

Our mission is to create a culture and environment that we feel will encourage learning, advancement, and promote a positive attitude for all our Patriot Hospitality Security Officers. This Hospitality Manual will help you achieve a greater satisfaction and drive which is highly desired from our Professional Security Services for all our Hospitality clients.

As a Patriot Hospitality Security Officer you will, from time to time, be faced with performing actions that require precise actions, procedures, and communications to be followed. It is imperative that you, as a Patriot Hospitality Security Officer perform these functions efficiently, correctly and accurately.

Quick Reference Acronyms:

GM -	General Manager
MOD -	Manager On Duty
FDA -	Front Desk Agent
OPS -	Operations Department
P/S -	Patriot Supervisor
S/O -	Security Officer
POV -	Personally Owned Vehicle

Learning Objectives: The student will have an understanding of the legal authorities pertaining to Security Officer and responsibilities and will be able to demonstrate proficiency in techniques and tactics necessary to carry out duties as a Security Officer. Always remember your main responsibility of a security officer is to **Observe** and **Report**.

General Information

Do security guards and private investigators have the power of arrest under this Act?

No. Patriot Security EOC does not provide a specific power of arrest to security guards.

Can I work as a security guard or private investigator without a license?

No. Everyone who will be acting in this duty must be licensed prior to working. Failure to meet the licensing requirement may result in the officer, his or her employer, or both, being charged.

Can I work as a security guard without a license while training?

No. Training is done in a classroom and during tours of job sites or practical demonstrations outside of the classroom. If the individual being trained is or may be called upon to act alone, or to assist someone at a job site in performing the duties of a Security Guard, he or she is not in training. Security Companies utilizing individuals as "Security Guards" before they have completed the training course and before they are duly licensed should contact the Registrar and enquire about obtaining a temporary license.

Qualities of a Security Person

The most important characteristic of a good security officer is **honesty**. They must also be:

- **trustworthy**
- able to stay **calm**, cool and collected

- able to **think quickly** on their feet
- able to **problem solve**

Communication

Communication is a key element in security as they must communicate with guests, hotel personnel, law enforcement officials and other community agencies to guarantee that appropriate levels of security are achieved

DUTIES OF SECURITY

The duties of a security guard can be categorized as being either ***static*** or ***patrol*** oriented.

Examples of ***Static*** posts include gatehouses or building lobby entrances. ***Patrols*** enable a guard to check the client's property in an efficient manner. When the responsibilities of a Security Guard are reviewed and analyzed, one of the most important factors is the need to identify and prevent situations that may affect the client's property.

This is achieved through the following means:

- building and perimeter protection;
- intrusion and access control;
- alarm and surveillance systems;
- fire prevention and control;
- emergency and disaster planning;
- prevention of theft;
- accident and safety protection;
- enforcement of rules, regulations and policies.

The skills necessary to accomplish the above-described tasks are varied, however there are some common elements. Some of these elements include:

- protecting buildings and grounds including all contents, occupants and visitors;
- enforcing rules and regulations related to security in and around the site;
- directing both foot and vehicular traffic in and around the site;
- being familiar with all special and general orders relevant to the site;
- supervising and enforcing all systems designed to monitor or identify personnel and vehicles entering the site or sectors within the site;
- conducting inspections of packages and vehicles as required;
- controlling access of people, product and vehicles onto the site, exiting the site and within the site;
- conducting and reviewing safety inspections of all areas of the site;
- maintaining the orderly operation of the site relative to its on-going safe operation;
- recording and reporting all relevant information pertaining to the security of people, products and vehicles to the security supervisor or, where so designated, the client's representative.

Basic Duties

In fulfilling these three primary responsibilities (***protection of persons, protection of property, and emergency-response services***), the duties of security officers include, but are not limited to, the following:

Patrolling Property

Conducting regular checks and inspections to insure building safety and security;

Reporting damage, malfunctions, faulty equipment or utilities, or

any unusual or questionable or dangerous or suspicious conditions or activities anywhere on property

Assisting all persons to comply with property regulations and rules of conduct on property

Demeanor

Security officers shall be visible but not obtrusive.

Officers shall be courteous in the performance of their duties, shall exercise patience and discretion, and shall not engage in argumentative discussions regardless of provocation. Officers shall not use coarse, violent, profane, insolent or sarcastic language or gestures and shall not express or by word or deed indicate prejudice concerning race, religion, politics, national origin, age, lifestyle, or other personal or group characteristics.

