



SPECIFIC POST **ORDERS**

GOLDEN ISLES

**424 Layne Blvd
Hallandale FL, 33009**

Revised: May 7, 2025

PROPRIETARY INFORMATION

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SPECIFIC POST ORDERS

This is an Unarmed Security Officer Post.

HOURS OF SERVICE

Guardhouse

- Monday - Sunday 24 Hours

EQUIPMENT REQUIRED

1. Current State of Florida "D" license properly displayed.
2. Complete company issued uniform and ID card.
3. Security Alliance forms.
4. Flashlight.
5. Raincoat.

GUARDHOUSE SPECIFIC POST ORDERS

1. Arrive on time in full, clean uniform.
2. Call on duty, using the radio provided to SA Dispatch.
3. Sign on duty into the SA logbook recording the date, your starting time, your name, the equipment you retrieved, and the condition of the equipment.
4. Greet everyone. An appropriate greeting would be: Welcome to Golden Isles, HOW CAN I HELP YOU?" Always be polite and professional. The priority for the Security Officer stationed at Golden Isles is to assure the safety of the residents and property. At no time should the Security Officer leave the Gatehouse area.
5. There will be no personal use of cell phones or client phones. Only in an extreme emergency will you be allowed to make a call on your cell phone. While you are working you are paid to do your job not to be on your phone.

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6. Incident Reporting: It is important that the Security Officer deter criminal and suspicious activity and investigate developing incidents, creating incident reports and when possible.
 - a) Collecting the individual's personal and business contact information.
 - b) Writing a detailed incident report, including time and parties involved.
 - c) Notifying the Police when appropriate.
7. All vehicle accidents must be called into the Police Dispatch Center at (954)764-4357, for emergencies dial 911. The Officer is also to fill out an incident report.
8. While on duty at the Gatehouse the Officer is to monitor and control all vehicles and pedestrian's ingress/egress..
 - a) All drivers seeking to pass through the Golden Isles Safe Neighborhood District Guard Gate, located at 424 Layne Blvd, shall be required to present a valid driver's license prior to being allowed access to the streets beyond the security gate. Refusal to provide a valid driver's license will result in a denial of entry.
 - b) The guard will not deny entry to any driver that produces a valid driver's license for any purpose.
 - c) If a driver is denied entry for failing to provide a valid driver's license, the guard should tell the driver they have been denied entry and must turn around, then allow the driver to go past the gate to make a U-turn. If a driver fails to make a U-turn and leave the Golden Isles Neighborhood, the Officer should document this incident on his day report, to include time, date, vehicle description and license plate number.
 - d) The refusal to present ID is NOT a Crime and Police should NOT be contacted just because a driver refused to provide ID.
9. Sometimes in certain situations the Officer on duty will correctly have to set temporary barriers in the travel lanes as directed or required.
10. At all times the Officer must know how to correctly operate the communication, video and other assigned equipment and ensure that the equipment is in proper working order at the beginning of his/her shift. Malfunctioning or inoperable equipment is to be immediately documented and reported to the appropriate authority for replacement or repair.

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11. The on-duty Officer is to maintain direct communication with the other Officers and law enforcement personnel with the goal of enhancing the safety and wellbeing of the public and department personnel.
12. All vehicles that enter through the visitor/vendor side of the gatehouse must stop at the gate arm. If two or more vehicles arrive at the same time the gate must still close between the vehicles.
13. Vehicles in the resident lane have priority over the vehicles in the visitor lane. If there are vehicles in both lanes, the resident lane vehicles will be given safe passage **before** the visitor lane vehicle is allowed to proceed. This is to avoid a vehicular accident.
14. Do not put the gates on automatic during any shift, unless you are in the bathroom. The use of automatic is only to allow you to leave the position temporarily and upon returning you must immediately change the gate operations back to manually. Please adhere to this method of operation throughout your shift.

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15. Once all equipment and all reports are turned over in working order to the relieving officer you are to leave the premises.
16. No one except the guard on duty is allowed to loiter at or in the guardhouse.
17. If a vehicle hits a gate arm or the gate arm falls off, please make sure to immediately report it to the emergency contact (Miriam Roman) as well as via incident report on your reporting device.

EMERGENCY PROCEDURES

1. When confronted with an emergency **DO NOT** avoid the situation. You are there to protect and serve our client's interests no matter what they may be.
2. In an emergency the following tasks must be completed:
 - Contact the Police immediately.
 - Call Security Alliance dispatch and they will dispatch the Supervisor on duty.
 - Notify the designated location representative(s) immediately.
3. When the police arrive, stay with them and assist as needed.
 - Obtain the Officer's Name and Badge Number if possible.
 - Gather all the pertinent information required for your report, try to be as accurate as possible and make sure to list all witnesses.
 - **DO NOT** leave the scene until properly relieved.
4. Complete an **Incident Report** using black ink, for any emergency or any other situation that seems out of the ordinary. A copy of all Incident Reports will be forwarded to the client as soon as possible.
5. All emergencies and any other incidents will be recorded on your daily activity log and report.
6. Once the situation is completed you must resume all your duties.
7. If you have any questions on what to do in emergency situations call the following for assistance:

24/7 Dispatch Center:	(305) 418-5006
Juan Ortiz, Account Manager:	(786) 999-5317
Beatriz Mulet, Director of Operations:	(786) 999-4128

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UNIFORMS AND EQUIPMENT

1. All officer uniforms must consist of the following:
 - Tan Shirt
 - Black Pants (Tan Stripes)
 - Black shoes
 - Black socks
 - Name tag
 - ID card and License
 - Black Security Alliance uniform jacket (no other)
2. All uniforms **MUST** be maintained in a clean and professional condition, free from holes and tears.
3. All male officers should be clean shaven or have neatly combed and trimmed hair and facial hair.
4. All female officers should have their hair neatly tied up in a bun and may not wear large pieces of jewelry.
5. All uniforms must be maintained free from stains and sharply pressed at all times.

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