



California Exposition and State Fair Police Department

PHONE (916) 263- 3050 ★ 1600 Exposition Boulevard, Sacramento, CA 95815

Security Guard Operations Manual

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3000.001 INTRODUCTION

- A. This manual will serve as guidelines and expectations for both routine and unusual situations that may be encountered by the California Exposition & State Fair Police Department's non-sworn Security Guards.
- B. All Security Guards shall be familiar with these guidelines and expectations. Each Security Guard will receive instructions in various areas to assist in their assignments to properly perform their duties. Security Guards are usually the first point-of-public-contact. As such, the highest professional behavior and appearance is expected of Security Guards at all times.
- C. A Security Guard's primary responsibility is to be the "eyes and ears" of the California Exposition & State Fair Police Department and to report any unusual activity or violations of the organizations policies or Code of Conduct. Each Security Guard is expected to follow these guidelines and expectations and at the same time, promote the "safety and security" of the state fairgrounds for our visitors.

3000.002 PURPOSE

- A. The procedures contained within this manual will provide guidance to all Security Guards for the performance of their duties for any shifts or special events through the California Exposition & State Fair Police Department. The procedures contained in this "Security Guard Manual" are in addition to other guidelines and policies, (i.e. Sexual Harassment, Workplace Violence, etc.).

3000.003 POLICY

- A. Security Guards are utilized in different means, depending on the shift or event. Policies have been created to set a level of service and professional expectation by all Security Guards.

3000.004 POSITIONS

Security Guards

- A. The Security Guards will be responsible for their specific assignment, maintain "Safety and Security" in their assigned area, and act as "eyes and ears" for the California Exposition & State Fair Police Department. The "LEAD Security Guard" will establish the scheduling for security personnel based on special events and their specific assignment.

*The mission of the California Exposition & State Fair Police is to:
Provide for the safety and security of visitors, employees, and stakeholders; keep order and preserve the peace; and support the economic well-being of the California Exposition & State Fair.*

LEAD Security Guard

- A. The LEAD Security Guard is responsible for:
1. Providing direction to other Security Guards
 2. Assisting with scheduling individual assignments at each event
 3. Insuring Security Guards are adhering to expectations of the respective assignment(s)
 4. Insuring all guards receive their allotted breaks and rest periods pursuant to California law
 5. Being the liaison between the Security Guards and the Police Officer(s) assigned to an event
 6. Insuring all required equipment (tents, heaters, barricades, signage, etc.) is in place as needed
- B. The LEAD Security Guard will oversee the scheduling of all Security Guards. This includes complying with the staffing levels set by the Chief of Police, obtaining any updated information from the Event Coordinator(s), creating shift “templates”, scheduling/filling the required shifts, contacting Security Guards to fill for unplanned absences and keeping accurate records of the security schedules. The LEAD Security Guard may have assistance from other sworn members of the Police Department.
- C. When scheduled for a special event, the LEAD Security Guard is the first contact for all police department Security Guards for normal work-related questions or issues. The LEAD Security Guard may issue information pertaining to a shift and any policy or procedural changes.
- D. In the absence of the LEAD Security Guard, all Security Guards are under the functional authority of the Mobile-1 Police Officer or any other on-duty police officer. Security Guards shall accept direction, either in person or by police radio, from any Police Officer or the LEAD Security Guard.

Chain of Command:

- A. The Chain of Command is necessary and allows for the timely reporting and notification of incidents and allows an efficient manner to handle issues that may arise during the planning of or actual events where Security Guards are assigned. The Chain of Command for Security Guards is:
1. **LEAD Security Guard:** When a Lead Security Guard is on-duty and available, a Security Guard will report any issues to the Lead Security Guard. The LEAD Security Guard is responsible to make proper notification thru the Cal Expo PD Chain-of-Command.
 2. **Police Officer:** When a Police Officer is assigned at the same location with Security Guards, the Security Guard should notify the nearest Police Officer for assistance. The Police Officer may temporarily redirect any Security Guard for assistance as needed.
 3. If an emergency incident is observed, the Security Guard shall notify the LEAD Security Guard, Mobile Patrol Officer or any sworn officer on-duty immediately. If practical, any security Guard observing an emergency situation should also broadcast any relevant information over the police radio and request response by Police Officers, Fire Department, Emergency Medical Services, etc.
 4. In any instance involving a scheduling conflict, Security Guards should notify the LEAD Security Guard of the issue.