Security officers must realize that their highly visible public position carries special responsibilities and that the uniforms they wear grant them no privilege to be abusive or vindictive in executing their duties. Security officers shall be firm but courteous with all persons and diligent but fair in the performance of their duties.

Requests and Complaints

When someone asks for assistance, registers a complaint, or makes a report either by telephone or in person, officers shall obtain all pertinent information in an efficient, courteous manner and shall act upon these matters promptly, judiciously.

Conformance to Laws and Regulations

Security officers shall obey all laws of the United States and of any state or local jurisdiction in which the officer is present.

Officers shall not commit any act or omit any act that constitutes a violation of law, a violation of any rules or regulations of the

property, or a violation of any legitimate directives or orders issued through proper chain of command.

Public Statements and Appearances

Officers shall not address public gatherings, publish written materials, act as correspondents to news media, release or divulge information about the property or the department or in any way represent himself or herself as spokesperson for the property or department without prior permission from proper authority.

Neglect of Duty

Officers shall not engage in any activity or personal business that interferes with the performance of their duties or causes them to neglect or be inattentive to their duties.

Leaving Duty Post

Officers shall not leave the property grounds during their duty shifts for food for their meals. Food must be brought and consumed on property unless so directed by a supervisor.

Sleeping on Duty

Officers shall remain awake and alert on duty. Officers who are unable to do so shall report to their supervisor, who shall determine the proper courses of action. Officers found to be sleeping on duty shall be subject to disciplinary action.

Use of Tobacco

Officers may smoke tobacco when in uniform provided they are not engaged in traffic direction or control or are not engaged in direct contact with the public (except during meal breaks) and provided they adhere to property smoking regulations Use of chewing tobacco or dipping snuff while on duty is prohibited.

Use of Alcohol

Officers shall not possess or use alcoholic beverages while on duty or when in uniform. The odor of an alcoholic beverage on a security officer's breath or clothing shall be prima facie evidence that the officer is unfit for duty and subject to disciplinary action.

Hotel Breakfast Bar

Security Officers are not allowed to eat breakfast at the hotel. If someone offers you to eat from the breakfast bar, politely tell them thank you and decline the offer.

Possession and use of Drugs

Officers shall not possess or use any controlled substances, drugs, narcotics, or hallucinogens except those prescribed by a physician.

If it is identified that a guest is smoking in a guestroom (using legal or illegal substances), you must first notify the MOD/Front Desk Agent to make them aware of what you have observed. You **WILL NOT** enter a guestroom to inform them of the non-smoking policy of the property. Once the guest has opened the door and without trying to open the door further, if you observe what appears to be drug paraphernalia or what appears to be a make shift cooking lab, you will notify the MOD/Front Desk Agent at once. You will also contact dispatch to let them know of the situation.

Once you have notified the MOD/Front Desk Agent they will inform you to notify Law Enforcement (Non-Emergency number). These situations are best handled discretely as to not give the property a bad reputation.

Domestic Dispute

- If there is a complaint and it seems like it could be a domestic dispute (**two or more people arguing loudly, items being thrown**

in a guestroom/or in public, sounds of a physical altercation), you must notify the MOD/Front Desk Agent immediately. AGAIN NEVER ENTER a guestroom **without** a member of the property staff with you.

If the guest(s) fail to follow the request of the MOD/Front Desk Agent and the noise/arguing/fighting continues (using reasonable judgment), then 911 should be called.

Political Activity

Security officers when on duty or in uniform shall not engage in political activity on behalf of or against any candidate or political issues.

Visibility

Patrol officers while on duty shall not sequester themselves, nor shall they conceal themselves except when assigned to do so, for security purposes. Security officers shall be immediately and readily available to the public during duty hours.

Reporting for Duty

Officers shall report for duty at the assigned time and place and shall be physically and mentally fit to perform duties. They shall be in complete and proper uniform, shall be properly equipped, and shall be fully aware of all information required for performance of duty so that they may immediately assume their assignments.

Unsatisfactory Performance

Officers shall maintain physical and mental competency to perform their duties properly and execute the responsibilities of their positions. Unsatisfactory performance shall include, but shall not be limited to, lack of knowledge of the application of laws, rules, and regulations; unwillingness or inability to perform assigned tasks; failure to conform to work standards; failure to take appropriate

action within their realm of responsibility; absence without leave; disorderly behavior or misconduct on duty; or repeated infractions of rules, regulations, or directives.

