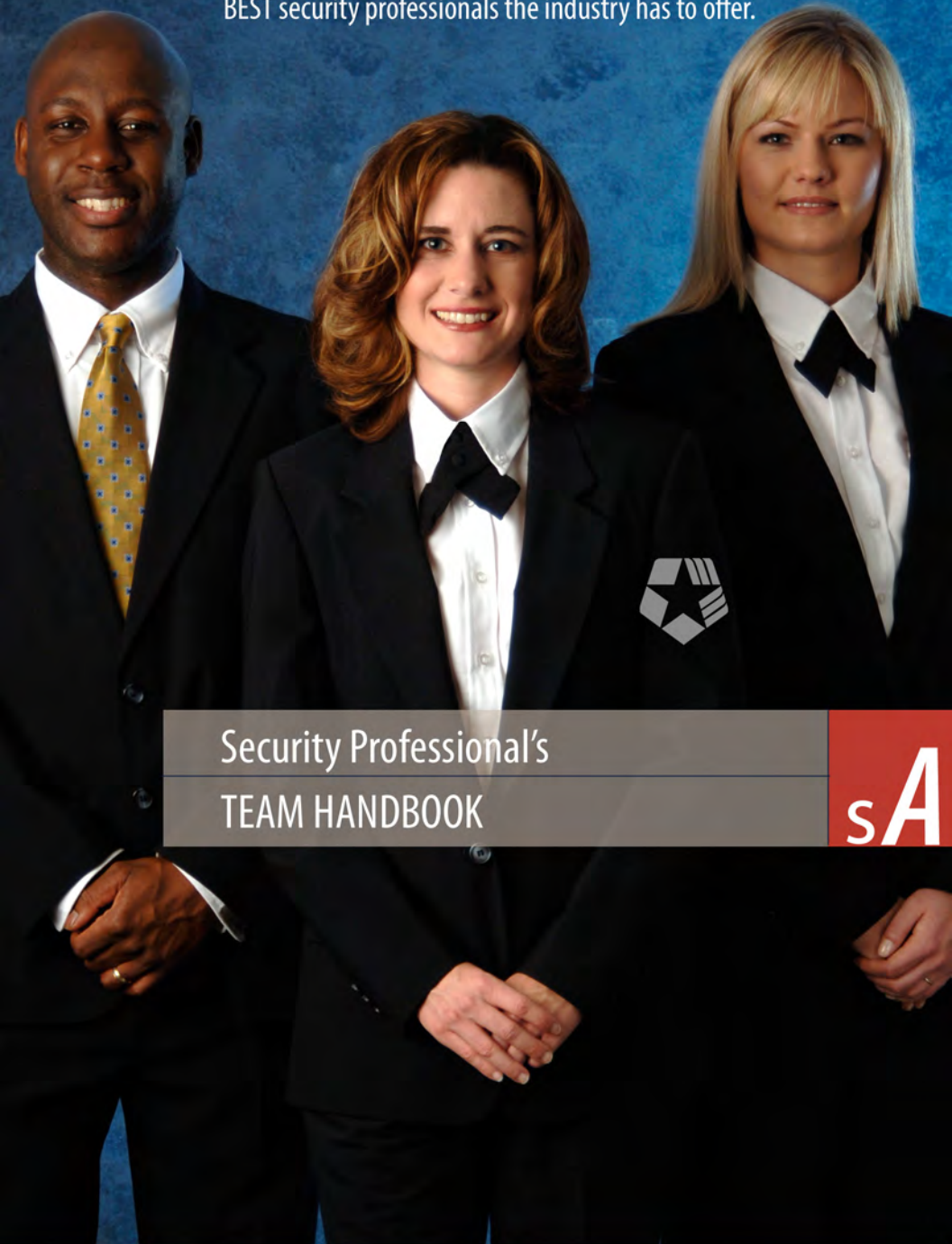


Building the BEST security company with the  
BEST security professionals the industry has to offer.



Security Professional's  
TEAM HANDBOOK

sA

WELCOME to SECUR**A**MERICA<sup>SM</sup>



DUE TO THE COMPANY'S CHANGING OPERATIONAL NEEDS, THIS HANDBOOK SHOULD NOT BE CONSIDERED AS ALL INCLUSIVE. IT OFFERS GENERAL GUIDELINES ONLY, AND IS NOT A CONTRACT, EXPRESSED OR IMPLIED. THE EMPLOYMENT RELATIONSHIP BETWEEN YOU AND THE COMPANY IS "AT WILL" AND CAN BE TERMINATED BY EITHER YOU OR THE COMPANY AT ANY TIME FOR ANY REASON WITH OR WITHOUT NOTICE AND WITH OR WITHOUT CAUSE. THE COMPANY MAY, IN ITS SOLE DISCRETION, INTERPRET, REVISE, MODIFY OR VARY FROM ANYTHING STATED IN THIS HANDBOOK, EXCEPT FOR THE POLICY OF EMPLOYMENT AT-WILL, WHICH MAY NOT BE MODIFIED EXCEPT IN A WRITTEN AGREEMENT SIGNED BY THE PRESIDENT, CHIEF OPERATING OFFICER OR CHIEF EXECUTIVE OFFICER OF THE COMPANY AND YOU.

THIS HANDBOOK REPLACES AND SUPERSEDES ALL PRIOR HANDBOOKS AND THEIR ASSOCIATED POLICIES OR GUIDELINES ON THE SAME TOPICS COVERED BY THIS HANDBOOK. NO REPRESENTATION MADE BY A MANAGEMENT REPRESENTATIVE, AT THE TIME OF HIRE OR SUBSEQUENTLY, MAY BE INTERPRETED AS A CONTRACT BETWEEN THE COMPANY AND ANY OF ITS ASSOCIATES. WE WILL DO OUR BEST TO KEEP YOU INFORMED OF ANY CHANGES THAT MAY AFFECT YOU.



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## THIS HANDBOOK IS NOT A CONTRACT

This Associate Handbook outlines SecurAmerica's general employment policies and procedures. This handbook replaces any previous understanding, practice, policy or representation concerning the subject matters addressed in this handbook to the extent they are inconsistent. SecurAmerica reserves the right to revise, supplement, rescind any benefit programs, policies or portion of the handbook from time to time, as it deems appropriate, in its sole and absolute discretion, with or without notice. Because it is impractical for SecurAmerica to revise this handbook every time the Company alters or amends a policy or procedure, you are responsible for reviewing all bulletins and announcements the Company circulates regarding this Handbook or Company policies and procedures. To the extent a collective bargaining agreement, benefit plan document, or written employment agreement specifically contradicts the terms set forth in this handbook, the language in the collective bargaining agreement, benefit plan document, or written employment agreement shall control.

**Just as you may leave the Company at any time for any reason, the Company may terminate your employment at will.** Moreover, this handbook and the policies and procedures set forth herein do not create any contractual commitment between SecurAmerica and its associates. **THIS HANDBOOK DOES NOT AFFECT THE AT-WILL NATURE OF YOUR EMPLOYMENT NOR SECURAMERICA'S RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE.**

No promise of employment for a specified period of time is binding unless in writing and signed by both you and the President and Chief Operating Officer or Chief Executive Officer of SecurAmerica. Neither this handbook nor any policy contained in this handbook or elsewhere is intended to imply continued employment or otherwise limit in any way the policy of at-will employment. Nor does this handbook, in describing SecurAmerica's policies and procedures, commit SecurAmerica to follow any particular procedure in the course of imposing discipline or terminating employment.

SECTION ONE: **WELCOME TO SECURAMERICA**





## SECTION ONE: WELCOME TO SECURAMERICA

### COMPANY OVERVIEW

SecurAmerica is a privately-held American-owned contract security services company based in Atlanta, Georgia. We provide innovative contract security service solutions, which provide uncompromising value, cost effectiveness and measurable results to our clients. Our business model is based on creating and delivering operational excellence to each and every customer by selecting the right people, training them to exceed our customers' requirements and providing them with a culture that is focused on 100% customer and associate satisfaction. This model has earned us the respect of the security industry, fueled robust growth in every market we have entered and resulted in high annual associate and customer retention rates that serve as industry benchmarks.

SecurAmerica provides a wide range of security services including uniformed security officers, access control, patrol services, asset protection programs, vulnerability assessments, guest relations, concierge services, shuttle bus services, fire and life safety programs, customer tenant/ training and special event coverage. We are one of the fastest growing corporations in the State of Georgia and have an expanding presence throughout the United States.

Our expertise includes Class A office buildings, corporate campuses, high tech facilities, logistics and manufacturing facilities, hospitals, educational institutions and upscale residential communities. We also provide a wide range of services to federal, state and local governments through our wholly-owned subsidiary, American Security Programs (ASP). We are interested in developing long-term and mutually beneficial partnerships with our clients through active listening, support of our client's brand and culture and continuous improvement.

### COMPANY HISTORY

SecurAmerica was founded in 2005 by legendary entrepreneur Frank Argenbright, Jr. Mr. Argenbright's career in the contract security industry began in 1979 when he invested \$500 into a failing security firm and from very humble beginnings built a multi-national, billion dollar enterprise serving Fortune 500 Companies around the world. In 2000, Frank sold his initial company to a publicly traded company based out of England. After several years, he decided it was time to start up another security company that could become an industry leader in both associate work culture and customer service, so in January 2005, SecurAmerica was born!

SecurAmerica has become a changing force in the industry. As more and more security companies are purchased by other companies that are only focused on the "bottom line", security officer turnover is at an all time high and customer satisfaction levels are





## SECTION ONE: WELCOME TO SECURAMERICA

at an all-time low. This has resulted in the stereotype that all “guard companies” are the same and a feeling by many businesses that there is no real choice in the security services market. SecurAmerica was founded on the principle that by selecting “the best of the best” to serve “the best of the best”, we could offer a real choice to the customers we serve by attracting great people and support them to deliver a level of service – that we call “legendary service” - that is unmatched in the contract security industry.

SecurAmerica is also proud to be American owned and privately-held. This gives us enormous freedom in making decisions based on what is right for our people and our customers. And, it allows our business model to be anchored in American pride and the values we as Americans hold dear!

### OUR VISION

*“To be the BEST security company our customers and associates have ever worked with!”*

### OUR MISSION

*“To provide LEGENDARY service!”*

*You will be receiving a “Vision Card” in your orientation package which includes our vision and mission statement. Make sure you keep this with you at all times and, if you are allowed to do so, place it with your SecurAmerica ID. On the back of the card you will see six actions you can take in order to be a service legend:*

*L: Leading by example*

*E: Entering each interaction positively*

*G: Giving everyone a reason to be impressed*

*E: Educating myself to continually improve my service*

*N: Noticing every detail so I can be an expert at what I do*

*D: Delivering exceptional service; always giving 110%*

*We look forward to you sharing our vision and living our mission every single day! It is only through your actions that we can continue to be recognized as the most respected provider of contract security services in every market we serve.*





## SECTION ONE: WELCOME TO SECURAMERICA

### COMPANY ORGANIZATION

The company is organized into several operating divisions, each of which having a divisional office comprised of a divisional vice president, director of operations and a support staff including human resources, training, quality assurance and administrative personnel. The divisional office directly supports, on a day-to-day basis, the customers and associates of SecurAmerica who work within that division. Account managers (or project managers or directors of security, depending on their title and the customer's preference) report to the division's director of operations who reports to the divisional vice president. In turn, the regional vice president reports to John Adams, SecurAmerica's president and chief operating officer.

In addition, some of our larger and more geographically dispersed clients are supported by "stand alone" accounts that are staffed by resources that only manage and support that particular client. These accounts are typically in locations where SecurAmerica does not have a traditional divisional office or expanded presence other than the business associated with that customer.

Company divisional and stand-alone accounts are supported by SecurAmerica's corporate support center or headquarters located in Atlanta, Georgia. This is where the company's founder, and president along with the senior executive team are housed. Functions like payroll, benefits, finance, human resources, risk management, accounting, legal services and operational support operate out of the corporate offices.

### NATIONAL PRESENCE

SecurAmerica is a national company with a presence in many markets – both primary and secondary – across the United States. We continue to expand in the markets in which we already conduct business and are focused on creating new opportunities in new ones by either expanding our current business base or by acquiring smaller companies that share our associate and customer first philosophy. We have a robust growth plan to be one of the largest quality-driven contract security companies in America, which in turn will provide additional hope, growth and opportunity for **you – our valued associates!**



## SECTION ONE: WELCOME TO SECURAMERICA

### FUTURE GROWTH AND OPPORTUNITY

Some companies don't want to grow. SECURAMERICA WANTS TO GROW! Our plan is to become a thriving multi-billion dollar business enterprise within several years with offices and customers in every major city in America and across the globe. This growth plan will provide unlimited opportunities for you, as an associate that are directly tied to your performance and rewards while you are with SecurAmerica. We pride ourselves in promoting from within the company and look forward to creating a variety of career ladders for the SecurAmerica team at the account, divisional and corporate levels.

