



PORT AUTHORITY OF GUAM
ATURIDAT I PUETTON GUAHAN
GOVERNMENT OF GUAM
1026 Cabras Highway
Suite 201
Piti, Guam 96925

Telephone: (671) 477-9931/35
(671) 477-2683/85
Telex: (721) 6689 PAGGUM

POLICY MEMORANDUM NO. 13-88

To: Security Personnel	Subject: Standard Operating Procedures for Security Officers
Effective Date:	Revision Date:
Approved By:	DAVID B. TYDINGCO, General Manager
ALL REVISIONS ARE MARKED WITH AN ASTERISK (*)	
<p>I. <u>PURPOSE:</u></p> <p>To establish a standard operating procedure (SOP) for the Port Authority of Guam, Security Officers, providing guidelines for Operational Performance as well as for Administrative Reports. While certainly not complex enough to address all aspects of Security Officers Responsibility, enclosure does provide many of the answers to everyday questions on procedures.</p> <p>II. <u>RESPONSIBILITY:</u></p> <p>The Security Officers and the Security Department are responsible to the General Manager, Port Authority of Guam, to provide a safe work environment. This is accomplished through Crime Detection, Prevention and Suppression, Traffic Control and Numerous Administrative functions.</p> <p>III. <u>SCOPE:</u></p> <p>This Standard Operating Procedure (SOP) is effective immediately and applies to all personnel assigned to the Port Authority of Guam, Security Department. All personnel shall thoroughly familiarize themselves with the contents and ensure strict compliance with the Procedures and Policies therein.</p> <p>IV. <u>CONDUCT AND RESPONSIBILITIES:</u></p> <p>A. Security personnel shall obey all Port Authority of Guam, Rules and Regulations or Orders of the Port Authority, Security Department, in a reasonable manner which denotes compliance, avoiding any act(s) or the omission of any act(s) which constitutes a violation.</p>	

- B. All Security Officers shall strive towards the highest Professional Standard of Conduct, as outlined in the "SECURITY OFFICERS CODE OF ETHICS." (ATTACHMENT 1). Personnel shall be required to obey and execute as promptly as possible, the orders of their Superiors. They shall conduct themselves in the discharge of their duties and their relations with the public and other Security Personnel so as to promote and bring about efficiency and effectiveness within the Port Authority of Guam, Security Department.
- C. Security personnel at all times shall take appropriate action to protect life and property, preserve the peace, prevent crime, detect violators of the law and enforce the Port Authority of Guam, Rules and Regulations and Ordinance coming within the Security Department jurisdiction. Personnel, regardless of special duties or assignments, shall take prompt and effective security enforcement action within the scope of their authority when the occasion requires it.
- D. Security personnel shall not commit any act(s) or omit any act(s) which constitutes a violation of any of the Port Authority Rules and Regulations or Orders of the Security Department.
- E. Security personnel shall not bring disrepute or reflect discredit upon the person as a member of the Port Authority of Guam, Security Department; or that which impairs the operation or efficiency of the Security Department or person involved.
- F. Security Officers shall maintain a level of public moral conduct in their personal and business affairs which is in keeping with the highest standards of the security profession. Personnel shall not participate in any incident involving moral turpitude which impairs their ability to perform as Security Officers or cause the Security Department to be brought into disrepute.
- G. Security personnel shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of their duty so that they may immediately assume their duties.
- H. Security personnel shall not read, play games, or engage in entertainment while on duty. They shall not engage in any activities or personal business which would cause them to neglect or be inattentive to duty.

- I. Security personnel shall not feign illness or injury, falsely report themselves ill or injured or otherwise deceive or attempt to deceive their Superior as to the condition of their health.
- J. Security personnel shall remain awake while on duty. If unable to do so, he/she shall report to the Shift Supervisor, who shall determine the proper course of action.
- K. Security Officers shall not leave their assigned post during their tour of duty, except when authorized by shift Supervisor or when properly relieved.
- L. Security personnel shall maintain sufficient competency to properly perform their duties and assume the responsibilities of their position. Unsatisfactory performance may be demonstrated by the lack of knowledge of the Port Authority Rules and Regulations that are to be enforced and an unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the position, failure to take appropriate action during a crime, disorder, or other conditions requiring a Security Officer's attention. Additionally, the following will be considered a prima facie evidence of unsatisfactory performance, repeated poor evaluations or documented record of repeated infractions of rules regulations, directives or orders of the Port Authority of Guam
- M. Security personnel shall not store or bring to the Port Authority premises any alcoholic beverages or illicit drugs except in their performance of their duty. They shall not consume alcoholic beverages while on duty or report for duty under the influence of alcohol or an odor of intoxicants on their breath.
- N. Security personnel shall promptly obey all lawful orders or directions of their Security Supervisor, Chief of Security, or the General Manager.
- O. Security personnel given a proper order which is in conflict with a previous order, rule, regulation, or directive shall respectfully inform the Superior issuing the order of the conflict. If the Superior issuing the order does not alter or rescind the order, the order shall stand. They shall not obey an order which they know or should know it would require them to perform an illegal act. If in doubt as to the legality of an order, they shall request the Superior to clarify the order or to confer with higher authority.