Notification of Illness or Injury

Officers unable to report for work due to illness or injury and officers injured on duty shall all information to Patriot Security EOC

Familiarization with Current Orders

Before beginning a tour of duty, Officers shall acquaint themselves with all matters affecting the execution of their duties.

REPORTS

Timeliness and Completeness of Reports

Officers shall submit all reports on time and in accordance with established procedures. Reports shall be truthful and complete. No officer shall knowingly enter any inaccurate, false, or improper information in any report, oral or written.

Incident Investigations and Reports

All unusual incidents, irregularities, or suspicious incidents shall be reported and a log entry made. Examples include, but are not limited to, injuries, damage to property, suspicious persons or vehicles

Filing Reports

The officer making inquiries regarding incidents shall be responsible for submitting a written Incident Report containing the names of individuals interviewed; dates, times, and locations of interviews; information acquired; and the relationship, if any, to other similar incidents.

Suspicious Incidents and Infractions

Security officers shall prepare Reports on all matters commonly accepted as "suspicious" or infractions of regulations and procedures. Examples include, but are not limited to, unauthorized persons found on property after normal closing; vehicles left unattended on property for extended periods of time; unauthorized people discovered in restricted areas or other facilities without authorization.

Hazardous Conditions

Security officers shall be responsible for reporting any condition or hazard to the general health, safety, and welfare of the property community. Verbal notification of such conditions shall not normally be sufficient of itself and shall be followed by a written report. Examples of such conditions include, but, are not limited to, trees or shrubbery blocking vision or signage; spills, debris, or other conditions (such as icy walkways) that might cause falls or other injuries; water leakage or accumulation that might jeopardize electrical systems or cause damage to property; broken or low-hanging limbs that might impede vehicle or pedestrian traffic or might fall and injure individuals or damage property.

Reports Essential

To be effective, they should include the five 'W's' and the one 'how'. While some of the questions may not have answers at the time the report is drafted, a thorough report will try to answer as many questions as possible. Remember, your goal is to paint a clear picture of what transpired for the person reading or hearing the report. Try to imagine hearing someone else telling you about a movie they have seen. If key messages are missing, the picture you have in your mind of the movie would be incomplete. A person who relies on your report to explain what has happened is trying to do the same thing.

Make sure these basics are covered in your report.

1. **WHO?**

- Who was involved?
- Who was the complainant?
- Who witnessed the event?
- Who was the accused/suspect?

The “who” of the report describes anyone involved in the event, It can include people like: a victim; the person making a complaint, or asking that something be done, or stating that something was observed; who initiated the event; who reacted to the event; who owned property affected by the event; and so on.

2. **WHAT?**

- What actually happened?
- What evidence is available?

It includes things like: a description of the events that occurred; what actions were taken by the people involved (including the security guard); what evidence is available (not only the physical evidence, but also what witnesses will state), and what was done with the evidence.

3. **WHEN?**

- When did the event occur?

The time and date are essential parts of the report. The events should be laid out in sequential order. Record things like: when you last observed the area prior to the occurrence; when the event began; when it ended; when you had contact with a witness; and when police, the fire department, or the ambulance arrived.

4. **WHERE?**

- Where did the event occur?

Describe the environment and where you and the other individuals

were at the time. This area of the report states the location of the incident; where the witnesses were located; where the evidence was discovered; where the accused was found, and so on.

5. **WHY?**

- Why did what happened, happen?

What motive was there for the incident? Why did this particular series of events occur? Many of these questions can be determined by investigation at the scene. Some questions may remain unanswered even after a thorough investigation.

6. **HOW?**

- How did this event come to your attention?
- How did the event take place?
- How did the accused act?
- How did the witnesses act?
- How was the evidence recovered?
- How was the suspect/accused arrested?

This portion describes how the incident took place and what action was done in response.

Format

Reports should be written the same way to guarantee that a consistent product is produced. The consumers or end-users of the reports should be able to find the same elements in all of the security reports they encounter. Consumers of the reports will have an easier time distilling out the essential information in the reports, if they are all written in a consistent manner.

Hospitality Officers

Recommendations for Success

Room Deliveries

From time to time the front desk agent or night auditor may ask you to run towels or miscellaneous items to a guest room to accommodate their request. We always tell them no problem and make the delivery. Always lightly knock on a guest room door when making a delivery as guest in adjacent rooms may be sleeping. Always using sir or ma'am when speaking to them. Polite and professional is always the best approach.

