTS, YOU WILL NEED BLACK FOOTWEAR AND BLACK SOCKS. UNIFORMS ARE NOT TO BE ADORNED WITH ITEMS THAT HAVE NOT BEEN ISSUED BY DSI. IT IS YOUR RESPONSIBILITY TO CARE AND MAINTAIN THEM. PRESENTING A PROFESSIONAL APPEARANCE IN YOUR UNIFORM WILL GAIN YOU COOPERATION WITH OTHER PROFESSIONALS WHEN YOU ARE ENFORCING OR EXPLAINING RULES. ALWAYS ARRIVE AT YOUR ASSIGNED POST PROPERLY DRESSED AND READY FOR WORK.



**CUSTOMER SERVICE/STANDARDS:** CUSTOMERS ARE THE DRIVING FORCE AND THE REASON AN ORGANIZATION EXISTS. DSI SECURITY'S LONG-TERM SUCCESS NOT ONLY DEPENDS ON YOU, BUT ON CUSTOMER LOYALTY. SO, KNOWLEDGE OF OUR CLIENT'S POST ORDERS, THEIR RULES AND REGULATIONS ARE AS EQUALLY IMPORTANT AS KNOWING DSI SECURITY'S. IT IS IMPORTANT THAT YOU HAVE GOOD COMMUNICATION AND CUSTOMER SERVICE SKILLS.

**LET'S DEFINE A CUSTOMER:** A CUSTOMER IS ANYONE WHO USES A COMPANY'S PRODUCT OR SERVICES, THEY ARE VENDORS, CO-WORKERS, EMPLOYEES OF THE CLIENT AND THE GENERAL PUBLIC. SO, WE REALLY SHOULD REFER TO THESE AS PEOPLE SKILLS. LISTED BELOW ARE SOME BASIC SUGGESTIONS TO ENSURE YOU ARE EXHIBITING EXCELLENT PEOPLE SKILLS.

55% OF COMMUNICATION IS ACHIEVED THROUGH BODY LANGUAGE: GOOD GROOMING, A WARM SMILE, GOOD EYE CONTACT, AND LISTENING AND FOCUSING ON CUSTOMERS ARE SOME GOOD EXAMPLES. 38% IS ACHIEVED BY HOW WE SPEAK; SUCH AS USING A CALM, CARING TONE, OR ENTHUSIASM.

ADDITIONAL THINGS YOU NEED TO KNOW WHEN DEALING WITH OUR CLIENTS.

- CONSIDERATION OF OUR CLIENTS IS SHOWN BY THE WAY WE TREAT THE FACILITY SO KEEP YOUR WORK AREA FREE OF LITTER AND TRASH AND CLEAN UP AFTER YOURSELF WHEN FINISHED EATING.
- DO NOT ACCEPT OR ASK FOR SPECIAL FAVORS FROM ANYONE AT YOUR JOB SITE AS IT PLACES YOU IN A COMPROMISING POSITION AND CAN AROUSE SUSPICION.
- DO NOT ACCEPT FAVORS UNLESS IT IS APPROVED BY YOUR SUPERVISOR.
- DO NOT USE YOUR POSITION TO SEEK A JOB WITH THE CLIENT
- DO NOT USE CLIENT PHONES FOR PERSONAL USE.
- DO NOT TAKE YOUR GRIPES OR GRIEVANCES TO OUR CLIENT.
- DO NOT READ LITERATURE THAT IS NOT JOB RELATED ON POST.
- DO NOT WATCH TV ON POST
- DO NOT LEAVE A POST WITHOUT PROPER RELIEF.