*As a valued SecurAmerica associate, we look forward to providing you with a positive and respectful work environment, unlimited growth and tremendous opportunity as you develop your career with us!*

## SECTION TWO: EMPLOYMENT PRACTICES





## SECTION TWO: EMPLOYMENT PRACTICES

### YOUR STATUS AS A SECURAMERICA ASSOCIATE

#### **YOU Matter!**

SecurAmerica's success is due to our employees who we call "Associates" since you are partners in our success. Our work culture, benefits and opportunities are geared to putting our associates FIRST and treating them with respect and dignity. Unlike in many other companies, YOU MATTER! How you are treated and cared about has a direct impact on the way our customers are treated and the level of service they receive from you. So, if you are not treated right (fairly, respectfully), let your manager know immediately!

As a service professional, you are the most important person in providing the services to our internal and external customers which meet or exceed their expectations. You are also a partner in the success of your post, your shift, your account, your position and ultimately SecurAmerica. We will reward and recognize your positive contributions to the company and the customer you serve (internal and external), but we will also hold you accountable for any actions that are in conflict with the policies, procedures and high standards of service that are embraced by both SecurAmerica and our clients.

#### **Employment Relationship**

*All of our associates are employed at will. This means that:*

- *The employment relationship with the Company can be terminated at the will of either the associate or the Company*
- *Employment may be terminated with or without cause; and*
- *Employment may be terminated with out prior notice*

The policies set forth in this Handbook or statements made by any associate of the Company, whether oral or written, are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between the Company and any of its associates. The Handbook has been developed at the discretion of management and, except for the policy of employment-at-will, the Company may change or update the Handbook, and modify or delete any of the policies or benefits described in it, at any time, with or without notice.



## SECTION TWO: EMPLOYMENT PRACTICES

### **Full-Time Associates**

Full-time associates work at least 32 hours a week on a regular basis. See benefit section for eligibility requirements for medical benefits.

### **Part-Time Associates**

Part-time associates work fewer than 32 hours a week on a regular basis.

### **Temporary Associates**

Temporary associates are hired with the understanding that their employment with SecurAmerica will not continue beyond a specific date or beyond completion of a stated assignment or project.

### **Probationary Period**

SecurAmerica recognizes that adjusting to a new job can be difficult. A new workplace with new people, a new environment and unfamiliar policies, procedures and duties can be complicated and challenging. SecurAmerica views the first 90 days of your employment with us as a period of adjustment and adaptation, for both you and our company.

That's why we consider your first 90 days of employment with us as a "probationary period." What does this mean? Well, the probationary period benefits both you and SecurAmerica. The period provides you with the opportunity to evaluate your personal satisfaction with your job and assignment and provides us, through your supervisors and managers, with an opportunity to evaluate your performance and qualifications in meeting the requirements of the job.

If during your probationary period you do not meet the standards of SecurAmerica and the customers you serve, your employment with us may be terminated.

The existence of a probationary period does not affect the at-will nature of your employment relationship with us, as outlined in the above section, both during and following the probationary period.

## **YOUR JOB DUTIES**

Your job description, day-to-day responsibilities, accountabilities and duties will be based on your post, your work site, the client you serve, your position with the Company and/or a combination of all of these. Consult your human resources representative and/or direct supervisor for a complete overview of your job and the expectations on your performance.



## SECTION TWO: EMPLOYMENT PRACTICES

### YOUR PAY

#### Pay Rate

Your pay is based on your position, job requirements, work site, qualifications and other factors.

#### Pay Periods

SecurAmerica pays most of its associates on a bi-weekly basis (every two weeks). The two-week pay period (There are 26 bi-weekly pay periods in a year) begins on a Sunday at 12:01 a.m. and ends fourteen days later on Saturday at 12:00 a.m. Paychecks and direct deposits are distributed the Tuesday after the pay cycle ends (which gives the company time to review time sheets and issue the check to our associates). Some locations are paid on a weekly basis. They weekly pay period (There are 52 weekly pay periods in a year) begins on a Saturday at 12:01 a.m. and ends seven days later on Friday at 12:00 am.

Should a payday fall on a holiday, SecurAmerica will distribute paychecks and direct deposits on the last business day before the holiday. SecurAmerica will distribute

PAY PERIOD / PAYDAY EXAMPLE							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1							Start of Pay Period Weekly Bi Weekly
Week 2						End of Pay Period Weekly	
Week 3						End of Pay Period Bi-Weekly Payday weekly	
Week 4						Payday Bi Weekly & Weekly	

paychecks and direct deposits on the last business day before the holiday. SecurAmerica will announce any pay period or payday change in advance. All associates whose pay periods are regulated by state law or a collective bargaining agreement will be paid accordingly.

Associates may be asked to present a photo ID before receiving their paycheck. No person may pick up another associate's paycheck unless the associate has given prior written authorization to SecurAmerica to do so. It is against SecurAmerica policy to offer salary advances.



## SECTION TWO: EMPLOYMENT PRACTICES

### Time Sheets/Records

Non-exempt associate's pay is based on the hours they actually work. If you are a non-exempt associate, you will be asked to complete a time sheet or shift record that is used to document your start time, end time and lunch break each work day. In some locations, you may be required to use a time clock or other automated device or process to automatically record your work times. Your supervisor will instruct you on these procedures at your work location.

Time sheets and records are reviewed by your supervisor. This information is then sent to the payroll department so that a paycheck (based on your hours worked and pay rate) can be issued. Your supervisor will contact you if a discrepancy or irregularity is noted on your time sheets. Remember, accurate records mean accurate pay. So sign in and out the way you were instructed.

Exempt associates are required to submit time records that record days worked and any PTO used.

### Your Pay

It is our policy and practice to accurately pay associates in compliance with applicable state and federal laws. To ensure you are paid properly for the time you worked and to make sure that no improper deductions have been made, you must correctly document all hours worked on your time sheet and review your pay stub promptly to identify and report any and all errors.

If you lose your live paycheck or pay card (i.e., not the direct deposit advise of deposit), notify your manager immediately so it may be replaced.

### Review Your Pay Stub

We make every effort to ensure our associates are paid correctly. Occasionally, however, mistakes can happen and if brought to our attention, we will promptly make any corrections necessary. Please review your pay stub carefully when you receive it to make sure it is correct. If you believe a mistake has been made or if you have any questions, please contact your direct supervisor immediately.





## SECTION TWO: EMPLOYMENT PRACTICES

### Hourly (Non-exempt) Associates

All associates who are covered by the federal or state minimum wage and overtime laws are considered non-exempt. Employees working in non-exempt jobs are entitled to be paid at least the minimum wage per hour and a premium for overtime. If you are classified as an hourly or “non-exempt” associate (most security officers and supervisors fall into this category), you must maintain a record of the total hours you work each day. These hours must be accurately recorded on a time sheet that will be provided to you by your supervisor and posted in a visible location at your work site. Each associate must sign his or her time sheet in order to verify that the reported hours worked are complete and accurate. Your time sheet must accurately reflect all regular and overtime hours worked, any absences, late arrivals, early departures and meal breaks. At the end of each week, you should submit your completed time sheet to your supervisor for verification and approval. Do not sign your time sheet unless it is accurate. If your time sheet is not accurate, notify your supervisor immediately. When you receive each pay check, please verify immediately that you were paid correctly for all regular and overtime hours worked over the past pay cycle.

Work hours need the approval of your supervisor. You should not work any hours that are not authorized. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so and that the time associated with this work is recorded on your time sheet. Associates are prohibited from performing any “off-the-clock” work. “Off-the-clock” work means work you may perform but fail to report on your time sheet. Any associate who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination.

It is a violation of the Company’s policy for any associate to falsify a time record or to alter another associate’s time sheet. It is also a serious violation of Company policy for any associate or manager to instruct another associate to incorrectly or falsely report hours worked or alter another associate’s time sheet in an effort to under- or over-report hours worked. If any manager or associate instructs you to (1) incorrectly or falsely under- or over-report your hours worked, or (2) alter another associate’s time records to inaccurately or falsely report that associate’s hours worked, you should report the request immediately to your Regional Vice President or Human Resources.

### Salaried (Exempt) Associates

Exempt status is determined by federal and state law. In general, exempt employees are those engaged in executive, managerial, high-level administrative and professional jobs who are paid a fixed salary and perform certain duties. Exempt employees are not subject to the minimum wage and overtime laws.



## SECTION TWO: EMPLOYMENT PRACTICES

If you are classified as a salaried or “exempt” associate, you will receive a salary which is intended to compensate you for all hours you may work for the Company. This salary will be established at the time of your hiring or when you become classified as an exempt associate. While it may be subject to review and modification from time to time, such as during salary review times, your salary will be a predetermined amount that will be paid to you regardless of the hours you work or the quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless specified otherwise by state law, your salary can be reduced for the following reasons:

- *Full day absences for personal reasons.*
- *Full day absences for sickness or disability.*
- *Full day disciplinary suspensions for infractions of our written policies and procedures.*
- *Family and Medical Leave absences (either full or partial day absences)*
- *To offset amounts received as payment for jury and witness fees or military pay.*
- *The first or last week of employment in the event you work less than a full week.*
- *Any full work week in which you do not perform any work.*

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or, other benefit offerings.

In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- *Partial day absences for personal reasons, sickness or disability.*
- *Your absence on a day because your employer has decided to close a facility on a scheduled work day.*
- *Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.*
- *Any other deductions prohibited by state or federal law.*



## SECTION TWO: EMPLOYMENT PRACTICES

### Payroll Deductions

There are certain costs, fees and deductions that are taken out of your payroll check before your net or take home pay is calculated as outlined below:

- *First, SecurAmerica must withhold federal income taxes from your earnings based on the tax exemptions you claimed on your W-4 form. You may change your tax and exemption status by obtaining a W-4 form from your divisional Human Resources Department. Just contact your supervisor or manager who can get this form to you.*
- *SecurAmerica may also be required to deduct state, county, and city income taxes in areas where such taxes are mandatory. For this reason, it is very important that you provide SecurAmerica with your correct home address.*
- *SecurAmerica must also deduct Social Security (FICA) and Medicare contributions from each associate's earnings. We are required by law to forward all of these contributions, along with the Company's matching contributions to help fund these programs, to the federal government.*
- *SecurAmerica is also required to deduct any court-ordered deductions from an associate's earnings, including garnishments, tax levies, child support payments and any administrative fees.*
- *In addition, unless prohibited by local employment law, a service agreement with a customer or a collective bargaining agreement, a uniform deposit will be taken out of the first few paychecks for uniformed personnel. (see next sections for details)*
- *Finally, we also will take out any voluntary deductions associated with your benefits, such as medical insurance, dental insurance and other insurance programs or policies that you have elected to purchase. You will be required to continue to pay your portion for these benefits in the event you take a leave of absence due to injury, illness, personal situation or other situation in accordance with applicable state and federal laws.*

Make sure you review all of your deductions every time you receive your paycheck and report any irregularity, error or question to your immediate supervisor who will then look into the matter for you.

At the end of the calendar year, SecurAmerica will mail every associate a "W2" income and withholding statement that will itemize all deductions made during the previous 12 months. If for any reason you do not receive your W2, please contact your site operations manager immediately, who will arrange for you to receive it.



## SECTION TWO: EMPLOYMENT PRACTICES

### Overtime Pay

Non-exempt associates may be required to work beyond their regularly scheduled workday whenever it is deemed necessary or appropriate by their supervisor, Company management or a customer. SecurAmerica will attempt to provide reasonable advance notice, but that may not always be possible. Associates are expected to cooperate with such requests.

Overtime is neither automatic nor guaranteed. It is based on the need of SecurAmerica and our customers and **MUST** be approved in advance by the affected associate's supervisor. Working unauthorized overtime may result in disciplinary action.

Except as otherwise required by state or local law, SecurAmerica pays all hourly associates their regular base rate of pay for the first forty (40) hours worked in a given week. For any hours actually worked in excess of 40 hours, hourly associates are typically paid at a rate of 1.5 times the associate's base wage. Overtime is paid differently in some states, so you should check with your supervisor to determine the practice at your work site.

Exempt, salaried associates are compensated based on a fixed annual amount designed to pay the associates for all hours worked, so these associates are not eligible for overtime pay. Typically, exempt, salaried employees include management, executives, sales and specialized associates.

