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Department of
Agriculture

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Emergency
Coordination

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TO: Agency Heads

FROM: Todd H. Repass, Jr. 
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AUG 23 2012

SUBJECT: Revised Contract Security Force Management

INTRODUCTION:

As a result of the United States Department of Agriculture (USDA) Strengthening Service Administrative Solutions (SSAS) Project, the following policy has been modified to improve and standardize the technical requirement package of Contract Security Officers who provide support services to USDA facilities. The original policy memorandum, dated January 24, 2012, entitled *Contract Security Force Management*, was issued with initial guidance. This memorandum supersedes the previous one dated January 24, 2012.

BACKGROUND/SUMMARY:

An objective of the USDA SSAS Project is to promote operational efficiencies, while providing increased workforce security. Contract security forces are an important element of the physical security program for designated USDA facilities. Where necessary, these contract security forces consist of personnel specifically organized, trained, and equipped to protect the USDA workforce and facilities. Currently, the USDA Agencies technically manage multiple stove piped requirement packages for security officer contracts due to the limited standardization of policies between USDA Agencies.

The purpose of this updated policy memorandum is for the Office of Homeland Security and Emergency Coordination (OHSEC) to provide USDA Agencies with standardized technical requirements documentation for contracted Security Officers. This guidance will support the USDA Agencies in developing efficiencies through similar documentation and achieve adherence to federally mandated policies and procedures when finalizing technical requirement packages.

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This policy memorandum provides USDA Agencies with three (3) suggested standards for consideration and incorporation. These standards include:

- Minimum training requirements (Attachment A) to include basic first aid certification, defibrillator training, and training on Security Officer response, including fire evacuation and shelter in place;
- Equipment requirements (Attachment B) to include the adoption of the Federal Law Enforcement Training Center (FLETC) Use of Force model; and
- Facility Guard Post Order templates for fixed and roving posts (Appendix C).

ACTIONS:

USDA Agencies: In accordance with this policy, USDA Agencies should:

- Consider and utilize, when appropriate, the attached guidance related to equipment and training standards for Performance Work Statement (PWS) templates for new agency specific contract security officer requirement packages.
- Review the PWS's of active security force contracts for compliance with this policy memorandum. If inefficiencies are identified, determine if corrective action could wait until contract expiration. If an agency deems an immediate modification is needed, the USDA Agency Contracting Officer (CO) should request a wage determination from the Department of Labor (DOL) to ensure that the changes do not impact the current wage category of the security force.

USDA OHSEC: A Performance Work Statement for Security Force Contracts has previously been distributed to the USDA Agencies, along with the Department of Homeland Security (DHS), Interagency Security Committee (ISC) Draft Minimum Standards for Armed Security Officers document that covers base operating procedures.

If you have any questions regarding the information provided within this memorandum, please contact the OHSEC Physical Security Division at physicalsecurity@dm.usda.gov or call 202-720-5225.

Attachments

Attachment A: Minimum Training Requirements for USDA Contract Security Forces

I. BASIC / ORIENTATION TRAINING

- A. The Security Force vendor must provide each security officer with an initial orientation (“new hire”) training to include the following elements:
- Familiarization with Guard Post Orders and contract responsibilities;
 - Basic First Aid, Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillators (AEDs), with certifications for each;
 - Fraud, waste and abuse of Government owned property;
 - Use of Government owned equipment (computers, telephones);
 - Site electronic security systems operation and use, including:
 - Access Control System;
 - Intrusion Detection System;
 - Fire Detection System;
 - Video System;
 - Intercom System;
 - Telephone System (as applicable);
 - Security Officer response, including:
 - Officer safety and survival;
 - Use of force;
 - Use of deadly force;
 - Alternate use of force;
 - Fire Evacuation;
 - Shelter In Place;
 - De-escalation techniques;
 - Occupant Emergency Plans;
 - Patrolling techniques;
 - Care, operation, and procedures of two-way radios, if applicable;
 - Communications, reports, and report writing;
 - Substance abuse and drug awareness;
 - Crime, safety and fire prevention;
 - Sexual harassment, diversity, workplace violence and multi-cultural training;
 - “Name of Site” badging and visitor control, USDA ID Badges;
 - “Name of Site” Emergency and Incident Response Plans;
 - “Name of Site” Policies and Procedures;
 - “Name of Site” Emergency Notifications;
 - “Name of Site” Lock and Key control accountability; and
 - General Services Administration (GSA) Publication; Rules and Regulations Governing Conduct on Federal Property (Federal Management Regulation Title 41, Code of Federal Regulations, Part 102-74, Sub-Part C).
- B. All Security Officers must successfully complete basic orientation training prior to working on their own and assuming any duties.

