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## I. GENERAL ORDERS

1. Report for duty on time. Make sure there is an orderly changeover from the Security Officer you are relieving. Pass on/receive all pertinent information. Inventory/inspect all equipment used during tour of duty.
2. If you are unable to report for duty, advise the A & R Security Inc., office at 708-449-5461 a minimum of four (4) hours notice shall be given for any absence. Excessive absenteeism or tardiness will not be tolerated.
3. Do not leave your post unattended. Your job is to be on post. Do not leave your post until properly relieved, or if the schedule does not call for a relief guard until the end of your assigned shift. Officers are not allowed to leave the property for breaks.
4. Never accept relief by an Officer who is not in condition to work because of illness, intoxication, influence of drugs, or other serious reasons. Notify the A & R office immediately and stand-by for instructions.
5. Report to work in complete uniform without guns or weapons from previous jobs.
6. Uniforms will be cleaned, pressed and in proper repair. The Officer should be clean-shaven and hair will be neat and trimmed. Only complete uniforms will be worn; no civilian clothes are to be used as replacement uniforms. Only BLACK SHOES are to be worn with your uniform. Uniforms are not to be worn while off duty. (It is permissible to wear them to/from your post).
7. You are required to carry your A&R I.D. card and State of Illinois Registration Card while on duty.
8. Telephones installed at your post are for official business only. Personal calls will not be made nor are they to be accepted. Misuse of telephones will result in payroll deductions for the calls as well as the time spent on the phone, which took time away from regular security duties. Do not use cell phones to place or receive calls while on duty.
9. Personal radios or televisions are prohibited on post.
10. Reading material, other than security related material, will not be read while on duty. Newspapers, magazines, books, etc. are prohibited.
11. No eating or drinking, sit up and look professional, sit facing the monitors.
12. Remember, all of the residents are paying a part of your salary and therefore deserve the ultimate in courtesy and respect.
13. Security personnel are prohibited from supplying personal information about Marina Towers (such as, telephone numbers, addresses, etc., to any person without the approval of the MTCA Property Manager. Security personnel are prohibited from supplying confidential information pertaining to Marina Towers. All personnel seeking such information are to be directed to the MTC A management during regular business hours.
14. Roving Guards are not on duty to keep the desk guards company. Nor are the roving guards allowed to detract the attention of the desk guards except for official business cross communications.
15. All Security Officers must maintain a clean and neat desk at all times. These areas are provided by MTCA for Security Personnel's use, they are in clear vision of all visitors/prospective buyers and should be treated with respect. Every shift must make sure their area is left in order.

16. Each Security Supervisor/Officer is responsible for having read, and fully understood, all areas of this procedure manual. Particular attention should be given situation which might occur to any emergency situation
17. Each Security Supervisor/Officer must be thoroughly acquainted with all duties required, at any given post, prior to assuming duty. Security personnel should also become acquainted with each Department and know the location of fire extinguishers, entrances, exits, telephones, and the most direct route between all areas and departments. Any questions should be addressed to your Shift Supervisor or Facility Supervisor.
18. Call in procedures:
  - A. Security Officers are to Val-Check in by calling (708) 389-1493 upon arrival for duty.
  - B. Regular duty includes weekday, weekend's 24 hours coverage and scheduled moves. Each officer is required to phone A & R dispatch.
  - C. Pager is to be carried by the Security Rover on duty.
  - D. The Pager provided will be used for business purposes within Marina Towers and A & R Security Services only.
  - E. Any officer reported in violation or misuse of this communication system or phone misuse will be disciplined accordingly.
19. KEY CONTROL
  - A. When the Security Officer reports for duty, they will inspect all assigned keys:
  - B. Keys should be kept in the security key lock box.
    - a. To insure accountability, (Remember to note all keys received and log them in the Daily Shift Log).
    - b. To check for bent or broken keys.
    - c. Check radios and extra batteries, (make sure they are properly charged).
  - C. Each shift officer is responsible for delivering the full set of keys in the lock box to the next shift and is accountable for safe key keeping.
  - D. The security keys will never be issued to anyone except security personnel on duty, unless otherwise directed by your supervisor.

I have read and fully understand this entire post order procedure manual. I agree to abide by the rules and regulations set forth in this procedure manual, and understand that any deviation from these rules and regulations may result in disciplinary action and or termination.

Signed by \_\_\_\_\_ on this day of \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## II. STATEMENT OF PURPOSE

As a security professional, my responsibilities to Marina Towers are:

1. To take charge of my post and protect life and property when endangered.
2. To work my post in an alert, courteous and disciplined manner, observing everything that takes place within sight or hearing.
3. To know my Client's Post Orders and to report all security violations and safety and fire hazards.
4. To leave my post only when properly relieved.
5. To receive, obey, and pass on to the Security Officer who relived me all orders from my Supervisor and Client Representatives.
6. To talk to no one except in the line of duty.
7. To give alarm in case of fire, intrusion, or disorder.
8. To call my Supervisor regarding any incident not covered by the A & R Security Services, Inc. General Orders or my Post Orders
9. To be especially watchful at night and challenge and identify all persons on my post.
10. To allow no one to enter the Marina Tower facilities without proper authorization.
11. To be neat, clean, well groomed, properly uniformed and courteous at all times while on duty.