### Holiday Pay

Unless informed otherwise, hourly associates who are required to work on a SecurAmerica or client-specified holiday will be paid at a rate of *at least* 1.5 times their base wage for all hours worked on that day. Holidays can vary and may not fall on a traditionally observed holiday (example December 25). In the event you work at a client site you may be informed that the client's holiday calendar applies instead of SecurAmerica's holiday calendar. In such cases, those officers ***working on the client-observed holiday*** will be paid at the site's holiday rate.

Associates who normally have the day off will not be compensated for the holiday. An associate **MUST** actually work on a holiday to be paid at the holiday rate.

Hourly associates should contact their local human resources department or supervisor for the holiday list associated with their account or work location and the holiday pay rate, as these may vary based on client site or office location.

Salaried associates are not entitled to extra compensation for any hours worked on a designated holiday.



## SECTION TWO: EMPLOYMENT PRACTICES

### Training Pay

If you are a security officer, you will be required to complete state, county or city-mandated security officer training in those locations where these requirements exist. You will also be required to attend a pre-hire SecurAmerica orientation and training program prior to deployment at your assigned account. Depending on your region and site, you may also be required to attend and successfully complete initial specialized training, such as CPR/First Aid training, as a pre-condition of your employment.

Once you are assigned to your account, you will be required to attend site and post-specific training (called "OJT" or on-the-job training), the duration of which will depend on the type and complexity of the post at which you will work.

State, county or city-mandated training along with SecurAmerica's pre-hire training program generally is not compensable (in other words, you will not be paid for this training) and is considered a pre-condition to your employment with us, unless otherwise required by applicable law. Site-specific training (on-the-job; recurrent, annual, etc.) is generally compensated at either minimum wage, your base wage or a wage specified by your site (called a "training wage"). Consult your human resources manager and/or site manager for the level of pay you will receive for training, as this will vary by location. As always, we will comply with applicable laws and regulations in determining whether training time is paid.

### Direct Deposit

As a convenience to our associates, SecurAmerica offers direct deposit that allows an associate's pay to be automatically deposited in the associate's bank account at the time of paycheck issuance. We strongly encourage all associates to elect this option.

In order for a direct deposit to be authorized, the associate must complete a direct deposit authorization form and include a voided check for processing. Although in most cases, direct deposit takes a maximum of 10 business days to activate, associates should expect at least one to two pay periods before direct deposit takes effect. If after this time, your paycheck has not been automatically been deposited and you are receiving live check (that you need to cash), let your supervisor or human resources department know right away.

In the event that your direct deposit account is compromised (i.e., your bank account is accessed without authorization), notify your site manager IMMEDIATELY so that the company's payroll department can be made aware of the incident and timely action can be taken.



## SECTION TWO: **EMPLOYMENT PRACTICES** Paycheck Distribution

Contact your supervisor to determine how your payroll check, pay card or direct deposit voucher (if you have direct deposit) will be distributed to you at your account or office location. Checks are either sent to the branch office, work location or an associate's home address. This varies by site, so check with your supervisor or human resources office. If you are at a site where you can physically pick up your check or advice of deposit, you can do so no earlier than the Friday of the payroll week. In order to get your check/deposit voucher, you must submit valid photo identification to the office manager. This ensures that the correct check was issued to the associate to whom it was issued.

### **Payroll Discrepancies**

SecurAmerica is committed to paying our associates in a timely and accurate manner. Sometimes, a payroll error or discrepancy will occur. To help ensure your pay is accurate, please make sure to review your pay stub when you get it to verify all pay and deductions. If you believe your paycheck was incorrect, immediately report this to your supervisor who will review your check and investigate.

### **Wage Increases**

Wage and salary increases are governed by your account and position and are not automatic. Consult your supervisor as to how increases to your compensation are determined and earned at your work location.

## **YOUR WORK SCHEDULE**

Your work schedule should already have been determined upon your hiring. This schedule outlines your work days and work hours and your days off. Generally, an associate's schedule is set and does not change week-to-week unless the position requires and follows a rotating or fluid schedule. For security officers and supervisors, your schedule will be posted in a designated area at your account. In addition, depending on the hours that you work on a shift, you may be provided with a meal period and other breaks (which may be paid or unpaid), as determined by your post duties, your account management, your client and state and local wage and hour law. Consult your supervisor for information on how breaks are provided at your site.

Even though you may have a fixed or pre-determined work schedule, the demands of the company or the customer may require that your schedule be changed with little or no notice. While the Company generally posts shift schedules in advance, you are responsible for staying aware of your next scheduled shift. All schedule changes must be approved by your supervisor.



## SECTION TWO: EMPLOYMENT PRACTICES

SecurAmerica recognizes the benefit of providing associates with the flexibility to periodically exchange a work shift with an associate in the same job classification who works a different shift. All shift exchanges must be pre-approved by the supervisors of the impacted associates and must meet SecurAmerica's business and customer needs. While we will make every effort to accommodate a shift exchange request, we may deny a request depending upon operational and other considerations.

If you are interested in changing your hours and/or work schedule, let your supervisor know so that your request can be considered. Every effort will be made to accommodate your request but in some cases it might not be possible given the number of personnel at the site, the existing account schedule and/or the needs of the customer.

### EQUAL EMPLOYMENT

#### Equal Employment Opportunity

SecurAmerica is proud to be an Equal Opportunity Employer. We do not discriminate against any applicant or associate because of age, creed, marital status, disability, medical condition, national origin, race, religion, color gender, veteran status, sex (gender), sexual orientation, military service, pregnancy, childbirth or related medical conditions or any other characteristic protected by applicable federal, state, or local laws.

Equal employment opportunity applies to all aspects of employment from hiring through separation, including recruitment, selection, promotion, educational support, transfer, social and recreational programs, compensation, benefits, training, development, discipline and termination.

#### Disability Accommodation

Because of our commitment to equal employment opportunity, we provide reasonable accommodations to all applicants or associates with disabilities who are otherwise qualified to safely perform the essential functions of their job, with or without a reasonable accommodation (unless such accommodation would impose an undue hardship on SecurAmerica).

SecurAmerica will take all reasonable efforts to maintain the confidentiality of information associated with an associate having a disability except that:





## SECTION TWO: EMPLOYMENT PRACTICES

- *Supervisors and managers may be notified of any work restrictions of disabled associates and what accommodations have been made or need to be made.*
- *If a condition requires emergency treatment, safety personnel may be notified of the disability.*
- *Government officials investigating compliance may be notified of the disability.*

All SecurAmerica associates who may require knowledge of an associate's disability shall maintain the confidentiality of this information.

### Religious Accommodation

SecurAmerica recognizes that certain religious practices, beliefs, and observations may require special consideration. As such, SecurAmerica will reasonably accommodate an applicant's or associate's religious practices, beliefs, and observations in accordance with applicable federal, state, and local laws.

### NO HARASSMENT/DISCRIMINATION POLICY

SecurAmerica is committed to maintaining a work environment free from discrimination and harassment on the basis of race, color, sex, age, religion, national origin, disability, veteran's status, sexual orientation or any other status protected by applicable federal, state, or local law. SecurAmerica prohibits all such discrimination and harassment as it relates to the discrimination or harassment against SecurAmerica associates by anyone, including managers, supervisors, co-workers, clients, vendors, or other parties.

### Discrimination

The Company's No Harassment/Discrimination Policy prohibits treating an associate differently on the basis of race, color, sex, age, religion, national origin, disability, veteran's status, sexual orientation or any other status protected by applicable federal, state, or local law. Examples of discrimination include refusing to hire an applicant, disciplining an associate, or altering an associate's wages, hours, or working conditions because of their membership in a protected class.



## SECTION TWO: EMPLOYMENT PRACTICES Harassment

Sexual or other unlawful harassment includes any verbal, physical or visual conduct based on sex, race, age, national origin, disability or any other legally protected basis if:

- *Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or engagement;*
- *Submission to or rejection of such conduct by an individual is used as a basis for decisions concerning that individual's employment or engagement; or*
- *It creates a hostile or offensive work environment.*

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and lewd, vulgar or obscene remarks, jokes, posters or cartoons, and any unwelcome touching, pinching or other physical contact. Other forms of unlawful harassment may include racial epithets, slurs and derogatory remarks, stereotypes, jokes, posters or cartoons based on race, national origin, age, disability, marital status or other legally protected categories

### Complaint Procedure

Associates who feel that they have been harassed or discriminated against, or who witness any harassment or discrimination by another associate, contract worker, customer, vendor or anyone else who does business with the Company, should immediately report such conduct to their supervisor, any other member of management or human resources.

Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the situation. No associate, contract worker, customer, vendor or other person who does business with this organization is exempt from the prohibitions in this policy. In response to every complaint, the Company will conduct an investigation and, if improper conduct is found, take appropriate corrective action.

### Retaliation Prohibited

Associates workers are also protected by law from retaliation for opposing or reporting unlawful harassment or discrimination or for otherwise participating in processes connected with an investigation, proceeding or hearing conducted by the Company or a government agency with respect to such complaints. The Company will take disciplinary action up to and including the immediate termination of any associate who retaliates against another associate or contract worker for engaging in any of these protected activities.

Please contact a member of the human resources department if you have any questions about this policy or require further information on the subject of sexual or





## SECTION TWO: EMPLOYMENT PRACTICES

other harassment or discrimination. Associates can also call our toll-free SecurAmerica Compliance Hotline at **1-888-846-2041**. SecurAmerica will investigate all claims of retaliation promptly and, to the extent reasonably possible, on a confidential basis.

### Workplace Violence

Violence has no place in the workplace at SecurAmerica and will not be tolerated. Workplace violence can be defined as any physical assault, threatening behavior, or verbal abuse occurring during work hours or on work premises. Workplace violence may actually result in physical violence against another or verbal violence such as threats, intimidation, obscenities and sexual harassment.

The individuals responsible for the violence may include co-workers, supervisors, associates, family members, significant others, vendors, client representatives, strangers, criminals and other parties.

SecurAmerica is committed to a safe and secure environment for our associates and any physical or verbal violence against you and your co-workers will not be tolerated and may lead to company disciplinary, civil and even criminal actions against the perpetrators. Any associate who is found to have intentionally inflicted or threatened to inflict bodily injury upon another will be terminated immediately.

Associates should report any display of workplace violence immediately to their supervisor, site manager and/or human resources representative. All threats and complaints will be taken seriously and immediately investigated.

### OPEN DOOR POLICY

SecurAmerica makes every effort to provide a dynamic and positive work environment for our valued associates. If you have an issue relating to your employment with SecurAmerica or your work situation such as your schedule, payroll discrepancy, uniform problem, benefit question, time off request or really any issue, FIRST contact your immediate supervisor for assistance. In most cases, your supervisor can address the issue immediately right then and there.

If for whatever reason you feel that your supervisor has not resolved the situation to your satisfaction or if you feel the issue is too sensitive and you are not comfortable in telling your supervisor about it, please feel free to use our “open door” policy which allows you to go to each organizational level in the company (using your location’s chain of command – shift supervisor, site manager, divisional manager, etc.) up to John Adams, SecurAmerica’s president and chief operating officer, if necessary.



## SECTION TWO: EMPLOYMENT PRACTICES

Please give your management support team the courtesy of discussing your issue FIRST with them before you contact the divisional, regional or corporate offices.

### EMPLOYEE ETHICS AND COMPLIANCE

SecurAmerica has established a 24-hour dedicated hotline through a third party company, Global Compliance, for employees to call in the event they observe any actions and behavior that they believe conflicts with the core values and ethics of our company and/or is against the law. Associates can use this hotline in the event they are not comfortable in reporting observed actions and behavior to their supervisor or chain of command or want to submit an anonymous report.

Our hotline can be used to report actual or suspected criminal activity (theft, drugs, etc.), unethical behavior, policy violations, safety violations, poor treatment and/or harassment and discrimination in the workplace. This activity could directly impact the associate who calls the hotline, or involve or impact another SecurAmerica associate, customer or third party (such as a vendor or contractor).

You can do this in two ways:

- **Log onto <http://securamerica.alertline.com>**
- **Call the hotline: 888-846-2041**

Global Compliance's owned-and-operated "Employee Contact Center" features highly-trained specialists who will immediately handle your complaints/concerns in a professional manner on a 24-hour/7-day per week basis. All calls are confidential, easy-to-use and always available.

When you call, a Communication Specialist will ask you a series of questions to determine your concerns and before the call ends, you will be given a Call Report number and a Personal Identification Number (PIN) that are associated only with your complaint. Global Compliance will then provide a detailed report to SecurAmerica's president within 24 hours of the call. We will then conduct a detailed investigation into the allegations made.

### PERSONNEL RECORDS

#### Personnel Files

SecurAmerica maintains personnel files for each associate that contains important information about your employment.



