



Employee Handbook

(JAN 2014)

Cavalry Philosophy

“It is the operating philosophy of Cavalry Security to select and train the highest caliber of security personnel and provide them with a positive, safe, dynamic, results-oriented work environment, clearly conveyed goals and objectives, the most technologically advanced tools and then provide the leadership to help them do the best work of their lives, while never, ever forgetting that our people are our product.”

Rob Cesternino, Owner

Cavalry's Leadership Team



Rob Cesternino, CEO

Rob is the Chief Executive Officer. He has over 29 years experience in law enforcement and the Security Industry. Rob has provided executive oversight of various high profile security operations in Atlanta, Georgia and the Seattle area. A former Special Agent with the Georgia Bureau of Investigation, Rob worked major crimes during the 1996 Olympics in Atlanta, including the Centennial Park bombing. Rob and his family live in Lebanon, Tennessee.



Chris Sawyer, President and Chief Operations Officer

Chris is responsible for the daily operations of Cavalry. With over 20 years of industry experience, Chris has served in various capacities in the areas of; Operations, Marketing, Human Resources and Training. An active member of the community, Chris is a member of ASIS, IREM, CREW, IFMA and BOMA, where he currently serves on the Southern Region Board of Directors. A graduate of the University of North Carolina at Charlotte, with a degree in Criminology and Psychology, Chris and his family live in Brentwood, Tennessee.

CAVALRY EMPLOYEE MANUAL

JAN 2014

Scope of Employee Manual

This Employee Manual provides a summary of Cavalry's (also referred to as the "Company" or "Cavalry") policies and benefits. This manual does not create a contract of employment (either expressed or implied) with the Company or a warranty of any benefits. Your employment with Cavalry Security, Inc. is at-will. Employment at-will may be terminated with or without cause and with or without prior notice at any time by the employee or the Company.

Nothing in this manual or in any document or statement shall limit the right to terminate the at-will employment relationship. No manager, supervisor, or employee of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the CEO or President of the Company, or their authorized designee, has the authority to make any such agreement and then only in writing.

The Company reserves all normal and customary rights of management, including, but not limited to, the right to supervise and control all operations; direct all work; interpret, change, suspend, deviate from, or cancel all Company policies, procedures, and benefits at any time with or without notice.

If an employee has any questions about any provision in this Employee Manual, the employee should direct any inquiry to the Employee Support Division.

The Company is an equal opportunity employer and generally makes employment decisions on the basis of performance. In making decisions relating to hiring, promotions, termination and other terms and conditions of employment, the Company does not discriminate because of race, color, religion, sex, age, national origin, ancestry, marital status, disability, sexual orientation or other basis protected under applicable state and federal laws.

CAVALRY PHILOSOPHY

Operating Philosophy

"It is the operating philosophy of Cavalry to hire and train the highest caliber of security personnel; provide them with a positive, safe, dynamic, results oriented work environment, clearly conveyed goals and objectives, the most technologically advanced tools and then provide the leadership to help them do the best work of their lives, while never, ever forgetting that our people are our product."

Rob Cesternino, Owner

MISSION STATEMENT

Executive Summary

"Cavalry's mission is to provide the highest quality in customer service-oriented security through a stable workforce, extensive training, excellent supervision and professionalism throughout our staff. To recognize, anticipate and prevent security challenges and to make a substantial reduction in preventable, security related incidents."

Chris Sawyer, Owner

DISCRIMINATION POLICIES

Workplace Free From Discrimination and Harassment

The Company prohibits sexual harassment or any other form of discrimination in the workplace. Accordingly, all employees are responsible for assuring that the workplace is free from sexual harassment and other forms of discrimination.

Sexual Harassment Prohibited

All employees must avoid action or conduct that could be viewed as sexual harassment. A precise definition of sexual harassment is not easily provided. However, unwelcome sexual advances, request for sexual favors, derogatory sex-based comments, threats, unwelcome jokes of a sexual nature, visual depictions, and other verbal and/or physical conduct may constitute sexual harassment when:

- (i) Submission to unwelcome sexual advances or requests or other similar conduct is made either explicitly or implicitly a term or condition of employment;
- (ii) Submission to or rejection of such conduct by an employee is used as the basis for employment decisions affecting that employee; or
- (iii) Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, or offensive working environment.

If you believe that you are a victim of sexual harassment by any supervisor, management personnel, other employee, customer, vendor or any other person in connection with employment at the Company, you should immediately notify your Site Manager, Supervisor, Employee Support, or other Company manager. The Company will promptly (and as confidentially as possible) investigate the complaint and, if appropriate, take prompt corrective action.

Discrimination Prohibited

The Company also prohibits discrimination and/or harassment of any employee because of age, sex, religion, race, color, national origin, ancestry, disability, marital status, sexual orientation, veteran's status, or other protected classification and/or activity.

If you believe that you are a victim of discrimination and/or harassment by any employee of the Company or other person in connection with employment at the company, you should immediately notify your Site Manager, Supervisor, the Employee Support, or other Operations Manager. Complaints of discrimination and/or harassment will be promptly investigated as confidentially as possible. If appropriate, the Company will take prompt corrective action.

Retaliation Prohibited

The company prohibits retaliation against any employee who, in good faith, files a complaint of sexual harassment or discrimination, or who participates in an investigation or protected activity.

NON-SOLICITATION POLICY

Solicitation, distribution, or trespassing by non-employees on Company property and on Company time is strictly prohibited. Solicitation of goods, services, or membership by employees is not permitted on the Company property during work time of either the employee soliciting or being solicited.

WORKPLACE FREE FROM SUBSTANCE ABUSE POLICY

Cavalry desires to prevent workplace problems associated with substance abuse (meaning illegal drug use and alcohol misuse). These problems involve injuries to employees, damage to Company property and poor work performance. Since substance abuse can have serious safety and job performance consequences, this policy establishes an illegal drug and alcohol free work environment. In implementing this policy, Company intends to comply with the applicable state and federal laws governing substance abuse at the workplace.