### III. SHIFTS / PROPERTY BOUNDS

#### **TOWER GUARDS:**

24 hour coverage 365 days a year

- 1 Officer per tower from 7:00 am -3:00 pm
- 1 Officer per tower from 3:00 pm -11:00 pm
- 1 Officer per tower from 11:00 pm – 7:00 am

#### **ROVING SUPERVISORS:**

Monday, Tuesday, Wednesday, Thursday 7:00 pm – 3:00 am

Friday, Saturday, Sunday 7:00 pm- 5:00 am

#### **Marina Towers Physical Boundaries**

1. East Side State St.
2. West Side Dearborn St.
3. North Side HOB hotel
4. South Side Chicago River

Officers will maintain themselves within these boundaries/limits, while performing duties at Marina Towers. Any officer reported out of this area will be considered off post and subject to disciplinary action up to Management Discretion.

## **IV. CUSTOMER SERVICE FROM THE TOWER GUARD DESK**

Residents within Marina towers seek effective security measures for a comfortable and secure lifestyle. The resident profile for Marina Towers is a combination of condominium owners and renters, all ages; many or a wide range of income and ethnic groups are represented. Therefore, residents require effective security measures, security policy enforcement and policing; all with satisfactory resident relations.

The officer assigned at each tower will be stationed at the front desk, where officer will be monitoring resident and or vendors entering/leaving the building. These are people's homes. **The residents would like** to be greeted after a hard day's work with a cheerful salutary comment (with a smile) such as: "hello", "good evening", and "nice day!" At the end of the year resident hand out greeting cards. Staffs that remember people's names get a larger volume of cards.

The residents have visitors to their homes. Many residents like to impress their visitors with where they live. Marina Towers is a landmark. All residents are proud of their homes and **would like their visitors to be treated kindly** and efficiently while still asking the visitors to follow procedures which sometimes seem awkward. Awkward procedures are necessary due to the large numbers of apartments and volume of guests. Coming across as a friendly, helpful and efficient officer while still maintaining procedures outlined here is a great challenge. Management will assist you toward facing this challenge in every way possible.

### **A. GUARD DESK FACILITIES**

Each tower's guard station is the central monitoring station, central communications center and "command center" during fires or other emergencies.

From these guard stations each officer communicates with the residents, greets visitors, and supervises deliveries and repair vendor ingress/egress, monitors access to the towers, enables access to the towers and responds to emergency situations.

Each guard station has a basic telephone for receiving incoming calls, a special white telephone which calls to each of the resident homes (over the phone lines but by-passes SBC), a two-way radio base station for communicating with the maintenance staff, an intercom to all areas of ingress/egress and a door sensor system alarm center. Security is responsible for the monitoring of the sensor alarms, cameras and telephones. Access control is provided with a switch and or button located under each desktop, to allow entry to any resident or vendor should the need arise.

### **B. TELEPHONE PROCEDURES**

#### **Operating the System**

1. Incoming – Depress slow blinking red light button to answer incoming calls.
  - Rapid blinking red light indicated call on "hold."
2. Outgoing – Dial "1" then the area code (this is a 312 area code).
  - Dial "9" to access outside calls.
3. Transferring – Press transfer, extension number and transfer again
4. Call by code – Always press the pound sign (#) then enter the four digits of the resident's code.

**NOTE: 911 is accessible at The Tower Guard Stations**

### **C. Telephone Etiquette**

1. Answer the phone: in a professional and friendly manner. Speak slowly and clearly.....“Good Morning/Afternoon/Evening,”
2. Marina Towers Condo Association, officer **(name)** \_\_\_\_\_ speaking, how may I help you?”
3. Take any/all messages as required.

#### **D. Restrictions**

1. Personal use of building phone is absolutely PROHIBITED!
2. A resident may use the phone that calls to the apartments for a 2 minute period only.

All of the facilities are intended to make the officers duties efficient and accurate. Any suggestions for improvements to the guard stations are encouraged.

#### **E. Resident Access Control:**

There are three ways to enter each resident tower, thru the guard station on the mall level, the bridge level which is one flight above the guard station and thru the marina service/delivery entrances at the base of each tower. There is a resident access control panel at the entrance to the retail mall. There is no direct tower-to-tower access not mentioned here.

1. If residents or their repair/remodeling workmen carry their key fobs/cards they have access as the cards have been programmed.
2. If residents do not have a fob the guard assists their entry after properly identifying the resident. ALL residents should be encouraged to carry their key fobs / cards.
3. Residents may, from time to time, provide a picture of a former spouse or significant other who is no longer allowed in to the property. These pictures will be provided to the officers to be “on the lookout” for these people so that they are not accidentally allowed in to the towers.
4. The intercom system at the guard desk allows communication with anyone at all of the access areas and laundry rooms. Use these intercoms to communicate with residents or visitors.
5. New residents may be unaware that the guard station phones work around, not thru the SBC phone system. Hence even without phone service the guard stations can call up to an apartment if at least a cheap wall phone is attached to their apartment wiring system in the kitchen. Guards should remind residents of this convenience feature.

#### **F. Non-Resident Access Control:**

Non-residents include visitors, service vendors, food delivery, regular delivery people and Realtors / Open Houses.

##### **1. Visitors**

- a. Be sure to remain professional and polite at all times. If it's a holiday wish all people a happy holiday. Be cheerful but not crazy.
- b. All visitors must sign in on visitor's log.
- c. Ask the visitor who they are there to see the visitor must know the name of the person they are visiting. Knowing the unit number alone will not be sufficient information. If they don't know the name of the resident you cannot assist them in finding it and the guest must be asked to leave the premises.
- d. Call the resident and get authorization to allow entry of the named visitor

- e. Upon receiving authorization from the Resident, allow entry to the visitor and provide helpful directions as to which elevator bank to use.