**ACCESS CONTROL:** AT MOST OF OUR CLIENT LOCATIONS YOU WILL CONTROL WHO ENTERS AND LEAVES. BADGES AND PASSES MAY BE USED, OR YOU MAY CONDUCT INSPECTIONS OF PARCELS AND OTHER ITEMS. UTILIZING YOUR GOOD PEOPLE SKILLS WILL HELP YOU IN DEALING WITH THESE SITUATIONS. IT IS TYPICALLY SET UP TO KEEP PILFERING AND CLIENT THEFT TO A MINIMUM: IT IS IMPORTANT TO BE ALERT TO EMPLOYEES WHO:

- DO NOT LOOK APPROPRIATELY DRESSED FOR THE WEATHER OR JOB;
- START POINTLESS CONVERSATIONS. (IT MAY BE A DIVERSION FOR AN ACCOMPLICE);
- GO BACK FOR SOMETHING FORGOTTEN. THEY MAY THINK YOU WON'T CHECK THE SECOND TIME.

## **DSI SECURITY PROCEDURES**

**AVAILABLE FOR DUTY:** (*AVAILABILITY, PUNCTUALITY, PROPER RELIEF*) SINCE SECURITY IS A 24 HOUR A DAY, 365 DAYS A YEAR BUSINESS OUR STAFFING NEEDS CHANGE, SO YOU MAY BE CALLED ON TO WORK A DAY, A SWING, OR A GRAVEYARD SHIFT. IT IS IMPORTANT THAT YOU HAVE A TELEPHONE AND A RESPONSIBLE MEANS OF TRANSPORTATION. IN FACT THESE TWO REQUIREMENTS ARE CONDITIONS OF YOUR EMPLOYMENT WITH DSI FOR OBVIOUS REASONS, SUCH AS SCHEDULE CHANGES OR REQUESTING COVERAGE FOR ANOTHER SHIFT. YOUR AVAILABILITY IS A CRITICAL PART OF OUR SCHEDULING AND ENSURING THAT WE HAVE PROPER COVERAGE FOR OUR CLIENTS. UNLESS YOU WERE HIRED FOR PART-TIME, ALL MOONLIGHTING POSITIONS MUST BE APPROVED. YOU ARE NOT TO WORK FOR ANOTHER SECURITY COMPANY AS THIS IS A CONFLICT OF INTEREST AND COULD EXPOSE CUSTOMER AND PROPRIETARY INFORMATION.

PUNCTUALITY IS ALSO AN INTEGRAL PART OF YOUR DUTIES, AS YOU WILL NORMALLY BE RELIEVING A FELLOW OFFICER. BEING ON TIME MEANS BEING PREPARED TO ASSUME YOUR DUTIES AT THE APPOINTED TIME OF YOUR SHIFT. NEVER LEAVE YOUR POST UNTIL YOU ARE PROPERLY RELIEVED UNLESS, OR POST ORDERS STATE YOU ARE NOT TO BE RELIEVED.

IF YOUR RELIEF HAS NOT ARRIVED WITHIN 30 MINUTES, NOTIFY DSI. IF YOUR RELIEF SHOWS UP AFTER NOTIFYING DSI, PLEASE GIVE THEM A CALL BACK SO THEY CAN CANCEL THE ORDER FOR YOUR RELIEF.

**CALLING-OFF PROCEDURES:** GOOD ATTENDANCE IS VERY IMPORTANT AS ABSENCES CREATE SERIOUS SCHEDULING PROBLEMS AND A HARDSHIP TO OTHER OFFICERS WHO MUST TRY AND COVER YOUR SHIFT, AND IN MOST CASES

CREATES OVERTIME FOR THE COMPANY. IF FOR SOME REASON YOU ARE UNABLE TO REPORT FOR WORK, YOU NEED TO NOTIFY DSI SECURITY AT LEAST FOUR HOURS IN ADVANCE SO THEY CAN FIND A REPLACEMENT. THIS CAN BE DONE THROUGH CONTACTING OUR CORPORATE COMMUNICATIONS CENTER (AFTER HOURS), WHILE DURING BUSINESS HOURS YOU SHOULD CONTACT YOUR DSI BRANCH LOCATION DIRECTLY. THE NUMBER FOR OUR DSI CORPORATE COMMUNICATIONS CENTER IS (800) 239-5720. **NEVER HAVE SOMEONE ELSE CALL OFF FOR YOU,** UNLESS IT IS ABSOLUTELY IMPOSSIBLE FOR YOU TO CALL. IF YOU ARE CALLING OFF DUE TO HEALTH PROBLEMS, BE SURE TO CONTACT THE OFFICE PRIOR TO YOUR NEXT SCHEDULED SHIFT TO INFORM THEM IF YOU WILL BE AVAILABLE.

