

# SECURITY CODE OF ETHICS

## AN OFFICER'S DUTY TO OBEY

The Security Officer has a duty to immediately obey all orders given by the immediate supervisor. The Officer may later protest alleged misuse of authority by discussing the matter with that supervisor at the appropriate time and place. If this does not correct the situation, the Security Officer may seek correction at the next higher level after the Officer has forewarned that supervisor of his or her intentions.

## OPERATING STANDARDS

### CONFIDENTIALITY:

Turning Stone Resort • Casino Team Members must at all times maintain confidentiality of all guests' personal information and activities.

### APPEARANCE STANDARDS:

All Turning Stone Resort • Casino Team Members' work apparel must be laundered and pressed before each shift. Hygiene, hairstyles, cosmetics, and accessories must be in accordance with the Team Member handbook guidelines.

### PROFESSIONAL CONDUCT:

All Team Members must display a positive and courteous attitude toward guests and fellow Team Members at all times.

### PHONE ETIQUETTE:

- All calls made or received are to begin with all Team Members identifying themselves and their department.
- When a guest call is transferred...
  - i) Establish the guest's name and the purpose of the call.
  - ii) Contact the appropriate department.
  - iii) Provide the guest's name and explain the purpose for the call before transferring the call.
  - iv) If the appropriate person is not available, offer the best alternative.
  - v) When a transferred call is received, greet the guest by name and confirm the purpose of the call.

## COMMITMENT TO GUEST SERVICE

The Security Department embraces Turning Stone Resort • Casino's Mission Statement, which is to provide exceptional service to guests. The Security Department is genuinely committed to exceeding the expectations of those guests. Security Officers will therefore maintain a guest focus throughout their duties, and will handle guest contacts in such a way that the guests will perceive the Turning Stone Resort and Casino as different from, and superior to, its competitors.

## CHAIN OF COMMAND

Understanding of the concept of Chain of Command is a vital part of a Security Officer's training. Communication goes upward and downward through established channels in the hierarchy. Diverting orders, directives, and information around a level of command will negatively affect the efficient operation of the Security Department.

The organizational chart sets forth the organizational structure, the line of authority, and the flow of communication within the Security Department. Although the organizational chart represents the formal organization of the department, it is not intended to be a limiting factor for the communication required in performing one's job.

Team Members in the framework are expected to communicate with every other member of the department, and all departments in the Resort as necessary in conducting the business of the Resort. It is expected that the Security Department is affecting the operation of the Security Department and that all functions within the Resort are communicated and down through the structure of the organization.

## LINE OF AUTHORITY

It is neither feasible nor possible for the Director of Security to personally give every command to every officer in the departmental operations. The Director can only be in two places at one time nor work 24 hours a day. The Director does not have the time, or in some cases the ability, to make all the decisions needed in the course of an operation and/or to work out the details involved in the execution of each order. Instead, the Director delegates specific supervisors to implement plans and carry out orders. The supervisors, in turn, prepare instructions that are detailed for their officers as necessary.

When a question is asked that cannot be answered, or a supervisor in charge is unwilling to accept the responsibility for making a decision on an important matter, the supervisor will refer the problem to the Director of Security. In most cases will make the decision. The directions given by the Director will then come down the line of authority.

## COMMAND UNITY

In all operations, it is important that only one person give the complete command of each situation and that only one person be in direct command of each officer.

It is inevitable if these rules are violated. Supervisors and techniques will vary with the individual. It is imperative that the Security Officer adapts to the situation and remains responsible and responsive to the supervisor on a daily basis. A signed shift of duty.



## CODE OF ETHICS

ognition of the significant contribution of private property to the economy, and the potential for loss and crime prevention, as a Security Officer I accept the responsibilities and fulfill the obligation of which is to uphold the law, protect life and property and institutions to which I am assigned, and to the constitutional rights of all persons.

conduct myself with honesty, adhering to the highest principles in the performance of my security duties.

diligent and dependable in discharging my duties and uphold at all times the laws, policies and procedures and protect the rights of others.

serve the precepts of truth, accuracy and discretion allowing personal feelings, prejudices and animosity to influence my judgments.

report to my supervisor, without hesitation any violation of my supervisor's regulations.

respect and protect the confidential and privileged information of my employer or client beyond the term of my employment, except where their interests are contrary to this Code of Ethics.

cooperate with all recognized and responsible law enforcement and government agencies in matters within my jurisdiction.

accept no compensation, commission, gratuity or advantage without the knowledge and consent of my

## COURTESY

Security Officers shall always be courteous, patient, and respectful in dealing with the public. Officers shall avoid answering questions in a short and abrupt manner and shall not use harsh, coarse, violent, profane, insolent, indecent, suggestive, sarcastic, or insulting language. Officers shall maintain an even, cheerful temper regardless of the provocation, remaining cool and collected at all times.