**2. Things NOT to do under any circumstances when handling visitors:**

- a. Do not give out any information to visitors unless the resident gives you permission to do so (i.e. resident names, unit numbers, etc.)
- b. Do not allow a visitor upstairs without authorization via telephone from the resident, regardless of who it is (i.e. husband, wife, daughter, son, etc.)
- c. Do not accept any pre-determined guest lists or verbal instructions from residents requesting security to let visitors up without being announced.
- d. NEVER accept instructions to let any/all visitors up to a certain unit number – any unit number.

**3. Deliveries**

- a. Be sure to remain professional and polite at all times.
- b. All vendors must sign in on delivery log
- c. All delivery people must present a valid ID and the officer is to verify that the name on the delivery log is the same on the ID
- d. Contact Resident and give them the name of the delivery person and company, and ask for authorization to allow entry.
- e. Allow delivery person up to unit upon receiving authorization from resident.

***In addition to these basic rules additional rules apply to food....***

**4. Food**

- f. NEVER announce food deliveries. Ask the resident if they have ordered the food and if the resident gives permission to allow the food to be brought up.
- g. WARN the delivery person that leaving advertising leaflets under doors will cause them and their restaurant employer to be banned from entering the towers. The residents would then have to come down to reception to pick up their food order.
- h. Be aware that if all you do is pick up the phone and shout “Your food delivery is here.”, that the resident has been asked to file a formal complaint against you which can ultimately lead toward your termination.
- i. Do not accept any orders from residents stating to allow deliveries upon their arrival. All deliveries must be announced.

**5. Parcel Deliveries**

Any vendor delivering parcels or mail Monday-Friday between the hours of 11am-7pm and on Saturday from 9am- 2pm, are to be directed to the package room located across the East (State St.) Tower lobby. Any packages received from Fed Ex, UPS, etc. after hours are to be sent back and delivered the next day. For any food and flower deliveries you are to contact the resident and gain their approval to allow entry to the vendors.

Security Personnel will not be responsible for receiving small packages or letter deliveries during normal business hours. These deliveries may include companies such as Federal Express and United Parcel Service. Refer delivery people to receiving room.

If there is a Federal Express or United Parcel Service after hours, call tenants unit directly. Do not accept package or sign for it. If the resident does not answer the call, tell delivery person to return the next day, or when tenant is available to pick up the package.

**Things not to do under any circumstances when handling deliveries:**

- a. Do not give any information out to vendors without the resident's permission (i.e. resident names, unit numbers etc.)
- b. No delivery person will be allowed to deliver any deliveries without presenting a valid ID
- c. Do not accept any orders from residents stating to allow deliveries upon their arrival. All deliveries must be announced.

**6. Realtors**

- a. In the event that there is an open house, the Realtor/Broker must accompany the buyer/prospect to the unit listed for sale.
- b. The buyer/prospect must leave a photo copy of their state ID if they are attending an Open House.
- c. The Realtor must inform you that there is an Open House and must inform you as to how to contact them if a prospect arrives.

**7. Contractors**

- a. Contractors working in the towers may receive parking privileges from the management office for the hours 8am to 8pm by paying a daily fee if they are working for the residents or for free if they are working for the association.
- b. The contractors will call the guard desk during non-regular hours for access to the "parking cage". The officers call maintenance and the maintenance staff opens the gate after the contractor has shown proof of payment for the parking.
- c. The guards must call to the resident to allow access to the towers by the contractor workmen.

**8. Process Servers**

- d. In the event officials arrive at either wanting to serve warrants or other legal documents to employees, they are to be referred to the A&R Security Office or MTCA Management Office during normal business hours. If they arrive after business hours, they should be instructed to return the next business day. Absolutely NO Employee Process Serving will be done inside the facility, only in the A&R offices or MTCA Management Office.
- e. Process servers attempting to serve residents come with a court order and cannot be denied entry to the towers

**G. Monitoring**

Access doors have electronic detection devices and all access areas have television monitoring capabilities (as does the laundry room).

**1. Sensor Alarms**

Should any sensor alarm go off, the keypad panel would inform you as to what areas there has been a security breach. You will then follow necessary steps on correcting the problem including calling maintenance to go to that access point and repair the alarm device and calling the rover to search for intruders.

## **2. Laundry Room Activity**

The officer's monitoring duties include keeping an eye on the laundry room to look for any untoward events or vandalism taking place. Vandalism or residents arguing with each other should be addressed by the rover or maintenance staff which if the rover is not on duty.

## **3. Contractors**

- a. Contractor workmen will often try to circumvent the access system by placing slivers of wood in the crack of the hinge side of the door. These doors require constant monitoring during construction hours to make certain that neither construction nor delivery people have tried to circumvent our access control system.
- b. Any contractor working within the building for the association should do so during normal business hours unless otherwise instructed by the engineering department
- c. Contractors working for residents are restricted to the hours of 9am to 5pm.
- d. Residents performing their own home repairs without contractors may do so at any time.

## **4. Soliciting and Peddling within the building is prohibited.**

## **5. Tailgate Events**

Each officer at each guard station is required to monitor the bridge level access door for tailgate events.

- a. If a resident is seen tailgating the incident should be noted in the daily shift report.
- b. If non-residents are seen tailgating they are intruders and a search for the intruder / intruders should ensue. If found an investigation as to who the intruder happens to be and what further action to take determined by the supervisor.

## **6. Advertisements**

Signs, solicitations or notices relating to any business, Professional or other activities may not be placed in the lobbies or hallways or distributed door-to-door. Food vendors should be made aware that they will not be allowed to enter the tower if they violate this rule.