Shifts / Events Terms:

- A. Shifts are generally described as a permanent or regular shift assignment or schedule, i.e. “Security Guard assigned to Gate-12.”
- B. Special Event shifts are generally described as a temporary shift or schedule set for a specific event, e.g. Hmong New Year.
- C. Relief or Fill-in is generally described as a temporary shift or schedule to replace a regularly scheduled security person who otherwise experiences an unplanned absence.

Available Assignments

- A. All available shift assignments will first be announced via a “group email” to the Permanent Intermittent Security Guards, then via a “group email” to the Seasonal (T-Shift) Security Guards.
- B. It is the responsibility of each Security Guard to communicate their availability in a timely manner to the LEAD Security Guard. It is also the responsibility of each Security Guard to provide their current contact information to the police department. When they are given an assigned shift, it is the responsibility of each Security Guard to record and respond to their scheduled shift(s).
- C. It is the responsibility of each Security Guard to notify the on-duty Security Guard at Gate-12 when they become aware of a scheduling conflict or need to call-off from a scheduled event. The on-duty Security Guard at Gate-12 will document all unplanned absences and notify the LEAD Security Guard. In the absence of an on-duty LEAD Security Guard, the on-duty Security Guard at Gate-12 will make arrangements to fill the vacant shift(s).
- D. Security Guards who are assigned shifts and need to cancel shall not arrange for another Security Guard to replace them for that scheduled shift.***
- E. Security Guards will be notified of the event name, the dates scheduled, and the start and end times s
- F. It is the responsibility of each Security Guard to notify the LEAD Security Guard if they have been mistakenly scheduled to work more than forty (40) hours per work week, which would result in overtime. The State of California work calendar is Sunday through Saturday.

Reporting for Shift

- A. Upon reporting to work, all Security Guards will check in with the on-duty Security Guard at Gate-12. The on-duty Security Guard at Gate-12 may advise of a briefing location, (e.g. lower police station or Administration Office or Board Room).
- B. All Security Guards will sign in on the log maintained at Gate-12. Security Guards shall not sign out until their shift has ended for their shift assignment or until released by a Police Supervisor, or when relieved by the next Security Guard coming on-duty for their assignment.
- C. All Security Guards **shall not sign in OR sign out** for other Security Guard(s) at any time.
- D. All Security Guards assigned any shift or schedule, will report to their assignment location or to the briefing area **at the assigned time** and prepared, in full uniform, with associated equipment (police radio, etc.).
- E. All Security Guards will confirm their presence during roll call and take notes of any issues or special instructions concerning their specific assignment. All Security Guards receiving instructions on their assignment(s) for the event or schedule will carry the instructions out.
- F. When appropriate, Security Guards will be assigned a portable two-way police radio for the special event. Security Guards will test and ensure their police radio is functional.

- G. Security Guards are responsible for the safety and security of all issued property.
- H. Security Guards are not allowed to carry or possess any items not authorized by the Chief of Police for use as a police department Security Guard, such as tasers, batons, impact weapons, etc. Security Guards are prohibited from possessing firearms or weapons of any kind while on-duty or on state fairgrounds property. Security Guards may carry a key ring, flashlight, flashlight holder, and police radio (as issued) and a police radio carrier.
- I. Security Guards are personally responsible for returning any equipment assigned to them at the end of their shift.