## SECTION TWO: EMPLOYMENT PRACTICES

Accurate and up-to-date personnel files benefit both you - the associate - and SecurAmerica. Associates are responsible for ensuring their personnel records contain accurate personal information, including updating the following personal information as necessary:

- **Name**
- **Address**
- **Telephone number (cell and home)**
- **Email address, if any**
- **Marital status (only to the extent that this impacts beneficiary designation, benefits information or entitlement)**
- **Number and names of dependents**
- **Emergency contact information**

### TRAINING

#### Security Officer Training

All SecurAmerica security officers will be required to be certified as a security officer within the jurisdiction in which they will work. This means that they will be required to attend any state, county or city-mandated security officer training program that is required by law, the duration of which will be based on local requirements. As noted earlier, this training generally is unpaid. In some states, no training is required.

In addition to any required certification associated with a licensed security officer within the jurisdiction of the officer candidate, all security officers who have been extended a conditional offer of employment, will be required to attend a comprehensive SecurAmerica classroom training program that will be facilitated by a SecurAmerica training professional. This program will instruct attendees in a wide range of security industry topics.

Upon completion of this program, all attendees will be required to pass a comprehensive examination on the material.

Once a security officer is deployed to his or her work site, the officer will be required to successfully complete a thorough on-the-job training (OJT) program that is designed to provide the officer with the necessary knowledge and skills to successfully perform the duties of the post or posts to which the officer will be assigned at their customer account site. This training is generally paid at a rate specified by your account.



## SECTION TWO: EMPLOYMENT PRACTICES

OJT or post training will be facilitated by a post training officer or supervisor and will vary in duration and complexity based on the sophistication of the post and the requirements of the client. After successful completion of OJT training, the officer will be certified to serve as a security officer at the site.

All officers will receive recurrent or in-service training throughout the year, the duration and type to be determined by the client and SecurAmerica. In addition, SecurAmerica offers a wide range of other learning opportunities for security officers, supervisors and managers.

### Other Training Programming

SecurAmerica offers a wide range of training programming at the regional level, including specialized courses, leadership programming and computer-based training through SecurAmerica's Interactive Learning Management System (LMS). Consult your regional training instructor to learn more about these exciting course offerings.

## SEPARATION FROM THE COMPANY

### Separation Process

Although we hope our associates stay with SecurAmerica for a long time and find a rewarding career with us, sometimes separation from the company can occur.

This may be caused by a voluntary resignation or termination of the associate's employment by the company.

If you do leave SecurAmerica for whatever reason, you may be asked to participate in an "exit interview" with your manager or human resources department representative. This is conducted to solicit your honest feedback on the company, how you were treated while you were an associate and what suggestions you may have to make SecurAmerica a better place to work. Although your participation in this interview is strictly voluntary, we encourage all associates who are leaving the company to participate in this important process.

### Resignation

As a matter of professional courtesy, all SecurAmerica associates are requested to give at least a two week resignation notice prior to leaving the company if possible.



## SECTION TWO: EMPLOYMENT PRACTICES

This helps us in selecting a qualified replacement and prevents any sudden staffing opening at the work site, thus ensuring a smooth transition and an uninterrupted level of customer service.

### **Return of Uniforms and Equipment**

Associates leaving the company must return all keys, identification cards, uniforms, and equipment to a designated SecurAmerica management representative on the associate's final work day. Associates are expected to return all uniforms and equipment on their final work day and in acceptable condition.

### **Benefits**

Company-offered benefits generally end on the associate's last work day. The associate's last paycheck or deposit voucher will include compensation for all hours worked up to the associate's termination/resignation date.

Associates who leave the company and are enrolled in SecurAmerica's health insurance plan may be eligible to continue participation in the insurance program under COBRA. Affected associates will receive a COBRA information package subsequent to leaving the company that will explain the associate's rights under this law.

### **Unemployment Compensation**

SecurAmerica pays unemployment insurance premiums for each associate as required by applicable federal, state, and local law. This benefit is designed to pay unemployment compensation to associates who lose their job for reasons other than misconduct or voluntary resignation. SecurAmerica reserves the right to contest all unemployment compensation claims based on the circumstances of the associate's separation from the company (e.g., termination for cause, misconduct, etc.).

### **Re-Hire Policy**

Depending on the circumstances and the associate's performance record, associates who leave SecurAmerica may be designated as eligible or ineligible for rehire by the Company.







## SECTION THREE: PERFORMANCE EXPECTATIONS & PERSONNEL POLICIES

### ATTENDANCE

An excellent attendance record is critical in the contract security industry. Associates who fail to report to work as scheduled, show up late for work, leave work early or leave their post unattended create a burden on other officers, SecurAmerica and, most importantly, the client they serve.

All officers and shift supervisors are expected to be at their post no later than the time their shift begins. This means arriving on account property early enough to travel to the location of the post. An officer will be considered late or tardy if he or she is not at his/her assigned post at the scheduled start time (even if the officer is a minute late; late is late).

### Excused/Unexcused Absences and Tardiness

As mentioned above, all associates are expected to come to work on time and as scheduled. An absence is defined as an occurrence when an associate does not show up to work or leaves early (for any reason other than approved paid time off and any leave or time off associated with valid and legally accepted and approved leaves of absence such as military leave, jury duty, FMLA and personal leave). Tardiness is defined as those instances when an associate is late in arriving to their work station (such as a post) at the time the associate was scheduled to work.

If an associate is absent or tardy for whatever reason (except as noted above), the event will be reflected in the associate's performance record, which will result in progressive discipline up to and including termination if repeated tardiness and absences occur. Three or more absences, coming in late or leaving early within a 12 month period of time is considered "chronic absenteeism/tardiness," which may result in termination.

### Notifications

If an officer is going to be out sick, delayed in any way or needs to leave work early, the officer needs to provide his or her supervisor with at least four hours of notice so that the supervisor can coordinate to have the post covered during this absence. If four hours notice cannot be given, the associate should provide as much notice as possible. In the case of a planned day off or vacation, the officer should provide his/her supervisor with at least three weeks' notice so the account schedule can be modified with another officer or officers filling the vacancy.

Situations that require extended medical or personal leave should be immediately discussed with your account manager and human resources representative.



## SECTION THREE: PERFORMANCE EXPECTATIONS & PERSONNEL POLICIES

Corporate, regional and other administrative personnel must provide their supervisor with at least two hours of notice if they are going to be later or if they are not coming into work that day.

### APPEARANCE AND GROOMING STANDARDS

In the security industry and, particularly at SecurAmerica, image IS everything! How an officer looks impacts the perception of the officer, SecurAmerica and the client. Appearance and grooming also impacts the perceived level of security of the building or property. A perfectly dressed and well-groomed officer portrays a professional security team and helps deflect the criminal who is looking for an opportunity to strike.

#### General Uniform and Grooming Standards

- All uniformed security officers **MUST ONLY** wear Company-issued uniforms (i.e., no personal clothing or former security company uniform slacks, shirts, etc.) unless there is an unusual circumstance that requires wearing items that are not issued by the Company; if this is the case, it must first be approved by your account manager and the client.
- Must be neat, clean, and freshly pressed at all times; frayed or soiled uniforms will not be tolerated.
- Officers are expected to be in full and proper uniform at all times.
- Be in **FULL** uniform and wearing your uniform in a proper manner when you arrive to and leave from work; never arrive on property with tie not on, carrying jacket over shoulder, shirt un-tucked, etc. – once you are on property people assume you are on duty!
- Officers are prohibited from wearing the Company-issued uniform (any article thereof) while off-duty unless the associate is coming to or leaving their work site/post assignment.
- Officers are prohibited from wearing **ANY** pins, tie-tacks, or insignias on any uniform article (jacket, shirt, hat, etc.) other than those designated or approved by SecurAmerica and the client where the officer is assigned.
- **ALL** items associated with the account-specified uniform **MUST** be worn at all times while the officer is on duty and conform to the standards below:
  - **Trousers:** No cuffs or flares. Trousers will touch the top of the shoe in the front with no break and taper to one inch from the floor in the back.
  - **Belts:** Plain black belt with a simple silver buckle will be worn.



- **Shirts:** Short-sleeve shirts will be worn with an open collar. Only the top button will be unfastened. Long-sleeve shirts will be worn with the top collar buttoned. Shirttails will always be tucked into the uniform trousers.
- **Undershirt:** A clean plain crew neck white “tee-shirt” will be worn under the uniform shirt. No colored t-shirts or t-shirts with logos or designs will be permitted, unless specified by the account in which you are assigned.
- **Vest:** If part of the uniform, the vest will be fully-buttoned at all times.
- **Ties:** Officers will only wear ties that are provided or authorized at the account. Ties will be worn under the shirt collar in a tight knot at all times (if clip-on tie, tie should be clipped on the shirt properly). The tip of the tie should extend to the top of the belt buckle and should not extend more than one-half inch below the bottom of the belt buckle.
- **Shoes:** Associate will wear clean black shoes with black soles. At some accounts, you will be expected to have a shine on your shoes; at others, black athletic shoes or boots may be authorized.
- **Socks:** Socks shall be worn with shoes. The color of the socks will match the color of the trousers. NO white socks unless of a special circumstance that is approved by your account manager.
- **Hats:** Hats are not permitted unless they are part of the uniform. Exceptions may only be granted by the account manager and these may vary based on climate and other account-specific factors. If a military campaign hat is used, the brim shall be worn facing forward and parallel or slightly below parallel to the ground.

- All leather and brass will be shined and in good condition
- Employees are expected to practice good oral hygiene.
- Perfume or cologne can be used only in moderation.
- No Mohawks, corn rows or other extreme or unusual hair styles unless specifically approved by management.
- No visible piercings (except for stud earrings for female officers).
- No visible necklaces or bracelets. If worn, must be inside shirt and not visible.
- Only one ring per hand will be allowed and rings must be tasteful and conservative.
- Other than as necessary for corrective braces, fillings and crowns, associates will not have any metal-capped teeth; no metal capped-teeth will be allowed on front teeth
- No visible tattoos.

### Female Grooming Standards

- **Hair:** Hair will be clean, neat and conservative. Hair will be no longer than shoulder length unless hair is pinned up or pinned back. Unprofessional colors are not allowed Associate will not wear any extreme hair ornaments, colors or styles.



## SECTION THREE: PERFORMANCE EXPECTATIONS & PERSONNEL POLICIES

- **Make-up:** Conservative.
- **Earrings:** Maximum one earring per ear. Earrings may be worn only on the earlobe. Only stud earrings are permitted (no hoop or dangling styles are allowed).
- **Fingernails:** Shall not extend more than one-half inch beyond fingertip and color shall be professional and conservative.
- **Hosiery:** : If hosiery is worn, it must be black plain sheer hosiery.

### Male Grooming Standards

- **Hair:** Hair will be clean, neat and conservative. Hair will be no longer than collar length in the back and no more than half of an ear length on each side. Unprofessional colors are not allowed. No hair ornaments will be worn.
- **Facial Hair:** All officers will be clean shaven with the exception of a conservative mustache, or if health reasons require, a beard or other facial hair. Sideburns will extend no further than the bottom of the ear. Mustache, if worn, will be of a natural color and trimmed so that the corners extend no longer than the corner of the mouth (no goatee).
- **Earrings:** Never permitted.

### ATTITUDE AND Demeanor: “DELIVERING LEGENDARY SERVICE”

SecurAmerica was founded on the promise of delivering “*legendary service*” to our customers that no one else in the security industry can deliver. Legendary service is all about meeting and exceeding the needs and requirements of our customers while providing a service experience that is memorable, even legendary. Legendary service is based on a positive and professional attitude and a service-oriented and friendly demeanor.

How can you help deliver legendary service to the many customers you serve on a daily basis? Here are some guidelines:

- *Remember, each service interaction is a “moment of truth”; it can go great or it can go the other way – it’s totally up to you! Make that moment special for the customer and YOU!*
- *Try to think of how YOU would want to be treated under the same circumstance.*
- *As the saying goes, “service begins with a smile”; first impressions are lasting ones so make sure you look the part – perfect uniform, pleasant appearance and a smile – that’s a great way to begin every service interaction.*



- *Always address client employees, tenants, visitors and contractors by their name or “sir” or “maam”; avoid calling client employees, tenants or visitors by their first name unless they indicate that is their preference.*
- *Answer the telephone at your post within two rings and always ask permission to place someone on hold.*
- *Introduce yourself to your customer either in person or on the telephone, “I am Officer \_\_\_\_\_; how may I help you today?”*
- *Always start out with saying, “Good Morning, Good Afternoon or Good Evening.”*
- *Smile and warmly greet employees and tenants when they enter and leave the building; use SecurAmerica’s “magical phrase of the day” if it is used at your account (see next section.)*
- *Out of professional respect, always stand up when greeting and/or addressing a customer.*
- *Help customer employees and tenants coming in or going out with any packages or parcels.*
- *Remember, we are service ambassadors to our client and their internal and external customers.*
- *Recognize key building management, senior executives and other important customers so you can call them by name.*
- *When you are finished with dealing with a customer, thank them and ask if there are any other needs with which you can help them.*

Although we are a service-oriented company and we want you to be professional and friendly to your customers, remember that you are a security officer. Never put yourself in a position where you are compromising site security. Follow your site’s security procedures to the letter and enforce these procedures equally to everyone. Fraternization and socializing with your account’s employees, tenants and contractors is NEVER allowed and could damage the integrity of your position and building security. So just remember, deliver great service but maintain a respectful distance between you and your customers.