- P. Security personnel shall not solicit or accept from any person, business or organization, any gift (including money, tangible or intangible personal property, food, beverage, loan, promise, service or entertainment) for the benefit of themselves or the Port Authority, if it may reasonably be inferred that the person, business or organization seeks to influence action of an official nature or seeks to affect the performance or non-performance of an official duty or has an interest which may be substantially affected directly or indirectly by the performance or non-performance of an official duty.
- Q. Security personnel shall not use their official position, official identification card or badge for personal or financial gain; obtaining privileges not otherwise available to them except in the performance of their duty or; avoiding consequences of illegal act(s). They shall not lend another person their identification card or badge or permit them to be reproduced without the approval of the Chief of Security or General Manager.
- R. Security personnel shall always carry their badge and identification card on their person while on duty. They shall furnish their name and badge number to any person requesting such information.
- S. Complaints made by any employee, visitor or port user against any Port Authority, Security Personnel shall be reported promptly to the Duty Security Supervisor.
- T. Security personnel shall be courteous and tactful in the performance of their duties; discretion and temper control are essential. They shall not use violence, profane or insulting language or gestures. They shall not express prejudice concerning race, religion, politics, national origin, life styles or similar personal characteristics.
- U. Security personnel shall not engage or participate in any form of gambling while on duty or in the Port Authority premises.
- V. Security personnel shall not publicly criticize the Port Authority of Guam, its staff, the Security Department, or its policies by speech, writing or other expression that is defamatory, obscene, unlawful or undermines the good order and effectiveness of the Port Authority. Security personnel shall not divulge any information they may obtain in the course of their duties that concerns any Port Authority employee, visitors or Port user.

V. USE OF FIREARMS AND FORCE

- A. All Security Officers shall be required to carry firearms while on duty.
- B. It is the express policy of the Port Authority of Guam, that the use of deadly force, such as gun, is only justified if the Security Officer's life or the life of another person is in an immediate and real danger. Deadly force SHALL NOT be used to protect the property of the Port Authority, its tenants and users.
- C. The amount of force use to protect the Port Authority area or property and the property of its tenants and users shall be as minimal as possible. Physical force shall only be used in repelling threat or bodily injury to the Security Officer or other person within the Port Authority premises.
- D. Security Officers shall provide their own firearms and ammunitions and shall be in accordance with the laws and/or Port Authority standards.
- E. Pursuant to Section 8902 of the Government Code of Guam, all Security Personnel must obtain a firearms permit from the Guam Police Department. Security personnel who choose to carry privately owned firearms must also register said firearms with the Guam Police Department.
- F. No Security Officer shall be permitted to stand duty unless they have received formal training on the maintenance and use of firearms from a recognized private or governmental institution.
- G. All security personnel shall be required to undertake a periodic examination for the purpose of testing their proficiency in the maintenance and use of firearms. The frequency of the examination shall not be less than once a year.
- H. Security personnel shall be required to file a written incident report with their immediate Supervisor whenever force of firearms are used during tour of duty. (Attachment 2).

VI. ARREST POWERS:

- A. The Port Authority of Guam, Security Personnel are members of a private security force established by the Board of Directors of the Authority. As such, Port Security Personnel have NO explicit authority to enforce the laws of the Territory of Guam.
- B. If a crime is committed in the presence of a Security Officer he/she may detain the violator until proper law enforcement officers arrive at the scene. This "CITIZEN ARREST" power shall be exercised with extreme caution.