3000.005 OPERATIONS

General Rules

- A. Acceptance of employment signifies an employee's willingness to comply with all rules, regulations and requirements of the police department and to perform each assignment professionally.
- B. Security Guards are required to know, understand, and stay informed of all rules and be fully aware of the California Exposition and State Fair's Code of Conduct.
- C. In addition to these rules and regulations, special instructions will be issued periodically.... either verbally or written in the form of memos, emails, bulletins or special event shift briefings.
- D. If there are questions regarding the meaning of a rule, special order or instruction, Security Guards must obtain proper interpretation from the police department LEAD Security Guard or Police Supervisor.
- E. Security Guards will radio their start of shift to the on-duty dispatcher, who will note any tardiness.
- F. When reporting for work, Security Guards shall check in with the on-duty Security Guard at Gate-12 and review the Event Sheet for specific instructions. If a briefing has been scheduled for personnel, the Security Guards must report in enough time to be present for the briefing.
- G. Security Guards having reported for duty must not leave their assigned post without permission from the LEAD Security Guard, Police Officer-In-Charge or from the on-duty dispatcher. Abandoning the event or state fairgrounds property for personal errands, lunch, breaks, etc., without permission, is strictly prohibited.
- H. Security Guards must report for duty properly equipped and in appropriate uniform. Unapproved items such as sandals, unapproved weapons, non-approved uniform items, etc., are prohibited.
- I. Security Guards will present a neat and well-groomed professional appearance at all times. Good personal hygiene habits are mandatory.
- J. Security Guards will be prepared for the shift, having any necessary paperwork, notebooks, logs, etc. for use.
- K. Security Guards are not allowed to exchange work assignments or alter assigned work hours without permission from the LEAD Security Guard.
- L. Security Guards will conduct themselves professionally and not disgrace the California Exposition & State Fair Police Department.
- M. Security Guards are prohibited from sleeping or assuming the appearance of sleeping while on-duty. Security Guards shall remain alert at all times.
- N. Security Guards will refrain from unnecessary conversations with Event Staff, non-police department personnel, or the members of the public as it pertains to the operation of the event.

- O. Under no circumstances shall any Security Guard accept gratuities from a Cal Expo employee or patron of an event on state fairgrounds property. Unauthorized acceptance of gratuities is grounds for discipline which may lead to termination.

3000.006 TRAINING

- A. All Security Guards will be trained by police department personnel in the following areas:

1. Uniform Standards
2. Police Department's Policies, Procedures and Regulations
3. Scope of Authority
4. Report Writing
5. Proper Radio Communications
6. Gate-12 Operations
7. California Expositions and State Fair's Code of Conduct

3000.007 USE OF EMERGENCY FIRST AID TECHNIQUES

- A. Upon identification of the need for first aid services, the Security Guard shall immediately make notification by radio for assistance.

3000.008 UNIFORMS AND EQUIPMENT

- A. The police department's Security Guard uniform will consist of:

1. Slate gray-colored shirt (long or short sleeved) that is provided by Cal Expo for Seasonal Security Guards (aka: "T-shirt Security")
2. Grey CAL EXPO Uniform shirt with Security shoulder patch, (two (2) per shirt worn on the upper sleeves) for PI Security Guards (aka: "P.I. Security Guards)
3. Navy blue or black uniform pants
4. Black-colored leather pant belt.
5. Appropriate colored (preferably black) footwear that is appropriate for the weather conditions

- B. While working at events and when appropriate, the police department will assign a police radio to each Security Guard as needed.

- C. The Security Guard is responsible for proper maintenance and care of their uniform and equipment. All issued equipment must be returned to the police department in good repair upon the end of their assignment.

3000.009 SCOPE OF AUTHORITY

- A. Security Guards are non-sworn, civilian personnel. The Security Guards' authority is the same as citizens and they are considered the "eyes and ears" for the California Exposition & State Fair Police Department.

- B. Security Guards are prohibited from taking anyone into custody. Instead, the Security Guard will maintain visual contact of the subject or incident, provide the police with radio updates and descriptions, and guide California Exposition & State Fair Police Officers to respond to the situation. The Security Guard may be directed to supply a written statement to support the facts of the police action.