Leaving Property or Abandonment of Post

Once you arrive on post and begin your shift, you are not to leave the hospitality property for any reason. If there is an emergency or you are feeling to ill to continue work, call the dispatch/check in number and let the supervisors know you need to be relived of duty. You are not to leave until your relief arrives.

Noise Complaints

Always remember when approaching a room with a noise complaint, to be polite and professional. Let them know if they receive another complaint, they could be asked to check out of the hospitality property immediately. When handling noise complaints, never tell the loud guests where or what room the complaint came from.

Break-Ins

80% or more of your time will be in the parking lots patrolling to prevent car break-ins. The most commonly broken into vehicles in are oversized pickup trucks. While patrolling if oversized trucks are noticed on site, pay extra special attention to these vehicles, especially if they have large toolboxes mounted in the truck bed. Odds are if something is going to be broken into on your shift, it will be one of these vehicles. When patrolling always look down on the ground between the rows of cars looking for glass. If glass is noticed, immediately begin to fill out an incident report. Always

remember to get the color, make, model and license plate of the vehicle. Once this information is compiled please call dispatch and let them know. Also, immediately let the front desk or night auditor know about it and let them know you will be calling the police to file a report.

If the police do come out and do a police report, always put the police report number in the patriot incident report and fax it to the number on the incident report before you depart at the end of your shift. If you see a break-in in progress, immediately report to the front desk and let them know and immediately call the police. Never approach suspects while in the act of a break-in, they could be armed and dangerous.

Folios / Express Checkouts

Some hospitality properties will require you to deliver the folios or express checkouts. These are the guest's credit card receipts for payment. It is very important these are slid completely under the door and out of site by anyone passing by down the hall. These receipts can have sensitive credit card and other private information on them, and therefore must be out of site.

Greeting Guests

When coming in contact with a hospitality property guest anywhere on the property always be polite, professional and friendly. Greet them with hello, good evening, or good morning. Hospitality property employees use something called the 20/10 rule, and it's easy to remember. At 20 feet away, you make eye contact, and at 10 feet away you verbally greet them.

Weapon into the Hotel

If it is observed that a guest has brought a firearm into the hotel, check with the MOD, the General Manager to verify whether or not

that facility allows firearms within the property.

If it has been determined that the property allows the firearms you may ask the guest politely to see their LTC License.

If the property has displayed the 30.06 and or the 30.07 signage which prohibits the carrying of a firearm on the property even with a license, you may inform them politely that the firearm is not authorized inside the property.

If you are a commissioned security officer(licensed to carry a duty weapon) and you are working a non-commissioned post, are you allowed to carry your firearm? NO, this is against state law and you can be arrested if TDPS conducts a site inspection.

Sitting in Vehicle

At no time are you to ever be sitting in your vehicle while on duty. Any hospitality property employee that sees this will perceive it as the officer was sleeping in their car, on their phone or avoiding their job duties. If you do have to go into your car to get a drink or lunch it is recommended to let the front desk know.

Friends or family on Property

No friends or family are allowed on hospitality property at anytime. You will need to bring something to eat with you if you plan to eat during your shift. Likewise, friends or family cannot deliver food or drink to you while on duty.

Extraordinary requests

If hospitality property employees make unreasonable request for you to perform a task you are uncomfortable with or don't feel safe doing, always call dispatch for guidance. Security officers should not be filling vending machines, making up dirty rooms, using vacuums or doing general maintenance functions around the hospitality property. If you are approached and asked to do any of these things, don't say "I am not going to do that", say ok, and make a call to dispatch to confirm.

Hanging out at the front desk

One of the most common complaints we get from hospitality properties, is our officer is spending all night at the front desk. 95% of the hospitality properties we service have internal and external cameras that are recording at all times. So if you are hanging out socializing for lengthy amounts of time at the front desk, eventually the General Manager of the hospitality property will see this when reviewing the cameras. If the front desk clerk or night auditor is the one who is keeping you up there talking for long, please let them know you have to get back to work and perform your required post order duties.

TYPES OF HAZARDS ROUTINELY ENCOUNTERED BY SECURITY GUARDS

hazards may include the following:

Crimes against the person

These crimes can include all forms of offences included under the Criminal Code. When there is a risk of these crimes arising the role of the security guard will primarily be either preventative or will be to provide assistance to the victim or to the police (during the investigative process). Security guards can be extremely beneficial to both the victim and the police because of the information they can provide.