## **7. Parking**

All parking or vehicular traffic is managed by the commercial garage owner and general commercial owner. Neither MTCA nor A&R Security can have assumed any responsibility for automobile parking on the bridge level. Residents should be told to direct their complaints to the garage manager at the top of the escalators.

## **6. Elevator Outages / Entrapments**

An elevator outage means an elevator has stopped operating. When this happens the security officer is required to report the stoppage to the maintenance department immediately.

An elevator entrapment means that a person is trapped inside of an elevator. This is an emergency situation which requires immediate action on behalf of the security officer receiving the call from inside the elevator. These are the things to do in the event of an entrapment **but above all the emphasis is place upon keeping in constant contact with the trapped victim(s). Comfort victims with constant talking.**

- Ask the trapped people if anyone inside the elevator cab has been hurt while at the same time try to view the inside of the elevator on the television monitor.
- If an injury has been reported that sounds like it will take immediate action ask the trapped people to stay on hold while you call 9-1-1 for emergency service.
- If no serious injuries have been reported ask the trapped people to stay on line and to be calm while you report the incident to maintenance, MTCA Management, Engineer, Thyssen, A & R Field Supervisor.
- Insist that the maintenance staff give you an estimated time of arrival of the elevator maintenance staff.
- As more information is learned go back to the people trapped in the elevator and update them on how long it will take for the service to arrive.
- Keep the trapped people on the line speaking calmly and reassuring them all along that help is arriving.
- Express your sympathy and understanding of the situation to the trapped people.
- Ask the trapped people if you can inform anyone that they are going to be delayed that day.
- Ask the trapped people if they have any idea as to what level they are on and keep maintenance aware of that information.
- Ask the trapped people if there are any handicapped people on board who may need more than normal assistance during the escape.
- Report the incident in the Incident Report fashion and remind management to file an entrapment report with the City.

## **7. Assisting Residents**

When it comes time to assist a resident who finds themselves in a jam this can be a golden opportunity to perform a good deed and a great opportunity to show the guard company what a great employee you are to have around. Even the smallest good deeds can make you feel good in your daily life. Helping people is why you are employed to work at Marina Towers.

Some examples of how you can make a difference is here:

### **a. Lockouts**

Lock out services are provided for **MTCA** tenants through the following procedures:

- Security will notify **MANAGEMENT OR MAINTENANCE** immediately and will inform them of resident lockout. Security will, before contacting either one, get as much details as possible, such as resident name, unit numbers, extension and/or telephone numbers. You must also ask for ID to verify that the person lives there.
- Security officer will then complete a detailed incident report that will be given to **MANAGEMENT**.

### **b. Handicap People**

A handicap elevator at the State Street sidewalk level will assist wheelchair bound residents in their efforts to enter the building via the mall entrance. Special access cards are required which can be obtained at the MTCA management office by the resident after proof of need for the special access.

### **c. Disoriented**

From time to time residents appear in the lobby who are disoriented for one reason or another and may need assistance to their apartments. The security officer at the guard station is required to call the Rover and Maintenance Staff on duty so that two people assist this type of person. The second person is needed as a witness for the event of possible false accusations.

#### **d. Apartment Assistance**

Some residents can fall in their apartments and not get up. If they can reach a telephone the security officers at the tower guard station will receive the call for help. The security officer needs to first ask the residents opinion as to whether they need the paramedics or just a helping hand. Ask if they think they have had a stroke or heart attack. If they say yes then call the paramedics. If they're just stuck (or locked on to their balcony for instance) then just send the maintenance staff or Rover if on duty.

#### **e. Ambulances**

Residents may call for an ambulance or ask the security officer on duty in their tower to call for an ambulance at 9-1-1. The security officers need to notify the commercial security guards that an ambulance is "on its way" and to gain their assistance in letting the paramedics to the tower guard stations.

#### **f. Defibrillators**

The association has purchase two defibrillators and has trained maintenance and security staff how to operate these instruments. These people are licensed by the State and are qualified to help stroke and heart attack victims. The security officer on duty should not hesitate for a moment to summon the staff when a resident senses a heart problem is developing.

### **8. Move-in Procedures**

Moves are authorized and scheduled during the following time periods. Monday-Sunday from 9:00am to 6:00p.m. In the event a scheduled move is conducted outside the limits and without written permission of the MTCA Management Office, it is considered "illegal" and the officer should not attempt to stop this move, let the resident proceed with this activity and get as much details as you can so that you can provide and report it to MTCA MANAGEMENT the next day. Be sure to complete an Incident Report.

There cannot be a "scheduled move outside the allowable hours. Legal agreements with the commercial ownership limit the allowable hours.

No furniture or other large objects are to be brought through the Lobby at anytime. They must be taken into or removed from the units only through the service entrance and freight elevators. A freight elevator may be reserved through the Management Office.

### **9. Common Area Mechanical Problem Reports / Handling**

Officers at the security guard stations will receive reports from residents regarding any number of problems that can occur with apartment towers which include but are not limited to the following:

- Wind Storm Damage
- Flooding – Broken Pipes
- Corridor Temperatures
- Laundry room equipment behavior
- Problems Related to the Mall and Mall Entrances
- Public sidewalk and walkway problems

Any and all problems of this nature need to be addressed by the maintenance department. These reports should go to the MTCA management office during regular working hours or directly to the maintenance department in off hours. The building engineer should not be called during non-working hours unless it is by one of his maintenance staff or in the event of an emergency that unquestionably needs his immediate attention.