3000.010 GATE-12 OPERATING PROCEDURES

- A. The Security Guard at Gate-12 is an important position at state fairgrounds and is often the ambassador to everyone entering the state fairgrounds property. Those Security Guards assigned to Gate-12 are a vital link to the Police and all CAL EXPO staff for any incidents, notifications, communications, etc.
- B. The Security Guard at Gate-12 is responsible for:
 - 1. Monitoring the entry and exit of all persons to / from state fairgrounds property including all incoming vehicles, bicycles, pedestrians and other traffic;
 - 2. Verify identity of and proper license of anyone entering the facility
 - 3. Monitor radio traffic and communicate through the police radio, cellular direct, and telephones;
 - 4. reports incidents for handling by the police or state fair staff including the reporting of alarms or other police emergencies;
 - 5. makes notifications to appropriate state fair members;
 - 6. monitors multiple video surveillance cameras; answers the telephones
 - 7. Contact outside emergency personnel such as Fire Department, Ambulance or allied agencies as requested by any member of Cal Expo PD
 - 8. Compile a COMPLETE and DETAILED log of activity and relevant information that occurs during each respective shift.
 - 9. Take appropriate informational messages.
 - 10. Documenting and properly reporting any “call offs”, failures to show or other incidents involving any Security Guard or Police Officer
- C. The Security Guard at Gate-12 will be on time to their assigned shift in appropriate uniform.
- D. The Security Guard at Gate-12 ending their daily shift will provide a verbal update to the oncoming Security Guard at Gate-12 as to the events that have occurred.
- E. The Security Guard at Gate-12 ending their daily shift will finalize all paperwork / logs and submit them for the Police Office staff.
- F. The Security Guard at Gate-12 beginning their shift will initiate a Daily Gate-12 Activity Log and other applicable logs for use during the shift and conduct an inventory of equipment at Gate-12. During their shift, they are responsible for ensuring the Report Log and other logs, manuals or binders are maintained in good order and repair, and ensure that any materials such as logs, memorandums, responses, reports, messages, etc. are forwarded to the Police Office in a timely manner.
- G. All Security Guards must maintain accurate logs and ensure that the activity logs contain all information pertinent to that shift including any incidents occurring during their shift.
- H. The Security Guard at Gate-12 will greet each incoming person on foot or in a vehicle, confirm their identities / licenses, log unlicensed / unannounced visitors into the Visitors Log, and keep track of ongoing activities within and around the state fairgrounds property by monitoring the video monitors as time permits.

- I. During inspections of incoming vehicles, the Security Guard at Gate-12 will conduct a visual inspection of the interior of the vehicle and attempt to identify any unusual occurrences or persons without identification or permission to enter the state fairgrounds property.
- J. The Security Guard at Gate-12 will attempt to positively identify any guests attempting to enter without being on the guest list and enter that information on the guest / visitor log.
- K. At any time, the Security Guard at Gate-12 may call upon the on-duty Mobile Police Officer for assistance or enforcement action.
- L. The Security Guard at Gate-12 will ensure that oncoming event Security Guards sign-in and out of the daily Security Guard (event) roster.
- M. The Security Guard at Gate-12 will issue a police radio to the oncoming event Security Guards and update the radio inventory log.
- N. The Security Guard at Gate-12 will update the Schedule Change form regarding any Security Guards reporting late to shift, calling off shift, etc.
- O. The Security Guard at Gate-12 will notify the LEAD Security Guard as soon as possible for notification of any Security Guard shift call-off and will be responsible for attempting to fill or supplement any shifts as assigned by the LEAD Security Guard or any Police Officer.
- P. The Security Guard at Gate-12 will keep the Police Report Log book up-to-date (including the individual boxes within the log report area) to include the type of incident, the victim name, a suspect name, the date of incident, the officer the case number was assigned to, etc. The Security Guard will also ensure that all information noted is legible.
- Q. The Security Guard at Gate-12 will notify the on-duty Mobile Police Officer, or applicable Police Officer, of any incident occurring on or immediately around the state fairgrounds property. Examples are accidents, injuries, fire, medical, etc.
- R. The Security Guard at Gate-12 will make prompt notification to outside agencies during a reported emergency, (e.g. medical – call 911 immediately, etc.).
- S. It is important that the Security Guard at Gate-12 maintain a professional demeanor at all times with all persons.
- T. Police related calls-for-service will be broadcasted over the police radio channel to ensure that all available police officers are aware of an active situation allowing a proper response.
- U. The Security Guard at Gate-12 will give **priority to monitoring the police radio and communications with police staff at all times.**
- V. The Security Guard at Gate-12 will always maintain a professional demeanor while communicating over the police radio.
- W. The Security Guard at Gate-12 shall familiarize themselves with the telephone directory for police officers and outside agencies.
- X. The Security Guard at Gate-12 may have additional duties assigned.

3000.011 PUBLIC INFORMATION AND ASSISTANCE

- A. Another role of the Security Guards is to provide information and assistance to the public upon request or as needed with regard to:
 - 1. Directions to areas within the state fairgrounds property.
 - 2. Directions to areas outside of state fairgrounds property.
 - 3. California Exposition and State Fair's Rules, Regulations and Code of Conduct.