IF YOUR ABSENCE IS DUE TO ILLNESS, YOU MAY BE REQUIRED TO PROVIDE A DOCTOR'S STATEMENT.

**REPORTING FOR DUTY:** WHEN YOU REPORT FOR DUTY YOU WILL WANT TO MAKE SURE YOU HAVE PLANNED FOR YOUR MEALS. NORMALLY YOU WILL EAT YOUR MEAL ON THE JOB AS THESE ARE TYPICALLY MEALS IN WHICH YOU WILL BE COMPENSATED FOR YOUR TIME WHILE EATING. BE DISCREET ABOUT EATING. YOU WILL ALSO WANT TO TAKE ANY EMERGENCY PHONES, AND MAKE SURE YOU HAVE A PEN AND POCKET NOTEBOOK.

MOST JOB SITE WILL HAVE WRITTEN POST ORDERS, SO BE SURE YOU UNDERSTAND THEM FOR THE JOB YOU ARE WORKING. DSI PROVIDES A LOG BOOK ON EACH JOB WHICH CONTAINS VARIOUS PASS DOWN INFORMATION. YOU WILL BECOME MORE FAMILIAR WITH THE LOG BOOK ON POST DURING YOUR TRAINING.

THE FOLLOWING REPORTS ARE USED ON A DAILY BASIS. THEY ARE:

- CALL IN SYSTEM UTILIZED TO CLOCK IN AND CLOCK OUT
- DAILY ACTIVITY REPORTS (DAR)
- INCIDENT REPORTS

**CLOCK IN/CLOCK OUT PROCEDURES:** DSI UTILIZES A TELEPHONE CALL-IN SYSTEM FOR EMPLOYEE'S TO CLOCK IN AND CLOCK OUT. THIS CALL-IN SYSTEM LINKS DIRECTLY WITH OUR PAYROLL MANAGEMENT SYSTEM TO ENSURE OUR EMPLOYEE'S TIME IS ACCURATELY RECORDED FOR PAYROLL PURPOSES. THIS CALL-IN SYSTEM USES THE SOCIAL SECURITY NUMBER (SSN) OF EACH EMPLOYEE AS A UNIQUE IDENTIFIER FOR PAYROLL PURPOSES.

UNLESS REQUESTED BY A SUPERVISOR TO DO SO, OR CIRCUMSTANCES DEMAND IT, EMPLOYEES MAY NOT CLOCK IN OR OUT MORE THAN 7 MINUTES PRIOR TO THEIR SHIFT STARTING OR ENDING TIME, AND ARE NOT TO PERFORM ANY WORK BEFORE CLOCKING IN OR AFTER CLOCKING OUT. IF AN EMPLOYEE CLOCKS IN ANY TIME BETWEEN 7 MINUTES BEFORE THE SHIFT START TIME AND THE ACTUAL SHIFT START TIME, HE/SHE WILL BE PAID AS THOUGH HE/SHE CLOCKED IN EXACTLY AT THE SHIFT START TIME. (EXAMPLE: IF YOUR SHIFT IS SCHEDULED TO BEGIN AT 2 PM AND YOU CLOCK IN AT 1:53 PM - 2:00 PM, YOU WILL BE PAID AS THOUGH YOU CLOCKED IN AT 2:00 PM. IF YOU CLOCK IN BETWEEN 1:45 PM - 1:52 PM YOU WILL BE PAID AS THOUGH YOU CLOCKED IN AT 1:45 PM). IF AN EMPLOYEE CLOCKS OUT AT ANY TIME BETWEEN 7 MINUTES AFTER THE SHIFT END TIME AND THE ACTUAL SHIFT END TIME, HE/SHE WILL BE PAID AS THOUGH HE/SHE CLOCKED OUT EXACTLY AT THE SHIFT END TIME. (EXAMPLE: IF YOUR SHIFT IS SCHEDULED TO END AT 2 PM AND YOU CLOCK OUT BETWEEN 2:00 PM - 2:07 PM, YOU WILL BE PAID AS THOUGH YOU CLOCKED OUT AT 2:00 PM. IF YOU CLOCK OUT AT 2:08 PM - 2:15 PM, YOU WILL BE PAID AS THOUGH YOU CLOCKED OUT AT 2:15 PM).

