



APPLE RETAIL OVERNIGHT SECURITY POST ORDERS

When contracted security has been authorized for overnight due to security issues, broken doors, alarm failures, power failures, etc., it is imperative that the manager, Loss Prevention and Security considerations must include: Generally, the purposes of these assignments are to provide security for the protections of assets and the facility. During these assignments, control of the facility is critical and must be maintained. Therefore it is imperative that Specialists remain alert and is highly visible, providing the maximum deterrent. Specialist will generally be locked inside of the location and must remain inside for the entire shift. Therefore, Specialists should bring their own refreshments/meals to be consumed while on post. There are no accessible facilities for storing lunches and/or drinks. A small cooler for lunches/drinks is acceptable and may be brought to the post.

- All after hours security staffing must be authorized and coordinated with Apple Retail Loss Prevention.
- Each Specialist is responsible for understanding, performing and complying with the General Post Orders and the specific Post Orders as assigned.
- Posts must be kept clean at all times. Each Specialist is responsible for the condition of their post during their shift and at turnover.
- When on post, remain active, alert and awake. Sleeping on duty will result in disciplinary action, including termination.
- Never leave your post unless relieved by authorized personnel or as instructed by your supervisor, or higher authority in the chain of command.
- Client phones are for official business only unless authorized by the Store management and SIS Shift Supervisor.
- Do not remove any items from client properties without proper documentation and/or sales receipt.
- Compliance with local parking restrictions is a must.



- Prior to the managers leaving, verify with them that Back of House and office doors are secured and that overhead music is turned off.
- Perimeter doors are to remain secured and are not to be opened at any time except for authorized Apple management.
- Specialists will have access to restroom facilities and Front of House areas only.
- Specialists must remain on the sales floor area and be visible at all times, except for needed bathroom breaks.
- Absolutely no casual visitors allowed. This includes friends and family members of Apple associates.
- Your personal items must be inspected by a member of management at the end of your shift.
- Use of a computer at the front of the store is authorized but is not to be a distraction to duties.
- Specialists must position themselves to observe the front areas of the store including the doors.
- Viewing of inappropriate material and/or its sites on the computer is prohibited.
- No testing of products, looking at merchandise etc.
- No removal of equipment, supplies, fixtures, “throw away” items.
- No smoking in the facility, no leaving (stepping out) to have a smoke.
- Immediately report to security supervision, any issues and prepare a written report of any incidents and or suspicious activity.