An alert security guard may recognize a threat in the workplace and be able to take steps to prevent the commission of a crime. In addition, a security guard may be able to recall, for the police, details that may be several days old, because the suspects chose to survey the scene of the proposed crime several days in advance of the crime. An observant security guard may have recognized suspicious activity and have made either a mental or written note of the observations.

Crimes against property

Crimes against property also include all manner of offences under the Criminal Code, as well as other appropriate statutes. The security guard may encounter individuals attempting to steal company or private property from the workplace, break into the premises after business hours, or attempt to destroy personal or company equipment.

Accidents

Many large companies have occupational health and safety officers whose primary responsibility is to ensure that accidents do not occur in the workplace. On those occasions when accidents do occur, or when the occupational health and safety officer requires assistance, security may be called on to provide assistance. In companies that do not have a health and safety officer, the security guard may be asked to assume those responsibilities.

In the event of an accident, the security guard may be responsible for:

- the orderly evacuation of the workplace;
- the securing of the accident site for the police and workers compensation investigators; and
- the preservation of any evidence that is likely to disappear before the investigators arrive.

In some cases, this evidence may be of a physical nature such as small pieces of equipment, liquid likely to evaporate, and personal observations like smells and sounds. In other cases, the evidence might be the correct identification of any witnesses to the accident. Accurate note-taking, coupled with keen observation skills and attention to detail will make the security guards “report” quite useful. Other actions, such as taking photos or drawing accurate sketches of an accident site will enhance the security guard’s comments.

ASSIGNMENTS AND DUTIES

STATIC POST AND PATROLS

Guards may be required to perform many different duties, two of the more important are at a fixed post and patrol.

STATIC POST

The fixed post is usually located at a point where both pedestrians and vehicles can be checked before they are allowed to enter or leave a facility. Other duties for a fixed post may include the following: guarding a vulnerable point, control of access, surveillance of some apparatus or certain installations, and identification control. It must be emphasized that the tasks of the guard are usually contained in the orders of the post to which they have been assigned. The guard must not deviate from them; any action that is taken must never be counter to the orders.

PATROL POST

If a security guard is assigned to a patrol, he or she will be required to perform the patrol of the designated area and return to the post when finished. To carry out this type of patrol, the guard must move about normally, following a prescribed frequency, covering the points to be checked. The guard must give a detailed report of these rounds, drawing attention to abnormal events and actions noted in each round tour.

ROVING PATROL

This mobile form of patrol allows a security guard to be more flexible when covering a large area. Guards performing this function may be on foot or in a vehicle.

VEHICLE PATROL

This type of patrol normally covers areas that are too great to be

covered on foot. The vehicles are usually equipped with radios or mobile telephones and commonly are in constant communication with the dispatcher. Precise instructions are given about the type of patrol required. The patrols will often include parking lots, storage yards, perimeter fence lines, outer perimeters and areas that are impractical to patrol on foot.

STANDING ORDERS

Standing orders are instructions that are of a permanent nature and apply to a specific site. They provide the Security Guard with direction regarding company policy.

POST ORDERS

The post order is a document that delegates the task of security from the property owner to the Security Guard.

The delegated authority includes not only the functions that the Security Guard is to carry out, but it also supplies the methods to be used in executing these functions.

Other information post orders may contain:

- (a) **OPENING LETTER:** should provide authority from the property management and provide a few details about the purpose and scope of objectives of the orders;
- (b) **INDEX:** should be placed in such a way to accommodate revisions and amendments;
- (c) **EMERGENCY NUMBERS:** a list of all emergency numbers should be available to the Security Guard. Fire, police, ambulance, maintenance, company officials involved in the provision of security services, your supervisor, are some of the numbers that must be kept current;
- (d) **SECURITY OPERATIONS:** should include a schedule of the hours that each Security Guard is to work, the location of each

post should be shown in this section as well as a brief description of the duties expected of each Security Guard;

(e) **REPORTS:** should indicate what type of report is required at the end of each shift, as well as acknowledging reports submitted by Security Guards regarding such matters as building security;

(f) **RESTRICTED AREAS:** Post orders will usually contain policies or provisions on all restricted areas within a facility. Some of these areas will be restricted to employees only. Documents and photographs should be kept on hand and checked prior to allowing individuals to enter restricted areas.

