



DSI Security Services Post Orders  
For

BAYTREE COMMUNITY  
DEVELOPMENT DISTRICT

201 BAYTREE DRIVE  
MELBOURNE FL 32940

321-604-1787



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## **Section 1 POST ORDERS**

### **1.1 INTRODUCTION**

The instructions contained in these post instructions have been prepared to assist you in performing the duties required of DSI security personnel while assigned to Baytree CDD.

To perform effectively and provide the service our clients expect, it is necessary to understand and fully comply with these instructions. In so doing, you will render the quality service, which DSI has promised Baytree CDD, along with maintaining the highest degree of self-pride in your work.

## 1.2 SITE SPECIFIC ORDERS FOR BAYTREE COMMUNITY

### **PURPOSE:**

Control access to Baytree CDD while maintaining a high level of customer service. Officers assigned are to adhere to all rules, policies, and regulations set forth by the Baytree Community Development District (CDD) and DSI Security Services, Inc.

### **UNIFORM:**

1. White uniform shirt which will be pressed and free of any wrinkles, dirt, or stains.
2. White crew neck undershirt which will be worn under the uniform shirt.
3. Blue uniform pants, with gold stripe, which will be pressed and free of any wrinkles, dirt, or stains.
4. Black work shoes, highly shined, clean. No tennis shoes
5. Black leather belt. Buckle will be free of any commercial logos or faddish designs.
6. DSI Security Services Duty Hat
7. Whistle

### **GATE OPERATIONS:**

Shifts -0700hrs to 1500hrs (1st Shift)

This outgoing officer will “UNLOCK “the pool restrooms and return key.

1500hrs to 2300hrs (2nd Shift)

2300hrs to 0700hrs (3<sup>rd</sup> Shift)

The outgoing officer will “LOCK “the pool restrooms and return key.

Upon arrival for your shift call and check in with Vantage at 321-339-1846.

Conduct on inventory of the gate house to determine if (1) all equipment is present and operational (2) the gate house is clean and free of trash. Inventory the following equipment:

Computer	Guest/Vendor Log
Telephone	Resident Sign-In Log
Flashlight	Fire Extinguisher
Emails Clipboard	
Rain Gear	
Pass-On Book	

Review previous Daily Action Reports (DAR's), Pass-On Book entries, and Incident Reports to ensure you are fully aware of any issues or changes that have been established in your absence.

Check the computer for any emails from residents, Property Manager, or DSI Branch Office.  
Check to insure the telephone recorder is operative, take action on all recorded messages and then delete after all messages have been addressed.  
Print any correspondence you observe, initial, and place on the "Emails" clipboard for other security officers.  
Annotate in the "Pass-On Book".

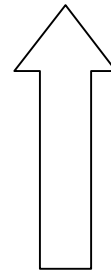
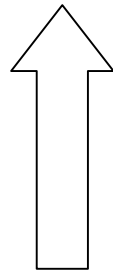
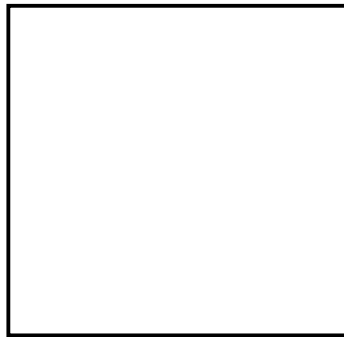
**GATE OPERATIONS CONTINUED:**

All access to the property is controlled by the security officer and the Bar Code Reader at all times

**TRAFFIC LANES:**

Traffic can gain access the property by using the Resident Lane or the Guest/ Vendor Lane

BAYTREE  
CDD  
GATE  
HOUSE



**Guest/ Vendor**

**Residents**

**RESIDENT LANE:**

Residents with transponders:

This lane is designated for residents and employees of Baytree CDD who have affixed a transponder to their vehicle. As vehicles access the Resident Lane the security officer should exit the gate house and acknowledge each vehicle by either waving and, if possible, extending the greeting of the day (Good Morning, Good Afternoon, or Good Evening). The security officer should try to make contact with every resident that enters the property. A bar code reader has been placed on the outside of the Resident Lane to read valid transponders. When a vehicle with a valid transponder passes the reader it will trigger the gate to open.

**ONLY ONE VEHICLED AT A TIME WILL BE ALLOWED TO ACCESS THE GATE. NO PIGGY-BACKING**

Do not allow other traffic to block this lane. It must stay clear and free of traffic without a transponder.