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II. NON-LETHAL DEFENSIVE WEAPONS TRAINING

- A. Security Officers must take the necessary training to fulfill the requirements under “Name of State” State laws and regulations.
- B. Non-Lethal Defensive Weapons training, certification, recertification, and qualification must be conducted no less than bi-annually for all Security Officers authorized to carry non-lethal defensive weapons and must also comply with all “Name of State” State and local laws and regulations.

III. FIREARMS TRAINING (ONLY APPLICABLE IF ARMED)

- A. Security Officers must meet the following firearms training requirements:
 - Eight (8) hours, at a minimum, firearms handling and safety; and
 - 16 hours, at a minimum, firearms qualification (on-the-range).
 - Training and qualifications must comply with all “Name of State” State and local laws and regulations.
- B. Firearms training, recertification, and qualification must be conducted no less than bi-annually for all Security Officers authorized to be armed and must also comply with all “Name of State” and local laws and regulations.

IV. IN-SERVICE / REFRESHER TRAINING

- A. Refresher training must be conducted bi-annually.
- B. Security Officers must ensure that all certifications are renewed bi-annually.

Attachment B: Equipment Requirements for USDA Contract Security Forces

I. GENERAL EQUIPMENT REQUIREMENTS

- A. Security Force vendors, or its employees, must furnish and maintain, in satisfactory condition, all equipment, firearms and ammunition, non-lethal weapons, weapon storage safe, weapon clearing device/station, personal communications devices (radios and/or cellular telephones) materials, and supplies necessary to provide routine and emergency protective and security support services.
- B. All firearms, ammunition and non-lethal weapons (batons and chemical spray) must be owned and maintained by the Security Force Vendor, or its employees.

I. EQUIPMENT SPECIFICATIONS

- A. The Security Force vendor, or its employees, must furnish and maintain, in satisfactory condition, the following professional, Law Enforcement grade equipment to each onsite Security Officer:
 - Non-Lethal Weapon (collapsible baton);
 - Non-Lethal Weapon Holder (leather or nylon web);
 - Non-Lethal Weapon (chemical Spray or comparable alternative);
 - Non-Lethal Weapon Holder (leather or nylon web);
 - Duty Belt (Sam Browne Type) (leather or nylon web);
 - Glove Pouch (to carry medical examination grade disposable gloves and/or Personal Protection Equipment);
 - Two (2) pairs of medical examination grade disposable gloves (Personal Protection Equipment);
 - Key Keeper (for duty belt);
 - Belt Keeper Set (for duty belt);
 - Flashlight (Tactical, Small - multiple "C" or "D" cell Flashlights are not acceptable);
 - Flashlight Holder (leather or nylon web);
 - Firearm, if applicable;
 - Holster (level III retention) (leather or nylon web), if applicable; and
 - Ammunition Magazine Pouch (leather or nylon web), if applicable.

II. GENERAL NON-LETHAL DEFENSIVE WEAPONS REQUIREMENTS

- A. Safety and security are considered to be of the utmost importance for "Name of Site" employees, customers and visitors; therefore, the Security Force vendor must stress the safe handling, display and use of non-lethal defensive weapons by all contracted Security Officers on "Name of Site" property.
- B. The Security Force vendor must provide to the Government written non-lethal defensive weapons operational procedures for all Security Officers including training, inspection, maintenance, use and the FLETC use of force continuum (depicted in the graphic below).

