



REGULATION MANUAL

The information set forth in this manual is to be considered as Tracer Protection Services Inc., Tracer Armed Services, Inc. Rules/Regulations, Policies, and Procedures.

All instructions printed in this manual (or any other Tracer policy, rule/regulation, and/or procedure) are in effect, orders. If for one reason or another an employee is unable to follow these instructions, then counseling procedures are to be implemented. Tracer Protection/Armed Services, Inc., at its option may change at any time without notice, delete, suspend or discontinue any part or parts of the policies in this manual.

**COMPANY CONFIDENTIAL
INFORMATION**

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OPEN LETTER FROM THE CORPORATE OFFICE WELCOME TO TRACER

We are very happy to welcome you to Tracer. Thank you for joining us! We want you to feel that your association with Tracer will be a mutually beneficial and pleasant one. You have joined an organization that has established an outstanding reputation for quality service. Credit for this goes to every one of our employees. We hope you too, will find satisfaction and take pride in your work here.

This manual provides answers to most; but not all of the questions you may have about Tracer, as well as my company's policies and procedures; Tracer's responsibilities to you and your responsibilities to Tracer. If anything is unclear, please discuss the matter with your Supervisor. **You are responsible for reading and understanding this Manual**, and your performance evaluations will reflect your adherence to Tracer policies. In addition to clarifying responsibilities, I hope this Manual also gives you an indication of Tracer's interest in the welfare of all who work here.

From time to time, the information included in this Manual may change without notice; however every effort will be made to keep you informed through suitable lines of communication.

Any such changes shall apply to existing as well as future employees.

No one other than the corporate office may alter or modify this Manual. **No statement or promise by a Supervisor, Manager, or Department Head may be interpreted as a change in policy nor will it constitute an agreement with an employee.**

Should any provision in this Manual be found to be unenforceable, and/or invalid; such finding does not nullify the entire manual, but only the subject provision. Any provision in this manual which is found to be in direct conflict with any State, and/or Federal law; then it shall be understood that the State, and/or Federal Law will supersede the directives of this manual which are in conflict.

No Manager or Supervisor has the authority to incorporate any policy, rule/regulation, or procedure, which may violate the policies, and procedures of this manual, nor shall any such action undermine this manual.

Compensation and personal satisfaction gained from doing a job well are only some of the reasons most people work. Most likely, many other factors count among your reasons for working. Pleasant relationships, working conditions, career development, promotion opportunities, and benefits are just a few. Tracer is committed to doing its part to assure you of a satisfying work experience.

Special note to all Employees;

As you start to **study** this manual it is important you understand there are many rules/regulations, policies, and procedures you must abide by. This manual is only one of many resources, which explain your responsibilities, but does not cover all you need to understand as an employee of Tracer. There are Site SOP's (Standard Operating Procedures); rules unique to the site you will be assigned to. There are the regulations of the Louisiana State Board Of Private Security Examiners; as well as other State, and Federal agencies. It is not possible to cover everything in one manual; and here lays the responsibility on your part to ensure you are always abreast of all the laws governing your employment within the contract security industry. As is always the case; **ignorance of the rules & procedures are no excuse**, and will never be accepted as a reason as to why you failed to do, and/or not do what is required.

ARTICLE 1 - Employment Policies

Section 1 - Underlying Tracer Philosophy

Working at Tracer resembles working in law enforcement, with a touch of the military thrown in. Like all law enforcement agencies and branches of the military forces, every Tracer security officer follows verbal and written policies, rules, regulations and procedures. As an employee of Tracer you will be expected to display at all times the highest degree of dedication, professionalism, commitment and loyalty to Tracer. Whether you are a new hire or a former employee returning to Tracer, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow employees, especially your Supervisor, want to help you get off to a good start. Feel free to ask them for help concerning anything you do not understand. **One of the first things you are required to do is to carefully read this Manual.** It is designed to answer many of your questions about the practices and policies of Tracer, what you can expect from Tracer, and what Tracer expects from you.

Section 2 - At Will Employment

Only the Corporate Office can terminate any employees.

1. Employment and compensation with Tracer is “at will” (**Louisiana is an At-Will-State**), which means your employment can be terminated at any time, with, or without cause; with, or without notice, at the option of either Tracer or yourself, except as otherwise may be prohibited by law.
2. For the first 90 days of your employment you will be placed on probation in order to give Tracer an opportunity to see if you can perform the required duties of a Tracer employee. **Special note: This probation period is not intended as a grace period for you to decide if the job is to your liking, and/or if you want the job. As stated above, the probation period is for Tracer’s benefit, not yours.**
3. At anytime during this probation period, you are subject to be released if it is felt that you cannot meet all the requirements of a Tracer employee. **Should your employment with Tracer end, you must within 48 hours from the date of your termination return the State’s Commission, and all property belonging to Tracer. These items must be returned to the Baton Rouge Corporate Office. You are not authorized to return any Tracer property to any of Tracer’s Work Sites.** All property belonging to Tracer must be accounted for. Your final check will be issued in accordance with Louisiana State Law: **RS 23:631 - (b)** Upon the resignation of any laborer or other employee of any kind whatever, it shall be the duty of the person employing such laborer or other employee to pay the amount then due under the terms of employment, whether the employment is by the hour, day, week, or month, on or before the next regular payday for the pay cycle during which the employee was working at the time of separation or no later than fifteen days following the date of resignation, whichever occurs first.

Section 3 - High School Diploma/Security Skills Verification

All employees of Tracer must have completed high school, and/or have a GED, and provide documentation of such. In some cases work experience can take the place of a High School diploma or a GED.

While Tracer will orientate you on how to perform routine task on work sites in accordance with the policies and procedures of that individual site, Tracer is under no obligation to take you back to school and teach you the basic skills you should have learned, and as well advance education after your graduation from high school to prepare you for work in the private security industry.

Section 4 - Military DD-214

The Louisiana State Board of Private Security Examiners requires all prior military personnel provide a DD-214 with a character of separation on the form; **therefore a copy of this form must be provided to**

Tracer before the applicant may be hired, if the applicant is currently in the military then a military I.D is required.

Section 5 - Clean Police Record

All employees must have **and maintain** a clean criminal record while employed with Tracer. If an employee is arrested while employed by Tracer, their employment will be terminated pending the outcome of the charges for which the employee was arrested. If the employee can provide proper documentation showing said charges have been cleared, then the employee may apply for reinstatement of employment with Tracer.

Section 6 - Drivers License

It is the responsibility of the Site Manager to ensure any employee operating a company vehicle is 21, or older and process a valid drivers license.

Section 7 - Proof of U.S. Citizenship and/or Right to Work Federal regulations require that:

1. Before becoming employed, all applicants must complete and sign Federal Form I-9, Employment Eligibility Verification Form.
2. All applicants who are hired must present the proper documents as required by the Federal Form I-9.

Section 8 – Resignations/Termination

1. Tracer requires that you give at least two weeks notice in writing in the event you intend to leave its employment. The two weeks starts on the day your resignation notice is received by your Site Manager.
2. Your Site Manager has resignation forms on site, and will assist you in this process.
3. Tracer does not pay severance pay. When you leave Tracer, you will be paid for actual time worked.

Section 9 - Schedules

Tracer hires employees for both full time and part time employment. Your particular hours of work and the scheduling of any breaks will be determined base on Tracer’s needs, and your Site Manager will schedule your assignment to work.

Section 10 – Interim Employment

Tracer does not offer interim employment, nor does Tracer consider employees prior employment history as a trial basis to test the individual’s ability and/or fitness for any position the employee may be assigned to.

Section 11 - Outside Employment

1. If you accept any other employment or go into business while employed with Tracer, which interferes with your employment with Tracer, you will be considered to have voluntarily resigned from your employment with Tracer as of the day on which you began other said employment and/or business.
2. What you do on your free time is your own business; however, if Tracer employs you, then

Tracer will expect that your position here is your primary employment. **Any outside activity must not interfere** with your ability to properly perform your duties at Tracer

3. If you were thinking of taking on a second job, it would be wise to notify your Site Manager immediately. He/she will thoroughly discuss this opportunity with you to make sure that it will not interfere with your job at Tracer, nor **pose a conflict of interest**.

Section 12 - Former Employees

1. Depending on the circumstances, Tracer may consider a former employee for a one-time re-employment.
2. Such applicants are subject to Tracer's usual pre-employment procedures.
3. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with Tracer and **must have provided at least two weeks advance written notice of their intention to terminate their employment with Tracer**.
4. This notice must have been given as required by proper procedures.
5. The notice cannot be given over the phone.
6. The Corporate Office will review each former employees request for rehire on a case-by-case basis, and approve, or deny the request based on the former employee's past job performance with Tracer.

ARTICLE 2 - General Requirements for Tracer's Employees

Section 1 – Employment Agreements

Only the Corporate Office is authorized to make changes to an employee's Employment Agreement. When this is done, the Corporate Office will write out the special conditions in the employee's file. Supervisors should check with the Corporate Office if there are any questions about the employee's ability to fulfill the requirements of this article.

Section 2 - Tracer's Code Ethics

1. You are to **accept responsibilities and fulfill** the obligations of your role protecting life and property; preventing and reducing losses and crimes against your employer's business or other organizations and institutions to which you are assigned; upholding the laws, and respecting the constitutional rights of all persons.
2. You are to **conduct yourself with honesty** and to **adhere to the highest moral principles** in the performance of your security duties.
3. You are to **be diligent and dependable** in discharging your duties and uphold at all times the laws, policies, and procedures that protect the rights of others.
4. You are to observe the precepts of truth, accuracy and discretion **without allowing your personal feelings, prejudices, animosities or friendships** to influence your judgment.
5. You are to report to your Supervisor **without hesitation** any violation of the law, Tracer's, and/or Tracer's Client's regulations.
6. You are to respect and **protect the confidential and privileged information of Tracer, and Tracer's Client's** beyond the term of your employment except where their interests are contrary to law or to this code of ethics.
7. You are to **cooperate** with all recognized and responsible law enforcement and government agencies in matters within their jurisdiction.
8. You are to accept no compensation, commission, gratuity, or other advantage **without the knowledge and consent of the Corporate Office**.
9. You are to conduct yourself **professionally at all times** and to perform your duties in a manner that reflects credit upon Tracer, Tracer's Clients, the security profession, and yourself.

10. You are to strive continually to improve your performance by seeking training and educational opportunities that **will better prepare you** for your private security duties.

