



APPLE RETAIL SECURITY SPECIALISTS POST ORDERS & POLICIES

Purpose: To provide General Guidelines for Security Specialists assigned to Apple Computer Store locations.

General:

All Security Specialists must consistently demonstrate and reflect the standards of Security Industry Specialists (SIS). To maintain these standards, the: "Three A's" must be followed:

ATTITUDE: *You must come to work with a terrific attitude, willing to go beyond the call of duty and be a supportive team member.*

APPEARANCE: *You must come to work properly dressed and meet all grooming standards.*

ATTENDANCE: *You must be on time and complete each of your scheduled shifts. In addition, you must follow all other SIS attendance policies.*

A Specialist must be professional; have complete knowledge and understanding of their assigned post, alert and focused on their primary duties.

Daily Operations and Conduct:

1. Each Specialist is responsible for understanding, performing and complying with the General Post Orders and the specific Post Orders assigned.
2. Posts must be kept clean at all times. Each Specialist is responsible for the condition of their post during their shift and at turnover. Discrepancies, equipment failures, damage to work area and/or equipment must be reported to the Supervisor immediately and noted in the post Daily Activity Report (DAR).
3. The Supervisor must be contacted for any situation not covered in the Post Orders – 1.877.923.2727
4. Specialist must report to their assigned post ready for work. If a specialist is going to be late or unable to report for duty, A.S.A.P. Management and the Security department should be notified immediately. A.S.A.P. requires a 4 hour notification.



5. **Security and/or Client** related matters will not be discussed with anyone other than those with a **'NEED TO KNOW'**. Questions and/or issues of Security and/or Client matters must be referred to the Shift Supervisor.
6. If reporting for duty under the influence of alcohol, an illegal substance or medication, you will not be permitted to assume your post.
7. When on post, remain active, alert and awake. Sleeping on duty will result in disciplinary action, including termination.
8. Never leave your post or patrol area unless relieved by any authorized personnel or as instructed by the dispatcher, Shift supervisor, or higher authority in the chain of command.
9. Obey, and pass on to your relief all verbal and written orders received during your shift.
10. Client phones are for official business use only unless authorized by the Store management and SIS Shift Supervisor.
11. Do not accept tips, gratuities and/or gifts. Report all attempts or offers of tips, gratuities and gifts.
12. Do not remove any items from Apple properties without proper documentation and/or sales receipts.
13. Use discretion when questioning Apple Store employees, visitors and/or contracted personnel. Never manhandle, threaten or coerce a suspicious or suspected individual. Immediately contact store management and your Shift Supervisor for assistance – 1.877.923.2727.
14. Absolutely no eating, chewing gum or drinking while on post at store front and/or parking lots etc with the exception of water. While on duty, never eat or drink while in public view.
15. Always be standing and greet everyone who enters the store or your post area. No sitting on guard rails, counters or merchandise.
16. Shopping while on duty is not allowed. Purchases may be made for what is needed for meal periods and/or breaks only. A receipt for items purchased must be kept with the items and presented for verification upon request of store management and/or ASAP supervisor.



17. Smoking is allowed in designated areas only. Smoking is allowed only when on a scheduled break and/or meal period. Absolutely no smoking is allowed while in uniform. Uniform shifts must be completely covered and the specialists nondescript if smoking in public view areas. Under no circumstances are Specialists allowed to stand in front of a client location for smoking purposes.
18. Specialists are not to fraternize or chat with employees, customers or friends while on the client property. Loitering at client locations and/or property should only be for transportation purposes.
19. Do not read books, magazines, newspapers or other material not related to the performance of assigned duties.
20. Specialist must not commit, participate in or condone acts of unnecessary force against any suspect. Only reasonable force necessary to control the suspect is acceptable.
21. Never pursue a fleeing suspect.
22. Specialists will only perform security related functions as assigned.

Time Sheets Meals & Breaks

Specialists must utilize the SIS "Daily Sign In Roster" upon arrival and departure. Sign in at arrival and sign out at department must be approved by the manager on duty. Meal periods must be listed. Two (2) ten minute breaks and one 30 minute meal period are permitted in an eight hour shift. Because business trends and staffing issues must be considered, the Specialist must confer with the manager prior to taking any breaks.