The Company reserves the right to change this policy at any time without prior written notice to its employees.

Conduct that is prohibited:

1. Employees are prohibited from reporting for duty with any detectable level of illegal drugs and/or under the influence of alcohol in their systems. Employees are also prohibited from being under the influence of illegal drugs and/or alcohol during working hours. "Under the influence" means unable to perform work in a safe and productive manner, and/or not being in a physical and/or mental condition that affects the job performance of the employee or other employees in any way, and/or creates any level of risk to the safety and well-being of the employee, other employees, the public, or Company property.
2. Employees are prohibited from selling, receiving, distributing, manufacturing, or possessing illegal drugs and/or drug paraphernalia (drug equipment) during working hours or on Company premises.
3. Driving a Company vehicle while under the influence of alcohol and/or an illegal drug.
4. No employee is permitted to bring or consume alcoholic beverages on Company premises.
5. The use of over-the-counter medications and/or the use of medication prescribed by a licensed physician in accordance with the licensed physicians' orders **IS NOT** prohibited.

Any violation of this policy may result in disciplinary action, up to and including immediate termination. The Company will take necessary action to insure an illegal drug and alcohol free workplace and workforce. Such necessary action may include, but is not limited to, searches of Company property or employees and/or their personal property on Company premises and random drug testing of employees' urine, blood and/or breath (as applicable). A refusal to submit to the voluntary search and/or testing is an offense that is subject to immediate discharge. A drug/alcohol test will be required after all serious incidents and accidents that occur at the workplace or in a Company vehicle.

Cavalry requires all applicants who have been offered employment to submit to a pre-employment drug screening prior to commencing employment.

Treatment and Rehabilitation

Cavalry encourages employees to seek treatment and/or rehabilitation for their substance abuse problem(s) voluntarily. In an effort to assist an employee with voluntarily resolving his or her substance abuse problem(s), the Company will reasonably accommodate treatment or rehabilitation leave. Please see your Site Manager, Supervisor and/or Employee Support for further information.

Cavalry is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of illegal drug use or alcohol misuse, nor is Cavalry obligated to re-employ any person who has participated in treatment and/or rehabilitation if that person's job performance remains impaired as a result of substance abuse. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation, but fail to overcome successfully their substance abuse problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation.

This policy on treatment and rehabilitation is not intended to affect Cavalry's discipline of employees who violate the regulations described above. Rather, rehabilitation is an option for an employee who acknowledges a substance abuse problem and voluntarily seeks treatment of that addiction.

Employee Concerns or Issues

The Company encourages employees to bring issues and concerns to their site Supervisor, Site Manager, Operations Manager, Area Manager or Employee Support. Your site supervisor, if applicable, is the first person you should talk to about concerns about work. If you are not satisfied with the resolution by the site Supervisor, or if you do not have a site supervisor, you may raise the matter with the Site Manager, Operations Manager, Area Manager or Employee Support. You may contact the President by calling the office if you are unable to gain a satisfactory resolution after exhausting the other available contacts. The Company does not guarantee that your complaint will be resolved to your complete satisfaction. If your complaint or problem concerns discrimination of any nature, including sexual harassment, please follow the procedures described in the "*Workplace Free from Discrimination and Harassment*" section of this handbook.

Nothing in this policy modifies all employees' at-will status, which means that either you or the Company may end the employment relationship, with or without cause, with or without prior notice.

COMPANY PERFORMANCE EXPECTATIONS AND PERSONNEL POLICIES

This section describes the rules applying to all employees of Cavalry. These rules have been adopted for reasons of safety, security and company efficiency. Everyone is required to follow these rules. It is not possible to list all forms of behavior that the Company considers unacceptable in the workplace and subject to discipline.

Definition of an Employee

An employee is defined by CAVALRY to be "*An individual hired to directly or indirectly support Cavalry's delivery of security services to its customers*". Cavalry has separate distinctive categories for its employees:

1. **Full Time Employee:** Works a permanent schedule of at least thirty (30) hours per week.
2. **Part Time Employee:** Works a permanent schedule of less than thirty-two hours per week.
3. **Temporary Employee:** Hired to assist during a specific time frame not to exceed thirty (30) days. An example of this is an Officer hired for the holidays.

Cavalry reserves the right to place full time managers/supervisors who have disciplinary discretion and are involved in the selection and/or termination process, on a salaried compensation schedule.

Performance Expectations & Personnel Policies

From time to time your Supervisor may give you oral or written evaluations. If you are concerned with the evaluation, you should discuss it with your Supervisor.

Depending on the circumstances and at management's sole discretion, disciplinary action may include, among other things, an oral reprimand, a written *Disciplinary or Performance Counseling*, probation, suspension, removal from location and/or termination. Notwithstanding the various disciplinary actions available, employment with the Company is at-will. You or the Company may terminate the employment relationship at any time, for any reason and without notice. **If you terminate the employment relationship without giving two (2) weeks notice, your pay will be reduced to minimum wage as accorded by state law.**

The following is a partial list of examples of conduct that may result in your immediate termination. This list is not meant to be exhaustive of all possible types of behavior that can result in immediate termination:

1. Performing work and/or using a Company vehicle while under the influence of illegal drugs or alcohol.
2. Using or possessing illegal drugs or alcohol while at work, on the job site, using a company vehicle, and/or during your assigned shift hours.
3. Arriving at work while under the influence of drugs or alcohol.
4. Not giving proper notice if you are unable to work. You should notify your site Supervisor or Site Manager at least four (4) hours before your Cavalry time if you are unable to work. We need this time to find someone to cover your shift. You must make every possible effort to call the office the following day to let us know if you will be back to work or not. We **WILL NOT** assume you will be back. If we do not hear from you within four (4) hours before Cavalry time, someone else will cover the shift. Not giving proper notice of lateness or inability to work can result in disciplinary action up to and including termination of your employment.
5. Having visitors to the site that are not Cavalry employees assigned to that site.
6. Threatening, intimidating, or directing any physical violence towards anyone (co-workers, Supervisors, Patrolmen, customers and clients, office staff, etc.) on or off the site.
7. Insubordination, including the refusal to perform or complete an assignment given by your Supervisor, Site Manager or Operations team, as long as the assignment is not illegal or in violation of safety standards.
8. Carrying a weapon on the job site including but not limited to: knives, pepper spray, firearms, handcuffs, billy club, etc.
9. Making false statements or omissions on your employment application.
10. Sleeping or giving the perception of sleeping while on duty.
11. Abandoning an assigned job site.