If a vehicle does have a transponder but the reader will not open the gate, the security officer must verify that the vehicle does indeed have a transponder. Once this has been verified, annotate the occupant and vehicle information and allow access. Send an email informing the property manager of the occurrence.

If you determine that the vehicle does not have a valid transponder, treat as a resident without a transponder as below and advise the resident that they will need to use the visitor lane in the future or contact the management office to obtain a valid transponder.

**Residents without a Transponder:**

Every resident of Baytree CDD has been given an opportunity to obtain a transponder. If a resident does not have a transponder on their vehicle they will not be permitted to access the property through the Resident Lane. These residents will be directed to the Guest Lane to properly identify themselves with government issued identification and sign in on the Sign-In Log. The bar code reader documents when a resident with a transponder enters the gate and the Resident Log documents when a resident without a transponder enters the gate. At no time will a resident that does not possess a transponder be permitted to enter the property without signing in. Residents can obtain a transponder through the District Managers Office at 407-841-5524.

**GUEST/VENDORS LANE:**

As traffic approaches the gate house, the security officer should exit and greet the occupants of each vehicle, depending on the time of the day, with “Good Morning Sir or Ma’am, how can I help you”. At no time, unless the Security officer is otherwise engaged, should a vehicle approach and not be met by the security officer. Guest Lane traffic will be divided into Guests of Residents (Guest List, Announced, and Unannounced), Vendors (Deliveries, Repairmen) and Residents (No transponder)

**Permanent Guests of Residents:**

1. Residents Permanent Guest List – Residents will provide a list of individuals to security that they would like to have unfettered access to their property. Upon arrival to Baytree, guest will be required to properly identify themselves by producing a government issued identification card. No other forms of identification will be accepted. The security officer will check the Resident Guest Log to determine if the guest is on the particular resident’s guest list. If the guest is on the list, the guest will be issued a Visitor Pass and required to display it on the vehicles dash while they are on the property.

2. Periodic Guests – Residents will notify security via email or telephone that they are expecting a guest(s) that is not on their permanent Guest List. Annotate the following information on the Baytree Guest/ Vendor Log:

- A. Residents Name – The actual resident that called or sent the email. Do not just list the Sur name.
- B. Guests Name
- C. Time of Notification – This is the time the resident notified security
- D. Time of Arrival – This is the time the guest arrived

Upon arrival to Baytree, guests will be required to properly identify themselves by producing a government issued identification card. No other forms of identification will be accepted. Once their identity has been verified, complete the entry on the Baytree Guest/ vendor Log:

- E. Time of Arrival – This is the time the guest arrived

The security officer will issue a Visitor Pass and inform the guest to display it on the vehicles dash while they are on the property. Extend the guest a proper farewell (Have a good day Sir or Ma'am) and open the gate.

3. Unannounced Guest – Any unannounced guest at Baytree CDD must be verified before entry will be granted. The security officers will then look up the residents' information on the Resident List and contact them via telephone. Inform the resident that they have a guest at the entry gate and request instructions. If the guest receives authorization, complete the entry on the Baytree Guest/ Vendor Log, issue a Visitor Pass and allow entry. If the security officer cannot make contact with the resident, the guest will NOT BE allowed entry. Politely inform the guest that because you cannot make contact with the resident, you are not authorized to allow them entry.

This process MUST take place each time a guest visits and they are not on the residents' permanent Guest List since the Baytree CDD operates under a "soft gate" policy, a person cannot be refused entry. However, the officer has an obligation to protect the safety of the community. Therefore, the Officer must obtain detailed information about the Guest including, but not limited to, Driver's License number, home address, intended destination, State and number of the license plate, make/model/color of the car, and distinguishing features of the individual(s), if any.

Residents are aware that they are responsible for any and all actions of their guest while they are on the property.

4. Golfers will be required to produce valid government identification and provide the name of the golf party and tee time. The tee time information can be obtained from the Tee Sheet provided by Baytree National Golf Links each day.



Vendors:

1. Deliveries – Food Deliveries, UPS, FEDEX, USPS and other mail deliveries of this type will be granted immediate access and then logged on the DAR. Any other deliveries such as equipment, and furniture will be treated as announced or unannounced guest.

2. Residents (w/out transponders):

Refer to Resident Lane orders.