Uniform Policy:

23. Personal appearance is important and has a direct influence on the initial contact with Apple customers and employees. As representatives of SIS and Apple, your appearance must be professional.
24. **Specialists are not to wear facial or tongue piercing. No earrings, visible necklaces, bracelets are allowed. Uniforms and equipment issued by SIS are not to be used outside of SIS assignments.**
25. Under shirts or T-Shirts must be white with no writing or graphics.



Uniform Description: Uniforms are to be fitted and maintained by the authorized uniform provider or SIS. Fittings are to be to SIS specifications and maintained by the Specialist.

Headgear

Hats are issued on an “as needed” basis and must be issued by A.S.A.P. All other headgear is prohibited unless specified by management.

Shirt

Only uniform shirts issued by A.S.A.P. are authorized. Shirts must be cleaned; pressed; kept buttoned and tucked in at all times. Your shirt must fit and be neat.

Trousers

Only uniform trousers issued by A.S.A.P. are authorized. All trousers must be black. Trousers must fit, be neat and worn properly. No shorts, baggy or sagging pants are allowed.

Belts

You must provide your own belt. Belts must be plain black, with no ornamentation.

Jackets/Sweaters/Vests

Jackets, Sweaters, are to be issued by A.S.A.P. as needed. With the exception of authorized raingear, no other jacket may be worn.

Hose

Wear dark socks. You may wear white socks if prescribed by a doctor or worn with boots.

Footwear

You must provide your own plain black shoes or boots. No “Athletic” type shoes, sandals, slippers are allowed. Keep shoes and boots in good condition and shined.

Shield

Shields are affixed to uniform shirts, jackets, sweaters, vests by the provider.

Care of Uniform

All Specialists are fitted and supplied with sets of uniforms to accommodate their schedule and allow for cleaning. Specialists are responsible for cleaning their own uniforms. Keep uniforms, insignia, accessories and equipment clean and serviceable.



Authorized Equipment

Retail Security Specialists shall not carry, use or have available, a firearm of any type; "Blackjack", Sap Baton; Club; Sticks; Knives; Brass Knuckles or any chemical substance concealed or otherwise on Client or Company premises. Flashlights, handcuffs, radios and cell phones are not to be used as weapons. Specialists are only authorized to carry and use equipment issued by A.S.A.P.



DUTIES AND RESPONSIBILITIES

The Retail Security Specialist's role in the store is to be highly visible and serve as a deterrent to possible criminal activity in the store. Customers should always be greeted upon entering the store and when possible, offered direction and/or information.

- Courteously assist employees and customers in every way possible within the guidelines of the Security Department.
- Complete and Incident Report on all violations of policies, procedures and incidents that you observe, hear or as reported to you. Maintain a Daily Activity Report (DAR) for all routine activities.
- Protect customers and employees from acts of harassment and violence whenever possible.
- Specialists are to be primarily stationed at the front of the store, in the vicinity of entrances, exits and cash wrap areas. Specialists should not remain in one location for lengthy periods they must be visible and active at all times.
- Specialists will maintain close observation of the front-end operations with particular attention to money pickups, transfers or when cashiers are "counting out" their registers.
- ***Under no circumstances is the specialist to handle store cash and/or be a money carrier during cash pickups and/or change runs.***
- Coordinate with the manager in charge at closing time, to assist in ensuring all customers have left the store and physically checking to verify that all doors have been properly secured.
- All lost and found property (including cash), turned into the Specialist must be turned over to the manager on duty. A report must be completed for any item of value and/or cash turned in.
- Upon request, escort customers and employees to their vehicles. Escorts are for customer and employee safety only, not for the purpose of assisting with large parcels etc.