12. Duplicating keys issued to you from the company.
13. Theft or stealing.
14. Panhandling for money, gifts, or any other material things while on duty, in the company uniform.
15. Soliciting clients, customers or co workers for personal gain of self or others.
16. Willfully damaging the property of co-workers, customers, or the company.
17. Making verbal or written derogatory comments about the company to a customer or client. Please direct your concerns to your site Supervisor.
18. Utilizing profanity on a client site or while in a Cavalry uniform.
19. Physical or verbal altercations.
20. Failure to use safety devices provided by Cavalry, or failure to follow safe procedures.
21. Failing to report any accident or injury, during your shift, to the **SITE SUPERVISOR or SITE MANAGER BEFORE LEAVING THE JOB SITE!**
22. Not reporting any accidental damage or breakage you may have had during your shift **BEFORE LEAVING THE JOB SITE!**
23. Falsely using illness relating to yourself or a family member as a reason for missing work.
24. Using a customer's radio or computer, opening customer's desk drawers, or filing cabinets or going through a customer's business or private papers or property.
25. Using any customer equipment such as calculators, typewriters, copiers, or telephones without specific authorization. This includes making any personal calls on customer or Cavalry telephones or cell phones without specific authorization.
26. Arriving more than fifteen (15) minutes late for your assigned work time without permission from your site Supervisor or Manager.
27. There is no smoking allowed in any building where Cavalry is contracted to perform work. No smoking in Company vehicles.
28. Employees are prohibited from using Company vehicles for personal use.
29. Employees are prohibited from fraternizing with tenants, employees or vendors at the site in which they are assigned.
30. Employees are prohibited from visiting the site which they are assigned when off duty for any reason not associated with their employment.
31. Cavalry employees will not work for another security company while employed by Cavalry. This is a conflict of interest.
32. Accessing unauthorized websites on Company or client computers. Accessing unauthorized websites on a Company or client computer is grounds for immediate dismissal.

This list of prohibited conduct does not modify the at-will employment relationship, which means that either you or the Company may end the employment relationship at any time, with or without cause, with or without prior notice.

Call Off Procedure

1. Notify your Site Supervisor or Site Manager, if applicable, at least four (4) hours before your scheduled shift starts.
2. Call in personally and do not ask a friend or relative to do it for you.

If you are on duty and your replacement does not arrive at the end of your shift, call the shift supervisor, Site Supervisor or Site Manager and remain on duty until a replacement arrives.

Change of Address/Personnel Information

It is critical that you notify, preferably in writing, your immediate supervisor, Site Manager or the HR Department any time you change any information contained in your personnel file, from addresses to telephone numbers.

Damage to Property

In the event that you damage Cavalry or Client property, please notify your Site Manager or Operations Manager immediately. If you have damaged the property due to negligence you may be required to reimburse Cavalry for the cost of replacement.

Exits and Fire Extinguishers

For your safety, as well as for building security reasons, you should inspect the building and locate all emergency exits, stairwells, windows, fire extinguishers and First Aid Stations.

Fraternization

It is unauthorized for employees to fraternize with Clients, their employee's, tenants or vendors at your site of assignment. There may be instances where these relationships cause real or perceived conflicts of interest relative the fair and consistent application of the rules/policies and procedures/post orders. There also exists the potential for a personal issue to spill over to the workplace. In support of this policy, employees not on duty are not authorized to be on site unless they are addressing employment related issues with their account leadership.

Gambling

Gambling of any kind is not permitted on client or Cavalry property.

Gifts and Gratuities

Officers should not solicit nor accept gifts or gratuities from any client, customer or vendor unless specifically authorized by Cavalry.

Handbook Review

All Cavalry Officers are required to review the most current version of the *Employee Handbook* and sign the acknowledgement statement on an annual basis. It is the responsibility of Account Leadership to ensure this occurs and that the original of the signed acknowledgement form is placed in the employee's HR file.

Job Abandonment

Failing to report to work for three (3) consecutive scheduled shifts will be deemed a no notice resignation. Employee is responsible for returning all Cavalry property. Employee's final check will be mailed and hourly wage will be reduced to minimum wage.

Job Site Hazards

You should report any unsafe conditions on the job site to your Site Manager, Supervisor, Patrol Supervisor, or Operations Manager. Avoid working in the area in which the unsafe condition exists until the situation is remedied.

You should report any electrical equipment which you observe is bent, or has broken ground plugs, loose wires, is smoking, or on fire, etc. Unplug items by grasping the end closest to the wall plug; do not pull on the cord.

Licensing

All Cavalry Officers are required to possess a valid State Guard card/license/registration whenever performing security functions for Cavalry. It is the responsibility of the individual employee to ensure they take all steps to be issued a license and keep up with the renewal of same. Immediately contact your direct supervisor should you lose your security identification. **All CAVALRY Officers and LP Agents are required to inform CAVALRY management should they experience any events which would adversely affect their licensing status.**

Account Leadership will ensure they conduct a 100% audit of licenses of assigned Officers on a quarterly basis **at a minimum**. Cards/Licenses/Registrations will be physically reviewed and management will send results of the audit to the Operations Manager.

Off Duty Employment

Cavalry employees are prohibited from **ANY** type of off duty employment opportunities at their assigned client site. Failure to comply with this policy will result in disciplinary action up to and including, termination. Employment with another security services provider is also strictly prohibited. This is a conflict of interest and the potential cross contamination of proprietary information creates potential legal pitfalls for all parties. Cavalry employees will provide the contact information for any/all other employers they are currently working for.