## **WALKERS AND BICYCLISTS**

Unless instructed otherwise, those entering through pedestrian walkway by foot, bicycle or golf cart are not to be screened

## **TAILGATTING OR PIGGY-BACKING**

Tailgating or Piggy-Backing is defined as two or more vehicles illegally accessing a gate utilizing just one transponder or security authorization. This type of behavior is usually the result of an inattentive security officer. As vehicles approach the security officer should exit the gate house in order to curtail this practice. If you do witness a vehicle attempting to illegally access the gate by tailgating, blow your whistle to get their attention. Direct the driver to either back up or make a U-turn to re-access the gate. If you are unsuccessful and the vehicle does access the gate annotate as much information about the vehicle and the occupants as possible. Record the time and date so that the incident can be accessed from the video system. Generate an Incident Report and forward it to the Property Manager.

## **REALTORS**

Realtors have been instructed to meet their perspective clients at an alternate location. The realtor, if possible, will bring their clients in one (1) vehicle to view the property. Ask the realtor for a business card. Enter the information in the Baytree Guest/ Vendor Log. In the “Resident Name” column put the address they are going to view. Issue a Visitor Pass, extend the proper farewell greeting and open the gate.

## **1.3 RULES OF CONDUCT**

These rules and regulations are designed to provide guidance. They are designed not only to set forth performance requirements, but also limitations and extent of authority.

- At all times preserve the peace, assist in protecting life and property, assist in preventing breaches of security, and enforce all company rules and regulations.
- Report all unusual incidents that occur on the property. Report all information received concerning the violation of any policy. Do not conceal, repress, ignore or alter the facts of any such violation. Always report the facts without personal bias.
- Do not communicate company information or orders to any person other than security staff / Baytree staff for which the information is intended.
- While on duty, avoid expressing your opinions with other security officers, employees or visitors.
- Do not criticize the actions of other security staff in public. All grievances should be directed to the Tampa Operations Manager of DSI Security Services.
- Do not solicit or accept gifts, rewards, or gratuities for performance of duties.
- Insure the proper care of equipment issued to you by Baytree CDD or DSI Security Services. Report any damage or misuse to the appropriate member of management.

#### **1.4 CONDUCT**

Every DSI Security Officer is expected to exhibit the highest order of conduct. Each employee should:

- Work in harmony with other employees.
- Greet everyone with a smile, be courteous, and show interest in assisting when needed.
- Leaving your assigned post without proper relief is prohibited.
- Your actions both on and off duty must reflect a professional behavior, which insures the prevention of negative perception.
- Maintain a professional posture while on duty.

Everything about your behavior on the job must indicate that you possess honesty, integrity, courage, loyalty, and a strong character. Your appearance, alertness, attitude, courtesy, and communication skills can help communicate these qualities. You can also communicate these qualities in what you do not do; you should not engage in fraternization and refrain from the use of force.

#### **Appearance**

As a security officer, your appearance reflects both the “inner you” and the operational standards on the property. If you are unkempt, poorly groomed, or sloppily dressed, a visitor will get a poor impression of you and will assume that standards in general are low at BAYTREE.

To maintain a professional appearance, observe these general guidelines:

- Wear a clean, pressed, well-fitting uniform

- Do not slouch
- Always maintain proper hygiene
- Smoking is not permitted on or near the property while on duty

Wear your provided DSI uniform and always present yourself in a professional manner.

You must also wear black socks and shoes. Your shoes should be shined and polished at all times.

It is especially important to watch your language. Discourteous, racist, profane or obscene language can do irreparable damage to the image of Baytree CDD, DSI, and the security profession in general.

### **Alertness**

As a Security Officer, you must be mentally capable of responding quickly to instructions and remain constantly alert at your post, ready to react to any situation. Carry out orders promptly. Become an astute observer. And **never** sleep on the job!

### **Attitude**

A negative attitude can cause your job performance to slip. Further, few people at the client facility will want to cooperate with a Security Officer whose negative attitude and lack of professionalism say “I do not take my role as a Security Officer seriously.” Your attitude must be positive and reflect a commitment to doing a good job.

As you examine your own attitude, keep the following points in mind:

- Be consistent in your behavior.
- Don't let personal problems interfere with your attitude or your work
- Don't let your personal life distract you from your duties.
- Don't let your relationship with other security personnel distract you from your job performance.
- Don't let personal animosities surface at work.