Section 3 - Basic Requirements

1. You must follow all the Rules/Regulations, Policies, and Procedures of Tracer and its clients.
2. You must control your personal problems in order that they do not interfere with your duties as a security officer:
3. You must be at work on time, all the time.
4. You must work every day you are scheduled to work.
5. You must perform your duties as required.
6. If you call off from work you will be expected to make the time up before the week is over, even if it requires you to work a 16-hour shift.
7. You must pay all fines you cause from the Louisiana State Board of Private Security Examiners, and/or any other state agency.
8. You must be able to work any hours of the day or night, any day of the week, unless you have prior approval.
9. You must be willing to work at the pay rate of the site, and/or position assigned to.
10. You must be able to get yourself to work on time.
11. You must maintain a **working telephone** in your home, or have a **pager** available where you can be reached.
12. You must be willing to work any site, which you may be assigned to, and any shift on the site for which you are assigned.
13. No sites are guaranteed and you may be moved from site to site, as the needs of Tracer require.
14. Tracer has no control over where you choose to live, however where you live will not be taken into consideration when assigning you to a work site. You must be willing to drive whatever the distance is to get to work.

Section 4 - Transportation

1. It is the responsibility of the employee to get to and from work (**period**).
2. To call off from work due to transportation problems is **unacceptable** and will be treated as the employee's unwillingness to report for duty, and will be grounds for termination.

Section 5 - Communications

1. Employees are required to return calls/messages left for them.
 - A. There are all too many situations where employees have been called and messages left, only to have the call/message never returned; then it was later learned the employee in fact did receive the call/message, but never returned the call.
 - B. This often happens with caller-ID, telephone recording machines, etc; when the employee feels they may be called to come into work, and they would prefer not to take, and/or return that call.
2. If an employee starts to develop a pattern of being hard to get in touch with, **this may become grounds for dismissal** from Tracer

ARTICLE 3 - Tracer's Office Business Hours

1. Tracer's business office hours are 8:00 AM to 4:00 PM, Monday through Friday.
2. All visits to the office are restricted to the lobby.
3. Do not enter into any other area unless you have been instructed to do so.

ARTICLE 4 - Louisiana State Board of Private Security Examiners

Section 1 – State Training

1. The Louisiana State Board of Private Security Examiners requires you attend the State's Security Officer's Training Course.
2. This is a 16-hour course, which is broken down into two 8-hour days.
3. Tracer will provide this course to you at no cost to yourself; however Tracer will not pay you to be certified as a security officer by the State Board.
4. Attending this class is **not** a condition of your employment with Tracer; however the State makes it a condition of your receiving a security license with the State Board.
5. Tracer can not work you pass the State's time frame of having the 1st. 8 hours within 30 days from your date of hire with Tracer, and then the 2nd. 8 hours with 60 days from your date of hire with Tracer.
6. Failure to meet these State time frames will require Tracer to place you on a leave of absence until you have successfully completed the **State's** training requirements.
7. You need not attend this class through Tracer, as there are other State Training Classes available within Louisiana (**see Training Manager for more information**); however you must submit a training certificate to the State Board for certification.

Section 2 – Attendance Requirement

If you are scheduled for training with Tracer, then;

1. You must attend on the day scheduled.
2. You will not be paid to attend this training.
3. Tracer provides this state required training to you free of charge.
4. You must be seated in the classroom by no later than 8:50 A.M.
5. If you are late, you will not be allowed to attend training once the class is underway.
6. You must be in complete uniform. (**For control and security purposes**).
7. You must bring pen and paper to take notes.
8. You should not work the night before; and do not expect to be out of class before 5:00 P.M.

Section 3 - Special Note To Site Manager:

1. It is the responsibility of the Site Manager to ensure the officer is aware of the date and time of the class, and as well ensure the officers is aware of any special requirements.
2. Site Managers will ensure the officer is not scheduled to work the night before the class, nor will the officer be available for duty on the day of training.
3. Site Manager should not expect an officer to be in class all day, and then be able to work the same night.

Section 4 - Firearms Training (FOR ARMED SITES ONLY)

Prior to working any armed post, the officer must have successfully completed the Louisiana State Board of Private Security Examiners Firearm Course, and be so certified by the State Board.

Subsection 1 – Controlling Firearms

Firearms are to be controlled in strict accordance with this regulation manual.

Special note: All local, state, and federal laws apply to this regulation as if written here in full, and all employees of Tracer are required to adhere to all local, state, and federal laws in the use and handling of firearms on behalf of Tracer.

The armed commissioned which is issued from the Louisiana State Board of Private Security Examiners **is not a permit** to carry a firearm off duty, nor does the commission authorized the officer to carry a cancelled firearms either on, and/or off duty.

Subsection 2 - Firearms must be accounted for at all times.

Firearms place onto Tracer sites are the responsibility of the Site Manager, and to this end the Site Manager must ensure all firearms are accounted for and use in accordance with this manual.

1. Tracer employees are not authorized to carry personal firearms of any type onto any of Tracer sites without the express approval of the Corporate Office.
2. Employees carrying personal firearms on duty without proper authorization will be terminated from Tracer Armed Services, Inc.
3. Firearms will not be carried onto any of Tracer's **unarmed sites**.
4. Firearms will be accounted for each day by the firearm transfer sheet.
5. Firearms will not be removed from the holster unless;
 - A. The officer is faced with intimate deadly force, and the need for the firearm is warranted to protect the officer, and/or another person from that deadly force.
 - B. The Site Manager, and/or Account Manager/Field Supervisor is removing the firearm for inspection and, or cleaning.

Subsection 3 - Loading and Firing Firearms

1. In the loading of the firearm, only five rounds will be placed into the firearm.
2. The rounds will be place as to when the trigger is pulled and the cylinder is rotated the hammer will fall onto an empty chamber.
3. This may seem like an unnecessary step when the firearm is required to be fire; however it is a safety step, which allows for a mistake to be made should the officer squeeze the trigger by mistake.
4. Tracers officer are taught in firearms training the pull the trigger in two (2) quick sessions if the firearms does in fact require to be fired.
5. Even more importantly, the reason for the first chamber being empty is in the case that someone gets the firearm away from the officer and intends to shoot that officer, then the shock of the firearm not firing on the first shot will give the officer a chance to react.
6. The Client, and/or Tracer management will secure firearms, which are not in use on the sites as approved, and a written procedure for securing the firearm on the site will be written in the Site SOP.

Subsection 4 - Firearm Accountability

1. The Corporate Office will maintain a record of all firearms, and their locations.
2. When inspecting sites, the Account Manager/Field Supervisor will verify the firearm being inspected is the firearm assigned to the site.
3. Firearms may not be moved from site to site without the approval of the Corporate Office.

Subsection 5 - Firearm Maintenance

The Site Manager, and/or Account Manager/Field Supervisor will clean firearms weekly.

Subsection 6 - Firearm Safety

A firearm is a mechanical device and as with any machine it is necessary to understand how it works **before** it can be used safely and it's operation mastered. In the hands of a **safety-conscious, responsible, and knowledgeable person** a firearm is safe and reliable.

ALWAYS REMEMBER THIS:

A FIREARM IS DESIGNED PRIMARILY FOR ONE PURPOSE AND ONE PURPOSE ONLY:
TO DESTROY AND/OR KILL!

1. Safety **must** be the first and foremost concern when handling or using a firearm.
2. Most firearm accidents are in reality not accidents but rather caused by **ignorance and/or carelessness**.
3. **Ignorance** is a lack of knowledge – a person who handles a firearm without knowing the firearm safety rules or how to operate the firearm.
4. **Carelessness** is not properly applying the knowledge.
5. A person who knows the firearm safety rules and how to properly operate a firearm, but because of not thinking or not being focused on what they are doing, handles the firearm improperly. In both of these cases, accidents can happen.
6. When people practice responsible ownership and use of firearms, accidents **don't** happen.

Subsection 7 - Fundamental firearm safety rules

1. A firearm is to **always** be considered loaded. No matter what your eyes or brain tells you, if you believe it is loaded you will always treat it as loaded.
2. Always keep a firearm pointed in a safe direction, preferably downrange and downward.
3. Always keep your finger off of the trigger until you are ready to shoot.
4. Always keep a firearm unloaded until ready to shoot.
5. **Never rely** on a firearm's safety mechanism to ensure a firearm won't fire. Like any mechanical device, it can fail.
6. Know the target and what is beyond the target.
7. Store firearms so that they are not accessible to unauthorized persons.
8. At a firearm range, the word **CEASE FIRING** means **STOP SHOOTING IMMEDIATELY**.
9. Remember: Firearms are made primarily to kill. **Never** point a firearm at anything you are not willing to destroy. In case you forget any of the rules or have any questions always refer back to the number one rule, treat all firearms as if they are loaded and that a firearm can, will, and is made to kill. Firearms don't kill by themselves. It takes someone, whether intentionally or by accident, to be involved.

The two most common types of firearms in use today are the revolver and the **semi-automatic**.

Subsection 8 - A firearm consists of three major components:

1. Frame: the backbone to which all other parts are attached.
2. Barrel: the metal tube through which a bullet passes on its way to a target. The inside of the barrel is

called the bore. The bore has spiral grooves cut into it. The ridges of metal between the grooves are called lands. Together these lands of grooves make up what is called rifling. Rifling makes a bullet spin as it leaves the barrel so that it will remain more stable in flight and more accurate. The distance between the lands determines the caliber. This distance is measured in hundredths of an inch (.22, .38, .45, etc.) or in millimeters (9mm, 10mm). The front end of the barrel where the bullet exits is called the muzzle. The barrel on a semi-automatic is basically the same as a revolver with one major exception. At the rear of the barrel on a semi-automatic is a single chamber, which will hold at the instant of firing one cartridge. In contrast, the revolver has multiple chambers, which are located in the cylinder.

3. Action: A group of moving parts used to load, fire, and unload the firearm.

Subsection 9 - With a revolver you have two types of action firearms:

1. The single-action revolver – where the trigger performs only one action; releasing the hammer.
2. The double-action revolver – where the trigger performs two actions; cocking and releasing the hammer. In either case the hammer causes the firing pin to strike the primer of the cartridge.
3. With a semi-automatic, you have a magazine where the cartridges are stored until the slide is pulled back; either manually to initially load or through the firing of the firearm causing the spent shell to be ejected automatically and a new shell also automatically injected into the single chamber. Some models have a visible hammer on the back of the frame and others have an internal hammer causing them to be called hammerless since it is not visible.

Subsection 10 - A firearm cartridge is made up of four components:

The case/shell,
The primer,
The powder charge,
The bullet.

1. A cartridge is also commonly referred to as a round.
2. A live round is a cartridge that contains a primer, a powder charge, and a bullet.
3. A dummy round contains a bullet, but does not contain a primer or a powder charge, and therefore can't be fired.
4. **Only** use cartridges designed for the firearm you have. Just because a cartridge fits a chamber doesn't mean it is the right cartridge for that firearm.
5. Proper identification of cartridges is mandatory.
6. Some cartridges have a +P (Plus P) or +P+(Plus P Plus) stamped on the shell. These cartridges are loaded to higher pressures than standard ammunition.
7. **Only** use these cartridges in firearms designed for this type of cartridge.

Section 5 - Duel Commissions

Tracer only authorizes duel commissions between Tracer Protection Services, Inc. and Tracer Armed Services, Inc.