Open Door Policy

As previously stated Cavalry makes every effort to make the individual work experience of each employee the most positive and rewarding possible. If you are concerned about an issue, ensure you immediately contact your supervisor to resolve the issue. If you do not feel the issue is resolved to your satisfaction, feel free to contact the next level of Cavalry management. If you continue to be dissatisfied, contact the HR Department. They will attempt to address your concerns all the way up to and including Chris Sawyer, President. Keep in mind that escalation of an issue up the Chain-of-Command is not necessarily a guarantee that your issue will be solved to your complete satisfaction. We will however, do everything possible to address your concerns.

Parking

While some client locations address and take care of parking costs, this is not a guarantee. Officers are expected to cover any/all parking costs. Also, NO visits to a Cavalry office for any reason, ie pick up pay check, etc, will be validated.

Personal Visitors to the Site

Personal visitors are never allowed at a Client site.

Phones

Under normal conditions, the phones on the job site are **NOT** used for personal reasons. However, in the case of an emergency, you must know how to call out.

Post Relief

Please do not leave your post without proper relief. If your relief is late you are required to stay at the post until you receive authorization to leave. There may be times where it will be necessary to work beyond your scheduled shift due to circumstances beyond Cavalry's control.

Proprietary Information

Employees will not share, discuss or disseminate information or material specific to the business activities of Cavalry or its clients.

Shift Changes

It is understood that sometimes personal situations arise where Officers are required to deviate from their normally scheduled shift by swapping with another site qualified Officer. Cavalry understands this and will endeavor to accommodate same as long as the change does not have a negative operational impact or result in overtime being incurred. A change of shift must be submitted in writing and approved by your supervisor **PRIOR** to the implementation of the change.

Solicitation/Distribution of materials

The distribution of any literature, pamphlets or other material on a client or Cavalry site is prohibited.

Surveillance/Monitoring of Activities

Officers may be monitored by Closed Circuit Television and/or subject to recording equipment at some client sites.

Termination of Employment

Both Cavalry and employee have the right to terminate the employment relationship at any time. However, as part of the initial processing, EVERY employee is advised of CAVALRY two (2) week notice requirement. Failure to provide this required notice will result in CAVALRY being forced to fill the position in an overtime capacity until a new employee can be screened, hired, processed, trained and put into the field. Therefore, ANY employee who fails to provide a WRITTEN, two (2) week notice will have their hourly wage reduced to minimum wage for the two (2) week pay period for which the employee will be receiving their final check. EMPLOYEE understands that ALL issued CAVALRY uniforms and equipment will be returned, clean and in good condition, within seven (7) days of the date of the last shift worked. The final paycheck of any EMPLOYEE will be mailed to their most recent address on file, by close of business on the first pay day, following their date of termination of employment.

Transfer Opportunities

You may be subject to a transfer or job re-assignment within the Company in those instances where the transfer/re-assignment is in the best interests of you, the company or our client. If you are interested in being considered for a transfer, please discuss this with your Site Manager, Supervisor or Operations Manager.

Transportation

Transportation to and from work is your responsibility. Transportation issues are not a valid excuse for lateness or absenteeism. If you have transportation problems, please call your Site Supervisor or Site Manager, if applicable, to let them know you will be late. Failure to either report to work on time or to notify your Supervisor or Site Manager before your shift that you will be late, may result in disciplinary action up to and including termination of your employment.

Uniform Standards

1. All employees represent CAVALRY as well as our clients. A clean and well groomed appearance is important to convey the professional nature in which CAVALRY conducts business. We expect all of our Officers to present themselves in a professional and well groomed manner at all times while on duty. Officers must wear the uniform provided, at all times, while on duty. Pants, shirts, and jackets must be clean and pressed. Badges, shoes and belts must be polished and scuff free. Hair must be conservatively styled. No jewelry is to be worn on the uniform except a Company issued pin or United States flag. Visible body piercing is strictly prohibited (with the exception of pierced ears for women only.)
2. Clean and pressed uniform shirt and trousers.
3. Recommended white crew neck t-shirt under uniform shirt – no tank top undershirt or white t-shirt with printing.
4. Issued trousers only – no jeans allowed.
5. Polished, brown or black shoes or boots only – no tennis shoes.
6. Jackets issued by Cavalry Security Inc. are the only admissible outer wear.
7. Black socks only.
8. Citadel badge, identification badge and appropriate headgear (if mandated by site) must be worn at all times.

Male

9. No beards, goatees or sideburns (unless required for medical reasons- current medical documentation required) – moustache must be neatly trimmed and not to exceed corners of mouth. Once promoted to a Supervisory position, a conservative goatee is authorized with the soft look. It **WILL NOT** be authorized with the hard look uniform.
10. Hair must be cut above the collar of shirt and styled conservatively.
11. Male Officers are prohibited from wearing any earrings.

Female

12. If hair is shoulder length or longer, it must be kept away from the face in a pony tail, braid or other means that secures the hair. Bangs must not fall in the eyes.
13. Female Officers may wear one pair of small post earrings no larger than a nickel.
14. Female Officers may wear moderate make up.
15. Female Officers may wear clear or pink nail enamel only while on duty.

Full compliance to all uniform/grooming standards is expected by all Cavalry Officers at all times while on duty. Officers are to arrive at the work site in full uniform. Officers are prohibited from changing into the uniform on a client site unless specifically authorized by the Site Manager or Operations Manager.

Weapons

Officers are prohibited from carrying or possessing any type of firearm or weapon while on duty at a client site, driving/riding in a company vehicle or at the Cavalry office.

Work Place Schedules

Cavalry makes every effort to place Officers in a schedule of their preference. However, schedules are subject to change without warning to meet the operational needs of Cavalry and its Clients.

Work Stations

Your work station is a direct reflection of your professionalism and that of Cavalry. Ensure your work area is at the highest state of cleanliness and readiness at all times. Once you relieve another Officer you are accepting responsibility for the cleanliness and readiness of the station.