Numerous contacts with the public are likely to cause Security Officers to assume a veneer of hardness. If Security Officers resort to discourteous treatment of our guests and Team Members, it automatically lowers the social status of Turning Stone Resort • Casino and the Security Department. This makes things difficult for all concerned, and leaves an unpleasant feeling in the minds of the public towards the Resort and the Security Department.

Security Officers must continually practice courtesy — with **NO EXCEPTIONS**. To sincerely and habitually perform acts of courtesy requires a cultivation of appearance, voice, manner, intelligence, temperament, and unselfishness. Sincere courtesy requires a Security Officer to be friendly without being familiar, dignified without being aloof, and earnestly interested without being overly concerned.

The most important offering Turning Stone Resort • Casino has to give is service, and security personnel have many opportunities to be of service. A guest with a problem needs help, not a lecture or a cold shoulder.

The problem may not have been the fault of Turning Stone Resort • Casino, but the guest is not interested in who is at fault. All they want is someone to help them and this is what security personnel must do. A Security Officer is, by their uniformed appearance, a conspicuous Team Member and therefore a representative of management. The entire Turning Stone Resort • Casino may be judged by a Security Officer's actions.

When asked for information by any person, the Security Officer's answers shall be given in such a manner that, should the person wish for more information, they will seek the same officer, solely because of the satisfactory and courteous manner in which they received it in the first instance.

## DEFINITION OF SECURITY

Security is the attempt to provide protection from any element or agent, which may tend to jeopardize the welfare and security of the person, persons, or firm by whom you may be employed. This not only entails loss of life, but loss by fire, theft, flood, drought, deterioration of property, civil suit, and many other elements by which your employer might suffer embarrassment and financial loss. In sum, Security is the attempt to protect the company's assets, ensure the safety and well being of Team Members and guests and their property. Security also entails **public relations**, an element very important to the success or failure of Turning Stone Resort • Casino.

Service to our guests will **always** be one of our leading objectives. Remember that our guests come both through the front doors and the doors at the employee entrance. The work of the Security Officer is complex and demanding. The well-known difficulties and complexities of dealing with the public are centered in a variety of subtle, yet important, differences in people. It is one of the responsibilities of a Security Officer to distinguish, understand, and deal with those differences in a diplomatic manner. The performance of your duties together with your demeanor will reflect on the image of Turning Stone Resort • Casino.

These standard operating procedures have been prepared to meet the needs for a reference manual as well as a training manual for the Security Department. What are expressed herein are company policies, Security Department responsibilities and the manner in which they are to be carried out, plus general rules of conduct.

If each member demonstrates a high degree of commitment to these objectives, the Security Department will reach the goals for which it strives; a genuine **UNITY OF PURPOSE**, and be the most professionally trained staff in the industry.

As a Security Officer, you are an official representative of the company and must make the best possible impression on the people you will be in contact with. You will be under constant public scrutiny and your actions and performance must be governed accordingly. You must be constantly alert for violations and hazards that will affect the efficiency of the operation. You must be discreet, but firm and capable of making quick, just, and intelligent decisions.

## PUBLIC RELATIONS & DEMEANOUR

Every Officer must recognize that this Security Department exists for the purpose of serving the best interests of Turning Stone Resort • Casino, and that their obligation is to perform in such a manner that will bring credit to themselves and the security profession.

Often you are the first person a guest/Team Member or prospective Team Member meets on company property. In many instances, you are the only Security Officer a guest will ever meet, and their opinion of the entire profession may forever be based on that single brief experience with you. The Officer should be aware that when any person summons your assistance within the company boundaries, that person is entitled to prompt, courteous service.

In performance of these services an officer must remember that their conduct provides the first, direct, lasting impression. Therefore, an officer must be positive in attitude and show a willingness to act upon all complaints and requests, because these complaints/requests are a concern to the guest or Team Member raising them. The rule for your actions then is: Do unto others, as you would have them do unto you.

Security Officers are also Team Members at Turning Stone Resort • Casino. As a Team Member and a representative of the management of Turning Stone Resort • Casino, your conduct will directly influence the impressions guests develop concerning the Resort. Your actions should never reflect negatively on Turning Stone Resort • Casino. At no time should any guest be forced into the position of questioning the Resort's hiring practices or the Resort's policies concerning the treatment of guests.

Your tasks are important but do not let that fact make you self-important. Your attitude should be modest, quiet and friendly, or at least ready-to-be-friendly, with a willingness to help, whenever your help is asked for or needed. At times, it will be your responsibility to stop and question strangers so courtesy must be paramount in your contact with every guest. Courtesy is a fundamental performance requirement within the Security Department; discourtesy will not be tolerated. Your success as an officer will depend upon your ability to remain calm, patient, courteous, and amicable under all circumstances.