3000.012 GENERAL PROCEDURES

- A. The main purpose of the police department's Security Guards is to provide "Safety and Security" to all visitors on state fairgrounds property.
- B. A Security Guard should politely explain the rules, regulations, and Code of Conduct as it applies to access to the state fairgrounds property.
- C. If the person does not have proper identification or credentials, the Gate-12 (or other Security Guard) should request the person(s) to remain present and notify the on-duty Mobile Police Officer or Officer-in-Charge to handle. For example, if someone at Gate-12 is attempting to enter without proper identification or credentials, this person should be requested to park to the side so as to not obstruct other incoming traffic while the on-duty Mobile Police Officer responds to handle.

3000.013 ASSESSING PROBLEM SITUATIONS

- A. All Security Guards' (at Gate-12 or assigned to a special event) personal safety is always the police department's first priority. Security Guards should not hesitate to request assistance as needed.
- B. Security Guards should recognize that on occasion, contacts with citizens can deteriorate into a potential hostile confrontation. The Security Guard must remain calm and mentally note a good description of the subject. Use discretion when making notification for assistance, remain calm, and provide a good location for responding police officers to locate you. It is acceptable for a Security Guard to retreat from the hostile subject, but an effort should be made to keep visual contact of the subject or situation.
- C. Security Guards frequently recognize and contact repeat violators who are uncooperative. Evaluating the circumstances beforehand may avoid a physical confrontation or incurring an injury. Security Guards must always consider the possibility of an injury to themselves, their partners and the public.

3000.014 PROVIDING DESCRIPTION OF SUBJECTS

- A. Whenever the description of a subject is provided, the information must be given in the sequence that is established.
- B. If names are being transmitted, use of the phonetic alphabet (A = Adam, B = Boy, C = Charles) should be limited. Those names that use common spelling should be stated verbally using clear pronunciation. For names that have an unusual pronunciation, or if radio reception is inadequate, the phonetic system should be utilized.

3000.015 PHONETIC ALPHABET:

A = Adam
B = Boy
C = Charles
D = David
E = Edward
F = Frank
G = George
H = Henry

I = Ida
J = John
K = King
L = Lincoln
M = Mary
N = Nora
O = Ocean
P = Paul
Q = Queen
R = Robert
S = Sam
T = Tom
U = Union
V = Victor
X = X-ray
Y = Yellow
Z = Zebra

Descriptions must be provided in the following order:

Confirm reason for broadcasting information (lost child's name, etc.), then give:

Last name
First Name
Middle Name
Sex
Race
D.O.B. or Age

In addition, any information such as clothing description, hair color/style and general physical build should be broadcast if known.

3000.016 A SECURITY GUARD WHO IS CONFRONTED WITH AN UNCOOPERATIVE, ABUSIVE, VIOLENT OR INTOXICATED INDIVIDUALS SHOULD:

- A. Notify police dispatch of the situation immediately and give an exact location as possible. If the subject has left the scene, describe the direction of travel.
- B. Security Guards are to keep their distance away from any such individual(s) and visually monitor and watch from afar.
- C. Upon arrival of Police Officers, the law enforcement officer will assume responsibility for handling the incident.
- D. Security Guards will not get involved in a physical altercation unless every reasonable attempt is made to avoid confrontation.

3000.017 REPORT WRITING

GATE-12 – Daily Activity Report

- A. Security Guards will complete a Daily Activity Report to include the Security Guard's name, the date, the shift times (tour of duty), equipment inventory information, and pertinent information as the shift progresses.
- B. Written reports are intended to be an accurate account of a situation and are an essential aspect of the Security Guard's function. Documentation of all unusual incidents, and/or reported violations is a Security Guard's responsibility. Reports become part of the permanent record system.
- C. Security Guards may be required to complete additional forms / formats of various types, as needed by the Police Department.