### **Courtesy**

Courtesy is of the utmost importance when dealing with the public. Always:

- Use good manners.
- Greet people with a smile.
- Be approachable.
- Go out of your way to be helpful

### **Communication Skills**

During your career as a Security Officer, you should continually strive to improve your communication skills:

- Learn to listen carefully.
- Observe everything.
- Learn to control your tone of voice and keep your voice moderate and even.

### **Fraternization**

DSI Security Services Employee Handbook states explicitly that it is forbidden for Officers to fraternize on duty or off duty, date, or become overly friendly with the client's employees or with co-employees." There is a good reason for this policy. Fraternization creates an inherent conflict of interest.

***If you have any questions or problems associated with fraternization, direct them to your Supervisor.***

- If one Security Officer projects a positive, professional image, other Officers may be encouraged to follow suit.
- If, on the other hand, one Security Officer is lacking in professionalism, other Officers may think, "He (or she) (gets away with sleeping on the job, having a bad attitude, making derogatory comments, etc.) Why shouldn't I?"

Unprofessional conduct erodes the entire security network and makes it less effective.

### **BREAKS**

Breaks will be taken as the operation allows. A sign will be placed on the door letting any guest know that the officer will return within in 5 minutes during bio breaks.

### **1.5 PERSONAL APPEARANCE**

As a security officer, you must keep in mind your personal appearance is always subject to critical scrutiny by clients, visitors, and fellow officers. A slovenly dressed security officer, an untidy guardhouse, or a littered desk is indicative of an inefficient organization. Security officers owe it to our client, to DSI and to themselves to be scrupulously clean of person and in proper attire when reporting for duty. This calls for hair properly cut, clean, and well groomed. Hair should not touch your shirt collar and should not protrude beyond the top of your ear. Sideburns should not exceed the bottom of your ear lobe. Men should be clean shaven at all times; however, a short mustache may be worn as long as it does not reach beyond the corners of the mouth.

Uniforms should be maintained to prevent poor appearance. Should your uniform become worn or not fit properly, contact the DSI branch office for prompt replacement. Only issued uniforms should be worn. Personal jackets, sweaters, etc. are prohibited. The first

line of defense for all officers is appearance. Maintaining a professional posture and appearance will assist you in providing the level of service BAYTREE deserves.

## **1.7 REGULATIONS**

DSI Security officers are subject to the same rules for discipline and conduct, as are client employees. It is expected that these rules will be observed and complied with at all times. It must be recognized that respect by the client's employees for the DSI organization depends primarily on the individual behavior of each officer assigned to the facility.

The following guidelines should be adhered to at all times by security staff:

- Report all violations / incidents on your "Daily Activity Report".
- Do not participate in prolonged conversations while on duty. Answer all questions politely and briefly. Fraternalization with Baytree Residents is prohibited.
- It is the responsibility of each officer to communicate all information incurred / received during his / her shift to appropriate personnel. Officer providing relief should question the officer to insure this information is communicated. Notes should be entered on your "Daily Activity Report" reflecting all information, which was passed down by officer being relieved.
- Radios, television, electronic games, etc. are not authorized while on duty at Baytree CDD. In addition, reading material should be limited to materials pertaining to your tour of duty.
- Conducting personal business, soliciting, or sleeping while on duty is not authorized. Should a personal emergency arise please contact your supervisor for assistance.
- DSI Security and Baytree CDD are both drug free workplaces. Consumption of any illegal substance while employed with DSI Security is prohibited. Violations of this policy will result in immediate termination. By virtue of your acceptance of employment with DSI, you agree to participate on periodic random drug testing.
- Consumption of alcohol while on duty is strictly prohibited. Violations of this policy will result in immediate termination.
- Consumption of alcohol while off duty which impairs your ability to perform required tasks will result in termination.
- Report any suspected violation of DSI Securities substance policy directly and immediately to your supervisor.

## **1.8 AUTHORITY AND JURISDICTION**

Your conduct in the enforcement of company rules and regulations is very important for various reasons. You must not only make quick decisions in many cases, but you must also know the legal limitations of your actions. You must not assume more power than has been granted to you by DSI Security Services, Baytree CDD, or law. Exceeding the authority given could result in criminal prosecution or subject yourself and DSI to unnecessary liability risks.