Important Duties

The important duties of a security officer are to:

- Officers must check in with the MOD/Front Desk Agent at the beginning of the post at a minimum every hour as well as at the end of their post to make sure everything is good prior to leaving the property.
- Patrol all areas of the property at random times to ensure guest and employee safety and security (surveillance)
- Utilize electronic surveillance of public and employee areas if necessary
- Investigate any incidents reported by guests and employees, determine if law enforcement should be involved, and assist law enforcement as needed.
- Keep a current and active log of all “security incidents”
- Report to management the results of daily patrols, all investigations, and other security activities experienced
- Safeguard sensitive guest information and confidentiality
- Keep in touch with Front Desk personnel at all times

- Respond to medical emergencies of guests and employees
- Respond to the death of a guest or employee by evacuating the area and leaving the scene of the death as is until authorities arrive and take control
- Respond to elevator malfunctions, especially when a guest or employee is trapped inside the elevator
- Maintain a Lost-and-Found system, tag item with date found, place found, found by __, condition of item found
- Emergency preparedness
- protocol for emergency situations

Key control – (controlling access)

Two-Way Radio Etiquette

Get familiar with the etiquette of two-way radio communication. Learn warlike talkie lingo. To make radio communication go more smoothly, over the years certain rules, or etiquette, have been established. Below we have outlined the basic etiquette a radio user should understand. It will help improve your overall experience when using your radio!

Basic Radio Etiquette Rules

- **The international radio language is English**, except in cases where you are licensed to speak in some other language.
- When using a two-way radio **you cannot speak and listen at the same time**, as you can with a phone.
- **Don't interrupt** if you hear other people talking. Wait until their conversation is finished unless it is an emergency. If it is an emergency, inform the other parties that you have an urgent emergency message (see "Emergency Calls" below).

- **Do not respond if you aren't sure the call is for you.** Wait until you hear your call sign to respond.
- **Never transmit sensitive, confidential, financial or military information.** Unless you are certain your conversations are secured with the proper level of encryption for the level of sensitivity, assume your conversations can be heard by others.
- **Perform radio checks to ensure your radio is in good working condition.**
 - Ensure the battery is charged and the power is on.
 - Keep the volume high enough to be able to hear calls.
 - Regularly make radio checks to make sure everything is working and that you are still in range to receive signals.
- **Memorize call signs and locations of persons and radio stations you communicate with regularly.**
 - In radio communication you are not called by your name. Everybody has their own unique call sign.
 - If the MOD/Front Desk Agent calls you on the radio, listen for their instruction and repeat it back to them. If they are requesting your assistance at the front desk then you must stop what you are doing and report to the front desk or they area they have requested to meet you.

Think before you speak.

Decide what you are going say and to whom it is meant for.

Operating a Golf Cart

- Operators must obey and follow all traffic rules.
- Drivers and passengers must remain seated while the vehicle is moving.
- If the golf cart has seat belts or restraints, the operator and all passengers should be belted.
- Never exceed the number of available seats for the number of

passengers

- Never back up the golf cart without first looking to make sure there are no possible collisions.
- Never shift gears while the vehicle is in motion.

Safety Tips for Preventing Accidents in Golf Cart

Never attempt to chase down a person you in the cart.

Never try and conduct a speed (how fast the cart can go)

- Always give the pedestrian the right of way, especially when driving on sidewalks.
- All passengers need to keep hands, arms, legs and feet inside the golf cart when the Golf cart is in motion.
- Approach sharp or blind corners with caution and reduce speed.
- Reduce speed to compensate for inclines, pedestrians and weather conditions.
- Never leave the keys in the golf cart when unattended.
- Maintain adequate distance between vehicles and pedestrians.
- When the golf cart is not in use, place the control lever in park or neutral position and Set the parking break.
- Always consider the terrain, as well as environmental factors that may affect your Ability to operate the vehicle safely.

Inspecting and Maintaining a Golf Cart

Inspect each golf cart daily before use. If the golf cart is in need of repairs or maintenance, the Vehicle should be taken out of service. Report any damage or maintenance needs to a supervisor Immediately.

- Check tires for proper inflation, cuts or punctures.
- Check that steering is normal.
- Check that forward and reverse gears are operational.
- Check brakes for proper operation.

Battery Recharge

When recharging the batteries, observe the following safety rules:

- Recharge the cart in the designated charging area, parking close to a fire Extinguisher.
- Do not smoke near the recharge station.
- Use only an approved battery charger to recharge the batteries (designed to shut off Automatically when the batteries are fully charged).
- Do not recharge near an open flame or source of ignition.
- Disconnect all battery charger cords before using the golf cart.