



**DC Ranch Association
Board Report 8-13-18 #5**

Subject Matter: Proposed Policy 301 – Security Services

Background: The Policy Committee proposes the adoption of a Security Services policy. The proposed policy accompanies this report. Its purpose is to define security services standards.

This policy applies to DC Ranch Association security operations and sets forth expectations and service levels for the security program. It applies to the Association's administration and the third-party security provider.

Key provisions of this policy address the following:

- Training and professional development – The security services provider will maintain a structured training program to 1) ensure that all security officers are well trained before taking an active shift on their own and 2) ensure that all officers receive ongoing training.
- Security services – See the policy for the list of required services.
- Contract terms and termination – The security services provider's contract shall be for a term of three years, cancellable upon 30-days written notice by either party.
- Security officer wages – Security services providers shall offer its employees pay ranges that are at least 12 percent above the industry norm for the Scottsdale area.
- Insurance requirements – Workers' compensation, liability insurance and excess umbrella, vehicle and all risk are required.
- Competitive bidding requirement – Due to the amount of annual expense associated with this contract, security services will be competitively bid every three years.

Pursuant to Section 102.4c of the policy for the Management and Development of policies, the following applies should the Board wish to move the through the formal approval process. *When the Policy Committee recommends a new policy or a change to a policy and prior to the Board's formal vote, community members shall be provided with a 30-day comment period, where they are afforded an opportunity to provide input and comment on the proposed policy. The proposed policy or policies will be posted on the community's website and notice regarding the posting will reflect in the weekly This Week on the Ranch e-mail to DC Ranch residents.*

Recommendation: Conditionally approve the policy (or an edited version) for the 30-day member comment period cited above.

A handwritten signature in black ink, appearing to read 'Darren Shaw', written over a horizontal line.

Darren Shaw, Executive Director



**DC Ranch Association
Policy 301
Policy on Security Services**

Policy 301

Effective Date:

Revised: August 3, 2018

301.1 Purpose: The purpose of this policy is to define security services standards and expectations.

301.2 Scope: This policy applies to DC Ranch Association security operations and sets forth expectations and service levels for the security program. It applies to the Association's administration and the third-party security provider.

301.3 Responsibility/Authority: The DC Ranch Association Board of Directors.

301.3a Delegation of Authority: The DC Ranch Association Board of Directors delegates many of its responsibilities to the Executive Director, such as the management of security services. The Executive Director works closely with the third-party security services onsite manager to carry out and manage day-to-day security operations for the DC Ranch community.

301.4 Introduction: The Association's mission statement is as follows: To serve all DC Ranch Stakeholders through the professional management and protection of the community's fiscal and environmental assets. DC Ranch Association delivers high quality and consistent operations, landscape, maintenance and security services with an emphasis on customer care and open communication that result in sustained property values and exceptional quality of life.

Security services, which are contracted with the professional third-party security company, are vital to DC Ranch Association and its membership. There is an expectation that security services will function at a highly proficient level, providing members and residents with the peace of mind that the community in which they live is reasonably safe.

301.5 Training and Professional Development: The security services provider will maintain a structured training program to 1) ensure that all security officers are well trained before taking an active shift on their own and 2) ensure that all officers receive ongoing training. Training elements shall include, but not be limited to the following: customer service, appearance and communication standards, community layout and mapping, report writing, complete comprehension of software system used for gate operations (ABI) and a full and complete understanding of all post orders and security procedures (to be tested quarterly).

301.6 Security Services: The following duties are standard requirements and expectations for the security team, and for all security officers.

- a) Greeting residents and guests professionally on each encounter.
- b) Utilizing professional and courteous communication, maintaining a proper appearance, and always being respectful.
- c) Properly clearing all guests and visitors through the five manned gates.
- d) Verification, documentation, reporting and troubleshooting of various gate access programs.
- e) Enforcing policies and procedures using current technology provided by DC Ranch Association while providing exceptional customer service.
- f) Being knowledgeable of all physical locations within the community; e.g., gate numbers, neighborhood names, and general characteristics of those neighborhoods.
- g) Being trained for the DC Ranch site and able to assist with emergency situations when required.
- h) Being certified in CPR/AED/First Aid through the Red Cross and being trained to use various fire extinguishers.
- i) Controlling ingress and egress access. Security personnel shall actively patrol the community and access points (paths, trails, streets), which requires various types of transportation (foot, golf cart, vehicle). Each street shall be toured daily each eight-hour shift, seven days per week, including those streets located within sub-associations. Trails are to be toured via golf cart eight hours per day, five days per week.
- j) Being efficient and professional with report writing, including all shift and incident reports.
- k) Monitoring community video cameras and performing video research where an event requires review of historical video. Dispatching patrol, contacting the authorities and responding as efficiently as reasonably possible is the expectation, depending on the situation at hand.
- l) Reporting and responding to resident, guest, member, and vendor inquiries and concerns.
- m) Verifying visitor and building employee identification.
- n) Writing incident and daily operating reports.
- o) Verifying, documenting, and tracking residents' packages left at the gate house.
- p) Maintaining an active lost and found; holding and tracking any lost-and-found items.
- q) Responding to home/building alarms or notification systems when requested.
- r) Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures.

- s) Responding and following up with construction site/crew concerns.
Construction admittance shall be controlled through proper communication and identification at all neighborhood entrances.
- t) Assisting with neighborhood communications.
- u) Communicating with DC Ranch department managers and working collaboratively on various initiatives.
- v) Overseeing and managing a scene in conjunction with third-party or city services arrival.
- w) Performing vehicle jump starts and safety escorts.
- x) Performing other tasks as assigned.

301.7 Contract Terms and Termination:

- a) DC Ranch Association shall reserve the right to ask the security services provider to remove any one of its employees from the site for any reason.

301.8 Security Officers Wages: DC Ranch is a preferred employer in North Scottsdale; its internal pay scales reflect that commitment.

301.9 Insurance Requirements: Security services providers shall maintain the following insurance coverages, naming DC Ranch Association, Community Council and Covenant Commission as additional insured.

- a) Workers' Compensation (as required by applicable statute)
- b) Employer's Liability Insurance (\$1 million)
- c) Excess Umbrella Insurance (\$5 million)
- d) Automobile Liability
- e) Combined single limit (\$1 million)
- f) All Risk Property Insurance for replacement costs of SSP's own equipment and supplies that are brought onto DC Ranch premises

301.10 Competitive Bidding Requirement:

Approved By: _____ Date _____
Board President or Secretary

Effective Date: _____