ON SITE SECURITY POLICIES & PROCEDURES

To protect you, your fellow employees, our customers, and the Company from injury or the loss of property, management must reserve the right to examine any and all persons or objects while on Company premises including Company vehicles. As a condition of working for the Company, all employees must agree to consent and submit to any search or inspection of his or her person or personal property located on Company premises, work sites, or facilities, including, but not limited to, Company parking lots, lockers and desks. Refusal or delay consenting to such searches is grounds for disciplinary action up to and including, termination.

ACCESS CONTROL

Property Control Procedure

When someone wants to remove client property from the premises:

1. Verify written authorization or call for authorization.
2. Identify the person and equipment in the Log Report/Book and forms, which is made specifically for this purpose.
3. If no authorization is available:
 - a. For client employees:
 - Call client contact if available.
 - Verify company identification.
 - Allow equipment exit after identifying the person and the equipment in the Log Report/Book and making an Incident Report.
 - b. For other than client employees:
 - Call contact if available.
 - Do NOT allow client equipment to be removed.
 - Record incident in the Log Report/Book and in an Incident Report.

Key and Equipment Control Procedure

1. At the beginning of your shift:
 - Count the keys.
 - Log in number of keys.
 - Account for equipment given.
 - Log in equipment received.
 - Sign to accept responsibility.
2. At the end of your shift, have your relief:
 - Count the keys.
 - Log in number of keys.
 - Check the equipment.
 - Log in equipment received.
 - Sign to accept responsibility.

Telephone Procedures

1. Identify the client company (company or site post).
Identify yourself:
"This is Security Officer..., may I help you?"
2. Assume that all calls are important.
3. If taking a message get the:
 - name of person
 - number to be reached
 - company or where they are from
4. Restate the message and information to be sure you understood them.
5. Complete the call by explaining what action you will be taking on the situation given.
6. "Thank you for calling."

PATROL

Patrol Procedure

1. Make your rounds following the Post Orders for:
 - Checkpoint locations
 - Routes taken
 - Frequency of rounds
 - Duration of each round
2. Detect conditions, which may cause injury or loss
3. Take corrective actions consistent with common sense and the Post Orders
4. Record any unusual or potentially dangerous situations in the Log Report/Book and in an Incident Report

Patrol Check List

FIRE HAZARDS

- Stack of empty cartons or newspapers
- Pile of oily or soiled rags
- Uncapped or leaking containers
- Faulty electrical wiring
- Overloaded electrical fixtures
- Smoldering cigarettes in wastebaskets and ashtrays
- Inoperative fire exit doors
- Items blocking fire exits

- Defective hoses, nozzles, sprinklers, and extinguishers.

ACCIDENT HAZARDS

- Spilled liquids
- Loose boards
- Loose or torn carpets
- Loose handrails
- Items blocking walkways and exits
- Objects falling from above
- Inoperative warning lights
- Missing barriers

SECURITY BREACHES

- Broken alarms
- Inoperative locks
- Lost keys
- Broken or torn fences
- Open or broken doors, gates or windows

Unidentified Person Procedure

1. Identify yourself as the Security Officer on duty and give your name.
2. Ask the person for identification.
3. If the person has proper identification:
 - a. Ask for the person's phone number and explain that you need it to alert him or her in case of an emergency.
 - b. Report the incident in the Log Report/Book and forms, which are applicable.
4. If the person does not have proper identification:
 - a. Ask why he or she is there.
 - b. If there is a good reason:
 - Ask for his phone number and explain why you need it.
 - Call for authorization if needed.
 - c. If they do not have a good reason to be on client property:
 - Request that the person accompany you to the nearest phone. Call the client contact, Cavalry supervisor or dispatcher for further instructions.
 - If the person refuses to accompany you, get a full description and call the client and/or police immediately. **DO NOT** use force, except to protect yourself from clear and immediate bodily harm.
 - d. Report all instances of improper identification in the Log Report/Book and Incident Report.
5. When logging down unidentified vehicles please note:
 - Make of vehicle (i.e., Toyota, Ford, etc.)
 - Type of vehicle (i.e. truck, van, sedan, etc.)
 - Color
 - License plate number
 - Vehicle Identification Number, if available
 - Any noticeable markings or designs

EMERGENCIES

Fire Response Procedures

1. *Detect it* – Without creating conditions, which will help the fire spread
2. *Report it* – call **911**, the fire department and give critical information:
 - a. Your name.
 - b. The name and address of the facility
 - c. The location and type of fire
 - d. Where you will meet the fire fighters
3. *Take action*:
 - a. Warn all persons in danger areas and evacuate if necessary
 - b. Give assistance to the authorities when they arrive – tell them where to go, how to get there, and what equipment is available
 - c. Notify the client contact, Cavalry supervisor and/or dispatcher
 - d. Protect person and property
 - e. Report incident in the Log Report/Book and in an Incident Report.

Bomb Threat Procedure

1. Assume threat is valid until proven false
2. Keep caller on phone as long as possible
3. Try to get detailed information about bomb threat
4. Write down all information that will help identify the caller
5. As soon as the caller hangs up, call Site Manager/Supervisor, the client contact, and if instructed, the police
6. Report the incident in the Log Report/Book and in an Incident Report

Bomb Search Procedures

1. Look for out of place or out of ordinary objects
2. Do not touch a suspicious object
3. If a suspicious article is found, call Cavalry supervisor or dispatcher and ask for instructions concerning evacuation and notifying the police
4. Record the incident and the description of the object in the Log Report/Book and in an Incident Report

Illness and Injury Procedure

1. Call for assistance as specified in your Post Orders.
2. Make the individual comfortable. Try and not to move the person as much as possible.
3. Do not try to treat an individual unless you have received special training or are certified to do so.
4. Record all illnesses and injuries in the Log Report/Book and in an Incident Report.

Natural Disaster Procedure

1. Call the client contact and Cavalry supervisor or Site Manager and brief them of the situation.
2. Take action to protect life and property. This may include:
 - Providing light.
 - Evacuating the area.
 - Posting warning signs.

