

SEMD-SD-ADM-108 – Protective Force Expectations

1. Purpose

This policy establishes the rules for conduct that must be followed along with the requirements and standard approach for Pro-Force shift work.

2. Scope

The scope of this policy is to establish a standard for the conduct of the Pro-Force, to define scheduled work hours, shift change (pass-on) procedure, personal time off requests, and call offs. The Pro-Force is required to be familiar with these rules as violations may subject the employee to disciplinary action.

3. Applicability

This policy applies to Pro-Force.

4. Effective Date and Date Reviewed/Updated

This policy went into effect on 10/1/2023 and its update was effective on March 18, 2024.

5. Policy

a. Rules for Conduct

Pro-Force members shall abide by and are responsible for performing all duties in accordance with all environmental, health, and safety regulations and practices pertinent to this position.

Pro-Forces members shall not neglect any required duty and shall abide by all proper orders, rules, administrative policies & procedures, DOE Directives and similar legitimate job requirements.

Pro-Force members shall be civil, orderly, courteous, and professional in conduct to the department at all times. Pro-Force will not threaten or intimidate by the use of insolent language or use profanity in their dealings with the public, lab personnel or each other. Rudeness, arrogance, and sarcasm will not be tolerated.

Background noise in the Training Center must be kept to a low level in order to avoid being heard through the radios and telephones, or distracting others. Music will not be played and watching movies/videos on the computers is prohibited.

Profanity and lewd or offensive comments are not considered acceptable language in a professional working environment and are prohibited at all times.

Pro-Force members shall always project themselves in a professional, business-like manner when transmitting on the radio and speaking on the telephone as well as when interacting with peers, Fermilab employees, and the public.

Statements or gestures which may demonstrate derogatory connotations, contempt or disrespect towards any race, religion, nationality, gender, or sexual orientation are not allowed at any time by employees while on duty. Openly expressing opinions regarding sensitive subjects that may have a damaging effect on another employee is strictly prohibited.

Material containing obscene, profane, offensive, or discriminatory messages shall not be displayed in any form.

Because of the critical importance of working closely as a team, Pro-Force members must consistently exercise professionalism, courtesy, patience, and tolerance toward co-workers. Pro-Force members shall not conduct themselves in a manner that willfully obstructs or hinders another employee's ability to complete their assigned duties.

Proper posture is a necessity for efficient response to radios, telephones, emergency response and daily security operations. Therefore, Pro-Force members may not prop their feet up on desks or chairs.

Pro-Force member shall not sleep while on duty.

Personal cellular phone usage including text messaging on any hand-held communications device shall be limited while on Post hours. Personal cell phones or other hand-held

communications devices must be kept stowed in the Pro-Forces personal bag or in their pocket while on duty and must either be powered off or on vibrate/silent mode. Messages may be checked and/or responded to when employee is on break from professional duties. Personal cellular phones may be used by management staff as necessary while conducting the official business/professional duties of security operations.

Pro-Force member shall not leave their work assignment or the premises during tour of duty without the permission of the Security Supervisor. A face-to-face relief must be obtained.

Pro-Force member shall clean their workstation with the provided cleaning solutions at the beginning and end of each shift. Garbage bags must be removed at the end of the shift. The Break Room must be cleaned after each use.

Pro-Force members shall not congregate in a single area except when instructed to do so for special events, directed by the Physical Security Manager, Security Supervisor or Designee.

Pro-Force member will make full, accurate, and truthful reports, both written and/or verbal, when required by a superior.

Pro-Force member are required to read and respond, if necessary to all e-mail messages addressed to them in the Fermilab e-mail system.

No unauthorized device may be plugged into any power supply in the Training Center, Control Posts or Security vehicles.