IF CIRCUMSTANCES ARISE AND YOUR SUPERVISOR REQUESTS THAT YOU CLOCK IN / CLOCK OUT OUTSIDE OF THE 7 MINUTE WINDOW, OR IF THE CALL-IN SYSTEM WILL NOT ALLOW YOU TO CLOCK IN OR CLOCK OUT, YOU MUST CONTACT THE CORPORATE COMMUNICATIONS CENTER AT 334-793-5720 OR YOUR BRANCH OFFICE.

IF THE CALL-IN SYSTEM USED TO CLOCK IN AND OUT IS INOPERABLE DUE TO SYSTEM FAILURE, YOU MAY BE ASKED TO USE TIME SHEETS TO MANUALLY RECORD YOUR TIME.

UNLESS YOU ARE REQUESTED TO DO SO IN ADVANCE, YOUR REPLACEMENT DOES NOT REPORT ON TIME, OR CIRCUMSTANCES DEMAND IT, EMPLOYEES ARE NOT TO STAY BEYOND THEIR SCHEDULED SHIFT END TIME. AN EMPLOYEE BEING RELIEVED SHOULD IMMEDIATELY STOP WORK AND LEAVE THE SITE AFTER CLOCKING OUT. UNAUTHORIZED OVERTIME WILL BE PAID, BUT THE EMPLOYEE WILL ALSO BE SUBJECT TO DISCIPLINE.

EMPLOYEES ARE ONLY AUTHORIZED TO CLOCK THEMSELVES IN AND OUT. IT IS AGAINST COMPANY POLICY TO UTILIZE THE CALL-IN SYSTEM, CONTACT THE CORPORATE COMMUNICATIONS CENTER, AND/OR CONTACT THE BRANCH OFFICE TO CLOCK ANYONE BESIDES YOURSELF IN AND/OR OUT. ANY EMPLOYEE WHO VIOLATES THIS POLICY IN ANY WAY WILL BE SUBJECT TO DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION.

PRIOR TO THE END OF YOUR SHIFT, RECORD ALL RELEVANT PASS-ON INFORMATION IN THE LOG BOOK, OR PASS-ON BOOK. THE ON-COMING OFFICER WILL RECEIVE THEIR BRIEFING BY REVIEWING THE BOOK RATHER THAN THROUGH VERBAL BRIEFING.

**SAFETY PROCEDURES:** DESPITE ALL OF THE CONTROL MEASURES AND SAFE PROCEDURES AN EMPLOYER CAN PUT IN PLACE, EACH EMPLOYEE STILL HAS RESPONSIBILITY FOR HIS OR HER OWN PERSONAL SAFETY. SAFETY IN THE WORKPLACE STARTS BY LEARNING ALL OF THE SAFETY RULES AND PROCEDURES. **(PLEASE REFER TO PAGES 47-55 OF YOUR DSI EMPLOYEE HANDBOOK ON SAFETY AND EMERGENCIES)**

AS A DSI SECURITY OFFICER, ONE OF OUR JOBS IS TO ACTIVELY SEARCH FOR AND DETECT POTENTIAL SAFETY PROBLEMS AND HAZARDS.