Intrusion Procedure

1. If there is evidence that an intrusion has occurred, call the client contact, your Cavalry supervisor or Site Manager and/or the police as directed by your Post Orders.
2. Never look for an intruder by yourself.
3. Observe the area closely until the police arrive.
4. If you encounter a person on the client premises who may be an intruder, follow the Cavalry Unidentified Person Procedure mentioned earlier.
5. Report all suspected intrusions in detail in the Log Report/Book and in an Incident Report.

REPORTS AND ADMINISTRATION

Report Procedure

1. If the situation requires immediate attention, report it to your Supervisor or Site Manager by telephone
2. If there is a clear and immediate threat of bodily harm, call the police
3. Record routine occurrences in the Log Report/Book
4. Record the details of unusual or threatening incidents and all hazards in an Incident Report
5. Record a brief description of the incident in the Log Report/Book.

Professional Development Procedure

1. When not involved in other activities required by the Post Orders, each Security officer will study and learn in detail:
 - The Employee Handbook for Security Officers
 - The Cavalry Standard Operating Procedures (SOP)
 - The Post Orders
2. Your supervisor will conduct regular inspections at your security post to test your progress through the Professional Development Program and to assist you in correcting any weaknesses your supervisor detects

Inspection Procedure

1. Inspections will be conducted at random times
2. Inspections will cover the areas in an evaluation checklist
3. Supervisors should ask the Security Officers if there are any areas on the inspection checklist they do not understand
4. The Supervisor must let the Security Officer know his/her rating when an inspection has been completed
5. The Supervisor must train the Security Officer on those areas with low inspection ratings

Public Relations

Public Relations Procedure

1. Look directly at the person(s) entering the building or area you are assigned to.
2. As the person approaches, greet him or her in a friendly manner, look them in the eyes and ask if you can help them. "How are you today? What can I help you with?"
3. Listen carefully to the visitor's request and respond appropriately.
4. Be considerate and polite. Ask for clarification if you do not understand.
5. Provide assistance within the limits of your Post Orders.

Exception Procedures

Use this procedure for people who want to make an exception or do not want to heed to the Post Orders.

1. Explain security policy:
“Security policy here requires that I...”
2. Try to help them, but still be consistent with your Post Orders:
“Let me see if I can help...”
3. Call assistance, if necessary, as directed by your Post Orders. Call police if there is a clear and immediate threat of bodily harm to yourself or those around you.
4. Record incident in detail in your Log Report/Book and/or in an Incident Report.

Client Request Procedure

If the client contact or a client employee asks you to do something, respond willingly, as long as the task is reasonable and does not conflict with the Post Orders.

If the request conflicts with the Post Orders:

1. Explain that you will be glad to do what the client has requested, but it will require an exception to your Post Orders.
2. Record the request in the Log Report/Book.
3. Call Cavalry Site Supervisor, Site Manager or the client contact if the request is from a client employee.
4. Do what the client has requested promptly.
5. Notify a Cavalry supervisor or Site Manager if you have not already done so.

Use of Force Procedure

1. When faced with a clear and immediate threat of bodily harm, always try first to retreat with the people present to a secure position.
2. Use force only when necessary to protect yourself and others from a clear and immediate threat of bodily harm.
3. Use only the degree of force necessary to repel an attack or threat of an attack.
4. **DO NOT** use force to protect property.
5. Call the police for assistance, as directed by your Post Orders.
6. Call the client contact and your Cavalry Supervisor or Site Manager.
7. Record all incidents in detail in the Log Report/Book and in an Incident Report.

SAFETY

Job accidents do not “just happen”, they were caused. By making an effort to reduce the number of causes, we can reduce the number of accidents. This section deals with safety on the job and what to do in emergency situations. Since safety involves everyone, the Company has regularly scheduled safety meetings where we all meet to talk about what we can do to avoid or reduce accidents.

In Cases of Emergency

Report all injuries and/or accidents to your supervisor or Site Manager immediately. The AM/Supervisor should notify the Operations Manager immediately. Please report all injuries/accidents even if they appear minor when they happen. For serious injuries CALL 911, then

contact the Site Manager or Supervisor immediately. **LEAVE ALL WORK EQUIPMENT AND SUPPLIES IN THE ACCIDENT AREA EXACTLY AS THEY ARE UNTIL THE SITE CAN BE INSPECTED.** (Only move equipment if it is necessary to remove the victim, or if it is threatening to cause a problem if left where it is.) **OTHERWISE IT IS VERY IMPORTANT THAT EVERYTHING AT THE SCENE OF A SERIOUS ACCIDENT IS LEFT EXACTLY AS IT IS!!!**

PAY INFORMATION

Pay Day

Pay periods run for two consecutive weeks from Monday through Sunday. Paychecks will be mailed to your address on file every other Friday via USPS. The USPS can take up to four days, depending on where you live, to deliver your paycheck. Cavalry Security is not responsible for the delivery times of the USPS.

Problems or Questions with your Pay Check

If you have any questions about your pay check please contact your Site Manager or Supervisor. The Site Manager or Supervisor should notify the Office of the error **AFTER** the error has been researched by the Manager or Supervisor. Questions about hours, pay rates, deductions should be asked of your Site Manager or Supervisor before contacting Employee Support.

If you have a pay check discrepancy please provide a copy of your pay stub to your Site Manager, Supervisor or Employee Support along with the noted discrepancy and a detailed synopsis of what the error is. If after investigation, it is determined a discrepancy exists the following steps will be taken; If the payroll discrepancy is under \$50 it will be added to your next check. If the payroll discrepancy is over \$50 you have the added choice of having an additional check issued. The Office will contact you when the check is ready.

Lost Pay Check

Paychecks that have been lost or stolen must be reported immediately to the Office. Once a check has been reported, the bank will be called to confirm the check has not been cashed. If the check has not been cashed a “stop payment” will be placed through the bank voiding the check immediately which allows Payroll to reissue another check. A fee equal to the amount charged by the bank will be assessed to you to cover the cost of the “stop payment”. For issues relating to mail delivery, Cavalry will not place a “stop order” or reissue a check for five (5) business days from the date the check was issued (for normal paydays a “stop payment” will not be issued prior to the following Friday). While we sympathize, we cannot and will not accept responsibility for the delivery time of the United States Postal Service.