### GENERAL PERFORMANCE GUIDELINES

#### Client/Work Location-Specified

In addition to adhering to SecurAmerica’s performance guidelines, you will be expected to fully comply with the account-specific standards, policies and procedures established by the client and SecurAmerica at the work location you will be assigned. These may include requirements governing uniforms, post orders, security policy, safety procedures and other areas.



## SECTION THREE: PERFORMANCE EXPECTATIONS & PERSONNEL POLICIES

Client and work location-specific standards will differ from site-to-site so it's important if you work multiple sites to know the performance "hot buttons" or priority focus areas that have been identified.

### **Communications Policy**

#### ***Chain of Command***

Use the chain of command established for your site and region to resolve any issue, problem or situation. Notify your immediate supervisor FIRST. In the event you feel that you are not being treated well or the issue has not been resolved to your satisfaction, you are encouraged to move the issue up the "chain of command" or up through progressive levels of the organization until the issue is resolved. Your supervisor will outline the chain of command for your location and office.

#### ***Confidentiality***

As a security professional, you will be expected to maintain strict confidentiality of all activities at the client's work site. No SecurAmerica associate will disseminate or disclose any information or materials associated with the confidential business of SecurAmerica and our customers (including their customers) to include, but not be limited to, business decisions and activity, financial information, customer lists, trade secrets, training and operational documentation, building protection systems and procedures, company/client records and all data and information that has been marked and/or is considered proprietary, confidential or sensitive.

#### ***Client/3rd Party Communications***

Under no circumstances will a SecurAmerica associate disclose confidential information to a third party. When in doubt about what information should be released to a client or other party, consult your supervisor BEFORE releasing any information.

Examples of information that associates are prohibited from discussing with a client, resident, tenant, customer employee or non-SecurAmerica manager:

- ***Confidential company information, include decisions made by account, regional and corporate management***
- ***Issues over pay, work environment, treatment, supervisor, disciplinary action, Company management, perceived moral issues and the like.***
- ***Rumors, gossip***





- *Client sensitive-information that is only known by security (such as upcoming terminations, management decisions, downsizing, investigations, incidents, crimes)*

### **Media**

Under no circumstances will a SecurAmerica associate talk with a representative of the media on behalf of the Company (which includes reporters from radio, television, magazines, newspapers, websites and other media outlets) unless specifically authorized by a SecurAmerica to do so. Any and all media inquiries regarding SecurAmerica or our client should be referred to SecurAmerica's regional office and/or corporate headquarters in Atlanta.

### **Telephone**

SecurAmerica prides itself on delivering "legendary service" which includes the manner in which we answer the telephone. Here are some basic guidelines that will ensure your customer's telephone experience with you is legendary:

- *Answer all calls within two to three rings*
- *When picking up a call, use a clear, professional sounding voice –SMILE!*
- *Make sure you use the greeting established at your account, post and work location (remember to say, "Good morning/afternoon/evening"*
- *Don't speed through your message – speak slowly and clearly*
- *State your name and ask for the caller's*
- *Ask how you may help the caller – take notes and ask questions to clarify their needs*
- *If you have to put someone on hold...ASK THEM FOR PERMISSION; never say, "Please Hold!"*
- *If you are to take any action or you need to refer the caller to someone else, tell them what they need to do or what you will be doing and the reason why*
- *End all calls professionally; use the person's name and thank them for calling*
- *If you are taking a message for someone, make sure you write down the caller's name, telephone number and their request; give the message promptly to the recipient*

For security officers and supervisors at accounts, the telephone at your work site is for business use only. Personal telephone calls (incoming and outgoing) are strictly prohibited.



## SECTION THREE: PERFORMANCE EXPECTATIONS & PERSONNEL POLICIES

### ***Written Communications***

Security incident, irregularity and daily activity reports, as well as other SecurAmerica and client-required reports and logs form an essential foundation of the security program at your account.

Written reports are permanent records of events, circumstances, actions and conditions that a security officer has witnessed, has been brought to his/her attention, overheard or in which the officer was involved. They provide facts, data, dates and serve as the basis for further reports and investigation. They also can be used in court to document the activities and actions of a security officer and have a direct impact on the officer, SecurAmerica and our client.

Make sure all reports are completed in a timely manner and are neat, comprehensive, accurate, concise, courteous and conform to the requirements and guidelines established at your work site.

### ***“Magical Phrase of the Day”***

To enhance the service experience of our customers, SecurAmerica has established a phrase of the day that you should use when greeting a customer or having a conversation with them. We call this the “magical phrase of the day” because it is used to help make the service interaction with a customer very special and helps show our commitment to deliver legendary service. So, here are the phrases for each day of the week. Use these as you deal with the many customers you will have throughout each day:

- ***Monday: Marvelous Monday***
- ***Tuesday: Terrific Tuesday***
- ***Wednesday: Wonderful Wednesday***
- ***Thursday: Tremendous Thursday***
- ***Friday: Fantastic Friday***
- ***Saturday: Spetacular Saturday***
- ***Sunday: Super Sunday***

A typical use of the phrase would be to wish someone a “marvelous Monday” or say something like, “I hope you are having a terrific Tuesday!” The Argenbright companies have been using these phrases for decades and have built a reputation where customers actually look forward to hearing these and start using the phrases themselves!

Some clients prefer that officers not use the magical phrase of the day, so make sure you check with your supervisor about its usage.



## SECTION THREE: PERFORMANCE EXPECTATIONS & PERSONNEL POLICIES

### Electronic Communications

#### *Computer Usage*

Computers will only be used in the workplace where authorized by the client. Under no circumstances will a SecurAmerica associate use a computer (laptop, desktop i-Pad, or personal computing device) that belongs to a client or third party without the express authorization of the associate's site manager and client representative. Any authorized computer usage will be work-related only.

#### *Internet Policy*

Access to the internet is granted in only those cases where such access has been approved by the client or the associate's site manager and such access is needed to fulfill the associate's post or work duties. When using the internet the following policy guidelines will be followed:

- *Internet users will not access, display or distribute sexually explicit or other obscene or harassing material.*
- *Internet users will not deliberately perform any act that will impair the operation of the computer or the supporting computer network.*
- *Internet users will not access the internet for personal reasons, including the checking of personal email, unless authorized by the client and the associate's manager. Personal internet use must adhere to the above requirements.*

SecurAmerica and our customers reserve the right to monitor and access all internet usage and may from time to time monitor an associate's activities on the internet. Associates have no right to privacy while accessing and using the internet.

#### *Copyright Rules*

The Company's standards of conduct and the law prohibit the unauthorized duplication of copyrighted computer software. We will neither engage in nor tolerate the making or using of unauthorized software copies under any circumstances. We will provide legally acquired software to meet all legitimate business needs in a timely fashion and in sufficient quantities for all our computers. We will comply with all license or purchase terms regulating the use of any software we acquire or use. We will enforce strong internal controls to prevent the making or using of unauthorized software copies, including effective measures to verify compliance with these standards.



## SECTION THREE: PERFORMANCE EXPECTATIONS & PERSONNEL POLICIES

### ***Email Policy***

SecurAmerica associates will use the e-mail system at SecurAmerica and at a client's location for business purposes only and will be required to adhere to the following requirements:

- *E-mail messages are considered the property of SecurAmerica and its clients. Any associate who views or copies the e-mail messages of another associate without prior authorization shall be terminated.*
- *E-mail messages may not be offensive, discriminatory, or intended to frighten, intimidate, abuse, or harass another person.*
- *E-mail messages that contain offensive graphics, offensive or discriminatory jokes, or crude or foul language violate the e-mail policy.*
- *SecurAmerica and our clients reserve the right to monitor and access all e-mail. Unless otherwise provided by law, Associates have no right to privacy in any e-mail messages.*
- *Deletion of an e-mail message does not protect privacy.*
- *Knowledge of an e-mail policy violation must be reported to the company.*

### ***Voice Mail Policy***

SecurAmerica associates will be expected to use the company and client voice mail systems primarily for business purposes. SecurAmerica and our clients reserve the right to monitor and access all voice mail messages. Associates have no right to privacy associated with any voice mail message.

### ***Use of Personal Electronic Equipment***

Unless authorized by SecurAmerica management, associates will not be authorized to carry or use personal cellular telephones, Blackberry's, PDAs, i-Phones, i-Pads, smart phones, MP3 players, Blue Tooth ear devices, or other portable electronic equipment while on duty. This includes talking on the phone and texting. In many of SecurAmerica's accounts, the use of these devices on client property (whether on duty, off-duty or on a break) is strictly prohibited. So make sure you check with your supervisor on your site's requirements.

Associates should provide family members and significant others with the site telephone number so that these individuals can get in touch with the associate if an emergency situation arises.



## SECTION THREE: PERFORMANCE EXPECTATIONS & PERSONNEL POLICIES

### **Associate Relationships**

SecurAmerica has no desire to intrude into the personal lives of our associates. Associates should be aware, however, of SecurAmerica's commitment to provide a work environment that is free from sexual harassment due to unwanted sexual advances or a sexually hostile work environment. Associates should also remember that consensual relationships frequently change and could lead to allegations of unwelcome sexual harassment that may require an investigation and possible disciplinary action associated with one or both parties.

SecurAmerica prohibits associates from dating direct subordinates and from entering into any other off-duty consensual relationships with another SecurAmerica associate that creates an actual and direct conflict of interest. SecurAmerica also prohibits employing a family member to directly supervise or oversee another family member. Any exception to this policy will need the approval of the corporate Human Resources Department.

SecurAmerica also prohibits employees from dating the employees, tenants and/or residents of its customers and any other third party who is connected on a regular basis with the account site (such as contractors, delivery persons, vendors, etc.) unless it is first approved by the SecurAmerica regional vice president.

Any associate who is uncertain about or has a question regarding the dating of or off-duty social relationships or activities with another associate, client or third party should consult their site manager, a representative of the Human Resources Department or their divisional vice president.

### **Equipment Usage**

#### ***General Guidelines***

All associates will be expected to treat all client and company-issued equipment with utmost care and concern. Your work site will have in place procedures to sign-in and sign-out the equipment you need to do your job. Make sure all equipment, including keys, radios, cell phones, patrol tour wands and other items are checked for damage and malfunction before signing the item out. Report all damaged or missing items immediately to your supervisor and complete a report on what you have observed. If you happen to accidentally take a set of keys home with you, immediately call the site to inform them that you are in possession of the keys so arrangements can be made to get them back to the site.



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Damaged or missing equipment that is found to be caused by an associate's negligence will lead to disciplinary action and may require restitution and/or reimbursement by the associate.

Unless authorized by your manager and the client, the personal use of any client or SecurAmerica equipment or facilities is strictly prohibited. This includes, but is not limited to:

- *Telephones*
- *Copy machines and faxes*
- *Office supplies*
- *Food items not belonging to the officer or employee*
- *Computer/electronic equipment*
- *Televisions and radios*
- *Conference and office areas*
- *Residential units*
- *Amenity areas including pools, fitness centers and other recreational areas*
- *Vehicles*

### Client Cell Phones and PDAs

Cell phones and PDAs, such as Blackberry's, smart phones and other electronic devices, that are provided by the client or SecurAmerica for use by SecurAmerica personnel must only be used for work-related and other authorized purposes only. Using client or company-provided cell phones for personal calling or texting is strictly prohibited and may lead to severe disciplinary action up to and including termination. In addition, any associate who uses these devices for personal reasons and creates a cell phone expense (calling and texting) will be required to fully reimburse the client or SecurAmerica for this expense through direct payment or authorized payroll deductions.



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### Ethics

Ethics are the moral codes people use to live their lives. Ethics simply mean doing the right thing because it's the right thing to do – and doing the right thing even when no one is around to watch you! This means being honest, having integrity and reporting dishonest or unethical behavior when you see it.

