**Security Officer Operations**

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**Post Orders**

Post orders must be in place and address all job responsibilities for each assignment so security officers are aware of their responsibilities. A reporting structure for chain-of-command as well as post orders and patrol procedures should be in place for each location where security officers are assigned. Documentation and reporting protocols should be covered in this procedure as well. All job duties performed by security officers need to be outlined with specificity. A reporting structure within the organization will ensure that chain-of-command and reporting protocols are followed by all security officers. Each post or security officer location should also have emergency procedures as well as an emergency contact list in case notifications need to be made.

**Patrol Procedures**

Patrol procedures are a part of post orders and are either completed on foot or by vehicle, or both. There will be specific locations or areas a patrol officer must follow to ensure critical or high security areas are patrolled. It is important to note that when specific areas are patrolled the route taken by the security officer should vary.

**Fixed Post**

Many companies assign security officers to what is called a fixed post. For example, a security officer may be assigned to the rear loading dock area where deliveries are made and pickups are done. There will be paperwork to complete such as sign-in sheets for vendors and delivery logs to maintain. Special deliveries may also be sent to the loading dock and each shipment or package must be documented and accounted for. An area such as the front desk may also be a fixed post, but when there are different posts with different responsibilities, it is important that security officers are cross-trained so they can work where they are needed.

**Information Sharing with Law Enforcement**

An important component of developing a good relationship with law enforcement is information sharing. From a security perspective it is important to know what crimes are occurring near your facility and at what time of the day or night such activity is likely. If possible, when there is a police response security should provide a report to police to aid them in their investigation. Keep in mind that security should not compromise confidential or proprietary information and reports provided to police should not contain this type of information.

**Appearance**

While on duty, security officers are under the watchful eyes of everyone - the client, the client’s employees and the client’s visitors. Appearance is of the utmost importance so that a security officer presents a positive, professional image. This means a well-groomed security officer in a clean, pressed uniform. A security officer should show pride in the job and exhibit professionalism and integrity in their personal and work life.

**Rest, Relaxation and Exercise**

Officers should make sure they are well-rested before beginning their shift. For officers working rotating or overnight shifts, this can be problematic. Nonetheless, an officer should afford themselves the opportunity to get the proper rest needed to stay alert and awake during their shift. While off duty, officers should relax and enjoy their leisure time. A balanced lifestyle is not only healthy for the officer but is important for the client. A security officer should be eager and ready to get back to work when his/her shift begins. Lastly, not only is exercise necessary for good health and mobility, it will aid the officer in performing his or her duties more efficiently.

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