Overtime Pay

If you work over forty (40) hours in a week (Monday being the first day of the week that runs through Sunday), you will be paid overtime for the hours worked in excess of forty (40) hours. The overtime rate is one and one-half times your regular pay rate.

Raises and Promotions

The Company’s general practice is to award promotions and the accompanying pay raises to employees who the Company believes may be qualified, in strict conjunction with the terms of the contract currently in place. This practice may allow advancement and growth in the Company to those employees who may be interested. The Company will promote from within when possible but due to

job requirements and skills it may be necessary to hire employees from the outside to build our knowledge and skill base.

Attendance

If you are absent due to illness you must provide a doctor's note or other explanation to the Employee Support on the day you return to work. Failure to provide a doctor's note or other explanation may result in your removal from the daily schedule until such is received.

Unexcused or excessive absenteeism may lead to disciplinary action, up to and including termination. **(Excessive absenteeism means you are absent more than 5 days in a six-month period).**

Performance Review

Each employee may receive a 90 day and annual performance review. Your Site Manager or Supervisor may evaluate your performance and discuss areas that you excel and areas that require improvement. Some of the areas of evaluation will include uniform appearance, report writing, customer service, telephone etiquette, safety, client feedback, attendance, and disciplinary actions. The preceding list is not meant to be comprehensive.

Training Period

The first ninety (90) days of employment is generally considered an "assessment period." During this time, you will be instructed on the job's requirements and procedures to perform the position for which you were hired. The assessment period provides you and the Company with an opportunity to learn more about each other and to evaluate whether the position is suitable for you, given your skills, personality, and/or ability. The Company may extend the "assessment period" for any reason. If you successfully complete this period, you may be assigned either a part-time or full-time position, depending on the Company's needs.

During and after the "assessment period", the Company may terminate you at any time, for any reason and without notice. You may also resign at any time, for any reason.

PERFORMANCE AND DISCIPLINARY COUNSELING REPORTS

The Company's general practice is to help you identify problems and to improve your performance and behavior. The Company uses "*Performance and Disciplinary Counseling Sessions*" to identify areas in your performance or behavior that in the judgment of management requires improvement. While opportunities may be given to employees to meet the Company's standards, the Company reserves the right to take whatever disciplinary measures that, under the circumstances and in its judgment, are appropriate, up to and including termination.

While not exhaustive, the list below provides some examples that may result in the issuance of a Performance or Disciplinary Counseling Statement:

1. Arriving late to work for your assigned shift, with or without the permission of a Supervisor or Site Manager.
2. Taking a break in an area not authorized for Cavalry employees.
3. Failing to lock up a job site when it is part of your job assignment. Failing to turn over appropriate equipment to oncoming shift Officers.
4. Arriving to any job site in a uniform that is inconsistent with the uniform standards and appearance policy.

5. Failing to report a customer complaint or message to the Site Supervisor, Site Manager or Operations Manager in a timely manner.
6. Misusing or abusing Cavalry Security's equipment, including vehicles, golf carts, cell phones, and computers.
7. Not projecting a positive attitude towards clients, customers and/or co workers.

If you believe that a Performance or Disciplinary Counseling Statement issued to you was not warranted, you may request a meeting with the Vice-President of Employee Support (HR) within one week from the date of the counseling. If you fail to request a meeting within the specified one week period, you may not thereafter dispute the validity of the Report.

The Performance or Disciplinary Counseling procedure and the list of examples do not alter your at-will employment status, thus, you or the Company may terminate the employment relationship at any time, with or without cause with or without advance notice.

COMPANY BENEFITS

This section outlines the Company benefits but the Company reserves the right to modify, change, suspend, deviate or cancel the benefits at any time.

Holidays (as of January 1, 2014)

Cavalry Security, Inc. observes the following standard six (6) holidays:

<p>NEW YEARS DAY MEMORIAL DAY INDEPENDENCE DAY</p>	<p>LABOR DAY THANKSGIVING DAY CHRISTMAS DAY</p>
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Cavalry office staff employees will be given the day off on these dates based on the current operational tempo of the office.

All Cavalry Officers **physically on duty** are paid holiday pay at a rate of 1.5 times the base hourly rate of pay (holidays may vary based on the terms of the contract). Please contact your Site Manager for information relative to contractually mandated holidays at your duty assignment.

Medical Insurance

TBA

Vacation

Cavalry does not currently offer paid vacation unless specified in the client contract.

LEAVES OF ABSENCE

Military Leave

A military leave of absence can be arranged if you are presently on active duty or reserve duty with a branch of service, and are temporarily assigned outside the area. When you get your orders, please notify your Site Manager, Supervisor or Operations Manager immediately. Provide a copy of the

orders so your leave can be planned. You will be required to return to work as soon as your temporary duty tour is finished.

Jury and Courtroom Duty

Cavalry will make provisions to allow employees the necessary time made available to comply with jury duty requirements. Summoned employees must provide a copy of both the jury summons and jury duty completion certificate to their immediate supervisor.

Family and Medical Leave

The Family and Medical Leave Act provides eligible employees of up to 12 weeks of **unpaid** leave per year for the following: (1) the birth and care of your newborn child in the first 12 months after birth; (2) adoption or foster care of a child by you in the first 12 months after placement; (3) to care for a seriously ill spouse, son, daughter, or parent; or (4) your own serious health condition that causes inability to perform your job.

To qualify for leave under FMLA, the health condition or treatment must be such that requires the employee to be absent from work on a recurring basis or for more than a few days for treatment or recovery.

FMLA Eligibility

To be eligible for FMLA leave, an employee must be employed by the Company for at least 12 months and have performed 1,250 hours of service during the previous twelve month period. FMLA leave will be approved only for the purposes identified above in number (1) through (4).