SecurAmerica has adopted the following guidelines to help you recognize the types of behavior that violate our Ethics Policy and create a conflict of interest.

#### **"Do Not"**

*Do NOT do the following:*

- *Be dishonest, treat others poorly, engage in actions that are illegal, immoral or violate Company or client policy*
- *Share SecurAmerica and client confidential information with anyone who is not authorized to have it, to include sharing this information with tenants, associates, competitors and other parties*
- *Place false information in any SecurAmerica file or record or otherwise falsify reports in any way*
- *Remove SecurAmerica files, information, supplies, or equipment from the office without permission from your supervisor*
- *Use SecurAmerica property, ideas, or information for personal profit*
- *Accept tips or gifts unless authorized by your supervisor*

#### **"Do"**

*Always DO the following:*

- *Do what's right because it's the right thing to do*
- *Do what's legal – never break the law, take bribes, falsify reports, steal, etc.*
- *Do what's policy - follow our Company's and our client's policies and procedures to the letter*
- *Treat others like you want to be treated*
- *Always be honest with your supervisor, the client and others*
- *Report any unethical behavior including, theft, drug/alcohol abuse, fabrication of time sheets, etc.*



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Report any violations of the Ethics Policy through the SecurAmerica Compliance Hotline, **1-888-846-2041**

### ***Gambling***

Gambling of any kind is strictly prohibited on client or SecurAmerica property.

### ***Gifts and Gratuities***

SecurAmerica associates should never personally profit from our relationship with our clients. Solicitation or acceptance of any tip, gift, compensation, discount or other gratuity from a customer representative (including the client's customers) or third party (such as a vendor) is strictly prohibited. Exceptions to this rule must be approved by your site manager and the client.

### ***Horseplay***

Associates who engage in horseplay and other activities that are outside the scope of their employment and job duties will be subject to disciplinary action. These activities question the maturity of the offending associate and can cause injury to the associate and others along with liability for the client and SecurAmerica. In addition, by engaging in such activity, the associate is not paying attention to the official duties that the client and SecurAmerica expect the associate to be performing.

### ***Housekeeping***

Your appearance and that of your post and work site reflects on you, your professionalism, our company and the client. Your work area is a direct extension on you so make sure your work area is neat, clean and organized at all times. Report all janitorial and maintenance concerns to your supervisor so that these can be corrected. Show your pride in yourself and in your job by keeping your work area as great looking as your uniform and appearance.

### ***Insubordination***

Insubordination is disrespectful behavior (including rude and offensive actions and language, blatant disregard to a supervisor's request or actions that undermine a supervisor's authority) shown against an associate's supervisor and will not be tolerated. In the event of a disagreement with a supervisor, an associate is expected to interact in a civil and respectful manner and use SecurAmerica's open door policy to address any issue or decision that the associate feels is unwarranted or unfair.





### ***Off-Duty Work at Client Facility***

SecurAmerica associates are strictly prohibited from engaging in any work activity (on duty or off-duty) at a client site or outside of a client site for a client, its employees, visitors or any other individual associated with the account other than providing contract security services under the SecurAmerica services agreement, when such activity is actually in direct conflict with SecurAmerica's interests. Accordingly, any such activities must have advanced approval of management.

Prohibited work activity (on and off-property; on and off-duty) includes but is not limited to:

- *House-sitting, pet-sitting, baby-sitting*
- *Mail pick-up*
- *Transportation*
- *Body guard or other security services*
- *Home, vehicle, office and equipment cleaning, repair and maintenance*
- *Landscaping, including watering plants and yard work*
- *Moving*
- *Consulting*
- *Other services*

These activities often create an actual and direct conflict of interest and create a material and substantial disruption to SecurAmerica's security program. Failure to obtain advance approval will result in disciplinary action against the offending associate up to and including termination.

### ***Outside Employment***

Associates may hold other jobs in addition to their job at SecurAmerica as long as the associate meets the performance expectations of the company, account, post and work schedule. If you do work another job, we expect that your first priority is your work at SecurAmerica and you will be held to the same attendance, punctuality and scheduling standards as any other associate.

Outside employment which, in the view of SecurAmerica and/or our client, constitutes an actual and direct conflict of interest is prohibited along with any employment with the client in another capacity.



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### ***Photography***

SecurAmerica associates are prohibited from taking photographs at any time while on SecurAmerica or client property without the expressed authorization from SecurAmerica and client management. This includes the use of cameras, cell phones, video cameras and other devices.

### **Post Assignment**

#### ***Duties and Knowledge***

If you are joining us as a security officer, you have been selected to work at one of our client locations where you will be assigned to work a specific job or post. Post duties vary by position, account, shift and customer requirements. Typical posts include building entrance or access control; lobby concierge/ambassador; interior and exterior patrol; loading dock, fixed post, security command center and a variety of other specialized assignments based on the type of client to which we are providing security services.

It is critical that you fully understand your post, which includes knowledge of post duties; hours of operation; equipment, forms and logs; your authority at the site; security procedures, policies and threats; safety and injury prevention; emergency response and the unique needs and challenges associated with your post's customers.

#### ***Post Relief***

All officers will be expected to remain at their post until properly relieved by the next shift's officer or a supervisor. Leaving your post without the authorization and permission of your supervisor or site manager is strictly prohibited and could lead to your immediate termination. Leaving a post places a huge liability on SecurAmerica and the client by exposing the client's building or site to crime and other threats.

Depending on the status of your post relief, you may be required to stay at your post (past the time of when your shift normally ends) for up to four hours or longer until you are properly relieved. Although this would be a rare circumstance, it could happen and we just want to let you know up front that you could be faced with this type of situation. Of course, you will be fully compensated for this time.

There also may be times where you are assigned to a post and shift that begins with you; in other words, you are the first officer of the day for that post and there is no other officer to relieve. In these cases (called "cold starts"), it is equally important for you to arrive on time so that the post can be filled according to the staffing schedule.



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If you are late and don't show up when your shift begins, the site's security will be compromised and you will be held accountable.

If you need to leave early or will be late to work, let your supervisor know at least four hours in advance or as quickly as you can so a replacement officer can be scheduled.

### ***Reading Materials***

Our clients expect and deserve alert and attentive officers at all times. The reading of personal materials, such as books, newspapers and other items, at your post assignment is strictly prohibited unless approved by your manager and client representative. This activity includes doing school or other work while assigned to a post.

### ***Search and Inspection***

To safeguard the property and personal safety of SecurAmerica and its associates, clients, visitors and other persons, SecurAmerica reserves the right to search all associates. This includes the right to search all packages, brief cases, backpacks, purses, or any other items carried to and from the worksite by a SecurAmerica associate. SecurAmerica also reserves the right to search the office, desk, work space, files, locker and any other property of a SecurAmerica associate at the associate's worksite.

SecurAmerica may conduct inspections at any time, with or without notice and with or without cause or reason. Any associate who refuses to cooperate in an inspection or search, as well as, associates who are believed, after inspection, to possess stolen property, illegal drugs, or other unlawful contraband, or to have otherwise engaged in unlawful activity shall be subject to disciplinary action, up to and including termination.

### ***Sleeping While on Duty***

Sleeping while on duty or at the worksite (even if on break) or maintaining a posture indicative of sleeping is strictly prohibited and will result in immediate termination.

### ***Smoking***

Smoking and the use of chewable or smokeless tobacco is prohibited while a security officer is on duty. Consult with your supervisor to determine when and where you can smoke at your site. Remember, at some sites, smoking is STRICTLY prohibited and, in these situations, you will not be able to smoke anywhere on the client's property.



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### ***Socializing at the worksite***

Under no circumstances will associates remain at the work site or come back outside of their normally scheduled shift for the purposes of “hanging around” to socialize with fellow associates or the employees, tenants and contractors of the customer to whom they are assigned. Associates are only to remain on-site in connection with approved work-related responsibilities.

### ***Solicitation/Distribution***

Associates are prohibited from selling or soliciting to sell any goods, services, literature and materials to other associates, third parties and client representatives while at a client or other work site or office unless otherwise approved by the account manager or operations director.

In addition, all associates are expected to comply with our clients’ solicitation and distribution policies at all times.

## **SUBSTANCE ABUSE**

SecurAmerica is committed to providing its associates, clients, and the general public a healthy and safe environment in which to work and live. As part of SecurAmerica’s efforts to maintain a drug-free and alcohol-free work environment, and as permitted by law.

Under this policy, SecurAmerica associates must abide by the following rules:

- ***Associates shall not report to work under the influence of any substance, including, but not limited to, illicit drugs, alcohol or prescription drugs that prevent the associate from carrying out his/her duties in a clear and responsive manner.***
- ***Associates shall not possess, sell, trade, or use any illicit drugs while on the job or while wearing a SecurAmerica uniform.***
- ***Associates shall not possess or use alcohol while on the job or while wearing a SecurAmerica uniform.***
- ***Associates shall not use prescription drugs while on duty unless the drugs were obtained with a valid prescription from a health care provider and were used only in accordance with the health care provider’s instructions.***
- ***Associates may take over-the-counter drugs on duty only in accordance to the manufacturer’s directions and shall not misuse these medications.***



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SecurAmerica will cooperate in criminally prosecuting associates who are involved in the sale and/or distribution of drugs on SecurAmerica and/or client property. Any associate, who receives a negative drug or alcohol test result, violates the policy rules outlined above or refuses to be tested may be terminated.

### DRUG AND ALCOHOL TESTING

#### *Pre-Employment Testing*

Job applicants who receive an offer of employment may be asked to submit to and pass a screening test that is designed to detect the presence of drugs. All offers of employment to such individuals will be conditioned upon the successful completion of the testing procedures.

#### *Reasonable Suspicious Testing*

When the Company has a reasonable suspicion that an associate is, or may be, impaired or affected on the job by alcohol or illegal drugs, or when the Company has a reasonable suspicion that alcohol or illegal drugs are, or may be, present in the associate's bodily system in violation of this policy, that associate will be required to submit to drug and/or alcohol screening tests, as appropriate.

Reasonable suspicion may result from: (a) observable behavior such as illegal drug or alcohol use or possession in violation of this policy; (b) physical signs of being under the influence of illegal drugs or alcohol; (c) criminal conviction for illegal drug use, possession or trafficking; (d) information provided by reliable or credible sources or independently corroborated; (e) newly discovered evidence that an associate has tampered with a previous drug test; and/or (f) a work-related accident, unless the associate can be completely excluded as a cause of the accident.

In the event of testing, the associate's consent to test and the release of results to the Company will be required. Tampering with screening tests or refusal to consent to such a test and/or refusal to the release of the test results to the Company is a violation of policy and will result in disciplinary action, up to and including termination of employment. Furthermore, any associate who fails such a test will be subject to disciplinary action up to an including immediate discharge.

#### **Surveillance of Activities**

At many client locations, SecurAmerica associates may be monitored by video and audio surveillance equipment that has been installed by the client. Monitoring



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may be constant or periodic and the officer may not realize that he or she is being monitored. There is no expectation of privacy at a client account due to the prerogatives of the property owner and manager to 1) ensure the facility is protected to the most effective manner possible and 2) that the performance and activities of the SecurAmerica security team are audited.

### Vehicle Usage

At some accounts, SecurAmerica associates are required to drive either SecurAmerica or client vehicles. Associates identified as approved drivers will be required to attend a SecurAmerica defensive driving program that includes a formal instruction module, vehicle familiarization and road test. All drivers must possess a valid driver's license from the state where the account is located and where the driving is required.

Drivers will be expected to follow all local traffic laws and client-specified requirements and take care and caution in the performance of their driving duties. At the beginning and end of each shift, the vehicle will be inspected for any damage or malfunctioning equipment. Any damage or malfunctioning equipment must be immediately reported to your supervisor or other SecurAmerica operations manager. Associates not making such a report may be held liable for the damages.

Seat belts will be worn at all times and the use of cell phones, texting devices or other portable electronic devices while driving will be prohibited. Eating, drinking and smoking in a vehicle is also prohibited. Vehicles are to be used for SecurAmerica and client business ONLY! The personal use of company or client vehicles is strictly prohibited.

SecurAmerica associates who are designated drivers are required to notify SecurAmerica, in writing, if their license is suspended, expired or revoked. In addition, if you are involved in a motor vehicle accident while on duty, you must IMMEDIATELY notify SecurAmerica management and you may be subject to a drug test.

### Visitors

Personal visitors, such as friends, family members and other parties, are not allowed at an officer's post or to visit an officer while the officer is on duty and on client property.

### Weapons

SecurAmerica prohibits associates from possessing weapons or firearms of any kind while on the job or while wearing a SecurAmerica uniform (unless these weapons are



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authorized and associated with the officer's official duties at the client location). For the purpose of this policy, a weapon shall include any firearm, knife, article, mace/pepper spray, chemical or other device intended or designed to cause personal injury or death.