Report Writing:

- ***All paperwork including Daily Activity Reports (DAR) and Incident reports must be written in black ink.***

Incident Reports:

- Always carry a note pad and Black pen for taking notes and recording details on incidents, enabling you to accurately describe the details of an incident.
- An incident report must be completed whenever a follow-up action is required on an event. Be clear, informative and concise. Create a complete picture of the event or incident by including all pertinent information (who, what, when, where, how and why).

On-Scene Actions:

- At the scene, attempt to get as much pertinent information as possible.
- ❖ Identify all persons involved
- ❖ Determine the time and exact location(s) involved.
- ❖ Determine what happened.
- ❖ Identify any losses or damages to property, company and/or personal.
- ❖ Secure any evidence and/or the scene of the incident until photographic documentation is obtained.
- ❖ Clearly identify any follow up action necessary.
- ❖ Identify whom in store management was notified and at what time.

Remember: If it's not in the report, it didn't happen.

When all facts or statements are not immediately available, indicate at the conclusion of your report that follow up action is needed.



Daily Activity Reports (DAR):

- A daily activity report (**DAR**) must be completed at each post for each shift staffed.
- Always enter the beginning time of an activity, not when you complete each task.
- Enter any services you may provide an Apple employee, customer or contractor, ie. notifying management of suspicious persons assists in money pickups, escorting customer to their vehicles etc.
- Report open emergency or stockroom doors, safety hazards, unusual situations, security violations and other events on your DAR and/or incident report.
- A completed DAR should list all your activities during shift.

First Aid & Accident Reports

- Immediately notify the Store Management whenever an accident or injury is reported to you; occurs to you, an Apple customer or employee.
- If arriving at the scene of an accident, immediately call for assistance; assess the entire area and make it as safe as possible to prevent further injury or damage to personnel and/or property.
- Unless certified to do so, do not attempt to administer first aid. Assist in making the injured comfortable until help arrives and secure the area. If immediate assistance is needed instruct other associates in the specific assistance needed.
- Log the injury on your DAR. The accident investigation and reporting will be assigned by the store management.

Parking Regulations:

- A.S.A.P. personnel are to adhere to all parking procedures and regulations of Apple Stores. Any infractions will be dealt with through the disciplinary process.



THINGS TO LOOK FOR

Inside:

- All personnel and visitors not conducting themselves in a peaceful manner.
- Personnel in restricted areas.
- Doors propped open that shouldn't be.
- Unattended personal valuables (handbags, wallets etc.), Lost and found items.
- Suspicious packages/parcels
- Designated locked rooms/doors left unlocked.
- Burned out or flickering lights in hallways.
- Possible roof leaks, broken pipes, leaking water bottles.
- Burned out emergency lights/exit signs.
- Tripping hazards and/or obstacles.
- Slip and fall hazards (spills, debris)
- Blocked Emergency Exits.
- Out of place fire extinguishers (used as door stops etc.)
- Signs of smoking in remote areas (Bathrooms, stairwells)
- Materials and/or equipment stacked in unusual places (near exit doors etc.)
- Housekeepers too interested in trash.
- Loitering.
- Skateboarding, bike or scooter riding in the store.
- Unattended children.
- Rest room reviews.
- Open doors, fire extinguishers & lighting.

Outside

- Unreported property damage, including landscaping, lights, building etc.
- Vehicles parked in driveways, service areas or red zones.
- Suspiciously parked vehicles (near exits, remote or isolated locations)
- Illegal parking in Handicap stalls/Delivery stalls.
- Unauthorized parking for adjacent businesses and residents.
- Outsiders parking on property. (Commuters)
- Suspicious persons loitering and/or cruising in the parking lots.
- Suspicious packages/parcels.
- Unsafe driving in the lots.
- Vehicles with flat tires or major leaks.
- Abandoned vehicles.
- Poorly parked vehicles. (two stalls, crooked, in the aisles)
- Outside solicitors and fliers being placed on cars.
- Runaway sprinklers.



- Unusual accumulation of water.
- Broken, damaged or burned out exterior and parking lot lighting.
- Excessive trash in the lots or overflowing trash containers and ash trays.
- Smoking in unauthorized areas.
- Loitering, skateboarders, bike riders on the property.