Elements of Report Writing

- A. Every attempt will be made to document a Security Guard's actions at a scene via a "witness statement" to a police officer. However, if a Security Guard is required to write or document any incident, the following will serve as a guideline.
- B. The report should be concise. Simple "plain English" language should be used in any report.
- C. Document the event in chronological order.
- D. Document the event from the Guards perspective and PERSONAL observations only. Do not interject assumptions, personal opinions or second-hand information. The purpose of a report is to document exactly what the Guard witnessed and the actions he/she took.
- E. Security Guards should strive to use correct punctuation, spelling, grammar, capitalization, and sentence structure. These considerations give clarity to reports.
- F. A good report is one that enables any person to understand what exactly happened. It informs the reader of all the essential facts. Reports must be factual, clear, concise, complete and objective. A report will be complete if it contains a comprehensive description of the incident, plus the facts required to answer the six basic questions of any incident: (1) who (2) what (3) when (4) where (5) how and (6) why.

Format for Security Guard Reports

- 1. All reports must be legible.
- 2. The last names of individuals should be used throughout the narrative instead of "patron," "subject," or "suspect."
- 3. Always use a 24-hour time clock.
- 4. Document only what the Security Guard has witnessed. Do not include rumors or other non-purposeful information.
- 5. Only the facts pertinent to a case should be included. Including any humorous remarks or unnecessary activities that occurred during the incident is discouraged.
- 6. Security Guards may paraphrase statements made instead of using direct quotes. Use direct quotes only if pertinent.
- 7. Police Report number(s) must be included in the report.
- 8. Any statements contained in reports must be complete, accurate, and truthful.

When to Write a Report

Each Security Guard may be instructed to write a report as directed.

Bulletins

1. Each Security Guard, when reporting for duty, will read the ongoing Bulletins binder located at Gate-12 for any information regarding the special event or state fairgrounds property in general.
2. Only members of the Police Department will issue updates and changes to these rules and procedures through periodic bulletins.

Reporting Injuries

1. All employees, while on-duty and working at any state fairgrounds property shall report all injuries received that occurred while on-duty, no matter how slight to the following:
2. On-duty Mobile Police Officer; or
3. On-duty Police Officer, Police Sergeant, Police Lieutenant, or Police Officer-in-Charge.
4. The Police Officer, Police Sergeant or Police Lieutenant is responsible for completing the required forms.

3000.018 10 Hour Work Days

- A. All security guards are limited to a 10-hour work day. (This is the same policy for Police Officers.) The police department had recent situations where some security guards were scheduled for different back-to-back special events all in the same day, resulting in some working almost 20-hour shifts. It is the responsibility of each security guard to notify the Lead security guard if they are mistakenly scheduled to work more than 10-hours per day. Any exceptions to this policy will require approval from the Officer-in-Charge or a Police Department supervisor.

3000.019 Fixed Post Assignments

- A. Security guards who are assigned to a “Fixed Post Assignment,” such as guarding the Pavilion building overnight, are expected to be **stationed inside the building for the entire shift**, making hourly perimeter checks by walking around and checking doors. Being parked outside, sitting inside a Cal Expo security vehicle, is not guarding the interior of the building and is not acceptable. Please plan accordingly in terms of the weather. It is **your** responsibility to dress appropriately as the seasons change and the weather becomes hotter or colder. Similarly, it is **your** responsibility to plan for either the heat or air conditioning to be turned off during non-event hours inside many of the buildings and to dress appropriately in anticipation of this reality.

3000.020 Cal Expo Security Vehicles

- A. Security guards assigned to a fixed post, such as the Arden Fair Mall parking security detail, the RV lot, or the dayshift simulcast, etc., shall take an available Cal Expo security vehicle from Gate 12. Security guards are **prohibited** from using their personally owned vehicles to perform security duties.

3000.021 Hourly Welfare Checks

- A. During hours of darkness, on every hour, the Gate-12 Security Guard is responsible for conducting a “Welfare Check,” by police radio, of every on-duty security guard assigned to a fix post, and the Mobile-1 Police Officer (if working solo). The hourly welfare checks shall be noted on the security activity logs.

3000.022 Fueling Security Vehicles

- A. Security guards assigned to the graveyard or night shift, who operate a Cal Expo security vehicle with at least $\frac{3}{4}$ of tank of fuel, **SHALL** fill-up the fuel tank prior to the end of their shift. Security guards shall fill the fuel tank a $\frac{1}{2}$ an hour prior to end of their assigned work shift.