In the event of an emergency mechanical, maintenance, or electrical problem, (i.e., broken water pipes, etc.), the following should take place:

If Security discovers an emergency problem, the Officer should:

- a. Immediately implement EMERGENCY procedures.
- b. Identify the problem and its location.
- c. Give full details as to existing situation and await further instructions.
- d. Prepare an Incident Report giving full details of all activity that occurred.

#### **10. Resident Complaints With Other Residents**

Officers at the guard stations are the first to receive complaints from residents regarding other residents. The officers need to handle the communications with the complainants and complainers in a dignified but stern manner that evokes confidence that the officer is handling the matter and that certain resolution or corrective behavior will be the end result in a reasonable time. These types of complaints are normally handed over to the Rover for investigation. But communications between the Rover, residents and police must be often, effective and accurate. The types of resident complaints about other residents include:

- Noise Complaints
- Verbal Abuse Resident to Resident in Common Areas
- Physical Abuse – In residence
- Physical Abuse – Common Area
- Vandalism
- Parking Complaints

The handling of these matters is detailed in pages that follow:

## V. ROVER CUSTOMER SERVICE

The Rover security guard performs the valuable job of acting as the eyes and ears of the security team with duties that include investigative reporting, mild incident intervention and general reporting of site conditions. The Rover interfaces with the security officers at the security desks in the lobbies of both towers as well as the maintenance staff.

The security rover will begin its first shift at 6pm to 2am. Monday through Thursday, from 6pm – 4am. Friday, Saturday and Sunday.

### A. Roving Routine

While on patrol the security rover will look for any exit signs, stairwell signs, fluorescent lamps, burned out lights, spills of any fluids or water, any obstacles obstructing doors or hallways, etc. And will complete a Daily Shift Report that will be given to MTCA MANAGEMENT in the next morning.

1. **Patrol Areas** 62<sup>nd</sup> floor mechanical rooms, 61<sup>st</sup> floor sky deck area, 20<sup>th</sup> floor laundry rooms and storage rooms, 19<sup>th</sup> floor stairwell, bridge level vestibules, and the Marina level vestibules at the base of each tower and the marina vestibule at the LL elevator landing of the commercial elevator at the river's edge – by the mail room.
2. **Patrol Frequency:** patrolled hourly during second shift.
3. **Patrol Detail:**
  - a. 62<sup>nd</sup> floor verify the mechanical room door is locked.
    - If the mechanical room door is not locked both maintenance and security should check out the mechanical room areas then lock the gate.
    - The unlocked situation is to be noted in the Daily Shift Report.
  - b. Check bathroom on 61
  - c. Inspect the outdoor sky deck to make sure that nobody is in this area after hours
    - Hours are: 6am to 12 mid-night
    - After hours abuse of the sky deck is to be noted in the Daily Shift Report
    - Ask Residents to Go Home
  - d. Check laundry rooms for any vandalism.
  - e. Check storage rooms
    - Notes** on the Daily Shift Report....:
      - any lockers without locks that have materials inside
      - any indications of new vandalism
      - any indications of materials other than bikes left outside of lockers
      - any damaged locks
      - attempted forced entry
  - f. Check the stairwell that leads to the 19<sup>th</sup> floor to ensure that the gate is secure.
    - Note:** any unlocked gate in the Daily Shift Report
  - g. Check to see that all doors that access to the building on the bridge level are properly closed and secure.
    - Note: you must go outside to check the stairwell door leading to the rear stair case.
    - Report unlocked bridge level doors in Daily Shift Report
  - h. Walk through the mall in between the towers
    - Make sure that there are no unauthorized individuals sleeping on the sofas or on any other area that is between the towers.
    - In the event that any of this is happening the rover will contact the mall owner's security immediately and let them deal with the situation (see contact page).

- o Please be sure to complete a Detailed Incident Report anytime this occurs.
- i. The security rover will then proceed to the marina level.
  - o Check that the parking cage is locked.
  - o Check that marina level doors are locked.
  - o Unlocked doors are to be noted in the Daily Shift Report.
- j. Proceed to next tower and repeat same process.

**B. General Instructions**

Weekend rounds will be conducted in FULL AND AT LEAST EVERY HOUR, except when breaks are being covered.

1. If, for any reason you cannot complete a round due to a particular situation, always note the reason in your Daily Activity Report.
2. Field Supervisors and MTCA will expect to see the rounds recorded as they are scheduled for your particular shifts on your D.A.R. (data recorder)
3. Response to Calls and Complaints are reported to maintenance during regular business hours, and to the rover between the following hours 6pm – 2am with the exception of the rover hours on the weekends. Provide initial response to disturbances and noise complaints from residents. If disturbance and noise complaints continue (are repeated) the resident is to be instructed to contact the Chicago Police and to receive a copy of their police report. The management office should receive an incident report the next business day.
4. MONITORING OF MOVE-INS AND MOVE-OUTS: A MOVE-IN AND MOVE-OUT SCHEDULE IS PROVIDED TO THE GUARDS ON A WEEKLY BASIS. ALL UNSCHEDULED MOVES ARE TO BE BROUGHT TO THE ATTENTION OF THE MANAGEMENT OFFICE. THIS REPORT MUST INCLUDE DATES, TIMES, UNIT NUMBER, NAME OF RESIDENT AND TYPE OF MOVE.
5. In any situation, which requires actions or assistance from the Chicago Police or Fire Department, contact with Police or Fire must be made IMMEDIATELY.
6. Any questions regarding what action(s) should be taken in any situation should be referred to the MTCA Management Office during normal business hours.
7. After business hours, officer should notify A & R Security and request Field Supervisor.