Section 6 - State Commissions

State Commissions are not to be displayed on uniforms.

Subsection 1 – Lost/Damage Commissions

1. Should you lose, and/or damage your temporary State Commission, you will be required to pay \$5.00 to have it replaced.
2. Should you lose, and/or damage your permanent State Commission you will be required to pay \$20.00 to have the State Board replace it.

ARTICLE 5 - Tracer's Equal Employment Opportunity Policy

Tracer has a long standing record of nondiscrimination employment and opportunity because of race, color, religion, creed, national origin, ancestry, disability, sex or age.

Section 1 - Policy

The President has issued the following policy stating the Company's views in this matter.

It is the policy of Tracer to:

1. Strictly follow personnel procedures that will ensure equal opportunity for all people without regard to race, color, religion, creed, national origin, sex, age, ancestry, marital status, and disability, veteran or draft status.
2. Comply with all the relevant applicable provisions of the Americans with Disabilities Act ("ADA").
3. Tracer will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability.
4. Make reasonable accommodations wherever necessary for all employee or applicants with disabilities, **provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job** and provided that any accommodations made do not require significant difficulty or expense .
5. Achieve understanding and acceptance of Tracer's Policy on Equal Employment Opportunity by all employees and by the communities in which the company operates.
6. Thoroughly investigate instances of alleged discrimination and take corrective action if warranted.
7. Be continually alert to identify and correct any practices by individual that are at variance with the intent of the Equal Employment Opportunity Policy.
8. If an employee believes they are a victim of equal opportunity discrimination, the employee **shall report it immediately** to the **Corporate Office** without fear of reprisal.

Section 2 – Policy Reaffirmation

At this time, Tracer would like to reaffirm this policy and call upon all personnel to effectively pursue the policy as stated.

1. The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.
2. Equal employment opportunity notices are posted on appropriate employee bulletin boards as required by law. The notices summarize the rights of employees to equal opportunity in employment and lists the names and addresses of the various government agencies that may be contacted in the event that any person believes he/she has been discriminated against.
3. Management is primarily responsible for seeing that Tracer's equal employment opportunity policies are implemented, but all members of the company share in the responsibility for assuring that by their

personal actions the policies are effective and apply uniformly to everyone. **Any employee including Site Manager involved in discriminatory practices will be discharged.**

ARTICLE 6 - Harassment

1. Tracer is committed to providing a work environment, which is pleasant, healthy, comfortable, productive and free from intimidation, hostility or other offenses, **which might interfere with work performance.**
2. Harassment of any kind verbal, physical, visual will not be tolerated.
3. Harassment can take many forms. It may be, but is not limited to, words, signs, jokes, pranks, intimidation, physical contact or violence.
4. It is not necessarily sexual in nature. It may include racial or religious comments, jokes, epithets or other abusive conduct.
5. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position or when such conduct is made a condition of employment or compensation, either implicitly or explicitly. Tracer maintains a - **0- tolerance** for any form of sexual harassment.
6. All employees of Tracer share responsibility for keeping the work environment free of harassment.
7. If an employee becomes aware of an incident of harassment, whether by experiencing harassment, witnessing the incident or being told of it, the employee **shall report it immediately** to the **Corporate Office** without fear of reprisal.
8. Appropriate and prompt investigation and disciplinary action will be taken with due regard for the privacy of everyone involved.
9. Any employee found to have harassed a fellow employee could be subject to severe disciplinary action and possible discharge.
10. Tracer will take any additional action necessary to appropriately correct the situation and enforce company policies.

Special Note To Site Manager:

During the investigation, the accused employee may be placed on administrative leave without pay, pending the outcome of the investigation. This action will require the approval of the Corporate Office.

ARTICLE 7 - Fraternization

Section 1 - Guidelines

1. In-house fraternization within the workforce can have major effects on work performance, and employee morale; therefore Tracer has a standing policy against fraternization.
2. Tracer defines in-house fraternization as when a **superior** makes or maintains a personal relationship with a subordinate, which may be **interpreted** as, or **creates** an environment of **favoritism** within the work force of the company, and/or **projects** that such an environment may exist.
3. The best example of this is when a new employee is assigned to a site and then the employee starts to date a Site Manager on the site.
4. Some; but not all exceptions to this rule are husband and wife, or others who had an ongoing relationship prior to their employment with Tracer, and/or when two officers of equal rank were dating prior to one being promoted to a higher rank.
5. **It may be noted that subordinates can never be in violation of this article. The fault will always be with the Site Manager, as the Site Manager is the one in authority, and as such has the position of responsibility to not allow fraternization to become a part of the work force.**

Section 2 - Client Employees/Customers Fraternization

1. Fraternization/developing personal relations with Tracer's Client's Employees, and/or Customers is as detrimental to the overall success of Tracer' operations as is in-house fraternization, and can as well have major effects on work performance, and employee morale, as well as job performance, and is therefore unauthorized.
2. **It may be noted that client's employees, and/or customers can never be in violation of this article. The fault will always be with the individual Tracer Employee, as the Tracer Employee is the one governed by Tracer's regulations, and as such has the position of responsibility to not allow fraternization to become a part of the work force.**

ARTICLE 8 - Alcohol, Drug and Substance Abuse

1. Tracer is committed to providing its employees with a safe workplace and an atmosphere, which allows them to protect people and other property, placed in their care.
2. Tracer employees should not be subject to any safety threats due to alcohol, drug, and/or substance abuse by a fellow employee.
3. All personnel are expected to be in suitable mental and physical condition while at work, allowing them to perform their jobs effectively and safely.
4. Whenever use or abuse of any mood altering substance (such as alcohol or other drugs) interferes with a safe workplace, appropriate action shall be taken.
5. Tracer has no desire to intrude into its employees' personal lives; however, both on the job and off the job; involvement with any mood altering substances can have an impact on our workplace and on the company's ability to achieve its objectives of safety and security.
6. All employees are expected to report to the workplace with no mood altering substances in their bodies.
7. While every employee makes his, or her own lifestyle choices; Tracer cannot accept the risk in the workplace which substance use or abuse may create.
8. **The possession, sale, and/or use of mood altering substances at the workplace; or coming to work under the influence of such substances is a violation of safe work practices and shall result in dismissal.**
9. Tracer also recognizes that its own health and future is dependent upon the physical and psychological health of its employees. Accordingly the company has established the following guidelines with regard to alcohol, drug, and substance abuse.
 - A. Tracer will maintain pre-employment and random drug screening practices designed to prevent hiring and/or maintaining individuals who use illegal drugs or individuals whose use of legal drugs or alcohol indicates a potential for impaired or unsafe job performance.
 - B. The manufacture, possession, use, distribution, sale, purchase, or transfer of, or being under the influence of alcohol, or illegal drugs is strictly prohibited while on Tracer premises or while performing company business, and/or while wearing the Tracer uniform.
 - C. Holiday gifts of alcohol which are given or received by employees, but are not opened or consumed on company premises, although not encouraged, would not be considered violation of this policy.
 - D. Employees will not be permitted to work while under the influence of drugs or alcohol. Individuals who appear to be unfit for duty may be subject to a drug, and/or alcohol screening.
 - E. Refusal to comply with a fitness duty evaluation may result in disciplinary action up to and including discharge.
 - F. Off-the-job illegal drug use which could adversely affect an employee's job performance or which could jeopardize the safety of other employees, the public or company facilities, or where such usage could jeopardize the security of company finances or business records, or **where such**

- usage adversely affects customers' or the public's trust in the ability of the company to carry out its responsibilities, will not be tolerated.**
- G. Employees who are involved in or suspected of involvement in off-the-job drug activity will be considered in violation of this policy.
 - H. Employees undergoing prescribed medical treatment with a controlled substance, which may affect the safe performance of their duties, **are required to report this treatment to the Corporate Office.**
10. Tracer recognizes that alcoholism/drug abuse is a form of illness, which is treatable in nature.
 11. Tracer shall not discriminate against employees based on the nature of their illness.
 12. Employees shall not have their job security threatened by their seeking of assistance for a substance abuse problem.
 13. The same consideration for referral and treatment that is afforded to other employees having non-drug/alcohol related illnesses shall extend to them.
 - A. Every effort shall be made to provide an employee with assistance when the employee seeks treatment for alcoholism/drug abuse.
 - i. An employee who voluntarily seeks treatment for a substance abuse problem, which requires a leave of absence for treatment, shall be granted such leave of absence and further shall be eligible for reinstatement to employment after successful completion of treatment.
 - ii. **An employee who is found to have abused mood-altering substances through a random drug screening does not fall under the category of voluntarily seeking treatment for substance abuse, and shall be terminated from Tracer.**
 - A. Early identification of the substance abusers shall be an ongoing responsibility of Tracer to ensure safety within job performance and related criteria.
 - B. **The Site Manager of the employee shall bring such information to the attention of the Corporate Office for further evaluation.**
 14. Nothing in this policy is construed to prohibit Tracer from its responsibility to maintain a safe and secure work environment for its employees, and/or from invoking such disciplinary actions as may be deemed appropriate for actions of misconduct by virtue of their having arisen out of the use or abuse of alcohol or drugs or both.

ARTICLE 9 - Pay Rates

Section 1 - Guidelines

Special Note: The official basic pay rate for all Tracer Employees is the current Federal Minimum Wage.

1. The site, and/or position the employee is assigned to will determine the rate of pay per hour for that employee; **Special note: Tracer reserves the right to pay any employee (with, and/or without notice) at the current Federal Minimum Wage Limit for any, and all hours worked, regardless of the site's pay rate. Special note: Site Managers are normally paid at a higher pay scale than the other employees assigned to the same site; even though the Site Manager may be required to perform the same duties, as any other employee assigned to the site would be required to perform. Performing the duties of a Site Manager does not encompass the Site Manager's entire time while the Site Manager is on duty; however Tracer pays the Site Manager the extra money the entire time the Site Manager is on duty. The reason for this is to compensate the Site Manager for performing the extra duties required, i.e.;**
 - A. Managing site within all rules/regulations, policies, and procedures.
 - B. Inspecting site on non-duty hours.
 - C. Taking corrective action when and where required.
 - D. Coordinating with the Corporate Office as required.