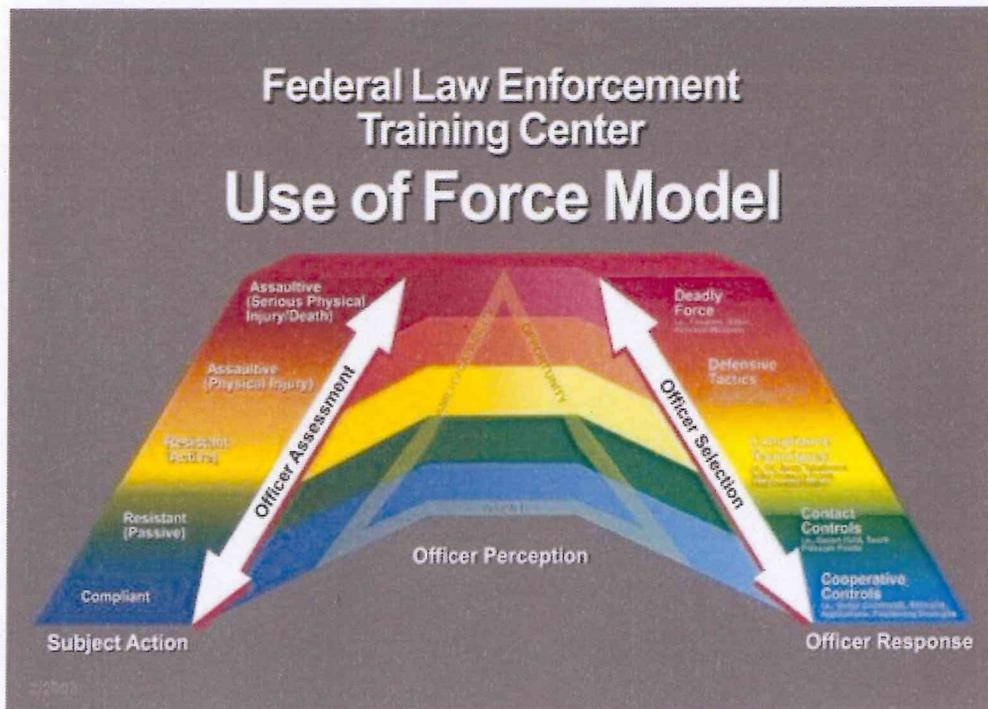


Figure 1: FLETC Use Of Force Continuum

- C. The Security Force vendor must provide to the Government written non-lethal defensive weapons reporting procedures for all Security Officers including display during a hostile incident (with no use), inappropriate display at any time while at the "Name of Site", and use of any weapon.
- D. All onsite Security Officers must be in possession of non-lethal defensive weapons at all times while on duty. If a Security Officer's non-lethal defensive weapon is removed from service for repairs or other need, the Security Force vendor must immediately make available a replacement weapon to the Security Officer until the repaired/removed weapon is returned to service.

III. NON-LETHAL DEFENSIVE WEAPONS MAINTENANCE

- A. The Security Officer is strictly responsible for all care, use and maintenance of all non-lethal defensive weapons.
- B. The Security Officer must ensure that all non-lethal defensive weapons are maintained in good, working condition and serviced by a qualified technician who is certified by the manufacturer of the weapon provided.
- C. All Security Force non-lethal defensive weapons must be inspected and maintained, as needed, on no less than a quarterly basis.
 - The Security Force vendor must provide a quarterly written certification detailing the non-lethal defensive weapons inspection and maintenance status of all weapons.

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IV. NON-LETHAL DEFENSIVE WEAPONS STORAGE

- A. The Security Force vendor, or its employees, must store all Security Force vendor supplied firearms, not in possession by any Supervisor or onsite Security Officers, within a Security Force vendor provided, Government approved, weapon storage grade safe.
- Government employees must not handle, transport or store any Security Force vendor owned weapon (lethal or non-lethal).
- B. The Security Officer must store non-lethal defensive weapons in accordance with applicable Federal, State and local laws.

V. GENERAL FIREARMS REQUIREMENTS (IF APPLICABLE)

- A. The Security Force vendor must provide Security Officers who are trained, qualified, and certified to carry firearms and associated ammunition.
- B. Safety and security are considered to be of the utmost importance for "Name of Site" employees, customers and visitors; therefore, the Security Force vendor must stress the safe handling, display and use of firearms by all Security Officers on "Name of Site" property. Any violation of firearms' safety procedures or incidents of unsafe use of firearms by any Security Officers must be dealt with immediately and fully by the Security Force vendor.
- C. The Security Force vendor must provide to the Government written firearms operational procedures for all Security Officers including training, maintenance, storage, loading/unloading, and use and deadly force model.
- D. The Security Force vendor must provide to the Government written firearms reporting procedures for all Security Officers including display during a hostile incident (with no discharge), inappropriate display at any time while at the "Name of Site" and discharge of a firearm.
- E. All onsite Security Officers must be in possession of a firearm at all times while on duty. If a Security Officer's weapon is removed from service for repairs or other need, the Security Force vendor must immediately make available a replacement weapon to the Security Officer until the repaired/removed weapon is returned to service.
- F. Security Officers should wear their primary handgun holstered on their duty belt.
- G. Specifications for weapons should comply with the following terms:
- A double-action or safe-action semi-automatic pistol with a minimum caliber of nine millimeter. All semi-automatic pistols must have standard features to include an internal or external mechanism, other than the trigger, that allows the hammer to return to the double-action mode without allowing contact of the firing pin with the cartridge primer. The method of keeping the firing pin from striking the cartridge primer must be, at a minimum, a fixed firing pin block/safety that blocks the firing pin and remains in the forward path of the firing pin until the trigger is pulled in such a manner as to fire the weapon.
 - A double-action, 6-shot revolver of American manufacture with a minimum caliber of .357. All revolvers must contain an internal hammer block or transfer bar safety that is overcome only when the trigger is pulled. The barrel length should be 4 inches.