**FIRES: KNOW HOW TO PREVENT AND REPORT FIRES.**

- UPON TAKING OVER YOUR POST, DETERMINE THE LOCATION OF FIRE ALARMS, HOSES, EXTINGUISHERS, TELEPHONES AND OTHER RELATED EQUIPMENT.
- ELIMINATE OR CORRECT FIRE HAZARDS ON THE SPOT; SUCH AS SMOLDERING CIGARETTES, BARE ELECTRICAL WIRES, APPLIANCES THAT MAY HAVE BEEN LEFT ON, OR THE SMELL OF GAS. IN MOST CASES THESE ISSUES CAN BE CORRECTED BY YOURSELF OR BY CALLING AND REPORTING TO THE FACILITIES MAINTENANCE DEPARTMENT.
- FAMILIARIZE YOURSELF WITH THE EXTINGUISHERS AT YOUR JOB POST AND WHAT TYPE OF FUEL CLASSIFICATIONS THEY WILL EXTINGUISH (PAGES 51-52).
- YOUR FIRST PRIORITY UPON DISCOVERING A FIRE IS TO STAY CALM, THEN SOUND THE ALARM BY ACTIVATING THE NEAREST PULL-STATION FIRE ALARM AND IMMEDIATELY CALL THE FIRE DEPARTMENT OR 911. FOLLOW ANY EVACUATION PROCEDURES ESTABLISHED AT THE FACILITY YOU ARE WORKING.
- ALWAYS KNOW HOW TO GET TO THE CLOSEST EMERGENCY EXIT, ESPECIALLY IF YOU ARE NOT AT YOUR NORMAL WORK POST.
- THESE SITUATION MUST BE REPORTED TO DSI AND THE CLIENT FIRST VIA THE TELEPHONE AND THEN RECORDED ON YOUR DAR AND COMPLETE AN INCIDENT REPORT.

**INJURIES AND ACCIDENTS TO YOURSELF AND OTHERS:** MORE THAN HALF OF ALL INJURIES TO DSI OFFICERS ARE THE DIRECT RESULT OF SLIPPING AND FALLING. SLIPS ARE MORE LIKELY TO OCCUR WHEN YOU HURRY OR RUN, WEAR THE WRONG KIND OF SHOES, OR DON'T PAY ATTENTION TO WHERE YOU ARE WALKING.

- SAFETY SHOES ARE HIGHLY RECOMMENDED AND AVAILABLE AT MOST DEPARTMENT STORES. BLACK LEATHER ATHLETIC SHOES GENERALLY HAVE SOLES WITH GOOD TRACTION. PROPER SHOES ARE A KEY SAFETY ITEM.
- PRACTICE SAFE WALKING, WALK CAREFULLY AND WATCH FOR POTENTIAL SLIP AREAS OR ITEMS. TAKE SHORT STEPS ON SLIPPERY SURFACES.
- USE HANDRAILS ON STAIRS.
- CLEAN UP OR REPORT SPILLS RIGHT AWAY. EVEN MINOR SPILLS CAN BE DANGEROUS.
- BE EXTRA CAUTIOUS ON SMOOTH SURFACES SUCH AS NEWLY WAXED FLOORS.
- KEEP WALKING AND WORKING AREAS CLEAN AND TIDY.
- NEVER JUMP ACROSS OPENINGS OR OFF LANDING OR LOADING DOCKS.

**OTHER SAFETY ISSUES:**

- STAY ALERT AROUND TRUCKS AND MOTORIZED EQUIPMENT.
- WATCH OUT FOR OBJECTS FALLING FROM OVERHEAD OR THAT MAY FALL OVER.
- DO NOT OPERATE ANY COMPANY MACHINERY OR EQUIPMENT WITHOUT AUTHORIZATION.
- DO NOT USE YOUR PERSONAL AUTO, MOTORCYCLE OR TRUCK TO MAKE ROUNDS UNLESS APPROVED IN SITE INSTRUCTIONS.

**ACKNOWLEDGE RECEIPT**

**OF DSI SECURITY'S**

**ORIENTATION TRAINING GUIDE**

**I acknowledge receipt of the DSI Orientation Training Guide. I further understand that I am responsible for knowing and understanding its contents.**

**I understand that if I have questions I will contact my Branch Manager or Human Resources.**