- E. Keeping the shifts staffed even if they have to work themselves, Etc;
Again; this is done to compensate the Site Manager when they may be required to perform supervision duties outside of the Site Manager's normal duty (working) hours.
This compensation also covers any expense the Site Manager may incur traveling from the site to the Corporate Office in Baton Rouge. Performing the duties of a Site Manager is strictly a volunteer program; and Site Managers may resign from this position at any time without fear of reprisal.
2. Increase in pay is never automatic. The employee's overall employment record is reviewed, and if in the opinion of management the employee is eligible for an increase in pay, then the employee will receive the increase.
 3. Sites may as well have other benefits built into the contract, i.e.;
 - A. Annual increases
 - B. Vacations
 - C. Cash Incentives

However this is not the case for all sites.
 4. Sites may as well have a rank increase structure in place, i.e.;
 - A. Cadet = (set amount for probation)
 - B. Security Officer = (increase after probation)
 - C. Senior Security Officer = (increase after one year service)

However this is not the case for all sites.
 5. Your Site Manager should be able to answer any questions you may have about pay rates and benefits.
 6. **Fiscal Pay Period:** (26 pay periods per year) Payday is Biweekly normally on **every other Tuesday** for services performed for the two (2) week period ending with the previous Sunday shift. **Special Note: The official payday is Tuesday, after 8:AM. The official pickup point for checks is 3040 Teddy Drive, Baton Rouge, Louisiana. Tracer is under no obligation to mail, and/or send checks to worksites, and or individual's homes.**
 7. Checks are delivered to Site Managers to distribute.
 8. **Checks shall not be issued until Tuesday. No exceptions without the approval of the Corporate Office.**
 9. **Site Manager issuing checks prior to Tuesday will be relieved of their command.**

Section 2 - Special note to Site Supervisors/Managers;

1. **Site Managers are directly responsible for ensuring employees assigned to their supervision are paid properly in accordance with the policy and procedures of Tracer.**
2. **The Employees Performance Evaluation will as well be used when requesting increase in pay.**

Section 3 - Overtime

1. From time to time, it may be necessary for you to perform overtime work.
2. Your Site Manager must approve all overtime in advance.
3. **When it is necessary to work overtime, you are expected to cooperate as a condition of your employment.**

There are two types of overtime work

Subsection 1 - Scheduled Overtime:

1. Scheduled overtime work is announced in advance.
2. This type of overtime becomes part of the required workweek.
3. If you need to be excused from performing scheduled overtime, please speak with your Site Manager.

4. He/She will consider your situation and the requirements of the site in deciding whether you may be excused from performing the scheduled overtime.

Subsection 2 - Incidental Overtime:

1. Incidental overtime is not scheduled; it becomes necessary in response to extenuating circumstances.
2. It is extra time needed to complete work normally completed during regular hours.
3. Incidental overtime may become necessary when an illness or emergency keeps co-workers from being at work as anticipated.
4. It may require you to return to the workplace for emergency work.
5. **The opportunity to perform incidental overtime will be given first to the lowest paid employee who normally performs the task.**
6. If that employee cannot perform the overtime, the Site Manager will offer the overtime to a suitably qualified person who is available to perform the overtime work.
7. If you perform overtime work, you will be paid one and one-half (1 ½) times your regular hourly wage for any time over forty (40) hours per week that your work.

Section 4 - Work Performed on Company Holidays:

1. All employees who work on a company recognized holiday will receive their normal wages for the paid holiday at their normal pay rate times 1.5 for all hours worked during the holiday.
2. Holiday time is calculated from 0000 hours to 2400 hours on said holiday.
3. Tracer schedules all national holidays on the day designated by common business practice.
4. In order to qualify for holiday pay, you must have work the scheduled holiday.
5. Tracer recognizes the following holidays as paid holidays:

New Year's Day	Independence Day	Easter Day
Labor Day	Christmas Day	
Memorial Day	Thanksgiving Day	

Section 5 - Error in Pay

1. Every effort is made to avoid errors in your paycheck.
2. If you believe an error has been made, tell your **Site Manager** immediately. **Do not contact the Tracer Office.**
3. Your **Site Manager will take the necessary steps** to research the problem and to assure that any necessary correction is made properly and promptly.
4. **Special Note:** If after **a reasonable amount of time**; your pay error has not been corrected; please call and report this to the Account Manager.

Section 6 - Time Cards/Records

1. By law, Tracer is obligated to keep accurate records of the time worked by hourly employees. **Timecards, and timesheets accomplish this.**
2. Your timecard is the only way the payroll department knows how many hours you worked and how much to pay you. Your timecard indicates when you arrived and when you departed.
3. You are to sign in and out for lunch and for brief absences like a doctor or dentist's appointment.
4. All employees are required to keep their Site Manager advised of their departure from and return to the premises during the workday.
5. You are responsible for your timecard. Remember to record your time. If you forget to sign in or

- make an error on your timecard, **your Site Manager must make the correction** and you and your Site Manager must initial the correction.
6. You must report for duty early enough to give yourself enough time to be ready to assume your duties at the start time of your shift. If replacing another employee, this means you are on duty at the start time of your shift, and the other employee is off duty.
 7. No one may record hours worked on another's timecard.
 8. Tampering with another's timecard is cause for disciplinary action, including possible dismissal, of both employees.
 9. Do not alter another person's record, or influence anyone else to alter your record for you.
 10. Timesheets and time cards are to be turned into the Tracer Office every Monday morning by the Site Manager **no-later-then to 10:00 A. M.**
 11. The timecards and timesheets are to be complete and accurate when they are turned in.
 12. Time cards are not to be signed in, and/or signed out at the same time. Employees sign in at the start of their shift, and sign out at the end their shift.

Section 7 - Wage Assignments (Garnishments)

1. Tracer hopes you will manage your financial affairs so that Tracer will not be obligated to execute any court-ordered wage assignment or garnishment against your wages; however whenever court ordered deductions are to be taken from your paycheck, you will be notified.
2. Tracer will deduct a one-time fee of \$10.00 for required notarization work and a \$5.00 fee for the processing and mailing of each garnishment check sent on behalf of the employee.
3. According to the Federal Wage Garnishment Act, three (3) or more garnishments may be cause for dismissal.

Section 8 - Training Time

Training time is paid at the current minimum wage scale, unless otherwise stated in the site contract.

ARTICLE 10 - Attendance

Section 1 - Special Note To Site Manager:

All employees will be assigned for duty in accordance with the following procedures;

1. The site schedule (Tfor009) is to be made out two weeks in advance.
2. The Site Manager has the sole responsibility for making out the site work schedule.
3. The site schedule is made out for the proper management of the site, not for the convenience of the individual.
4. **Special note: Unless authorized by the Account Manager, all Site Managers are to work the daytime (morning) shift; Monday through Friday.**
5. The site schedule should be standard format, and officers should be rotated on the schedule.
6. The schedule is to be faxed to the Corporate Office each Monday before 10:AM.
7. Schedules become official notification of employees work hours and once faxed, cannot be changed without the prior approval of the Account Manager.
8. All Tracer employees will work as scheduled by their Site Manager.
9. Site Manager are to make out the weekly schedule in accordance with the needs of the site, not the needs of the individuals.
10. Employees needing time off for personal matters will ensure this is done during their days off, not on the days they are scheduled for duty.
11. Employees should be given two days off back to back each week (this may not always be possible).

12. There should be at least a twelve-hour break between shifts; however this may not always be possible.
13. Employee will not work a sixteen-hour shift without the approval of the Account Manager.
14. Employee will work no more than twenty-hours of overtime in any given week without the approval of the Account Manager.

Site Supervisors/Managers are not to lose sight of the fact all Tracer employees assigned to sites is in fact that; Tracer's Employees. Though an employee may be assigned to a site for months, even years at a time; the Corporate Office may at anytime, either through the Account Manager, and/or Manager type officials pull employees from sites to cover the staffing needs of Tracer as required. This is especially true on days employees are off, and staffing shortages elsewhere need to be covered.

Section 2 - Call-Offs/Late-For-Duty/No-Show, No-Call

1. You are expected to be at your workstation and ready to work at the beginning of your assigned daily work hours, and you are expected to remain at your **workstation until you are properly relieved.**
2. Leaving your post without permission, and/or a relief is a violation of Tracer, the Client, and the State Board rules, and will result in very serious consequences.
3. When your work takes you away from your workstation, please let your Site Manager know where you are going and how long you expect to be gone.
4. Be aware that excessive time off could lead to disciplinary action up to and including termination.
5. From time to time, it may be necessary for you to be absent from work. Tracer is aware that emergencies, illnesses, or pressing personal business, which cannot be scheduled outside your work hours, may arise.
 - A. Your Site Manager will decided if the reason you are calling off is justified, or not.
 - B. Your Site Manager will question you in detail as to why you cannot report for duty.
 - C. If you refuse to provide enough information for the Site Manager to make a reasonable decision if you should be allowed to call off, then you will be expected to report for duty.
 - D. If you refuse to answer the Site Manager's questions, and you still refuse to come in, then you will be considered to have voluntary resigned from Tracer.
 - E. If you are unable to report to work or if you will arrive late, please **contact your Site Manager immediately.** Give him/her as much time as possible to arrange for someone else to cover your position until you arrive.
 - F. If you know in advance that you will need to be absent, you are required to request this time off directly from your Site Manager. He/she will determine when will be the most suitable time for you to be absent from your work.
 - G. Site Managers who will be absent are to notify their **Account Manager.**
 - H. When you call in to inform Tracer of an unexpected absence or late arrival, ask for your Site Manager directly. Notifying a fellow-employee is not sufficient.
 - I. For late arrivals, please indicate when you expect to arrive for work.
 - J. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf. If your Site Manager is not available when call, you must then notify the Account Manager.
 - K. Absence from work without notifying your Site Manager will be considered a voluntary resignation.

Section 3 - Excessive Absenteeism or Tardiness

1. In general a **consistent pattern of absence**, will be considered excessive, and the reasons for the absences may come under question; however any absence may come under question by your Site Manager, and you may be required to provide documentation to your Site Manager upon their request.

2. Tardiness, or leaving early is as detrimental to Tracer as an absence. Other factors, like the degree of lateness, may be considered.
3. Be aware that excessive absenteeism, tardiness or leaving early may lead to disciplinary action, including possible dismissal.

Section 4 -Record of Absence or Tardiness

1. When a relief fails to report for duty on time as required; the **on-duty officer/employee** has an obligation to report this immediately to their Site Manager.
2. The employee will remain on duty after contacting the Site Manager until they have been properly relieved.
3. The on-duty employee will fill out a Call-Off/Late-For-Duty Form.
4. The on-duty employee will not try to contact their relief unless instructed to do so by the Site Supervisor, and/or a Manager from Tracer
5. **Any** officer/employee failing to follow this procedure **could result in their termination** from Tracer.
6. If you are absent because of illness or injury, you may be required to provide written documentation from a doctor that you are able to resume normal work duties before you will be allowed to return to work.
7. You will be responsible for any charges made by your doctor for this documentation.
8. Your Site Manager will make note of any absence or tardy, and the reason.
9. Your attendance record will be considered when evaluating requests for promotions, transfers, vacations, leaves of absence, and approved time off, etc.

Section 5 - Unpaid Leaves of Absence

1. Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with Tracer, but may not wish to submit your resignation.
2. In **very special** circumstances, Tracer may grant a leave for a personal reason, but never for taking employment elsewhere or going into business for yourself.
3. Your position as a security officer will be held; however Tracer cannot guarantee that you will be placed back at the same site, or on the same shift.
4. You are required to request an unpaid personal leave of absence from your Site Manager.
5. Your Site Manager will submit your request to the **Corporate Office for final approval**.
6. Failure to return from a leave of absence at the time agreed upon will result in termination of employment.