**VI. PATROL CHECKLIST**

While on patrol, the Security Officer will monitor the following items, and will report any irregularities or discrepancies.

1. Spilled material on the floor
2. Aisles or exit doors blocked
3. Fire and/or safety hazards
4. Exit light burned out
5. Broken windows, doors or anything.
6. Evidence of theft/vandalism
7. Exterior perimeter lights on/burned out
8. Lights/utilities left on during non-working hours
9. Smoking in unauthorized areas
10. Safety rule violation by employees
11. Insure that doors which should be locked remain secure
12. Check emergency exits to ensure they are properly closed/free of obstructions
13. No running water in washrooms
14. Abandoned vehicles
15. Parking garage/lot lights on/burned out.
16. Suspicious individuals/visitors in common area/parking areas.
17. Fire extinguishers uncharged are to be reported.
18. Fire fighting equipment blocked or not in proper working order.
19. Water leaking through ceilings, into hallways or from roof.

**NOTE: This checklist is by no means all-inclusive of fire or safety hazards and other discrepancies you might encounter. Report any and all unusual activities discovered.**

Any officer identifying one or more of these conditions should make note in their Daily Shift Report. Any major situation should be written on an Incident Report and steps taken to immediately bring the emergency condition to a conclusion. What are those steps?

## **NO EXCEPTIONS!**

**A.Shift Reports:** A report is to be prepared which identifies the action of the guard during his respective shift, including cars ticketed and/or towed, hazardous conditions found, lock outs, responses to calls, complaints of alarms, unscheduled moves, etc. **(see reports)**

**B.Incident Reports:** An incident report is to be prepared for any significant incident. Significant incidents include but are not limited to resident disputes, incidents involving police or fire department, accidents, burglaries, robberies, slip and fall, etc. Ensure all reports are legible and contain precise factual information without defamatory remarks. (ask supervisory about the legal ramifications of defamatory remarks) Residents need to be named accurately and described as residents. Visitors/guests need to be named and described as visitors or guests.

Computers will be installed at each guard station that will enable automatic shift reports via simple push button format. The computers will also be able to display Standard Operating Procedure Manual as well as the Resident's Rules and Regulations. Provided on each computer is the resident's name and contact information. If officers know how to type forms for incident reports can be generated at the computers. And the computers can pop up color photo images of crime suspects or those former residents/employees banned from entry.

## **VII. PROPERTY REMOVAL**

If the officer observes someone removing materials that looks like "Permanent Company Property/Equipment" (i.e., typewriters, computer terminals, CRT screen, business equipment etc.) the Officer should record the individual's description on the Daily Shift Report as well as documenting the removal of the material. Date and time so security tapes can be reviewed.

(Our intention is not to challenge individualism/employees, who may be removing property or equipment, but to record and report our observations, so management can follow-up on the materials the next business day).

## **VIII. EMERGENCY SITUATIONS**

### **A. Fire**

1. In the event of a fire the alarm will sound. Should the situation arise where the alarm does not sound pull the fire alarm switch down.
2. The Security Officer should immediately call the Fire Department (911).
3. During hours when the Property Manager or Maintenance personnel are in the building, they will respond to the area where the fire has been reported. The Security Officer should await the arrival of the Fire Department and direct them to the area of the alarm. The Officer may also assist residents and employees who are evacuating the building.
4. The Officer should keep the driveway clear of all automobiles/trucks so Fire Department vehicles are not hindered from entry.
5. After the Fire Department arrives, the officer should, as soon as possible, obtain data about the fire from the Fire Chief on the scene and record it on an Incident Report.
6. After the emergency situation has been handled, complete an Incident Report, giving full details of all activity during the incident.
  - o Give the date and exact time the incident occurred or was discovered
  - o All times when emergency personnel was contacted/arrived
  - o Any and all actions that were taken to bring the incident to its conclusion.

### **B. FIRE ALARM PANEL**

In the event that the F.A.P activates during shifts where rover is on duty, contact rover and he/she will take over.

If there is not a rover present, use key #17021 located on main key chain to open up fire panel located in the lobby directly in front of the East Lobby Entrance and or in West Tower Lobby next to the Front Desk.

Once Panel is opened, push the "Acknowledge" button (left side of panel) and wait for fire department.

Also attach memo on ADT alarm code which is J-Marri 300-1

### **C. Medical**

1. In the event that medical assistance is required for an ill or injured person, the Security Officer will:
2. Contact the Paramedics at (911).
3. Advise them of the nature of the injury/ illness and request assistance.
4. Give them the address of the building where the injured/ill person is located.
5. Await the arrival of the Emergency Medical Team and give directions as to the closest and most direct route to the appropriate location.

6. As soon as practical, the Officer should note data from Emergency Team on the scene, and implement EMERGENCY Procedures.
7. As soon as practical, the Officer should complete a detailed Incident Report.
8. Request to the injured party if they are able to give their signature on your completed report.
9. Give exact date and time incident occurred or was discovered.
10. Give full details of all activity during the incident.
11. Give all action that was taken to bring the incident to a conclusion.
12. In many cases, employees may contact the paramedics on their own if an employee, or a visitor in the area needs medical assistance. The Security officer will investigate where the ill person is and escort the emergency team to the location when they arrive.
13. Notify A & R Security Dispatch Center at (708) 449-5461.

## IX. BOMB THREATS

In the event of a "Bomb Threat", is received by Security Personnel, or an employee or representative of Marina Towers Condo Assoc. during business hours,

**A.** MTCA Management is to be notified at once. Also contact the Building Engineer and immediately implement EMERGENCY Procedures for Bomb Threats.