Standard DSI Security Services policy dictates that you must not make any type arrest under any circumstances nor may you forcibly detain any person. You may inform a person that you are contacting management and request they remain until such management arrives. Please insure you do not keep anyone against his or her will unless it is necessary to prevent a violent crime.

## **Section 2    EMERGENCY RESPONSE PROCEDURES**

### **2.1    EMERGENCY CONTACTS**

Anytime you have to call the police, fire department, or ambulance you will contact DSI immediately. Use discretion whenever you contact any of these agencies. Unless there is a verifiable emergency, these agencies should never be called. When a serious “life threatening” situation arises, then by all means call 911 first. Once all the facts are known, then write a thorough report-detailing incident step by step.

Police, Fire Dept., Ambulance.....911  
DSI Dispatch (24 Hour).....1-800-239-5720  
DSI Fax.....813-207-0191

This includes:

Rich Hunter- Regional Manager  
Bill McLeod – Operations Manager  
Shirley Reynoso – Office Manager  
Field Supervisors

When seeing emergency vehicles approach the gate in obvious emergency mode, open the resident’s gate to allow unimpeded access.

### **2.2    RESPONSE TO VIOLENT INCIDENTS**

#### ***All Security Officers - Observation***

- Know the warning signs that can help you identify individuals with a potential for violence.
- Remain alert to warning signs that an individual may be about to erupt into violence.
- Stay in good physical shape (the appearance of a physically fit security officer may discourage potential perpetrators).
- Report to your supervisor any individuals who appear to have the potential for violence.

## **2.3 GOVERNMENTAL AGENCIES**

When an official representing a fire, safety or environmental agency, such as the local Fire Marshall, Occupational Safety and Health Administration (OSHA) or environmental Protection Agency (EPA) wishes to make an inspection of any properties contained within the Baytree CDD follow these procedures:

- Courteously ask the official for some means of official identification that proves he/she represents the agency in question. Officers should secure a business card if possible. Determine the purpose for the visit. Note: The officer needs to be sensitive to the fact that an agency may have an official business within Baytree CDD. As such, he may be presented with legal documentation which demands immediate access to the community. Record the usual Visitor information, allow access to the community and, contact the shift security supervisor immediately.
- Notify the management of Baytree CDD and announce the presence of the agency and their desire to enter the facility.
- Notify your immediate chain of command.

## **2.4 MEMBERS OF THE MEDIA**

As a Security Officer of Baytree CDD, you may sometimes be approached or contacted by members of the media who ask for sensitive information about emergency situations on the property, like a fire, an injured resident, a building malfunction, and crime or personnel changes within management.

Follow this procedure to handle such request:

- Do not discuss or release any sensitive information to the media, even if it is “off the record.” You are not authorized to discuss any information regarding Baytree CDD or DSI with any member of the media.
- Forward all the media calls and written media requests immediately to Baytree CDD Management.
- Once contact has been established between the media and an authorized Baytree CDD spokesperson, only that spokesperson should respond to further inquiries.
- Since the Baytree CDD operates under a “soft gate” policy, a person cannot be refused entry. However, the officer has an obligation to protect the safety of the community. Therefore, the Officer must obtain detailed information about the Guest including, but not limited to, Drivers License number, home address, intended destination, State and number of the license plate, make/model/color of the car, and distinguishing features of the individual(s), if any.

## 2.5 TROPICAL STORM / HURRICANE

Officers will not operate the gate during a major tropical storm or any category hurricane and will cease operations once the sustained wind speeds reach 50mph or gust above 60 mph. Gate arms to be removed and stored in the gate house. The last officer on site before evacuation will secure all items (computer, printer, etc.) in the storage room and then secure the gate house. Once the “All Clear” has been issued by the authorities and the area is deemed safe, the site supervisor will reopen the gate for operations.

### Section 3: TELEPHONE AND RADIO COMMUNICATIONS

#### *TELEPHONE PROCEDURES*

##### *Incoming Calls*

Just as your physical presence provides the visitor with the first visual impression he or she gets of Baytree CDD, the professionalism you exhibit in your telephone etiquette directly impacts the caller’s initial opinion of Baytree CDD. Observe the following guidelines for professionalism telephone etiquette:

- Have a pen and paper ready at all times when answering the phone.
- Answer all telephone calls by the third ring.
- Speak in a pleasant, business-like manner.
- Use the following greeting when answering the telephone:

“Baytree gate House, Officer \_\_\_\_\_, how can I help you.”