Section 6 - Requesting Time Off

1. Site Manager cannot grant extra time off.
2. Site Manager can only authorize two days off for a 40-hour shift, or three days off for a 32-hour shift within a given week.
3. The Account Manager must approve any additional time off.
4. An employee needing more than two days off per week will follow the requirements for vacation, and/or unpaid leave of absence.

Special Note To Site Manager: special time off will not be granted if it will put the work site into overtime.

Section 7 - Military Leave of Absence

1. If you are a full-time employee and are inducted into the U.S. Armed Forces, you will be eligible for

reemployment after completing military service provided you provide a copy of your orders to the Corporate Office as soon as you receive them.

2. You satisfactorily complete your active duty service.
3. You enter the military service directly from your employment with Tracer.
4. You apply for and are available for re-employment within **ninety (90) days** after discharge from active duty.
5. If you are returning from up to six (6) month's active duty; you must report to the Corporate Office within **30 days** after discharge from active duty to have your employment with Tracer reinstated.

Section 8 - Military Reserves or National Guard Leave of Absence

1. Employees who serve in U.S. military organizations or state militia groups may take the necessary time off **without pay** to fulfill this obligation, and will retain all of their legal rights for continued employment under existing laws.
2. You are to provide the Corporate Office with a copy of your orders as soon as you are aware of the dates you will be on duty.
3. Failure to provide the proper documentation to Tracer in a timely manner from your military unit could result in your termination.

ARTICLE 11 - Company Awards & Benefits

Section 1 - Vacation

1. It is Tracer's policy that employees be afforded authorized time off during the year for a paid vacation.
2. Request for a vacation starts at the employee's worksite, with the initiation of a vacation request form through the Site Manager.
3. All employees will be authorized either a 32 and/or 40 hours paid vacation each year; provided the employee worked a **minimum** of 2080 hrs for a 40 hour employee, and 1664 hrs for a 32 hour employee within a **12 month continuous** time frame.

- Example 1: 40 hours X 52 weeks = 2080 hours.
- Example 2: 32 hours X 52 weeks = 1664 hours

Special Note: Vacation are calculated by the calendar year (January to December) and not by your date of hire. For example if you are hired on 5/11/10 your are not eligible for a vacation until 5/11/11, however after that all vacation will be renewed on the first of the year.

- A. All vacations must be approved and used by December 31 or all of the hrs will be forfeited.
- B. Vacations will be paid at the current pay scale of the site the employee is assigned.
- C. All requirements must be met under the procedures for requesting vacations.
6. Fulltime employees with **five years** continue active service are authorized **two (2) weeks** vacation each year.
7. Fulltime employees with **ten years** continue active service is authorized **three (3) weeks** vacation each year.

Special Note to Managers: Approved vacations not put on the time sheet will not be paid.

Section 2 - Special Awards

Special Note To Site Manager:

Awards for the sake of just giving an award is a wasted award, and diminishes the true value of those who have truly earned the award. The Employees Performance Evaluation will as well be used when requesting awards. **Awards have certain prerequisite, which must be met prior to taking effect. Nothing is automatic.**

A. Star Of Valor



\$500.00 Cash Award

This award is presented to employees whom have performed a service on behalf of Tracer at the extreme risk of life and limb; which resulted in serious personal injury.

B. Commendation Award



\$200.00 Cash Award

This award is presented to employees whom have demonstrated appropriated skills by performing a service, which has reflected greatly upon the image of Tracer.

C. Merit Award



\$100.00 Cash Award

This award is presented to employees whom have performed a service, which has enhanced the growth of Tracer.

D. Employee Of The Year



\$100.00 Cash Award

This award is presented to one employee each year in January who has demonstrated outstanding leadership and service, above and beyond the normal requirements, which has contributed greatly to the success of Tracer.

E. Security Site Manager Of The Month



\$50.00 Cash Award

Selected as authorized by the Corporate Office each month.

F. Employee Of The Month



\$50.00 Cash Award

Nominated each month to the Corporate Office, by Site Supervisors/Managers.

G. Honor Student



\$50.00 Cash Award

Presented to the student whom scores 100% on both the 1st. & 2nd. eight hours of State Board Security Officer's Training.

H. Honor Service



This award is presented each year to employees who have maintained an outstanding service record. The individuals personal file is to be reviewed by the employee's supervisor and Corporate Office to ensure qualifying prerequisite have in fact been met.

**Special note to Site Supervisors/Managers;
Site Managers are directly responsible for ensuring employees assigned to their supervision are properly recognized, and awarded in accordance with the policy and procedures of Tracer.**

ARTICLE 12 - Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. Some people have problems with "rules" and "authority figures"; however, at Tracer, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting employment with us, you have a responsibility to Tracer and to your fellow employees to adhere to certain rules of behavior and conduct.

The purpose of these rules is not to restrict your rights, but rather to be certain you understand what conduct is expected and necessary. When each person is aware that he/she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

Section 1 - Unacceptable Activities

In general Tracer expects all its employees to act in a responsible and mature way. Tracer must at all times protect the trust built in the client's and public eyes. Tracer employees involved in unacceptable activities; on, and/or off duty; which may adversely affect the client's, client's customers' or the public's trust in the ability of Tracer to carry out its responsibilities, will not be tolerated.

If your performance is unsatisfactory due to **lack of ability** and/or **failure to abide by** Tracer rules, or failure to fulfill the requirements of your job, you will be notified of the problem through **official counseling sessions (counseling sessions are a tool of correction, not a tool of punishment)** with your

Site Manager. If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal. Generally speaking, Tracer expects each person to act in a **mature and responsible way** at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Tracer. If you have any questions concerning any work or safety rule or any of the unacceptable activities listed, please see your Site Manager for an explanation.

Occurrences of any of the following violations, because of their seriousness, shall be brought to the immediate attention of the Corporate Office, and could result in immediate dismissal without warning:

1. Willful violation of any company rule.
2. Any deliberate action that is extreme in nature and is obviously detrimental to Tracer efforts to operate profitably.
3. Failure to report for work and failure to report to the proper Site Manager that you are not coming into work (No-Show/No-Call).
4. Violating any employment agreements.
5. Theft.
6. Falsification of Company Records.
7. Conflict of interest.
8. Threat of, or the act of doing bodily harm.
9. Willful or negligent action.
10. Use and/or possession of intoxicants, drugs or narcotics on, or off duty.
11. Neglect of duty. **Special Note: A Tracer Officer is responsible for the protection of property and persons. Tracer does not expect officers to risk their own safety to protect property; however there will be times when the Security Officers must place their own safety in harms way in order to protect the lives of others.**
12. Refusal to perform assigned work.
13. Failure to follow a lawful direct order.
14. Sleeping on duty
15. Allowing unauthorized personnel into restricted areas for which the security officer is responsible.
16. Unauthorized use of the client's telephone, and/or equipment.
17. Unauthorized use of company vehicles.
18. Failure to follow proper procedures as outlined in company and/or client's policies, written or verbal.
19. Abusive and/or profane language.
20. Any act, which violates common safety rules/practice or failure to observe safety rules/practice, or Tracer's safety rules/practices, which may, and/or may not result in injury.
21. Failure to wear required safety equipment.
22. Tampering with Tracer equipment or safety equipment.
23. Negligence or any careless action, which endangers the life or safety of another person.
24. Use or possession or sale of controlled substance drugs in any quantity while on company premises; with the except of medications prescribed by a physician, which do not impair work performance, and have meet the approval of Tracer to take while on duty.
25. Unauthorized possession of dangerous or illegal firearms, or explosives on company property or while on duty.
26. Engaging in criminal conduct or acts of violence.
27. Making threats of violence toward anyone on company premises or when representing Tracer.
28. Fighting, or provoking a fight.
29. Horseplay.
30. Insubordination. **(Is defined as not submitting to authority; disobedient).**
31. Refusing to obey instructions properly issued by your Site Manager pertaining to your work.
32. Refusal to help out on a special assignment.
33. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any

- purpose.
34. Engaging in an act of sabotage.
 35. Willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, clients, or visitors in any manner.
 36. Unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management.
 37. Unauthorized use of company equipment or property for personal reasons.
 38. Using company equipment for profit.
 39. Dishonesty, and/or misleading statements.
 40. Willful falsifications or misrepresentation on your application for employment or other work records.
 41. Lying about sick or personal leave.
 42. Falsifying reason for request for time off.
 43. Altering of company records or other company documents and/or data requested by Tracer.
 44. Giving confidential or proprietary Tracer information to competitors or other organizations or to unauthorized Tracer employees.
 45. Breach of confidentiality of personnel information.
 46. Working for a competing business while a Tracer employee.
 47. Malicious gossip and/or spreading rumors. **(include; allowing others to engage you in gossip, and/or spreading rumors)**
 48. Engaging in behavior designed to create discord and lack of harmony.
 49. Interfering with another employee on the job.
 50. Willfully restricting work output or encouraging others to do the same.
 51. Immoral conduct or indecency on or off duty.
 52. Conducting a lottery or gambling on company premises.
 53. Using profanity while on duty and/or in uniform on or off duty.
 54. Unsatisfactory or careless work.
 55. Failure to meet quality standards as explained to you by your Site Manager.
 56. Failure to get necessary instructions.
 57. Any act of harassment, sexual, racial or other.
 58. Telling sexist or racial-type jokes.
 59. Making racial or ethnic slurs.
 60. Leaving work before the end of a workday.
 61. Not being ready to work at the start of a workday.
 62. Stopping work before time specified for such purposes.
 63. Loitering or loafing during working hours.
 64. Leaving your workstation during your work hours without the permission of your Site Manager.
 65. Smoking in restricted areas or at non-designated times, as specified by department rules.
 66. Creating or contributing to unsanitary conditions.
 67. Posting, removing or altering notices on any bulletin board on company property without permission of a Site Manager of Tracer.
 68. Failure to report an absence or late arrival of yourself and/or another Tracer Employee.
 69. Excessive absences or lateness.
 70. Indifference or rudeness towards a Site Manager, fellow employee, client or client employee.
 71. Disorderly/antagonistic conduct on company premises, or while in Tracer uniform.
 72. Speeding or careless driving of company vehicles.
 73. Failure to immediately report damage to, or an accident involving company equipment.
 74. Soliciting during working hours and/or in working areas.
 75. Failure to maintain a neat and clean appearance in terms of the standards established by your Site Manager.
 76. Any departure from accepted conventional modes of dress or personal grooming.
 77. Wearing improper or unsafe clothing.