**B.** Provide the Management Person contacted with all of the information, according to the BOMB THREAT CHECKLIST, which should be completed immediately after taking the threatening call.

1. When a call is received:
  - a. Refer immediately to the BOMB THREAT CHECKLIST. Attempt to get answers to the nine basic questions. (SEE ATTACHED)
  - b. Keep calm. Keep the individual talking.
  - c. Try to determine sex and race by speech.
  - d. The caller's tone of voice gives vital information.
    - (1) Loudness (shouting?)
    - (2) Anger (rage?)
    - (3) Excitement (enthusiasm?)
    - (4) Slurred (intoxication?)
    - (5) Laughing (prank?)
  - e. The caller's language used:
    - (1) Well-spoken (educated?)
    - (2) Foul (vengeful?)
    - (3) Irrational (desperate?)
    - (4) Incoherent (hysterical?)
  - f. Message read by threat-maker
2. Complete Part II of the CHECKLIST immediately after the telephone conversation.
3. The determination for evacuation of all or any portion of the building will be made by or the Police Department.

***Security will assist in the notification and evacuation process as requested.***

4. Any suspected explosive must be considered dangerous and left untouched, pending the arrival of the Police Bomb Squad.

**NOTE: Explosive can be concealed in a paper sack, small package, shopping bag, cans, attaché cases, as well as many other small items.**

5. All bomb threats must be considered as real, until proven otherwise by the Police Department.
6. After the emergency situation has been handled, complete an Incident Report.
  - a. Give full details of activity during the incident.
  - b. Give the day and exact times the incident occurred or was discovered.
  - c. Give all times when emergency personnel were contacted or arrived.
  - d. Give any and all action that was taken to bring the incident to a conclusion.

**(DO NOT DISCUSS THIS CALL WITH OTHER PERSONNEL)**

### BOMB THREAT CHECKLIST

**PART I.**

**QUESTIONS TO ASK**

EXACT WORDING ON THREAT

1. When is bomb going to explode? \_\_\_\_\_
2. Where is it right now? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. What is your address? \_\_\_\_\_
9. What is your name? \_\_\_\_\_

**PART II**

(To be completed by employee receiving bomb threat immediately after Phone call):

Sex of caller    M        F        race \_\_\_\_\_        length of call        \_\_\_\_\_

**CALLERS VOICE:**

- |                                  |                                   |                                          |                                                                              |
|----------------------------------|-----------------------------------|------------------------------------------|------------------------------------------------------------------------------|
| <input type="checkbox"/> CALM    | <input type="checkbox"/> LAUGHING | <input type="checkbox"/> LISP            | <input type="checkbox"/> DISCLOSED                                           |
| <input type="checkbox"/> ANGRY   | <input type="checkbox"/> CRYING   | <input type="checkbox"/> RASPY           | <input type="checkbox"/> ACCENT                                              |
| <input type="checkbox"/> EXCITED | <input type="checkbox"/> NORMAL   | <input type="checkbox"/> DEEP            | <input type="checkbox"/> FAMILIAR                                            |
| <input type="checkbox"/> SLOW    | <input type="checkbox"/> DISTINCT | <input type="checkbox"/> RAGGED          | <input type="checkbox"/> If voice is familiar, what did it sound like? _____ |
| <input type="checkbox"/> RAPID   | <input type="checkbox"/> SLURRED  | <input type="checkbox"/> CLEARING THROAT | _____                                                                        |
| <input type="checkbox"/> SOFT    | <input type="checkbox"/> NASAL    | <input type="checkbox"/> DEEP BREATHING  |                                                                              |
| <input type="checkbox"/> LOUD    | <input type="checkbox"/> STUTTER  | <input type="checkbox"/> CRACKING VOICE  |                                                                              |

**BACKGROUND SOUNDS:**

- |                                        |                                           |                                            |
|----------------------------------------|-------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> STREET NOISES | <input type="checkbox"/> HOUSE NOISES     | <input type="checkbox"/> MACHINERY/FACTORY |
| <input type="checkbox"/> LONG DISTANCE | <input type="checkbox"/> MOTOR VEHICLES   | <input type="checkbox"/> ANIMAL NOISES     |
| <input type="checkbox"/> VOICES        | <input type="checkbox"/> OFFICE MACHINERY | <input type="checkbox"/> CLEAR             |
| <input type="checkbox"/> PA SYSTEM     | <input type="checkbox"/> STATIC           | <input type="checkbox"/> LOCAL             |
| <input type="checkbox"/> MUSIC         | <input type="checkbox"/> BOOTH            | <input type="checkbox"/> OTHER _____       |

**THREAT LANGUAGE:**

- |                                                    |                                                         |                                |
|----------------------------------------------------|---------------------------------------------------------|--------------------------------|
| <input type="checkbox"/> WELL SPOKEN<br>(EDUCATED) | <input type="checkbox"/> INCOHERENT                     | <input type="checkbox"/> TAPED |
| <input type="checkbox"/> FOUL                      | <input type="checkbox"/> IRRATIONAL                     |                                |
|                                                    | <input type="checkbox"/> MESSAGE (read by threat-maker) |                                |

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Time of Call: \_\_\_\_\_

Call Received by: \_\_\_\_\_

On Phone Line: \_\_\_\_\_

**X. POWER OUTAGE**

In the event there is a power loss, contact the Building Engineer IMMEDIATELY, MTCA Management, and A&R Security Supervisors.

Then implement EMERGENCY Procedures.

**XI. SEVERE WEATHER**

This would include numerous short-term power outages, four (4) or more inches of snow during your shift; any rain caused flooding, tornadoes, etc.