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VI. FIREARMS MAINTENANCE

- A. All Security Force firearms and ammunition must be inspected and maintained, as needed, on no less than a quarterly basis.
- The Security Force vendor must provide a quarterly written certification detailing the firearms inspection and maintenance status of all firearms and ammunition.

VII. FIREARMS STORAGE

- A. The Security Force vendor, or its employees, must store all Security Force vendor supplied firearms, not in possession by any Supervisor or onsite Security Officers, within a Security Force vendor provided, Government approved, weapon storage grade safe.
- Government employees must not handle, transport or store any Security Force vendor owned weapon (lethal or non-lethal).
- B. The Security Force vendor must store ammunition within a lockable container (separated from all firearms) within the Security Force vendor provided weapon storage safe.
- C. The Security Force vendor, or its employees, must store all firearms and ammunition in accordance with applicable Federal, State and local laws.

VIII. FIREARMS LOADING / UNLOADING

- A. All armed Security Officers must load and unload any supplied firearm following a Security Force vendor submitted, Government approved procedure.
- Supervisors and onsite Security Officers must use a Security Force vendor provided, Government approved, weapon clearing device/station for all loading/unloading of a firearm.

IX. FIREARMS DUTY CARRY

- A. All armed Security Officers must carry their firearm fully loaded.

Attachment C: United States Department of Agriculture (USDA) Sample Security Force Post Orders

Part I: Post Information

Post #:

Type of Post:

Post Area:

Post Hours:

Post Days:

Post Breaks:

Post Location:

Authorized By:

Signature:

Date:

Part II: General Facility Information

Address:

Facility Name:

Building Number:

Tenant Agencies in Facility:

Additional Information:

Total # of Floors:

Total # of Employees:

Total Square Feet:

Average # of Daily Visitors:

Facility Security Level:

Part III: General Duties and Responsibilities

Security Officer on duty will:

- Remain within the Post Area at all times.
- Be alert, vigilant, and observant.
- Be thoroughly familiar with applicable Post Orders and general/specific duties.
- Perform all tasks in accordance with applicable training and these Post Orders.
- Contact the Supervisor in the event of an inconsistency between documents.
- Immediately report all infractions/violations of standing directives/orders to the appropriate authority as defined in these Post Orders.

Security Officers will not deviate from directions outlined by the Post Orders except in emergencies or as directed by the Contracting Officers Technical Representative (COTR) or proper authority.

Recording Arrival/Start of Duty Tour

Security Officers will record:

- Arrival/start of tour of duty via the Post Tracking System or Agency Specific form.

Opening the Post

- The Security Officer will conduct a walkthrough of the area(s) and get ready to open the doors.

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- Security Officers will conduct protective sweeps of publicly accessible areas surrounding protected facilities for any unattended or suspicious items prior to the commencement of facility business hours.
- Sweeps should be conducted every business day when possible and alternatively, on a frequent random basis when daily sweeps are not practical.
- Security Officers will post the flag prior to 0600 each business day. Flags will not be posted on the weekends or holidays with the exception of July 4th and Memorial Day.

Post Area

The Post Area is defined as the area where the Security Officer is required to be for the performance of their duties. It is not limited by an imaginary line, but includes, according to post orders, such surrounding area as may be necessary for the proper performance of the duties for which the Security Officer was posted.

Communications

The Security Officer's telephone is for government business and emergencies ONLY. (Add any pertinent numbers to this section (e.g. Federal Protective Services (FPS) inspector)).