78. Eating food and/or drinking beverages in undesignated areas.
79. Failure to use your timecard.
80. Alteration of your own timecard or records or attendance documents.
81. Signing or altering another employee's timecard or records, or causing someone to alter your timecard or records.
82. Unauthorized watching TV, and/or listening to radio. Playing any type of handheld games.
83. Unauthorized reading of materials, to include, but not limited to newspapers, books, magazine, etc:
84. Bring personal cell phone onto site without proper authorization from Corporate Office.
85. All employees of Tracer are restricted from visiting **the sites they are assigned to** when off duty; with the exception of Site Manager conducting site inspections.
86. Obeying an unlawful directive from a Site Manager.
87. Making unofficial copies of any Tracer, and/Clients documents.
88. Coming onto worksite without uniform properly worn, i.e. shirt of pants, tie not worn properly, etc.
89. Entertaining personal friends, and/or relatives (spouse, relatives, friends, etc.) while on duty and/or allowing them to hang around the employee's workstation. **Special Information:** To better explain this restriction; while Tracer cannot stop, nor does it want to stop, personal friends, and/or relatives coming onto locations where its employees work; Tracer will not allow its employees to become distracted from their duties by spending company time talking to, and/or entertaining these individuals.
90. Any deliberate action that is extreme in nature and is obviously detrimental to Tracer's efforts to operate profitably.

ARTICLE 13 - Confidential Information

1. As an employee with Tracer you have access to personal and confidential information.
2. All Tracer business must be kept strictly confidential.
3. Our clients and Tracer entrusts the employee with important information relating to their businesses.
4. The nature of this relationship requires maintenance of confidentiality.
5. In safeguarding the information received, Tracer earns the respect and further trust of our customers and suppliers.
6. Your employment with Tracer assumes an obligation to maintain confidentiality, even after you leave our employment.
7. Any violation of confidentiality seriously injures Tracer reputation and effectiveness.
 - A. **Do not discuss Tracer business with anyone who does not have any official need to know, and never discuss business transactions with anyone who does not have a direct association with the transaction.** If unsure, contact the appropriate Tracer Site Manager.
 - B. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality.
 - C. If you hear, see, and/ or become aware of anyone else breaking this trust, then you are to report this directly to the Corporate Office.
 - D. If someone questions you outside the company or your department and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer, and that we do not wish you to do so. Instead, as politely as possible, refer the request to your Site Manager.
 - E. No one is permitted to remove or make copies of any Tracer records, reports or documents without prior management approval.
 - F. **Because of its seriousness, disclosure of confidential information could lead to dismissal.**

ARTICLE 14 - Client Relations

Section 1 - Guidelines

1. The success of Tracer depends upon the quality of the relationships between Tracer, our employees, our clients, and the general public.
2. Our clients' impression of Tracer and their interest and willingness to do business with us is greatly formed by the people who serve them.
3. Regardless of your position, you are Tracer ambassador. The more goodwill you promote, the more our clients will respect and appreciate you, Tracer, and its services.
4. Here are four things you are **required** to do to help give clients a good impression of Tracer;
 - A. Act competently and deal with clients in a courteous and respectful manner.
 - B. Communicate pleasantly and respectfully with other client employees at all times.
 - C. Follow up on orders and questions promptly; provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
 - D. Take great pride in your work and enjoy doing your very best.

THERE HAVE BEEN OCCASSIONS IN TEH PAST WHERE TRACER EMPLOYEES HAVE USED THEIR POSITION WITH TRACER AS A STEPPING STONE TO GET A JOB WITH TRACER'S CLIENTS. EFFECTIVE IN 2006 THE CLAUSE IN THE CONTRACT BETWEEN TRACER AND THE CLIENT WILL BE ENFORCED.

This Clause Reads As Follows:

The parties agree that neither party shall hire or employ any present or former employee of the other party, without the written consent of the other party during the time this agreement is in effect and for a period of one year after the expiration of this agreement, for the employment within the same county, and/or parish.

Section 2 - Answering Phone

1. When answering the phones please use the following protocol:
 Example 1: Tracer, this is John, how can I help you?
 Example 2: Tracer, this is Mr. Smith, how may I help you?
 Example 3: This is (name of site), officer (last name) speaking, how may I help you.
2. The same holds true in the way we address our clients, Site Manager, and others.
3. Unless requested to do so by the individual, **never address them by their first name, always put their title first, and then last name last.**
 Example 1: Mr. Smith, etc.
 Example 2: Col deValcourt, etc,
4. Using proper protocol is what puts Tracer a step above the other security companies. **Special note:** It is not considered improper protocol for a superior to address a subordinate by their first name.

Subsection 1 - Special note to all Tracer Employees;

1. The Client pays Tracer to service their business and to take care of Tracer's (employees) business.
2. Most Clients do not want, and/or have the time to get involved in Tracer's (employees) business.
3. Past history has shown there are those few rare employees who will use the relationship they have built over time with the client as an avenue to get around the policies and procedures of Tracer for their own personal benefit.
4. **Going to the Client with Tracer's business, and/or problems to undermined Tracer's authority**

are grounds for termination.

These are the building blocks for your and Tracer continued success.

ARTICLE 15 - Chain of Command

Section 1 - General Statement

All Supervisors at all levels shall conduct their supervisory duties in strict compliance with the Regulation Manual, as well as any other Tracer and/or Client Policies and Procedures. Supervisors who show through their actions and/or inactions they are not following, and/or able to follow Tracer's Rules/Regulations, Policies & Procedures will be removed from any position of responsibility they may hold as a supervisor. Supervisors are to study and learn this manual. To say they didn't know due to their unwillingness to study and/or learn the manual will never be used to excuse their actions and/or inactions.

A TEAM EFFORT

The Site Managers are the Corporate Office's on site representatives for Tracer. The Site Manager ensures a good line of communication with Tracer's Client, ensuring Tracer best interest is enforced, and the Client's needs are met.

When a supervisor/manager gives a written, and/or verbal directive which is not back by the Rules/Regulations, Policies, and Procedures; then they are in violation of the statement that no one may alter or modify the Rules/Regulations, Policies, and Procedures; and they must understand no statement or promise made by a supervisor, manager, or department heads may be interpreted as a change in policy nor will it constitute an agreement with an employee. The bottom line is all supervisors/managers must understand when they step outside of Tracer's Rules/regulations, Policies, and Procedures; they leave behind any protection from Tracer on their behalf.

Section 2 - Guidelines

1. Tracer is regulated internally through the Chain of Command.
2. The Chain of Command is an order of authority whose levels range from the Security Officer in the field to the Operations Manager of the company.
3. These designated authority levels ensure appropriate communication and management for Security Officers at all levels.
4. **The ultimate authority in Tracer is the Operations Manager of the Company.**
5. The Operations Manager authorizes the **Corporate Office** to implement this authority throughout the Security Service Force.

Section 3 - Corporate Office

The directors of Tracer authorized the Corporate Office to implement their authority throughout the Company on a day-to-day basis in the overseeing and management of Tracer. The Corporate Office has the on going responsibility to ensure all of Tracer's and the Client's Rules/Regulations, Policies & Procedures, as well as those at the State & Federal level are followed and enforced. The Corporate Office has the authority to make on spot corrections as required, and the obligation to report to the director's deficiencies and/or situations, which may have a negative effect on company operations.

Section 4 - Account Manager

The primary mission of Account Managers is the on-going supervision of Tracer's Sites.

The Account Manager is the major player in oversight of all Tracers' sites from the field to the Corporate Office. The Account Manager plays a major role in taking the philosophy of Tracer and implicating it into the field. For the most part this Manager has the final say in many areas of supervision and operations of individual sites, as the Account Manager is the one on the ground in the field, who would know better than they the needs of the site.

1. The Account Manager is the Regional Director of all Tracer Accounts placed under their jurisdiction.
2. Responsible for the appointment and supervision of Site Manager.
3. Responsible for the assurance of enforcement of Tracer & Tracer's Client's rules/regulations, policies & procedures.
4. Assist in the growth of Tracer
5. Initial drafting of site SOP's.
6. Updating/Revising of site SOP's.

Section 5 - Field Supervisor

The Field Supervisor is responsible for site inspections and is to be used at the Account Manager's discretion.

Section 6 - Site Management

Site Managers are accountable directly to their Account Manager, and/or the Corporate Office.

1. Ensures site meets and maintains service requirements in accordance with the site's SOP and Service Agreement.
2. Site Training
 - A. Ensures all Tracers' employees assigned to the site are properly trained on the site's SOP.
3. Promotions/Awards
 - A. Recommends to the Account Manager employees qualified for advancement/awards.
4. Payroll
 - A. Ensures each employee is properly paid.
5. Discipline
 - A. Controls moral, performance, and attitude within acceptable Tracer standards. This is accomplished by managing the site in accordance with the Rules/Regulations, Policies & Procedures of Tracer and its Clients. There are many elements of support which are available to you without going directly to the Account Managers.
 1. Hiring - Contact Personnel 1-225-769-6606 ext.10,
 2. Uniforms - Contact Personnel 1-225-769-6606 ext.10
 3. Administration - Contact Operations Manager at 1-225-769-6606 ext. 15
 4. Payroll - Contact Accounting Manager at 1-225-769-6606 ext. 12
 5. Pay Increases – see Site Manager and/or Account Manager

Section 7 - The Most Important Person in the Chain-of-Command

The most important person in the Chain-of-Command is the individual Security officer. The overall success of our security service rests with the performance of the individual security officer and what that officer does, or does not do, while they are on duty.

Section 8 - Three Authorities within Tracer

1. Tracer (Our Employer)
2. The Site on which the security officer works (Our Clients)
3. The Louisiana State Board of Private Security Examiners (The Board)

Section 9 - The Two Types of Supervision

1. Direct Supervision
2. Indirect Supervision

Subsection 1 - Direct Supervision

1. Is defined as management, direction, guidance and administration provided by Site Managers directly responsible for security officers working on sites for which the Site Manager is responsible.
2. Site Managers can be directly assigned to the supervision of specific Tracer Security Officers.

Example 1:

- A. A security officer is assigned to work on a site, which has a Site Manager; and the security officer is told to report directly to the Site Manager.
- B. The Site Manager, in turn reports to an Account Manager, who reports to the Corporate Office, who reports to the President, etc.
- C. The Site Manager is immediately responsible for the security officer, and performs the direct supervision of that security officer, and therefore is the **FIRST-LINE SUPERVISOR** of the security officer.

Example 2:

- A. The security officer is assigned to work on a site, which has Shift Supervisors; and the security officer is told to report directly to the Shift Supervisor.
- B. The Shift Supervisor, in turn reports to the Site Manager, who reports to an Account Manager, who reports to the Corporate Office, who reports to the President, etc.
- C. The Shift Supervisor is immediately responsible for the security officer, and performs the direct supervision of that security officer, and therefore is the **FIRST-LINE SUPERVISOR** of the security officer.

