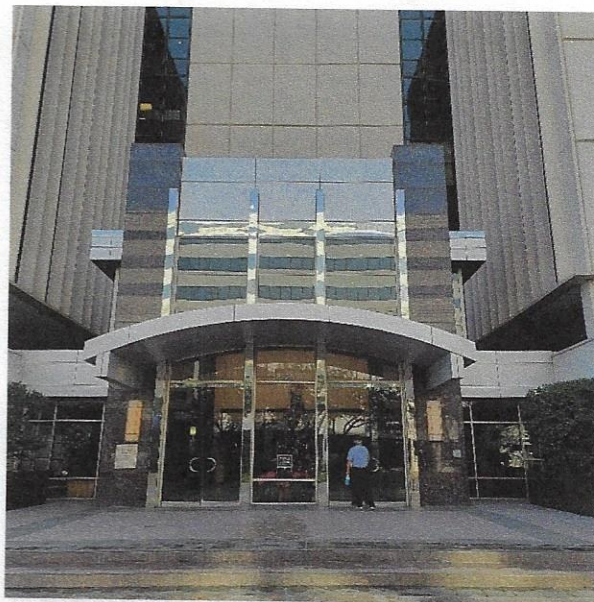
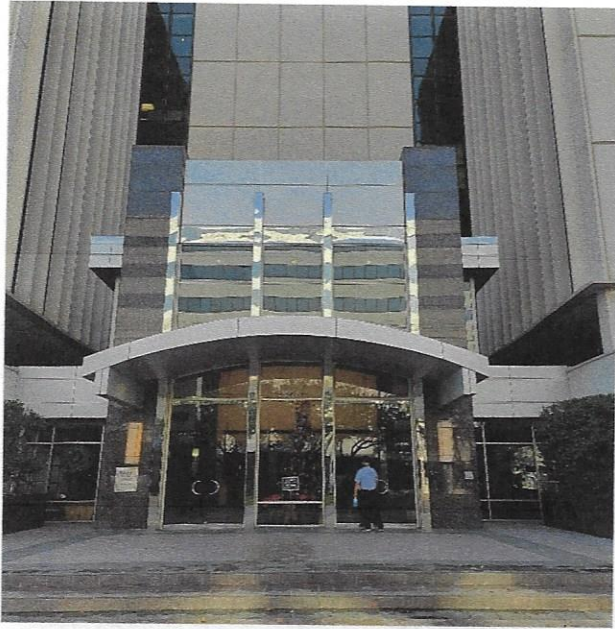


DOUGLAS PLAZA  
8226 DOUGLAS AVENUE  
DALLAS, TEXAS 75225

OFFICE OR SUPERVISOR

COPY





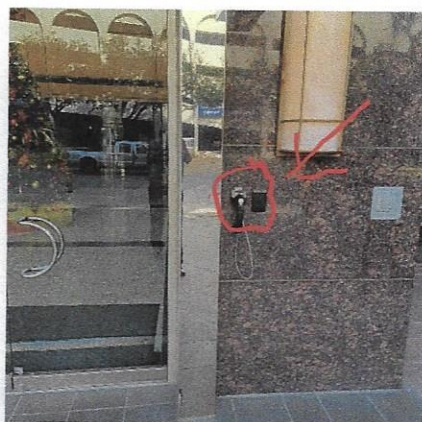
**Douglas Plaza is an office tower with tenants from many professions.**

Security personnel are expected to dress, groom, and always conduct themselves in a professional manner. The Officer must be professional and formal when greeting all they encounter. Everyone entering the building MUST sign in and out with times and suite[s] they are visiting. [NO EXCEPTIONS] The officer must always know who is on the property. Being a professional building, it is maintained in excellent, clean condition. The security officer must keep their area and themselves clean and always organized.

There are tenants that are in the medical fields which means there are DRUGS stored for patients' use.

THE SECURITY OFFICER WILL HAVE ACCESS TO KEYS FOR THE ENTIRE BUILDING. THE SECURITY OFFICER WILL NOT, I REPEAT, WILL NOT, UNLOCK OR OPEN A DOOR UNLESS AUTHORIZED BY PROPERTY MANAGEMENT! NEVER, HAND THE KEYS TO ANYONE EXCEPT YOUR SUPERVISOR, PROPERTY MANAGEMENT OR YOUR REPLACEMENT OFFICER. THOSE KEYS ARE IN YOUR CHARGE KNOW WHERE THEY ARE AT ALL TIMES! HAVE YOUR REPLACEMENT SIGN FOR THE KEYS AT THE BOTTOM OF YOUR DAYS OFFICER DAILY REPORT. THAT WILL PLACE THE RESPONSIBILITY FOR THE KEYS AND ACCESS CARD WHERE APPROPRIATE.