Should any of these severe weather conditions pose a threat to normal business operation or create a potential for severe safety hazards to employees or visitors implement Emergency Procedures.

**XII. DISASTER**

Disasters could result from explosion, severe weather, fire, etc. If a disaster occurs during working hours, the Officer will:

1. Call the Emergency Support Units:
  - a. Fire Department
  - b. Police Department
  - c. Paramedics (if persons are injured).
2. Be prepared to set up a Communication Center.
3. Implement EMERGENCY Procedures, and establish the assistance of any necessary back-up personnel.
  1. Be prepared to call for any back-up Emergency Support Units, if requested by Emergency Personnel on site.
  2. Contact A & R Security for Supervisory assistance.

### **XIII. EMERGENCY CONTACTS – NAMES AND NUMBERS**

Fire	911
Police	911
Paramedics/Ambulance	911
A & R Dispatch	(708) 449-5166

(This number is monitored 24 hours a day, 7 days a week, at which assistance from you're Field Supervisor and any manager can be reached).

#### **PAGER NUMBERS**

- 24 hour Maintenance (312) 644-1187
- Thyssen Elevator (708) 236-7500
- Danny (312) 920-1114
- Sam (312) 920-1116
- Tom (312) 920-1111
- Alexia (312) 920-1131

#### **MARINA CITY PHONE NUMBERS**

- VG Marina Management (312) 222-1111 (Shari Vass)
- Smith and Wollenskey (312) 670-9900
- Marina Cleaners (312) 527-4460
- Systems Parking (312) 467-5685
- Allied Security (312) 296-5504
- 10 Pin Bowling (312) 644-0300
- House of Blues (312) 527-2583
- Marina Food & Liquors (312) 321-1455
- MDU Cable (866) 286-9638

#### **MARINA TOWERS PHONE NUMBERS**

##### **MTCA MANAGEMENT (312) 644-1187**

- John J. – Office General (10)
- Sandy – Assistant Manager (11)
- Mr. Gantt – Property Manager (12)
- Maintenance (16)
- East Tower (17)
- West Tower (18)
- AJ - Package Room (20)
- Amber – Mgmt. Office Accountant (21)

## XIV. POLICE

Security will contact the Police Department in any situation when it is reasonably believed that the situation could be a threat to the loss of life, serious harm to a person including your self and/or property.

Normally, when the Fire Department, Paramedics, or other emergency forces respond to the facility, the Police Department will send a unit.

A. Call the Police for any of the following reasons:

1. Trespassers on MTCA property.
2. Breaking/Entering.
3. Crime in progress.
4. Back-up to an Officer or employee when there is a possibility of physical harm or property damage.
5. Bomb Threats (Refer to procedure).
6. Vehicle accident.
7. Damage due to severe weather, which could result in looting/or damage to MTCA property.
8. Explosion.
9. Upon direction from Management personnel.

***NOTE: When Police are notified for any of the above reasons, follow the EMERGENCY Procedures, and contact A & R Security Dispatch.***

B. After the Police have controlled the emergency, complete a detailed Incident report giving:

3. The facts and details of the activity in progress.
4. Give the exact times when the incident took place or when it was reported.
5. Describe any and all action that was needed to bring the incident to a conclusion.

## XV. NEWS MEDIA

A. Any inquiries by News Media about events or activities on or near the property or relative to its business shall be referred to MTCA Property Manager or the Board President.

B. Under NO circumstances is A & R Personnel authorized to make statements or respond to News Media inquiries in the name of A & R Security Services, Inc. or Marina Towers.

C. In the event of a critical or extreme emergency, ONLY MTCA is responsible for coordinating the:

1. Notification of appropriate officials in connection with public relations.
2. Communicating regarding the press, government and company management.
3. Photography related to the incident.

D. Always MAINTAIN a courteous and polite ATTITUDE but remain FIRM in your refusal to answer any and all questions directed to you from the media.

- E. Whatever conditions or circumstances arise, take notes of all pertinent facts for use in preparation of an Incident Report. After the situation has been handled:
1. Give full details of all activity during the incident.
  2. Identify all personnel involved in or notified during the incident.
  3. Give the exact times the situation occurred, all times when Client was notified.
  4. Record any and all action or facts, which aided in bringing the situation to a conclusion.

## **XVI. REPORTS/REPORT WRITING**

Each Officer is required to submit a separate Daily Shift Report. Reports should include patrol round details, special observations, equipment malfunctions, safety or security problems or discrepancies, personnel on premises, and other significant observations. Reports are to be written legibly in black ink, with important problems highlighted. Times are to be accurately given in non-military time.

Computers will be installed at each guard station that will enable automatic shift reports via simple push button format. The computers will also be able to display Standard Operating Procedure Manual as well as the Resident's Rules and Regulations. Provided on each computer is the resident's name and contact information. If officers know how to type forms for incident reports can be generated at the computers. And the computers can pop up color photo images of crime suspects or those former residents/employees banned from entry.

Incident Reports will be filled out from facts collected through investigations or observations of unusual conditions, occurrences or situations brought to Security's attention or noticed during patrol rounds. The Incident Report will answer **WHO, WHAT, WHEN, WHERE, WHY, and HOW.**

Any emergency or unusual circumstance will be reported to Personnel indicated in the EMERGENCY CONTACT PROCEDURE.

***The Main Security post will maintain required administrative records and reports as follows:***

1. Daily Activity Report / Daily Shift Report.
2. Incident Report.
3. Visitor's Register.
4. Lost and Found Register.
5. All other assigned security forms and records.