Reporting Methods/Procedures

- Report all incidents to the Agency Point of Contact (POC) and the FPS Mega Center.
- This is an important part of a Security Officer's duty. Record all the information as to "Who, What, When, Where, How, and Why" of any situation. Details are a must and are as important as description of a vehicle or a person. Correct times must be used. Use the correct form. Check examples in the Post Orders Book.
- A security report form (Agency specific form, etc.) is used for information that will be sent to the Contracting Officer's Representative through your chain of command. If a responding FPS inspector requires it for his report, surrender it to that officer.
- Various forms are discussed in detail with examples shown (See Post Orders Book). Ensure words are spelled correctly. Write or Print clearly. Be professional in any reports you do.
- The Security Officer will initiate and complete logs, reports and records as required by the situation and Agency directives.
- All notes, incident reports, Agency Security Reports, records, logs, etc. are the property of the U.S. Government. All original documentation will be surrendered to the United States Government (Tenant Agency).

Physical Security & Law and Order

Security Officers will maintain physical security and law and order within the assigned post area by enforcing building rules and regulations.

Security Officers are expected to:

- Enforce facility-specific property rules.
- Control access to specific areas of the facility.
- Detect and report criminal acts.
- Stop and detain, if possible, persons engaging in criminal activities.
- Provide security against loss from fire or mechanical failure.
- React to emergency situations involving the safety and security of the building.

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- Should any public demonstration of protest arise, contact the local FPS Inspector or Local Police Department (PD) and advise immediately. Keep your post secure and inform the Agency POC also.

Rules and Regulations

The Security Officer will be familiar with and enforce the Rules and Regulations Governing Conduct on Federal Property. (See Post Orders Book.)

Recording Departure/End of Duty Tour

Security Officers will not leave their posts until properly relieved. In the event that a post has no relief, the Security Officer will not depart until the end of the tour of duty as written in the Post Orders.

If an unusual circumstance or emergency occurs that will warrant the Security Officer to leave the post, the Security Officer will contact the supervisor on duty and/or FPS Mega Center for instructions.

Security Officers will:

- Log out via the Post Tracking System or Agency Specific Form.
- Thoroughly brief his/her relief on any pertinent information or procedural changes directed by competent authority.
- Ensure that any written reports/forms, or documents to be picked up by or mailed to the Agency or FPS are kept in a secure area until picked up by or mailed to authorized Agency/FPS personnel.

Closing Post

- Security Officers will lower and store both flags from 1800 – 0600.
- Security Officers must inventory temporary visitor passes at the beginning and end of each shift to ensure all passes are accounted for. A record of mission passes must be kept and an attempt made to locate them. Report all missing badges to Agency POC.

Part IV: Emergency Procedures

Upon activation of the Facility's Occupant Emergency Plan (OEP), refer to Closing Post to secure the post and report to the OEP Command Post.

Notification processes and actions provided for the following emergency procedures applicable to this post include:

- Emergency and Event Response
- Civil Disturbances
- Fire
- Medical Emergency
- Code Adam
- Hazardous Materials
- Evacuation
- Shelter in Place

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Emergency and Event Response

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center of all incidents.

Actions Required: This is for Emergency and Events not identified below.

- Fixed Post: The Security Officer will remain on Post and assist at the entrance to the facility and report information to the Agency/FPS Mega Center.
- Combination Post: The Security Officer will respond to the incident and report to the Agency/FPS Mega Center information necessary, and take action to maintain order.
- When an evacuation is required the Agency has designated employees to check the workspace for people to make sure all employees have evacuated.
- The Security Officer will prevent unauthorized personnel from entering the building during the evacuation and ensuing activity. This will be done from outside of the building, as the Security Officers are required to evacuate as well.
- After the incident is complete, an Incident Report should be filled out for the Agency/FPS.

Civil Disturbances

Notification Procedures:

- Contact the local Emergency at 911 and the Agency/FPS Mega Center.

Actions Required:

- Maintain order and protect the general public/tenants until the Local Law Enforcement or FPS arrives and assumes control of the scene.
- After the incident is complete fill out an incident report.

Elevator Malfunction

Notification Procedures:

- Contact the Agency Facility Manager.

Actions Required:

- After the incident is complete fill out an Incident Report for the Agency/FPS.

Explosion or Fire

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center of all incidents.

Actions Required:

- Follow the OEP procedure; restrict access back into the building by those who evacuated until the Fire Department declares the building safe for reentry. Conduct normal procedures for entering the building to authorize reentry by those who evacuated.
- After the incident is complete, fill out an Incident Report for the Agency/FPS.

Hazmat Incident

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center of all incidents.