Example 3:

- A. The security officer is assigned to work on a site, which does not have a Site Manager.
- B. The security officer is assigned directly to the supervision of an Account Manager, who reports to the Corporate Office, who reports to the President, etc.
- C. The Account Manager is immediately responsible for the security officer, and performs the direct supervision of that security officer, and therefore is the **FIRST-LINE SUPERVISOR** of the security officer.

Subsection 2 - Indirect Supervision

Indirect Supervision is defined as supervision provided by any officer in the Chain-of-Command who outranks another officer. **Higher-ranking security officers are indirectly responsible for supervising all lower ranking security officers; and therefore are theoretically their Site Manager with**

jurisdiction over them.

Example 1:

A Corporal is off duty inside a grocery store and sees an individual in a Tracer uniform on. The shirt is pulled out of the uniform pants. The Corporal goes up to the individual, properly identifies himself or herself to the individual and instructs the individual to put their shirt back into their pants. Even though the two may never have meet before, and both are off duty, and the Corporal is not in the officer's official chain-of-command, the security officer still must follow the lawful directive given by the Corporal to properly wear the Tracer uniform.

Subsection 3 - S/O right to refer concerns/situations to higher levels of the Chain-of-Command

1. The Site Managers are normally the first supervisor in the security officer's Chain-of-Command.
2. Any time a security officer is faced with a problem or an unusual situation and needs assistance; the security officer will use the Chain-of-Command as an aid in resolving that situation.
3. The security officer will start by referring the concern/situation to their First-Line Supervisor.
4. If the First-Line Supervisor is unable to assist/resolve the concern/situation, then the **First-Line Supervisor** will refer the security officer to the next level of supervision in the Chain-of-Command until the concern/situation has been resolved.
5. Supervisor have no authority to prevent any security officer from taking any concern/situation to a higher level in the Chain-of-Command.
6. **The security officer will, however, afford their First-Line Supervisor every opportunity to assist with the concern/situation before it is referred to the next of supervisor in the Chain-of-Command.**
7. In the event the officer wishes to speak to the next higher Supervisor in the chain-of-command, **then the current Supervisor will contact the higher Supervisor** and request a meeting between the officer and themselves.
8. Supervisor who refuse to refer employee to next higher Supervisor will be removed from their command.

Section 10 - Removal of Security officers from Job Sites by Site Manager

1. All security officers/employees work at the pleasure/discretion of their Site Manager. Site Managers have a responsibility to ensure that problem employees do not remain on Tracers work Sites. The Site Manager may make the decision on the first day that the employee needs to be removed from the work site, and/or this may be a gradual process over several weeks.
2. The Site Manager is authorized to remove the security officer from the work site only for **due cause, and/or at the request of the Client.** Due causes may include, but is not limited to violations of Tracer polices, rules/regulations, and/or procedures.
3. Removal from the work site is evaluated on a case-by-case basis, taking into consideration the security officer's work performance, length of service and actions taken under similar circumstances.
4. The Account Manager will ensure all required steps of retraining and counseling must have been accomplished, and **properly documented prior to displacement approval.**

ARTICLE 16 - Rank Structure

Section 1 - Guidelines

The rank structure has been established by Tracer and serves as a visible means of identifying figures, positions and responsibilities within the Security Service Force. As the uniform identifies the security officer, the insignia of a grade identifies the officer's position and responsibilities within the Security Service Force. The rank structure also serves as an avenue by which a security officer may advance in the company.

Section 2 - Basic Ranks Within The Security Services Force

Cadet

(No insignia of rank)

For those officers on probation.

Must earn the right to be addressed as a Security Officer

Security officer



After 90 Days New Hire Probation

Senior Security officer



For officers who have been with the company for a continue period of 12 months, have maintained good work performance and attendance records, and have no other information in their personnel records that would restrict them from being promoted.

Specialist



For officers who perform outside of the normal requirement of both the Security Officer and the Senior Security Officer and/or assist Site and Shift Supervisors

Section 3 - Site Command Ranks



Corporal
0 - 2 years



Sergeant
3 - 4 years



Staff Sergeant
5 - 6 years



Sergeant First Class
7 - 8 years



Master Sergeant
9 - 10 years



First Sergeant
11 - 12 years



Sergeant Major
13 - 14 years



Command Sergeant Major
15 - 16 years



Sergeant Major of Security
17 years to Retirement

Section 4 - Corporate Headquarters Ranks



Lieutenant
0 - 2 years



Captain
2 - 4 years



Major
4 - 6 years



Lieutenant Colonel
6 - 8 years



Colonel
8 - 10 years



Field Supervisor

It is the desire of Tracer that a new employee can come into the company as a cadet, and through their own hard work and drive, work their way from cadet to a position of leadership/management.

ARTICLE 17 - Promotions

Promotions above the rank of Specialist are for command positions only.

PROMOTIONS ARE AWARDED FOR THE GOOD OF THE COMPANY.

1. Security officers selected for command position must possess the following qualities:
 - A. Initiative: the ability to originate/develop ideas and get projects started
 - B. Acceptance of responsibility; willingness to do more than regular work. Seek new and challenging assignments.

- C. Teachability: the ability to grasp new ideas and methods; has a good speed of learning and retention.
 - D. Leadership: the ability to lead and train others and get results through teamwork.
2. The Corporate Office approves promotions for all security officers in Tracer. **Promotions are not official until the security officer being promoted has received official orders regarding the promotion, which have been signed by the appropriate representative of Tracer authorizing the promotion. Site Manager wishing to promote an officer under their command must submit a written request to the Account Manager, for review. The written request must contain the following:**
- A. Employees Performance Evaluation (tfor 047)
 - B. Written justification explaining why the Site Manager feels the officer qualifies for the promotion.
 - C. An outline of the officer's expanded duties requiring said promotion
- All requests for promotion are evaluated on individual merit for approval or disapproval.**

ARTICLE 18 - Uniforms/Appearance

A neat, tasteful appearance contributes to the positive impression you make on our clients, and the public. Your Appearance is 70% of your total job performance while on duty. Special note to all on duty officers:

You are not relieved from duty until you have been properly relieved. If your relief is in violation of any of the below standards; you are to remain on duty; notify your Site Manager, and await instructions on steps required to ensure your proper relief. This is especially true if you feel the officer who is relieving you may be under the influence of alcohol, and/or drugs. **If you allow yourself to be relieved by an individual who is not fit to assume your post, then you can expect to be terminated from your position.**

1. When representing Tracer (**in and/or out of uniform; on and/or off duty**) you are expected to be suitably attired and well groomed.
2. A good clean appearance bolsters your own poise and self-confidence and greatly enhances the image of a security officer.
3. Personal appearance should be a matter of concern for each security officer.
4. If a Supervisor feels the security officer's attire is out of place, the officer will be asked to leave the job site until the officer is properly attired.
5. The security officer will not be paid for the time they are off the job site for this purpose, and will be required to makeup time to avoid any overtime due to this action.
6. The **Corporate Office** determines the appropriate uniform code for the job site, and any security officers/employee who violate the standards are subject to appropriate disciplinary action.
 - A. Female officers/employees are authorized small simple earrings.
 - B. Male officers/employees are not authorized the wearing of earrings while in uniform.
 - C. Body piercing jewelry is not authorized while on duty.
 - D. Facial hair is not permitted, with the exception of a neatly trimmed mustache. If an employee has a medical reason for having a beard they need to present documentation to the Corporate Office.
 - E. Hairstyle for both male and females will be in good taste (Good taste is determined by Tracer, not the officer).
 - F. Male officer's hair will not extend below the top of the collar of the uniform shirt.
 - G. Excessive jewelry is not authorized while on duty. A simple ring, and watch is authorized. No necklaces.
 - H. Fingernails are to be neatly trimmed, and must not extend more than a quarter of an inch past the tip of the finger. Fingernail decoration is unauthorized. Fingernail polish will be clear.
 - I. All uniforms will be clean and pressed when reporting for duty. **Pressed means ironed.**
 - J. Ties will be worn, unless authorized by the Corporate Office.

- K. Shoes must be shined when reporting for duty.
 - L. Only black shoes, and/or boots with black socks will be worn.
 - M. Only black belts are to be worn. **Special Note:** Belt buckles must be simple and in good taste, and approved by Tracer.
 - N. Teeth ornamentation is not authorized.
 - O. Tattoos will be covered by appropriate clothing as required.
7. Supervisors are required to make on the spot corrections to any officer they find in violation of the uniform code.
 8. Security officers wear only uniforms shirts issued to them by Tracer, officers can purchase their own pants as long as they are approved by the Corporate Office.
 9. **Only items issued and/or approved by the Corporate Office will be worn on the uniform, and items so approved will be placed on the uniform as required by the Corporate Office.**
 10. Anytime a security officer is wearing the uniform, they will wear the complete uniform, properly.
 - A. The uniform shirt is worn inside trousers.
 - B. Long sleeve shirts are worn buttoned to the wrist.
 - C. Only jackets or coats issued and/or approved by Tracer are to be worn over the uniform.
 11. The uniforms are to be maintained in good condition.
 12. Repair or replacement of uniforms or equipment caused by negligence, carelessness or improper use will be charged to the security officer.
 13. Damage or unserviceable equipment will be returned to the Tracer Office and replacements obtained.
 14. Uniforms are not worn when security officers are off-duty except when traveling to and from the duty site. Stops between home and work are authorized, i.e., for fuel, food, etc.
 15. Security officers do not enter bars, cocktail lounges, taverns or other places where alcoholic beverages are served or where gambling/gaming is being conducted while in uniform unless the security officer has been assigned to such sites for duty.
 16. **Security Officers do not handle, sell and/or serve alcoholic beverages in any form while in uniform; this includes the handling of empty alcoholic beverage containers.**
 17. It is noted not every unforeseen item can be covered; however the Supervisor, not the employee will always determine what is in keeping with this standard, and what is not.

Special Note: Tracer recognizes the sacrifice of our men and women in the Armed Forces, and authorizes the wearing of their authorized services ribbons on the Tracer Uniform; however this shall be done in accordance with all Federal Regulations governing the wearing of military ribbons on other than military uniforms. Military Ribbons will be worn above Tracer Ribbons, and in the proper order as authorized for wear on military uniforms. Military Medals will not be worn on the Tracer Uniform. A copy of the award must be presented to the Corporate Officer prior to the wearing of the ribbon.

ARTICLE 19 - On The Job Injuries

Section 1 - Guidelines

1. **When an employee is injured on the job, the employee will contact their Site Manager at once. The Site Manager will seek medical attention for the employee. The Site Manager will then immediately notify the Corporate Office through their Account Manager to report the injury.**
2. **If the injury is critical and demands immediate medical attention, dial 911, then follow the above steps.**
3. The Site Manager cannot force the employee to take medical treatment; however if the employee refuses medical treatment, then the Site Manager will have the employee write out a statement on a memorandum (Tfor031) clearly stating they refuse medical treatment, and

they will not hold Tracer responsible for any complications they may encounter from the injury due to them refusing medical treatment. The employee must sign the form, and the Site Manager must witness the signature.