- Play recorded messages and take action on all messages before deleting.

### Section 4: “REPORTS” PROCEDURES

There are two basic reports that you will need to complete at Baytree CDD: **Daily Activity Report** and the **Incident Report**.

The information below is supplementary information on filling out the top portions of these reports.

#### 4.1 DAILY ACTIVITY REPORT

The top section of the Daily Activity Report form, (refer to Appendix “X”), tells the client who worked at the account during a given period of time.

Use the following information as a guide to filling out the Top Section of the Daily Activity Report:

- Print the following information on the first two lines:



- Your full name
  - The client location (including street address, city, and state)
  - The date
  - The day of the week
  - The shift hours
- If you relieved another security officer when you came on duty, print that officer's name in the first entry line.
  - If equipment such as a radio or a flashlight was received for your use while on duty, record the equipment serial number and a description of the equipment serial number and a description of the equipment in the **equipment serial no. And type section**. Enter the name of the officer who passed the equipment on to you in the **equipment received from** space and have that officer put his or her initials in the adjoining **initials** space.
  - If you received keys as part of your tour of duty, enter the name of the officer who passed you the keys in the **keys received from** space and the number of keys received in the **number of key's** space. Have the officer who passed you the keys put his or her initials in the **initials** space next to the number of keys space.
    - When your shift is over, record the name and the employee number on the officer who relieved you of duty on the relieved by space and the adjacent employee no. Space. You should also record the required information in the equipment passed to, keys passed to and number of keys spaces at the end of your shift. Have the officer to whom you passed equipment keys put their initials in the adjacent initials spaces.

## 4.2 DSI SECURITY/BAYTREE INCIDENT REPORT

All incidents which occur outside normal daily activity should be reported by completing the DSI Security Services/Baytree CDD Incident Report. It is imperative the report reflect a detailed summary account of the incident. The incident report should include the following information:

- Date of Report
- Date/Time of Incident
- Officer's full name
- Summary of incident
- Action taken
- Date/Time/Name of notified parties
- Description of suspect/vehicle
- Officer's signature

Note: Copy of Incident Report included in Appendix

## **Section 5: SAFETY**

### **5.1 SAFETY RULES**

Each DSI Security Officer is required to comply with all applicable laws, statutes, ordinances, policies, orders, rules, regulations and procedures relating to employee health, safety and welfare (collectively “Safety Rules”), whether such safety rules are promulgated by federal or state or local government, DSI, or its client. DSI and client safety rules may be found in, among other places, the General orders, Regulations, and Instructions for uniformed personnel, DSI safety training materials, and the Safety Rules applicable to this Client facility which follow or are referred to below.

Failure and refusal to comply with Safety Rules may result in disciplinary action up to and including termination of employment and may also result in denial of workers’ compensation or similar benefits if an employee suffers a work-related injury or illness as a result of the employee’s willful or intentional misconduct and/or failure or refusal to comply with such safety rules.

#### **General Safety Rules**

- Use safe guards, devices, and protective equipment, furnished by DSI and/or Baytree CDD as specified by area operating procedures. Removal of these devices or failure to use them is prohibited.
- Observe all posted danger, warning and caution signs. Altering or removing them is prohibited.
- All horseplay, scuffling, and other acts which tend to have an adverse effect on the safety and the welfare of the employees is prohibited.
- Repairing or operating equipment is not permitted by anyone other than authorized and qualified personnel as determined by Baytree CDD management.
- Eat and drink only in designated areas.
- Report all job-related injuries or illnesses immediately to your supervisor.
- Report safety hazards to your supervisor immediately. As an employee, it is your responsibility to confront and report unsafe acts and practices.
- Emergency exits, evacuation routes and emergency equipment or emergency lighting must not be altered or obstructed. Any damage should be reported in your daily activity report.
- Emergency exits should be used only in an emergency.
- When construction or maintenance work is being performed, use adequate barricades and warning signs to prevent the movement of personnel through the area.

- Keep work in areas and hallways clean at all times. All areas must maintain good house keeping practices.
- In case of fires, accidents, or other emergencies, follow the procedures outlined in the appropriate sections of this document.

## **5.2 LIFTING SAFETY**

Use proper lifting techniques at all times:

- Use your legs and keep your back straight.
  - Never try to lift more than you can handle safely.
  - Consider the size, shape, and weight of the object before attempting to lift it
  - Ask for help if necessary.
-