Actions Required:

- Follow the OEP procedure; restrict access back into the building by those who evacuated until the Fire Department declares the building safe for re-entry.
- After the incident is complete fill out an Incident Report for the Agency/FPS.

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Medical Emergency

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center of all incidents.

Actions Required:

- Assist the Fire and Rescue upon their arrival, if they request directions.
- After the incident is complete fill out an Incident eRport for the Agency/FPS.

Code Adam

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center of all incidents.

Actions Required:

- Request FPS and Local Law Enforcement to respond to the scene. Follow the directions for Missing Child Procedures.
- After the incident is complete fill out an Incident Report for the Agency/FPS.

Natural Hazard or Event

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center for all incidents.

Actions Required:

- Assist with the evacuation of shelter-in-place procedures, as established in the Agency OEP. Maintain control of access at the main entrance to the facility and do not allow unauthorized personnel entry during the event. Following screening procedures for re-entry of visitors and employees.
- After the incident is complete fill out an Incident report for the Agency/FPS.

Power, Water, Natural Gas Disturbance

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center of all incidents.

Actions Required:

- Assist with the evacuation or shelter-in-place procedures, as established in the Agency OEP. Maintain control of access at the main entrance to the facility and do not allow unauthorized entry during the event. Follow screening procedures for re-entry of visitors and employees.
- After the incident is complete fill out an Incident Report for the Agency/FPS.

Suspicious Object

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center for all incidents. Resist from using wireless phones.

Actions Required:

- Secure the area to protect the public or employees from entering the area. Standby for the Local Law Enforcement/FPS authorities to arrive and assume control of the scene. Follow the direction of the authorities to assist in controlling the scene.
- After the incident is complete fill out an Incident Report for the Agency/FPS.

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Bomb Threat

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center for all incidents. Resist from using wireless phones.

Actions Required:

- Follow the Bomb Threat Checklist procedures which are attached to these Post Orders. Await the arrival of the Local Law Enforcement/FPS. Assist with the implementation of the OEP evacuation or shelter in place procedures. Maintain control of access at the main entrance of the facility and do not allow unauthorized personnel entry during the event. Follow screening procedures for re-entry of visitors and employees.
- After the incident is complete, fill out an Incident Report for the Agency/FPS.

Workplace Violence

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center for all incidents.

Actions Required:

- Await the arrival of the Local Law Enforcement/FPS. Assist with the implementation of the OEP evacuation or shelter-in-place procedures. Maintain control of access at the main entrance of the facility and do not allow unauthorized personnel entry during the event. Follow screening procedures for re-entry of visitors and employees.
- After the incident is complete fill out an Incident Report for the Agency/FPS.

Evacuation

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center for all incidents.

Actions Required:

- Assist with the implementation of the OEP evacuation or shelter-in-place procedures. Maintain control of access at the main entrance of the facility and do not allow unauthorized personnel entry during the event. Follow screening procedures for re-entry of visitors and employees.
- After the incident is complete fill out an Incident Report for the Agency/FPS.

Shelter-In-Place

Notification Procedures:

- Contact the Local Emergency at 911 and the Agency/FPS Mega Center for all incidents.

Actions Required:

- Assist with the implementation of the OEP evacuation or shelter-in-place procedures. Maintain control of access at the main entrance of the facility and do not allow unauthorized personnel entry during the event. Follow screening procedures for re-entry of visitors and employees.
- After the incident is complete fill out an Incident Report for the Agency/FPS.

IDS Alarms

- Security Officer's should respond immediately should a duress alarm be activated by Agency personnel.
- Ascertain whether the duress alarm is legitimate, and if so render assistance. Keep order and know that alarms notify third party vendors and Local Law Enforcement/FPS. If not cancelled, local Law Enforcement and/or FPS Inspectors will be dispatched to assist.