4. **Each site has as a part of its Site Operating Procedures (SOP) the name, address and phone number of the emergency medical clinic, which the employee is to be sent to if they or injured on the job and if the injury is serious enough to require the security officer to seek medical attention the hospital or medical clinic. The employee must go to the medical facility authorized by Tracer, otherwise Tracer will not be responsible for their medical expenses.**
5. The Site Manager will provide the employee with a completed Medical Treatment Authorization Form (Tfor045), along with an On-The-Job-Injuries Drug Screen Authorization Form (Tfor022). **The employee must submit to a drug screen. If the employee refuses medical treatment, the Corporate Office may still instruct the Site Manager to have the employee drug screened.**
6. All injuries must be reported to the Corporate Office in Baton Rouge as soon as possible (ASAP). This accomplished by faxing in the Incident Report Form along with a copy of the Medical Treatment Form, and Drug Screen Form to the Corporate Office

**The main clinic for the Baton Rouge Area is located just minutes from the Corporate Office;
Total Occupational Medicine
3333 Drusilla Lane
Baton Rouge, Louisiana
1-225-378-4194
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Section 2 - First Aid

1. First Aid is the immediate and temporary care given to a victim of an accident or sudden illness until the services of a physician can be obtained.
2. Security officers presented with an injured person should send for help immediately.
3. Security officers should not administer first aid unless they have received first aid training from a qualified instructor, and are so certified.
4. Security officers should make the injured person comfortable but should avoid moving the person.

ARTICLE 20 - Accountability Of Equipment

Tracer has experienced many problems with equipment either being damaged or coming up missing and no one can explain the reason for.

1. Site Managers are held directly accountable for all equipment placed on their sites for the use of our security service force.
2. It matters not how the Site Manager may delegate the control of their site equipment, they are still responsible for the accountability and proper maintenance of said equipment.
3. Site Managers **cannot delegate** this responsibility.
4. When an item of equipment is damaged, or comes up missing and the Site Manager cannot account for how it got damaged, or who had the equipment in their possession last, then the Site Manager becomes financially responsible for that equipment.
5. There are many ways that equipment and their proper maintenance may be accountant for, and Tracer has forms in place for this accountability; Site Manager must ensure they are following proper procedures, and using the proper required forms.
6. Site Managers will at all time be able to account for all equipment place under their care, and follow procedures for proper accountability and maintenance of their site's equipment.

ARTICLE 21 - Arrest / Search and Apprehension

Arrest is defined as the stopping, seizing, or apprehension of a person by lawful authority; the act of laying hands upon persons for the purpose of taking the person into custody for the law; the restraining of the liberty of one's person in order to compel obedience to the order of a court of justice or to prevent the commission of a crime or to ensure that the person charged or suspected of a crime may be forthcoming to answer the charge(s).

Special note to Site Manager, and officers/employees:

Your authority as a Tracer Security officer is limited to the boundaries of the Site to which you are assigned for official duty.

Section 1 - Guidelines

Tracer Security Officers should always remember:

1. Security officers are not police officers.
2. Security officers have no authority under the law beyond that of any private citizen.
3. Any Security officer is subject to civil suit for false arrest or imprisonment under any circumstances if the Security officer detains anyone illegally.
4. A Security officer may make an arrest only under the following conditions:
 - A. **If you actually witness a felony within your jurisdiction, and/or if you have absolute reason to believe a felony has been committed within your jurisdiction, and the person to be arrested has committed the felony.**
5. Security officers are ordered to take no chances when arresting a suspect.
6. If the security officer has any doubt whatsoever, he/she is to contact their Site Manager immediately.
7. **The Security officer's principal duties are to observe, report and prevent rather than to apprehend.**
8. Under no circumstances should any security officer "play policeman", either on or off duty.
9. Evidence of any security officer-playing policeman will result in disciplinary action, and/or dismissal.
10. **In the event of a dispute or altercation involving a security officer, the security officer will secure names, addresses, and telephone numbers of witnesses and persons involved, and the security officer will submit a incident report to Tracer Headquarters (Baton Rouge Office) as soon as possible (ASAP).**

Section 2 - Searches

A Security officer's duties may require him/her to conduct searches, if so:

1. A Security officer may require employees or visitors to open lunch buckets, bags, briefcases, other personal packages, or containers, etc.
2. A Security officer may look at, but may not touch, any of the contents in lunch buckets, bags, . briefcases, other personal packages or containers, etc. If necessary, ask the employee or visitor to move, and/or remove items from containers.
3. A Security officer may search employee lockers but only in the presence of a Site Manager level employee of the client and a union representative, if appropriate.

Subsection 1 - Actions not allowed

A Security officer may not perform any of the following actions:

1. **Conduct a search without the approval of the client; which must be given in writing and**

documented.

2. A security officer may not search person, person home, or person's clothing without the person's permission (male may only search male, and female may only search female).
3. A Security officer may not search a vehicle without the owner's permission.
4. A Security officer may not search a house, garage, apartment, or other dwelling without the owner's permission (provided for by written documentation), and the presence of a witness.

ARTICLE 22 - Standard Operating Procedures (SOP)

1. All sites have as part of the sites operating procedures; a SOP Manual.
2. Inside this manual are the explicit details of the **Client's Requirements**.
3. Initially the SOP is made out in advance of the start of service for the client by the Account Manager, reviewed by the Corporate Office, and approved by the President.
4. It is the responsibility of the Site Manager to ensure the site has a SOP; to maintain the SOP; to keep the SOP up to date; and to ensure the SOP accurately reflects the requirements of the client on an on-going basis.
5. All officers/employees working on sites will be trained on the SOP for that site, and training will be properly documented.
6. SOP's will be maintained on sites and made available to all required officer/employees to reference as required; while at the same time maintaining security of the SOP.

ARTICLE 23 - Cashier Shortages

When an employee of Tracer takes charge of money on behalf of Tracer, the employee becomes directly responsible for the accountability of those monies. At the end of the shift, the employee must be able to turn over all the money they were responsible for during their shift. If the employees find they cannot account for money entrusted in their care during their shift, then the employee becomes responsible for the repayment of money unaccounted for.

1. The employee must properly complete a Cashier Shortage Form prior to leaving the work site. **Failure to complete the Cashier Shortage Form prior to leaving the work site will be grounds for termination.**
2. If you are \$100.000 or more short at the end of your shift, you are not to leave the position you are working in; i.e. cashier's cage. **You are to remain in place and contact your Site Manager.**
3. If you are unable to reach your site supervisor, then and only then; you are to call your Account Manager to report the shortage. **If you fail to stay in place until a Tracer Manager arrives on the site, and you leave the work site; Tracer's Management has been instructed to call the local Sheriff's Office, and report you for suspicion of theft.**

ARTICLE 24 - Corporate Emergency Procedures

Section 1 - Note to employees

Special note to Tracer Employees: Read carefully what will be required of you during emergency situations. If during an emergency, your manager or supervisor is not able to make contact with you or your fail to make yourself available to your manager during emergency situations, **your employment will be terminated.** So if at this point in time of your reading and/or studying this manual you feel **you will not be able to meet the following requirements, then you need to tender your resignation at once.**

Section 2 - Emergency Codes

Tracer does not hire Fair Weather Employees; which means officers who will only work when the weather conditions are perfect, and/or the working conditions are to their individual likings. During weather, and/or other types of major emergencies the following codes will be issued, and followed by all required/responsible individuals.

CODE BLUE

Issued by The Corporate Office to Account Managers

1. Account Managers will notify Site Managers.
 - A. Site Managers will notify all officers/employees assigned to site that they are under a Code Blue Alert.
 - i. All officers/employees assigned to site will make necessary arrangements as required (**ensuring their families are taken care of as required, etc.**) to be available for duty at a moments notice; ensuring the Site Manager have proper numbers where they can be reached.
 - B. Managers will ensure all required equipment, which may be needed during the emergency, is available and in place at the site.

CODE ORANGE

Issued by The Corporate Office to Account Managers

1. Account Managers will notify Site Managers.
 - A. Site Managers will notify all officers/employees assigned to site that they are under a Code Orange Alert.
 - i. All officers/employees assigned to site will make necessary arrangements as required to be able to depart for the site within one (1) hour from notification to report to site.
 - ii. All officers/employees assigned to site will make necessary arrangements to ensure if they are unable to depart the site, they are prepared to stay until released by their Manager
 - a. Proper clothing, i.e. jackets, extra uniforms, etc.
 - b. Grooming/hygiene articles
 - B. Managers will revise site schedule, putting themselves on duty during the expected time frame of the emergency.
 - i. This schedule will include who will return to site to relieve officer on duty at the end of the emergency.

Special note: If the site requires the officer to be locked down during the emergency, then it will be the Managers who is to be locked down.

CODE RED

Issued by The Corporate Office to Account Managers

1. Account Managers will notify Site Managers.
 - A. Site Managers will notify all officers/employees assigned to site that they are under a Code Red Alert.
 - i. If not already on site, Site Managers will depart to site.
 - ii. Once at site, Site Managers will make contact with all officers/employees assigned to site to ensure officers/employees have made necessary arrangements to respond in the event, they are

called out for duty.

Special note: In the event the site is closed, and will not require security, this does not release the officers/employees assigned to the site, as their service may be needed elsewhere during the emergency. The Site Managers will advise all officers/employees they are still on alert/call, and must be available if needed. Managers will wait further instructions from Account Managers, and stay in touch with the site's officers/employees.

CODE GREEN

Issued by The Corporate Office to Account Managers

1. Account Managers will notify Site Managers.
 - A. Site Managers returns site to normal operations.

ARTICLE 25 - Tracer Forms

Listed are the most common forms found on Tracer's Sites.

Tfor002	Change Request Form
Tfor005	Equipment Loss/Damage Reports
Tfor009	Site Schedule
Tfor011	Cashier Shortage Forms
Tfor021	Site Training Verification Form
Tfor022	On the Job Injury Drug Screen Authorization
Tfor023	Vacation Request Forms
Tfor024	Site Displacement Notification
Tfor025	Daily Logs
Tfor026	Supervisor's Pass-on Reports
Tfor027	Incident Reports
Tfor031	Memorandums
Tfor035	Vehicle Inspection Forms (on sites where Tracer maintains a vehicle)
Tfor036	Drug Screen Authorization Forms
Tfor039	Payroll Discrepancy Report
Tfor042	Call Off/Late For Duty Report
Tfor043	Counseling Report
Tfor045	Medical Treatment Authorization
Tfor047	Performance Evaluation Form
Tfor076	Site Transfer Request Form

Tfor077 [Resignation Notification Form](#)

Tfor115 [Site Time Sheet](#)

Tracer's Rules/regulations, Policies, and Procedures are not restricted to this manual alone; there are many stand-alone Policies and Procedures, which must be followed as well.