The black access card disengages the magnetic lock[s] when scanned across the reader. Without this access card you cannot enter the building. Therefore, if the officer leaves it inside while outside, the officer is stuck outside. HAVE THE ACCESS CARD WITH YOU AT ALL TIMES. DO NOT LEAVE THE KEYS OR ACCESS CARD LAYING AROUND, DO NOT TRUST ANYONE.





On Saturday [not holiday weekend] hours for security officer, tenants, visitors and workers are:

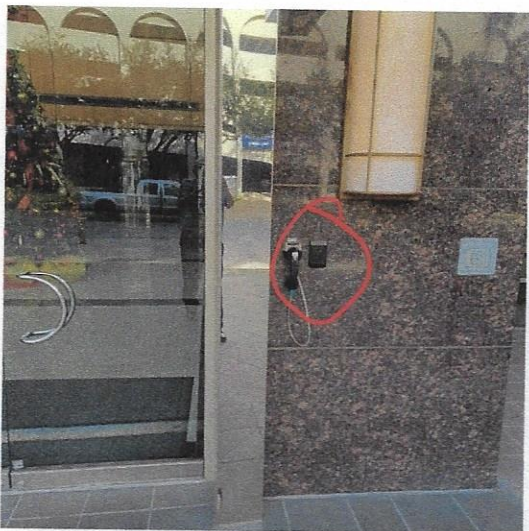
0800 start [8:00 AM]

1600 finish [4:00 PM]

It is advisable to arrive 10 or 15 minutes before 0800 to retrieve the master keys, instructions from the property management office and position your post podium for your day's duties. This also will give you an opportunity to read the instructions and events of the day listed on the security officer's instruction memo from the property manager. This will allow the time to call your supervisor if you need clarification on any or all the instructions.

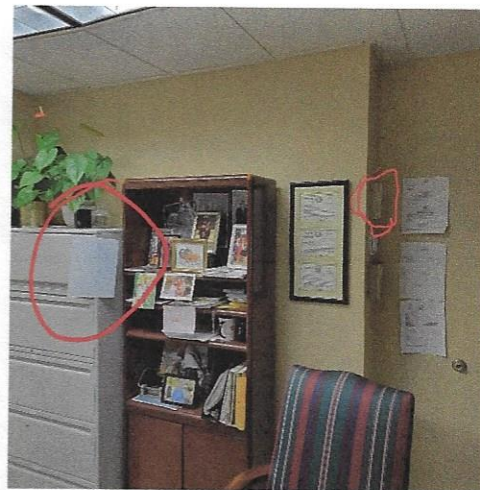
#### ARRIVING:

Swiping the black access card on the reader at the parking entrance will lift the gate arm. Swipe on the reader which is to your left where the hanging sign reads Tenant above you. Continue driving in a half circle to the exit side of the street level parking and park in a space against the wall to the street [Luther]. Lock your car because you will not be back to it for any reason until a few minutes after 4:00 PM. Be sure you take anything you will need during the day into the building with you.



As you face the front glass doors the access card reader is to the right of the glass doors. Swipe the black access card on the reader to enter the building.





Go directly to the elevators and ride up to the 7th floor. Turn right out of the elevator and go down the hall to suite 700. The larger key on the keys provided by your security office is the key to open door 700. Go through the inner door to where the property managers desk is located [on your left as you enter the suite]. You will find the day's instruction page[s] taped to the bookshelves or file cabinet in front of the desk, remove it and read it thoroughly. While still facing the shelves you will notice a corner in the wall [to your right]. Just around that corner are two "key" boxes [top box labeled guard]. The smaller key you were given with the access card and keys opens the one marked security guard [top box]. Remove the first two rings with multiple keys on each ring. Close the box and LOCK IT. Leave the property managers office and proceed to the elevators [LOCK THE OFFICE BEHIND YOU].

Proceed down the elevator to the first or lobby floor. On the lobby floor with your back to the elevator door look to your left. There is a closet door facing the elevator side of the area. One of the keys on the key rings you retrieved from the security box opens the closet. Inside the closet there is a podium desk and an office style chair [they are on rollers]. Remove the podium desk and chair and roll to the left pillar facing the building entry glass doors. Place the clip board with the Douglas Plaza sign in sheets on the top of the podium desk with a pen. Make sure it is a new clean Douglas Plaza sign in sheet. Do not use store sign in sheets; they are not an acceptable alternative. Date it and put your name so people will know who is on duty. Leave the other clip board with the Officer Daily Report [O.D.R.] on the writing level of the podium desk. You will be writing activity reports on your O.D.R. every half an hour. NEVER unlock the west double doors to the exit side of the lobby. You may need to unlock the east side doors if workers need it for their work. ALWAYS be sure they are locked and secure before you leave for the day.