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Part V: Additional Duties

- Security Officers are not janitors, building maintenance staff, delivery persons, receiving officials, (i.e. mail) or mechanics, and will not be required to provide any building systems services.
- Security Officers will be responsible for receiving and using keys and access control devices (i.e. “key cards,” lock combinations) that are issued for the specific use.
- Each Security Officer shall be familiar with each tenant Agency’s name and the locations within the facility of the most commonly sought-after offices or locations, such as service offices, restrooms, elevators, entrances and exits, and shall provide that information to any visitor upon request.
- To accommodate the need for the Security Officers to stay after normal work hours (as stated in their post orders) at your local Agency offices, FPS/Agency would like the following procedure to be followed:
 - If the Security Officer knows he/she will have to remain after the normal post hour closure, he/she needs to contact his/her Supervisor. The Security Officer’s supervisor will in turn contact the COTR, to get the authorization for this additional/extension of regular service.
 - The initial notification to the COTR can be generated by the Office Manager if they are aware before the Protective Security Officer is informed their services will be needed. The sooner the better for all parties involved.
- SECURITY OFFICERS will abide by the confidentiality and Privacy Act regulations governing all Agency employees, and therefore, will not disclose or discuss any Agency related information of which they may become aware, in connection with the performance of security duties.
- SECURITY OFFICERS will maintain the confidentiality of any security-related incidents that may occur in or around the office. The SECURITY OFFICER will not discuss the situation with any member of the public or another Agency employee, OTHER THAN the Office Manager or the appointed representative, the person(s) involved, the FPS, the SECURITY OFFICER’S supervisor, or the local police department, as requested.
- There are to be no Bluetooth or other Hands Free Listening devices used to communicate from a cell phone.

Part VI: Post Specific Duties

- The Security Officer shall conduct random patrols throughout the entire facility in areas under the control of the Agency.
- During periods when not conducting patrols, the Security Officer will assist the front desk security related operations, observing the facility security camera monitors, and assisting employees and visitors at the front desk.
- The Security Officer may be required to assist the Fixed Post with entry control and screening procedures during high volume time periods. The Security Officer will be familiar with and follow the procedures of the Fixed Post Orders to effectively assist the assigned Security Officer as necessary.
- The Security Officer shall be available for response and assistance to alarms, incidents, medical calls, etc, if needed.
- The Security Officer shall keep the Command Center (if applicable) and/or supervisor advised of incidents or concerns affecting the area of the Security Officer’s patrol and their status.

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- The Security Officer will abide by any security regulations of the Agency and will avoid entering any areas deemed off-limits by the Agency unless required for alarm, incident, or emergency response.
- The Security Officer shall take note of any suspicious circumstances and immediately report these incidents to the Command Center, the Agency security representative and, if warranted, the Federal Protective Service. Suspicious circumstances shall include, but are not limited to: unattended packages, persons loitering near government space or asking suspicious questions about government offices or employees.
- The Security Officer shall challenge persons found in government controlled areas without proper ID, persons acting suspiciously, persons attempting to remove property from government space without proper prior authorization, and other incidents arousing suspicion, exhibiting or producing a threat to the safety of employees, or which would be detrimental to the safety of building occupants.

The following individuals must sign the arrival/departure log:

- Persons with a valid USDA Identification card that do not work in the facility.
- Persons without a USDA Identification card, in addition to signing the arrival/departure log, must show a current picture ID prior to entry into the facility. A visitor's pass will be issued and the individual must be escorted by the person being visited.
- Those individuals who work in the facility but who forgot their USDA identification card. Verify that they are still an active employee by searching for their badge record in the Agency/Facility security system. Once verification of an active card is complete, issue a visitor pass and have the employee sign the arrival/departure log.
- Persons with a valid facility USDA identification card must sign the arrival/departure log when they arrive or depart from the facility outside of the hours of 0600 – 1800, Monday through Friday, weekends and holidays.

Visitor Entry and Exiting of Facility

- Check picture ID (valid ID include driver's license, government issued ID, or military ID). If the visitor has an Agency issued ID they must display it during their visit. They may also need a visitor ID with access if their meeting requires access to office areas.
- Ask visitor to sign in on the arrival/departure log ensuring they write their card number once it has been issued.
- Ask if they parked in visitor space – if no visitor spaces are available issue a temporary parking permit.

Based on their destination (1st floor only or office areas) issue appropriate badge:

- Visitors needing access to office areas must be escorted by the Agency representative that they are there to see. Call that individual to come to the lobby to escort the visitor.
- Visitors are not allowed in the facility on weekends unless preapproved by Agency.
- The visitors are required to turn in their ID and enter the sign out time in the departure log.

Badge Procedures

- Check picture ID (valid ID include driver's license, government issued ID, or military ID). If the visitor has an Agency issued ID they must display it during their visit. They may also need a visitor ID with access if their meeting requires access to office areas.

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- Security Officers must inventory temporary visitor passes at the beginning and end of each shift to ensure all passes are accounted for. A record of missing passes must be kept and an attempt made to locate them. Any missing badges must be reported to **INPUT POC** using the email account. Send a copy to **Agency POC**.