VII. VEHICLE REQUIREMENTS/REGULATIONS:

- A. Only vehicles meeting the following requirements will be permitted to enter and operate within the Port's controlled areas;
 - 1. Vehicle's driver must possess a valid driver's license and each passenger must possess a valid identification card.
 - 2. Vehicle must have a current Guam safety decal.
 - 3. Vehicle must be insured and registered to operate on Guam and equipped with a working fire extinguisher.
 - 4. Vehicle which regularly enter the Port area must have a current Port Authority of Guam decal.
- B. Exempted from the above requirements are officials from the U.S. and local Custom Offices and similar organizations operating official vehicles, while performing official functions. Visitors and guests may be exempted as authorized by the Chief of Security or General Manager.
- C. The customs, practices and traffic laws of Guam shall be understood and followed by all vehicle operators.
- D. The maximum speed limit permitted in the Port's compound is fifteen (15) miles per hour. Exempted are emergency vehicles on emergency run.
- E. Vehicles shall only be parked on designated areas under the eaves of warehouses on the waterfront, provided that the vehicle is not parked in a manner that would impede accessibility to warehouses, cargo and equipment.

POLICY MEMORANDUM NO. 13-88

Subject: Standard Operating Procedures for Security Officers

Page 7

- F. Port users may park alongside sea-vessels while loading or unloading supplies, provisions, etc. However, the vehicle must immediately be removed upon completion of loading or unloading.
- G. Vehicle operators must secure their vehicle by placing the transmission in the lowest gear, setting the parking brakes and turning off the engine before leaving their vehicle unattended.
- H. Vehicles are not permitted to park closer than thirty (30) feet of the waterfront (edge of pier), i.e., the inner side of the gantry tracks.
- I. All vehicle operators must comply with the Port Security's instructions and orders to meet special or emergency situations.
- J. The Port Authority reserves the right to tow away any vehicle at the owner's expense for any vehicle infractions or ban the vehicle and driver from entering the Port's controlled areas.

VIII. GATE PROCEDURES:

A. GATE #1 (MAIN GATE)

- 1. All individuals entering the yard to transact business are to be advised that anyone entering the premises is presumed to have agreed to submit to a search of his/her vehicle upon leaving the premises.
- 2. All vehicles leaving the Port controlled area shall be visually inspected for undocumented cargo or equipment. No cargo or equipment (Port or vessel owned) shall be allowed out the gate without a cargo delivery receipt or property pass. Discrepancies in cargo counts or undocumented cargo and/or equipment movement shall be reported immediately to the affected Division Head.
- 3. All individuals entering the yard in commercial vehicle or privately owned vehicles (POV's) shall be requested to identify any personal property or cargo in the vehicle which may be mistaken as consignee's cargo or Port or vessel owned property.

4. The "Gate Register and Report of Vehicles Entering Property Form" shall be properly filled out by the Security Officer on duty. (Attachment 3).
5. No POV's shall be allowed into the Port Terminal Yard without a permit or temporary gate pass authorized by the General Manager, Chief of Security, or his/her designee. POV's for shipment shall be referred to the Cargo Checker's Office. During non-vessel operation periods, NO POV's shall be allowed into the yard after 1800 hours.
6. No container shall be allowed to enter or exit through Gate #1 (Main Gate) Whenever Gate #2 is open.
7. No cargo or container shall be received when there are no Cargo Checkers on duty.

B. GATE #2

1. Except for emergency, Gate #2 shall not be opened unless a Cargo Checker is present to record the issuing and receiving of containers.
2. No pedestrian traffic or POV's shall be permitted through Gate #2.
3. All incoming commercial trucks shall report directly to the Cargo Checker's Office before proceeding to the storage areas.
4. All outgoing truck cabs shall be inspected for undocumented cargo.
5. All outgoing empty containers shall be inspected for undocumented cargo.
6. During regular issuing and receiving periods, the on duty Security Officer shall review the documents of all outgoing containers.

IX. ISSUANCE OF GATE PASSES:

Gate passes are classified into two (2) categories; (1) DECALS
(2) TEMPORARY PASSES.

A. DECALS:

1. Decals shall be issued to personnel of the steamship lines, tenants and Port users upon approval of the General Manager, Chief of Security, or his/her designee.
2. Decals shall be issued at the Security Office no later than December 15th for the next calendar year.
3. It shall be the responsibility of the steamship lines, tenants and users to furnish a list of names not to exceed more than three (3) as their authorized representatives to the Port Authority.
4. Steamship lines, tenants and users shall ensure that decals are properly renewed prior to the start of each calendar year.
5. Decals shall be displayed on the bumper (left side) of authorized vehicles.

B. TEMPORARY PASS:

1. Temporary passes shall be issued to the ship captains while their ships are in port.
2. Temporary passes issued to ship captains shall not exceed three (3) days. If it becomes necessary to extend beyond the three (3) days the pass may again be renewed.
3. Temporary passes shall be issued to personnel for the purpose of loading/unloading cargoes.