#### GENERAL DUTIES AND RESPONSIBILITIES:

The greatest responsibility is to know who is entering the building or on the property. Homeless and other undesirables are constantly growing in numbers everywhere. The tenants have access cards to the front lobby glass doors. You will need to open the door for their guest and clients. All persons entering building must sign in and out.

There are times during the shift you will need to leave the lobby. A few examples, Restroom, open door for someone on the property managers memo. IF ALL activities have finished for the day, you should patrol the entire building prior to departing. Remember to look up and down the stairwells from every floor. The restrooms are a favorite hideout for the homeless. When checking the restrooms of your opposite gender knock on the door, announce SECURITY LOUDLY THREE times before entering. This can be accomplished if all other building activities are concluded in the last thirty or forty minutes of your shift. All floors, restrooms, roof hatches should be walked, and the doors checked to be locked and secure.

#### WATER IS A BUILDINGS ENEMY.

Be sure as you walk the property to look for and make note of any water, anywhere. If the water is excessive the building maintenance MUST BE CONTACTED, not just leave a message, TALK TO HIM. Obviously other areas are important. USE YOUR COMMONSENSE.

#### LEAVING FOR THE WEEKEND:

Put the podium desk and chair back in the closet.

Leave ALL reports on the property manager's desk.

Put the two rings of keys you retrieved from the guard key box back. LOCK THE BOX.

Be sure to take with you the access card and keys provided by your office.

BE SURE YOUR REPORTS INDICATE EVERYTHING THAT DID AND DID NOT HAPPEN ON THE MANAGERS MEMO. YOU ARE THE EYES AND EARS while on the property. Be detailed on your report.

#### SPECIAL ASSIGNMENTS:

Move-in or move-out:

Moves are generally handled through the double doors on the East side of the Lobby. Unless otherwise directed by the Property Manager this is the entry into the building by the movers. Unlock these doors upon the mover's arrival. The key is on the key rings retrieved from the Property Managers office.

The movers are to cover the Lobby floor and the freight Elevator floor with either Masonite or plywood to protect these areas. The freight elevator is on the far left of the bank of elevators as you face them.

The movers are to cover the stainless steel inside the elevator to protect it from scratches or damage. They are welcome to use either furniture pads or cardboard.

The security officer is to inspect the floors and elevator interior for any damage prior to the mover's departure from the property. Any damage is to be reported to them, reported to property management and recorded in detail on the Officer Daily Report.

BE SURE THE OFFICE, THAT WAS INVOLVED IN THE MOVE, IS LOCKED AND SECURE.

Also be sure all occurrences out of the normal activity are written in detail on your report.



Construction and remodeling:



Because construction, painting, remodeling can cause debris the property manager usually leaves an access card in an envelope attached to the weekend's instruction memo. The contractor will have been instructed to see the guard in the lobby to receive the card. This will give them the access to use the second-floor debris being in the lobby.



They must be finished with the days work by 4:00 PM. They will return the card to the guard. The guard will put the card back in the envelope and place it on the property manager's desk.

If the project[s] in suite[s] is a minor painting or electrical, they may use the east lobby doors. If property manager left an access card, they should use the second floor garage entrance.

The suite[s] involved and the second-floor garage access doors must be checked and secure prior to the guard's departure.

#### HOLIDAY WEEKENDS:

All the procedures are to be followed. The hours are changed

The hours are normally: [The security office will schedule shift[s] times.]

1530-2200, 2200-0600 the first day of a weekend [Friday]

0600-1800 and 1800-0600 Saturday and Sunday

0630 [6:30 AM] end the final day [Monday]

Read your schedule, the shifts may be 8 hour or 12-hour shifts. Check with your office for all clarification. DO NOT LEAVE THE POST UNTIL YOUR REPLACEMENT HAS ARRIVED AND HAS BEEN BRIEFED BY YOU.

Notes about general information and who to contact when problems arise:

On normal Saturday activities there will be a valet parking attendant. If there is not an attendant on duty on a normal Saturday put a note in your Officer Daily Report.

#### PHONE NUMBERS:

911 for Police, Fire or Medical EMERGENCIES

311 for Police, Fire NON-EMERGENCIES

Building engineer Ernesto [REDACTED]

Property Manager Sharron [REDACTED]

Janitorial Supervisor Jorge [REDACTED] 6