Part VII: Functions and Tasks of a Security Officer

Security Officer Specific Tasks (6 Core Areas/84 Total Tasks)

These tasks entail the minimum set of specific tasks all Security Officers are expected to perform.

Access Control

- Stand post at the entry/exit points to verify all persons' identification and conduct inquiries and surveillance of suspicious items, packages, and people.
- Ensure individuals do not depart with government material unless they are authorized to do so.
- Verbally challenge individuals who are approaching restricted areas.
- Direct individuals who cause a disturbance to leave the property.
- Operate traffic control points.
- Close off areas to traffic, establish perimeters, and set up barricades to secure incident scenes or facilities.
- Control access to incident scenes.
- Help ensure integrity of a crime scene, maintaining it in its original condition until law enforcement personnel take over.
- Coordinate the receipt, issuance, and tracking of all keys, key cards, lock combinations, vehicle passes/decals, etc.
- Identify suspicious persons or vehicles.

Screening

- Inspect packages, briefcases, containers, or any other items in the possession of people entering or leaving a federally controlled facility.
- Operate metal detectors to search visitors for prohibited items.
- Operate X-ray machine to search deliveries and visitors' packages, equipment, and hand-carried articles for prohibited items.
- Conduct vehicle inspection, which may include inspecting under seats, in the trunk, and under the vehicle.
- Conduct frisks or pat downs for weapons or other unauthorized items.

Visitor Processing

- Verify proper identification of visitors required for issuance of visitor badges.
- Process visitors.

Patrol and Response

- Inspect appropriate countermeasures, including facility critical protection points and classified containers.
- Inspect facilities for hazards, mechanical problems, and unsafe conditions and report problems to appropriate authorities.
- Close and secure open windows, doors, gates, or other access points.
- Manually open and close heavy doors and doors.
- Conduct patrols in accordance with routes and schedules contained in post orders.

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- Inform dispatcher of present status and changes in conditions.
- Patrol locations in areas which are potentially hazardous to the public (e.g., construction sites).
- Inspect the perimeter, property, and buildings for hazards, intruders, and suspicious activities.
- Observe the environment for suspicious vehicles or persons on or around Federal property.
- Review maps, floor plans, diagrams, or other information to become familiar with facility and property boundaries.
- Evacuate individuals from dangerous and/or life threatening situations.
- Guide and assist first responders (e.g., with scene management or security).
- Assess the condition of injured individuals.
- Perform basic first aid in response to emergencies.
- Administer Cardiopulmonary resuscitation (CPR).
- Administer/deploy Automated External Defibrillator (AED).
- Use fire extinguisher to put out a minor fire.
- Request emergency assistance in response to traffic accidents.
- Assist in conducting accident and incident scene searches and investigations (e.g., check visitor logs, video) in search of relevant evidence and information to determine the facts of the situation.
- Follow directions to and respond to emergency and routine calls for service until the situation is resolved or until relieved by a higher authority.
- Investigate the source of suspicious odors and sounds.
- Pursue fleeing individual(s).
- Escort money, valuables, or people to provide security.
- Escort facility tenants and visitors to and/or from their vehicles after hours.

Control Center Operations

- Check radio equipment for proper operation.
- Monitor security and fire alarms and Closed Circuit Television (CCTV) to detect security risks, threats, or prohibited items carried by visitors.
- Dispatch Security Officers in response to calls for service, alarms, or emergencies.

Roving Post Instructions (if applicable)

Some posts may require a combination of fixed hours at a security guard booth and roving patrols. If necessary, security force members will conduct patrol rounds to check general facility security and report any suspicious or unusual situations in accordance with routes and established schedules.

- Roving Security Guards will make at least two patrols each shift at random times. Guards will make rounds in a random manner to prevent establishing a pattern of movement.
- Guards will check all exterior doors and report any unlocked doors.
- **Insert Patrol checkpoints here [As applicable, patrols should include any gates, sensitive areas, perimeter fences, loading docks, etc].**
- Roving Security Guards will be responsible for maintaining logs, reports, and files of all incidents and occurrences encountered during the patrol tour.
- Patrol duties will be performed in a professional manner, with the Security Guards responsible for observing the environment, and, when necessary, questioning those persons whose activities arouse suspicion.

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- Patrol Security Guards will serve as the first responder to all security alarms and emergencies occurring within the area of assignment.