Spouses who are both employed by the Company are entitled to a combined total of 12 weeks of leave for the birth, adoption, or care of a child after birth or to care for a parent with a serious health condition.

Calculation of 12 Month Period

The Company will calculate an eligible employee's 12 month period by measuring backward from the date an employee uses FMLA leave.

Exhaustion of Vacation and/or Sick Leave

Employees will be required to exhaust all applicable accrued paid leave (i.e., vacation, personal, or sick time, if applicable) in conjunction with leave taken under the FMLA. When an employee exhausts the accrued paid leave, if any, the remainder of the leave is unpaid.

Employees who are seeking family leave for their own serious health condition must first exhaust all sick leave and temporary disability insurance to which they may be entitled. Employees who are seeking unpaid family leave to care for a family member must first exhaust all vacation days off to which they may be entitled. All paid leaves including sick leave, vacation days, and temporary disability insurance leave are counted towards the 12 weeks and/or 4 weeks of family leave (i.e., run concurrently), as applicable

Notice to the Company of Your Need for Leave

When leave is reasonably foreseeable (such as for the birth or adoption/foster care of a child or planned medical treatment), an eligible employee must provide the Company with at least 30 days notice. Your notice enables the Company to minimize the disruption of its operations.

If leave is not foreseeable (for example, in the case of a medical emergency), advance notice is not required, but you or someone on your behalf must notify the Company of your need to take leave as soon as practicable.

Certification

Requests for leave to care for a seriously ill spouse, son, daughter, or parent, or for an employee's own serious illness will require medical certification completed by a health care provider. Verification of the adoption and/or placement of your child may also be required from a court or other entity involved in such process. Failure to return a completed certification form within the time provided may delay the reinstatement of your position with Cavalry and may jeopardize the job protections and/or benefits afforded by the law, and/or may result in termination of your employment. Certification forms are available from the Employee Support.

In certain circumstances, the Company may require a second opinion on the medical certification provided by an employee. The second opinion will be from a health care provider of the Company's choice at its own expense. If the second certification opinion differs from the first opinion, the Company may require that a third opinion is obtained from a health care provider, whose selection must be jointly approved by you and the Company. The Company again will pay for this opinion.

If the leave is taken because of your own serious health condition, the Company may require that you obtain recertification periodically. You should provide the recertification within 15 days from the Company's request, unless it is not practicable.

Before you return to work, the Company may require an employee who took leave for his/her own serious medical condition to obtain and present certification from the employee's health care provider that the employee is able to perform the essential functions of the job. Reinstatement to an employee's job may be delayed until the employee submits this certification.

If an employee is scheduled to return to work from leave and claims that he/she cannot return because of the continuation, recurrence, or onset of a serious health condition, the Company may require that the employee submit at his/her own expense certification of this fact.

Intermittent Leave

FMLA leave may be taken intermittently or on a reduced leave schedule under certain circumstances. Where leave is taken because of birth or placement of a child for adoption or foster care, an employee may take leave intermittently or on a reduced schedule only if the Company agrees. Where FMLA leave is taken to care for a sick family member or for an employee's own serious health condition, leave may be taken intermittently or on a reduced leave schedule, as medically necessary.

Benefits and FMLA

All employee benefits will continue during the 12 weeks unpaid leave. The employee must continue to pay his/her share of the medical premium, if any. Failure to make your portion of the medical premium payments may result in the cancellation of coverage during the approved leave.

Restoration to Job after FMLA

Except in some instances for highly compensated "key" employees, the Company will endeavor to restore an eligible employee upon return from his/her leave to the same position previously held or to a position equivalent in pay, benefits, and other terms and conditions of employment.

A highly compensated "key" employee is considered to be a salaried eligible employee who is among the highest paid 10% of the employees employed by the Company. The Company may deny

reinstatement to a “key” employee when it is necessary to prevent substantial and grievous economic injury to the Company’s operations. The Company will notify the employee of the denial restoration when the Company determines that such an economic injury would occur.

Employee’s Responsibility in relation to FMLA

It is your responsibility to complete your leave request forms in a timely manner to assure reinstatement and benefit continuation for duration of such approved leave. If you are unable to return to work at the end of any approved leave, it is your responsibility to request additional leave. Failure to request additional leave may result in your termination of your employment.

Questions about the Family and Medical Leave Act should be directed to Human Resources.

Please feel free to contact any member of the Cavalry team to discuss any portion of this handbook that you are unclear on.

END OF MANUAL



CAVALRY EMPLOYEE HANDBOOK ACKNOWLEDGMENT FOR RECEIPT OF
EMPLOYEE HANDBOOK

I hereby acknowledge receipt of ***Cavalry Employee Handbook***. I have read and understand the *Employee Handbook* and agree to follow the procedures and policies.

I understand and agree that Cavalry reserves the right to modify, interpret, revoke, suspend, amend, terminate, deviate from, or change and all of its' policies, procedures or employee benefits programs at any time.

I understand and agree that this *Employee Handbook* is only a general guide and is not a contract of employment between Cavalry and myself. I understand and acknowledge that my employment relationship with Cavalry is terminable at will either by me or by the Company for any reason, or no reason whatsoever, with or without notice. I also understand and agree that no one other than the CEO and President have any authority to enter into an agreement for employment for any specified period of time. I further understand that any such employment agreement, if made, shall not be enforceable unless it is in writing and signed by either the CEO or President and myself.

I also understand and agree:

1. At the end of my employment, I am to return all Cavalry property that has been issued to me including but not limited to uniforms, phones, reports, etc. I further understand that failure to do so within seven (7) days of the end of my employment constitutes theft and Cavalry will take the appropriate legal action.
2. At the end of my employment, I am to return all Cavalry handbooks and procedure manuals that have been issued to me.
3. At the end of my employment, I authorize Cavalry to collect from my final paycheck, the remaining balance of the initial money loaned to me by Cavalry to cover all costs associated with my initial background and screening as well as my training and licensure with the State.

Date: _____

Employee Signature

Please sign and date this statement, and return to Human Employee Support upon hire.