An associate who violates this policy will be subject to discipline and likely termination. SecurAmerica will cooperate in requests for criminal prosecution of associates whenever a violation of this policy is associated with a criminal offense.

### **DISCIPLINARY ACTION**

As a SecurAmerica associate, you will be expected to adhere to SecurAmerica's work rules and standards of conduct along with those that have been established at your work site.

While SecurAmerica endeavors to identify performance issues and help associates improve their performance and behavior, your failure to follow the company's policies, procedures, and standards of conduct (along with those associated with the client location where you are assigned) may result in the following disciplinary actions with or without notice:

#### **Informal Counseling**

This action is usually a very brief and informal discussion with an associate about something minor that the associate did that, in the eyes of the supervisor, needs to be corrected or is something of which the associate should be made aware. No formal record is usually made of this interaction.

#### **Verbal Warning**

This action is taken when unintentional carelessness results in a problem or when a minor infraction of company and/or account rules and procedures occurs. A record of the verbal counseling is documented and placed in the associate's personnel file.

#### **Written Warning**

This action is taken when a second reprimand is necessary for the same class of offence which originally carried a verbal reprimand. Written reprimands are also given for more serious performance infractions and will result in a formal written warning being placed in the associate's personnel file.



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### Probation

An officer may be put on probation, which is a fixed period of time where the associate must show a measurable and positive change in a performance pattern or be subject to more serious disciplinary action up to and including termination. Probation may be given in conjunction with a written warning.

### Suspension

An officer may be suspended with or without pay for a serious performance-related action or be suspended in order to better and more fully investigate an allegation of serious misconduct.

### Termination

Termination may occur for repeated violations of company policy or due to a continuing pattern of disciplinary actions. Termination may also occur when there has been a serious performance infraction. Some other offenses that may result in immediate termination include, but are not limited to, the following:

- *Three or more excused or unexcused absences or coming in late or leaving early (with the exception of any leave or time off associated with valid and legally accepted and approved leaves of absence such as military, jury duty, and personal leave) within a 12-month period (unless extenuating circumstances exist)*
- *Theft*
- *Dishonesty*
- *Fraud, including the taking of bribes*
- *Offensive and profane language, behavior and actions*
- *Insubordination to a supervisor or customer representative*
- *Unprofessional conduct or behavior*
- *Reckless conduct that threatens the safety of SecurAmerica associates and other parties and property*
- *Gambling*
- *Use, possession or sale of drugs or alcohol while on duty or reporting to work under the influence of these substances*
- *Positive results associated with a drug/alcohol test*





- *Refusing to submit to a drug/alcohol test*
- *Refusing to cooperate in an investigation, including refusal to submit to searches and inspections*
- *Refusal to accept or follow a directive by a supervisor or work assignment*
- *Sleeping while on duty, or the appearance of sleeping while on duty.*
- *Any act of physical violence other than a self-defense situation*
- *No call/no show for a scheduled shift without proper excuse*
- *Walking off a post without proper relief*
- *Falsification of reports, forms, information and/or employment application information*
- *Gross negligence*
- *Destruction of property*
- *Unauthorized possession of a weapon on client or SecurAmerica property*
- *Criminal act or conviction*
- *Harassment or discrimination of another person, regardless of circumstances or type*
- *Violent, threatening behavior*
- *Unprofessional conduct or behavior Release of SecurAmerica or client proprietary information*
- *Knowingly compromising the physical security of a client's site*
- *Unauthorized disclosure of confidential SecurAmerica information to a client or a customer of a client (associate, tenant, resident, visitor, contractor)*

The above disciplinary actions/steps are generally administered progressively. However, the Company may add, skip or delete steps depending upon the facts and circumstances. In some situations, the Company will proceed directly to discharge if, in the Company's discretion, immediate discharge is appropriate or necessary under the facts and circumstances of the situation. Additionally, this policy in no way alters associates' at-will status with SecurAmerica.



### UNPAID TIME OFF

#### Family and Medical Leave

Eligible employees may request a family and medical leave of absence under state and/or federal law ("FMLA") under the circumstances described below or under the eligibility requirements of that particular jurisdiction.. Eligible employees are those who have been employed by SecurAmerica for at least 12 months (not necessarily consecutive), have worked at least 1,250 hours during the 12 months immediately prior to the family and medical leave of absence, and are employed at a worksite where there are 50 or more employees of SecurAmerica within 75 miles.

You must request a planned family and medical leave at least 30 days before the leave begins. If the need for the leave is not foreseeable, you must request the leave as soon practicable (within one to two business days of learning of the need for leave). You should use the Request for Leave of Absence form, available upon request from Human Resources. Failure to comply with this requirement may result in a delay of the start of the leave.

When leave is requested, SecurAmerica will notify you of the requirement for certification, if any, and when it is due. Failure to provide the requested certification in a timely manner may result in denial of leave until it is provided. Appropriate certification forms can be obtained from Human Resources.

During a family and medical leave, group health benefits will be maintained for the duration of your leave as if you were actively working. However, you must continue to pay your share of applicable premiums (for yourself and any dependents) during the leave.

If you do not return to work on the first workday following the expiration of an approved family and medical leave, and have not requested an extension of leave in advance, with appropriate documentation, you will be deemed to have resigned from your employment. Upon returning from such a leave you will normally be reinstated to your original or an equivalent position and will receive pay and benefits equivalent to those you received prior to the leave, as required by law. In certain circumstances, "key" employees may not be eligible for reinstatement following a family and medical leave. SecurAmerica will provide written notice to any "key" employee who is not eligible for reinstatement.

If you have any questions concerning or would like to submit a request for a family and medical leave of absence, please contact the Human Resources Department.



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The types of FMLA leave available as well as details regarding each are set forth below:

### Traditional FMLA Leave

A family and medical leave may be taken for the following reasons:

1. *The birth of an associate's child or the placement of a child with the associate for foster care or adoption, so long as the leave is completed within 12 months of the birth or placement of the child;*
2. *The care of the associate's spouse, child, or parent with a serious health condition; or*
3. *The serious health condition of the associate.*

A "serious health condition" is one that requires inpatient care in a hospital or other medical care facility or continuing treatment or supervision by a healthcare provider. You may take a leave under paragraph (2) above only if, due to a serious health condition, the employee's spouse, registered domestic partner, child, or parent requires your care or assistance as certified in writing by the family member's healthcare provider. If you are seeking a leave under paragraph (3) above you must provide SecurAmerica with a medical certification from your healthcare provider establishing eligibility for the leave, and must provide SecurAmerica with a release to return to work from the healthcare provider before returning to work.

Family and medical leave may be taken for up to 12 workweeks during the designated 12-month period. The 12-month period will be calculated based on a rolling 12-month period, measured backward from the date the employee uses any family and medical leave. All time off that qualifies as family and medical leave will be counted against your state and federal family and medical leave entitlement to the fullest extent permitted by law.

Family and medical leave is unpaid leave; however, you may use any accrued but unused PTO while on leave.

### Military Caregiver Leave

Employees who are eligible for FMLA may request leave if their spouse, child, parent, or next of kin meets the definition of an injured or recovering "covered service member." "Next of kin" is defined as the closest blood relative of an injured or recovering covered service member.





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“Covered service member” is defined as: (1) any member of the armed forces, including the National Guard or Reserves, 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 or aggravated in the line of duty that may render the individual medically unfit to perform his or her military duties; or (2) who is a veteran who is undergoing medical treatment, recuperation or therapy, for a serious injury or illness incurred or aggravated in the line of duty while on active duty that manifested itself before or after the member became a veteran and who was a member of the Armed Forces, (including a member of the National Guard or Reserves) at any time during the period of five (5) years preceding the date on which the veteran undergoes the medical treatment, recuperation, or therapy. For the purposes of determining the five (5) year period for covered veteran status, the period between October 28, 2009 and March 8, 2013 is excluded.

Military Caregiver Leave is a type of FMLA leave and may be taken for up to 26 work-weeks in a 12-month period. The 12-month period begins on the first day that you take Military Caregiver Leave and ends 12 months after that date. Any other FMLA leave taken during the same 12-month period will be counted against your leave entitlement under this policy. All time off that qualifies as Military Caregiver Leave or Traditional FMLA leave will be counted against your statutory family and medical leave entitlements to the fullest extent permitted by law.

If spouses are both employed by SecurAmerica, the spouses are permitted to take only a combined total of 26 weeks of Military Caregiver Leave, or any combination of such leave Traditional FMLA leave, and qualifying exigency Leave in a 12-month period.

### Qualifying Exigency Leave

This leave is available to a family member of a military member in the National Guard, Reserves, or regular armed forces.

Employees who are eligible for FMLA may request leave to attend to an exigency or emergency situation arising out of the fact that a spouse, son, daughter, or parent is on covered active duty (or has been notified of an impending call or order to covered active duty) in the Armed Forces. The term “covered active duty” means: (1) in the case of a member of the armed forces, duty during the deployment of the member with the armed forces to a foreign country; and (2) in the case of a member of the Reserves, duty during the deployment of the member with the armed forces to a foreign country or National Guard under a call or order to active duty.



Qualifying exigencies include issues arising from a covered military members' short notice deployment (i.e., deployment on seven or fewer days of notice) for a period of seven days from the date of notification; military events and related activities that are related to the covered active duty or call-to-active-duty status of a covered military member; certain childcare and related activities; making financial or legal arrangements; attending counseling; taking up to five days of leave to spend time with a covered military member who is on short-term temporary rest and recuperation leave during deployment; and attending to certain post-deployment activities.

Qualifying Exigency Leave is a type of FMLA leave and may be taken for up to 12 workweeks in the normal 12-month period established by SecurAmerica for Traditional FMLA leave. All time off that qualifies as Qualifying Exigency Leave will be counted against your state and federal family and medical leave entitlement to the fullest extent permitted by law.

### Personal Leave of Absence

Under special circumstances, associates who have been employed for at least six months are eligible to apply for an unpaid personal leave of absence. To apply for a personal leave of absence, you must provide at least 7 days notice and complete a Leave Request Form, submitting the completed form to the Human Resources Department for approval.

***No SecurAmerica associate other than a member of the Human Resources Department may approve a request for personal leave.*** The Leave Request Form must state the reason for and duration of the leave.

Personal leaves of absence are generally limited to 30 days in any 12-month rolling period. If for any reason the duration of your absence will exceed 30 days, you need to notify your account manager, so that approval from your location's regional vice president can be requested.

You must request the leave as soon as the need for leave becomes known. SecurAmerica will approve or deny any personal leave request based on business requirements, hardship to the company, your performance record, the reason for the request, and your length of service with the company. All accrued but unused PTO shall be substituted for any personal leave. This means you must use all accrued but unused PTO concurrently with any personal leave.



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You may be asked to provide periodic updates to the Human Resources Department during any personal leave. If SecurAmerica learns you have taken a personal leave for reasons other than those set forth on the Leave Request Form, you may face disciplinary action, up to and including termination.

While SecurAmerica shall make every effort to reinstate an associate to the same or comparable position upon return from a personal leave, the Company cannot guarantee re-employment to any individual.

### **Military Service**

The company provides unpaid time off to employees (not including independent contractors) who need to satisfy their military obligations as required by state and local law. If you are called to any National Guard, reserve or active duty (including training exercises and other duties) during your employment with SecurAmerica, you must submit a copy of your military orders to your Human resources representative at least 30 days prior to any training or deployment. Associates who will be deployed for more than 30 days have the option of applying for continuation of their benefits while deployed in accordance with applicable law.

Once you return from active duty, you may re-start your benefits without any penalty. Notify your human resources representative when you wish to reinstate your benefits as soon as possible upon your return. Associates on active duty will not accrue paid time off while they remain on active duty, but may request a leave of absence when they return from active duty. If you have any questions, please contact your human resources representative.

### **Jury Duty and Witness Subpoenas**

If you are called for jury duty or have been served with a valid court subpoena, notify your supervisor and the Human Resources Department immediately. You must complete and submit a Leave Request Form and submit the form to the Human Resources Department and provide your supervisor and the Human Resources Department with a copy of the jury duty summons or court subpoena.

To eliminate the financial hardship with jury duty, all hourly SecurAmerica associates will be paid the difference of up to 8 hours of their hourly pay and the jury duty service payment or stipend that the associate received from the court.



Once your jury duty has been completed, present to your human resources/payroll representative the court documentation documenting your service along with the check stub associated with this service.

### **Additional Leave**

Additional types of leave may be provided depending upon state or local law or a collective bargaining agreement, if you work at a union site. Please check with your account manager or your divisions human resource manager for details.