C. The above procedures may be waived by the Chief of Security, or his/her designee under the following conditions;

1. To allow tour buses or taxi cabs to enter the terminal yard for the purpose of picking up/discharging passengers from passengers ships;
2. To allow Port employees to enter the Port terminal yard in their privately owned vehicles whenever Port functions are held within one of the transit sheds.

X. YARD CONGESTION:

- A. Security personnel shall be alert for potential yard congestion at all times.
- B. When the opinion of the Duty Security Supervisor and/or Operations Manager the yard is congested, the Duty Security Supervisor shall;
 - 1. Deny access to non-emergency individuals or vehicles regardless of destination of purpose of visit;
 - 2. Limit the number of tour buses and taxi cabs intended for tourist aboard passenger vessels;
 - 3. Limit pedestrian traffic to authorized individuals detained to uncongested areas.

XI. ROVING PATROL:

- A. Roving Security Officer shall inspect all Port facilities to ensure that no unauthorized individuals are on the premises and that all offices, work centers and storage areas are properly secured.
- B. Avoid following a regular route and patrol time by;
 - 1. Staggering the patrol time throughout the work shift;
 - 2. pursuing a different route on each patrol.
- C. Maintain constant communication with the Security Office via radio at all times during the patrol.
- D. All offices, work centers and storage areas not in use during the work shift shall be inspected periodically to verify that these areas are properly secured. Report the presence of anyone in these areas immediately to the Security Office via radio and request back-up support before questioning the individual.

XII. RELEASE OF PORT PROPERTY(IES):

- A. All Port's property(ies) leaving the Port premises shall be accompanied by a valid "Property Authorization Form." (Attachment 4).
- B. Any employee without a valid Property Authorization Form shall be denied to remove such property(ies) from the Port premises.
- C. The Security Department shall be held responsible for the maintenance of the Property Authorization Form Log of all Port properties removed from the Port terminal area.
- D. The log maintained by the Security Department shall include, but not limited to, the name of the person removing the property(ies), date/time, description, quantity and serial number of the item or property, name of property custodian, Security Officer/Property Control Officer permitting the property(ies) to leave Port premises.

XIII. ISSUANCE OF CITATION:

- A. Security personnel are authorized to issue citations to any person in violation of any rules, or regulations of the Port Authority of Guam.
- B. Copies of the citations shall be distributed as follows:
 - 1. White (original) - Security File;
 - 2. Pink - Violator
 - 3. Yellow - Division Head/Company Manager
 - 4. Green - Port Authority General Manager/Personnel Office

XIV. FOUND PROPERTY AND EVIDENCE:

- A. All found property(ies) or evidence which has been discovered, gathered or received in connection with Security Department responsibilities shall be processed in accordance with established procedures. (Attachment 5).

- B. Security personnel shall not convert to their own use, manufacture, conceal, falsify, destroy, remove, tamper with or withhold any property or evidence in connection with an investigation.
- C. Property(ies) shall be received and returned using a Chain of Custody Receipt Report Form. (Attachment 6).

XV. USAGE OF PORT BEACH:

- A. The Security Department is responsible of maintaining the reservation log for the use of the Port Beach area and its facilities. All reservations shall be logged on a first-come first-serve basis.
- B. The "Port Authority of Guam Beach Reservation Form" shall be properly filled out by the individual making the reservation. (Attachment 7).
- C. The user shall be made aware of the "Port's Beach Rules" and adhere to all rules governing the usage of the beach. (Attachment 8).
- D. Security personnel shall make a periodic check of the beach to ensure compliance of the rules.

XVI. REPORT OF DAMAGE/CRIMINAL COMPLAINT:

- A. It shall be the responsibility of the Security Personnel to investigate incidents/accidents to cargoes and/or Port facilities, equipment, and/or any crime committed against a person/other property within the Port area.
- B. All complaints received by the Security Department shall be properly investigated and a written report shall be submitted in accordance with established procedures. (Attachment 9).
- C. It shall be the responsibility of the Duty Supervisor or ranking Security Officer on duty to notify the Guam Police Department of any criminal complaint involving bodily injury, traffic accident, or any felonious crime committed within the Port area.

POLICY MEMORANDUM NO. 13-88

Subject: Standard Operating Procedures for Security Officers

Page 13

- D. All reports must be completed and turned in prior to securing duty.
- E. All reports shall be treated confidential until authorized for release by the General Manager.
- F. All reports submitted shall be truthful and complete. No personnel shall knowingly enter or cause to be entered any inaccurate, false or improper information.