SECTION FOUR: **WORKPLACE HEALTH AND SAFETY**







## SECTION FOUR: **WORKPLACE HEALTH AND SAFETY**

### **COMMITMENT TO A SAFE WORKING ENVIRONMENT**

SecurAmerica is committed to creating, maintaining and preserving a work environment that is safe and secure for our associates. Our goal is to have ZERO injuries in the workplace! We will work with our clients and associates in identifying safety and other hazards that could impact the well-being of our associates and will partner with them in addressing these challenges.

Safety is a mutual responsibility, which means we expect that our associates act in a safe and responsible manner and not engage in any behavior that could lead to injury or other risks. We also expect all SecurAmerica associates to fully comply with all safety regulations established by our company, our clients and all federal, state or local regulations.

### **THINK SAFETY ACTIONS**

Every workplace, job and duty has inherent safety hazards and the potential for injury. It is important that you understand the physical duties of your job, how you can be injured performing these duties and how to avoid becoming injured. Your supervisor will review the safety hazards at your site and how you can avoid injury by following these basic Think Safety actions:

- *Know the unique hazards at your work site – during the day AND at night!*
- *Follow the client-proscribed safety rules for contractors, including security*
- *If you are required to wear certain safety equipment at your work site, WEAR IT – always and without exception*
- *Wear slip-resistant shoes*
- *Never engage in horseplay that could lead to injury*
- *Immediately report any malfunctioning equipment that could cause someone to be injured*
- *Report and, if possible, correct any safety hazard you see (such as puddles, oil slicks, tripping hazards, etc.)*
- *Pay particular attention at night and use your flashlight*
- *Slips, trips and falls are the #1 type of injury in the workplace so watch where you're going – walk and drive defensively!*
- *Hold onto handrails when walking up and down stairs*



## SECTION FOUR: **WORKPLACE HEALTH AND SAFETY**

- ***Walk and drive DEFENSIVELY!***
- ***If you have to lift something, lift with your knees and keep the object you are lifting as close to your body as possible; ask for help when lifting something heavy***
- ***Never use a cell phone when walking or driving***
- ***Use seatbelts at all times when driving***
- ***Never do anything outside your post or job responsibilities (such as changing a tire, helping move furniture, etc.) – if in doubt, ask your supervisor***

### **WORKERS' COMPENSATION**

SecurAmerica pays workers' compensation insurance premiums to our insurance carrier to provide care for associates who suffer from a work-related injury or illness. Any associate who suffers a work-related injury or illness will receive wage continuation and medical benefits as prescribed by local and state workers' compensation laws.

Associates out on worker's compensation are responsible for ensuring that their local human resources department is receiving payment for any health insurance coverage that they have elected (i.e., medical, dental, vision, disability, etc.) so that coverage under these plans can continue while they remain on worker's compensation.

The Company absolutely prohibits retaliation against an associate who submits a claim in good faith.

### **REPORTING AN ILLNESS OR INJURY**

If you become ill or are injured while working, you must report the illness or injury to your supervisor immediately, even if you believe it is minor or insignificant. If you fail to report an illness or injury, you may be subject to discipline, up to and including termination and your lack of reporting may adversely affect your benefits under workers' compensation laws.

To report an occupational illness or injury:

- ***Report the illness or injury to your supervisor immediately. Every illness or injury must be reported on the day it occurred, even if you think it is a minor situation.***
- ***Complete all required workplace illness/injury forms***



## SECTION FOUR: **WORKPLACE HEALTH AND SAFETY**

If a workplace injury requires medical treatment, the injured associate may be required to submit to a drug and alcohol test by giving a blood or urine sample. Associates who refuse to submit to such a test may be subject to discipline, up to and including termination.

### **SEEKING MEDICAL TREATMENT**

In the event you suffer a work-related injury or illness, you must see treatment at one of the physicians or healthcare facilities identified by SecurAmerica's Workers Compensation insurance provider. These healthcare professionals serve as the Company's "posted panel of physicians" and can be found on an information sheet at your site. Please see your account manager for the names of these physicians authorized by state law; you cannot seek treatment at a healthcare provider of your own choosing; you must use a physician from SecurAmerica's panel. Of course, if you suffer a serious injury, you can seek treatment at the nearest hospital or emergency clinic.

### **RETURNING TO WORK**

An associate who is absent due to an occupational illness or injury may not return to work until he or she is physically able to return to full or partial duties without posing a threat to the associate or others. Before returning to work, the associate must present the Human Resources Department with a note signed and dated by the treating physician releasing the associate to work and setting forth any restrictions. In a situation where a light duty assignment is recommended by the physician, SecurAmerica will attempt to place the associate in this type of position IF AVAILABLE.

SECTION FIVE: ASSOCIATE BENEFITS AND RECOGNITION PROGRAMS





## SECTION FIVE: ASSOCIATE BENEFITS AND RECOGNITION PROGRAMS

### UNIFORMS

All associates at SecurAmerica account sites who are required to wear a security uniform will receive a full complement of uniforms based on the type (military, career or casual look), style and quantity specified by your division, the client and your individual post assignment including slacks, shirts, ties, hats, blazers, outerwear, company brass and insignias. Officers must provide their own shoes (unless provided at your account) which must be black in color. At some accounts, you will be expected to have a shine on your shoes; at others, black athletic shoes or boots may be authorized.

Uniforms must be returned to the company by officers who leave the employment of SecurAmerica in the same quantity and condition as they were received and within seven days of their separation from the company.

Consult your supervisor on the quantity and type of uniform issue you will receive.

### HEALTH INSURANCE

#### Insurance

The type of health insurance SecurAmerica associates are eligible to receive and the cost of this insurance vary by account, work location and position. In addition, the waiting period associated with the ability to sign up for health insurance also varies. Consult your supervisor or site manager for the details on the plan associated with your location and position.

### BEREAVEMENT LEAVE

The death of a family member is tragic and upsetting. To help with the financial impact associated with time away from work in dealing with the loss of a loved one, SecurAmerica provides paid bereavement time off at many of our locations after an associate has been with the company for at least 90 days. At these locations, the following paid leave will be granted:

- ***For the death of an immediate family member ONLY (spouse, domestic partner, child, parent, sibling, grandparent, grandchild, mother/father in-law): up to 1 day of paid leave and up to an additional 1 day without pay***



## SECTION FIVE: ASSOCIATE BENEFITS AND RECOGNITION PROGRAMS

Unpaid time off is authorized at all locations and an associate may use any accrued paid time off to cover bereavement days if paid leave is not offered at the site. Consult your supervisor to find out if bereavement leave is authorized at your work site.

### ASSOCIATE REFERRAL PROGRAM

Many new SecurAmerica associates are recruited by our own existing front line associates. To reward and encourage this practice, any hourly associate who refers a job candidate to Human Resources who is ultimately selected by SecurAmerica will receive a \$100 associate referral bonus after the new associate's 90 day anniversary with the company. This program is not available to salaried managers.

### RECOGNITION PROGRAMS

#### Everyone Sells Program

To promote and reward associates who help us gain new business, we established the "Everyone Sells Program." The program awards a bonus to any associate who refers a customer lead to the company, which ultimately results in earning the prospective customer's business. A cash bonus is given in an amount equivalent to \$3.00 for every weekly hour sold payable 30 days after the new contract starts.

#### Legendary Service Award

The Company recognizes our part-time and full-time associates at all organizational levels for demonstrating unparalleled commitment to provide legendary service to the customers they serve. Nominations can be submitted by SecurAmerica associates/managers, client representatives and third parties.

##### *Legendary Service Award Criteria*

- *Demonstrated activity associated with a specific incident that went far above and beyond the call of duty or:*
- *Actions leading or helping to lead to the prevention/mitigation of injury and/or property damage to company or client assets or"*
- *Life-saving actions, including the application of first aid, CPR/AED or other means, including the protection/defending of others from physical threats/dangers or:*
- *Other unselfish, heroic or truly "legendary" actions*



## SECTION FIVE: ASSOCIATE BENEFITS AND RECOGNITION PROGRAMS

### *Legendary Awardees Receive*

- *\$50 gift card and award certificate*
- *Recognition at the site and regional levels*
- *Narrative write up of incident and recognition on SecurAmerica's website*
- *Site award ceremony with SecurAmerica and client representative, if available*
- *Additional points toward 110% Club membership*

### **Service Excellence Award**

The Company also recognizes our part-time and full-time associates at all organizational levels for demonstrating a high level of customer service to the clients they serve. Nominations can be submitted by SecurAmerica associates/managers, client representatives and third parties.

### *Service Excellence Award Criteria*

- *Associate has shown a consistent and measurable level of performance that exceeds post/shift/account/Company/client expectations or:*
- *Exhibited actions associated with delivering a high level of customer service to the client or:*
- *Has received a customer or SecurAmerica commendation*

### *Legendary Awardees Receive*

- *Award certificate*
- *Recognition at the site and regional levels*
- *Site award ceremony with SecurAmerica and client representative, if available*
- *Additional points toward 110% Club membership*

### **110% Club**

SecurAmerica has created an innovative program, the 110% Club, to reward and recognize superior job performance by associates who, by their consistent actions, attitude and professionalism, epitomize our mission to provide legendary service to our customers.



## SECTION FIVE: ASSOCIATE BENEFITS AND RECOGNITION PROGRAMS

All full-time and part-time associates who are assigned to work at a client account site are awarded points each month over a 12-month period by their respective supervisor, based on their performance in the following categories: attendance, punctuality, appearance/image, work quality, use of SecurAmerica's automated e-learning training platform and customer/SecurAmerica commendations. Performance points are awarded monthly based on a specific set of measurable criteria identified for each performance category (see next section).

Associates who earn 110 points over the 12-month period become members of SecurAmerica's prestigious 110% Club and receive a 110% Club pin along with a 110% Club Award Certificate from SecurAmerica's President and Chief Operating Officer, John Adams.

Associates who are among the top 10% point earners within their region, are invited to attend a gala awards banquet in their honor. At this event, these "Star Performers" receive a specially designed "Star Performer" pin, award trophy, certificate and gift card worth \$110. Each awardee is individually recognized at this banquet where a customized PowerPoint presentation spotlighting their commitment to Legendary Service is shown. The Star Performer who has earned the most points within their region will also receive a cash award of \$250 and a special "Legendary Service" award plaque at the awards program.

### **Master Security Professional (MSP) Designation**

SecurAmerica's commitment to associate development is reflected in providing an opportunity for all associates earn the designation "Master Security Professional" by voluntarily enrolling and taking a variety of computer-based programs.

As part of the MSP program, SecurAmerica has created a learning and employee development initiative aimed at making a wide range of computer-based learning programs available to our officers, supervisors and account managers. Those employees, who complete one or more courses, will receive various incentives and rewards, including public recognition, bonus points for 110% Club membership and, ultimately, earn certification as a Master Security Professional or "MSP."

MSP designations result in the designee receiving a personalized recognition letter from John Adams, SecurAmerica's president and chief operating officer, a gold lapel pin, a certificate, recognition at the site and national level and up to 8 points toward 110% Club designation (depending on how many courses are taken).





## SECTION FIVE: ASSOCIATE BENEFITS AND RECOGNITION PROGRAMS

The MSP designation varies by position and occurs when certain training and educational milestones are achieved within an established timeframe. The computer-based programs that MSP candidates will be able to access are fun, interactive and contain the latest industry information on physical security, life safety and risk management concepts!

Contact your human resources manager or regional training instructor for more details on this program.

### Local Events and Programs

As an associate-driven company that strives to make SecurAmerica one of the best places to work, many of our regional divisions and local account sites have put in place a variety of associate recognition programs, including holiday parties, picnics and social events. Consult your supervisor to determine what programs have been put in place at your location



## RECEIPT OF SECURAMERICA TEAM HANDBOOK

I have received my copy of the SecurAmerica Team handbook and have read and understand it. I recognize that all members of management are dedicated to ensuring that the policies are administered fairly and uniformly. However, I also understand that this handbook is not a complete statement of the Company's policies and procedures, but is a summary guide only, and not meant to be a contract of employment between the Company and any of its associates. In fact, I understand that I do not have a contract of employment with the Company and am employed "at-will." This means that just as I may leave the Company at any time for any reason, I may be discharged at any time for any reason.

This policy may not be changed, except in writing by the president. Moreover, changing circumstances may require modifications to this handbook or the benefits, policies and procedures it summarizes, and the Company reserves the right to modify, delete or improve any of the benefits, policies and procedures at any time without notice.

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Associate Name (PRINT)

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Associate Signature

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Date

(To be kept in associate's personnel file.)

Version 4.0 July 2015

**NOTES:**

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