It is the responsibility of the Security Lieutenant to monitor the activity in the Training Center, Control Posts and Security vehicles to ensure that all Rules for Conduct are abided by. Supervisors will use their discretion in determining when an activity should cease.

b. Pro-Force Uniform

The Shift Lieutenant shall not permit a Pro-Force member to staff any post who is not wearing the prescribed uniform and/or related equipment. The Shift Lieutenant shall notify the Security Supervisor and take immediate actions to staff the vacancy. All Pro-

Force members shall be in uniform and ready to begin work promptly at the start of their shift and shall remain on the job on site and in full uniform until the end of their full tour of duty. Each shift begins with a 30-minute paid Guard Mount. Pro-Force member scheduled to work 7.5 continuous hours or longer are authorized a 30-minute unpaid meal period beginning no later than 5 hours after the start of the shift. Guard Mount for employees scheduled to work less than 5 continuous hours shall be conducted on post during the scheduled work period (This clarifies the paid roll call and unpaid lunch). All uniforms shall be furnished and maintained by FRA and are approved by the Physical Security Manager prior to issuing to the Pro-Force. They will be adequate to protect employees for the following range of weather conditions: -65 F chill factor to 100 F above, encountered over the years at Fermilab. Only issued uniform items will be worn while on duty. All uniform items shall be new, not previously issued, unless specifically waived in writing by the Physical Security Manager. The Physical Security Manager will review the itemized list of uniform items to be issued to each employee. Uniforms shall indicate the rank through insignia and style.

c. Uniform Requirements

- a) The Pro-Force shall carry flashlights and lithium-ion batteries during tour of duty.
- b) The Pro-Force shall wear safety shoes while assigned to Fermilab. All safety shoes must be black in color and meet ANSI Standards.
- c) The Security Shift Lieutenant shall carry metal handcuffs, with fully enclosed case to match utility belt for the Lieutenant's post
- d) The Pro-Force shall carry 'Oleoresin Capsicum' (O.C) spray, with case suitable for attachment to the utility belt, for each post. The provided canister shall be the type that dispenses the contents in stream mode. Detailed inspection and inventory will be conducted bi-monthly. Discrepancies will be reported immediately.
- e) All Security personnel have the option to wear short-sleeve or long-sleeve shirt year-round unless directed otherwise by the Physical Security Manager or Designee.
- f) Pro-Force shall report for Category II training in a complete uniform appropriate for the season, unless directed otherwise by the Physical Security Manager or Designee.
- g) Shoulder patches shall display the Fermilab name/logo on all outerwear. It shall not contain the word "Nuclear" or their logical derivatives and must be approved by FRA.

h) In-Depth uniform inspections shall be conducted biannually.

d. Pro-Force Grooming Standard

All Pro-Force members must always be professionally uniformed and well groomed.

- a) The wearing of wigs or hairpieces to cover natural baldness or a physical disfiguration caused by accident or medical procedure is allowed. The wig or hairpiece must conform to the standards described below.
- b) For the purpose of uniformity, while on duty, medical I.D. bracelets, wristwatches, more than one finger ring, and religious medals under the shirt are the only type of jewelry that may be worn. Body piercing shall not be visible to the public at any time, including tongue piercing.
- c) Hair will be of a natural color, and well groomed. Hair shall be arranged in such a way, so it does not extend past the top of the uniform collar. Hair may be pinned securely against the head to meet this requirement. No ribbons or ornaments shall be worn in the hair. Non-decorative, inconspicuous bobby pins, barrettes, clips, or hair bands may be used to meet this standard. The hair will be clipped at the edges of the side and back and will not fall below the top of the uniform collar. Hair will be styled in a manner so as not to interfere with the proper wearing of the uniform hat. While wearing a uniform hat, hair will not be visible below the visor.
- d) Sideburns will not extend below the bottom of the earlobe and will not be styled to taper or flare. The sideburn hair will not be excessively bushy.
- e) The face will be clean-shaven or Pro-Force members may maintain a neat and uniformly trimmed full beard; no more than 1 Centimeter (CM) in length. Beards cut in a pattern are prohibited. Shaping, pencil thin, trimming, designer beard “Chin strap” or other cosmetic effects are prohibited. Goatees will not be allowed for uniformed personnel, except that a mustache may be worn. When worn, a mustache will be neatly trimmed and not be excessively bushy, rolled, or curled, the mustache shall not extend below the upper lip.
- f) Requests for exemption from individuals having a documented case of Pseudo folliculitis barbae (SOB) will be evaluated on a case-by-case basis and must be authorized by the Physical Security Manager.

- g) Requests for exemption by individuals claiming a legally mandated religious exemption will also be evaluated on a case-by-case basis, as authorized by the Physical Security Manager.
- h) Personal care products such as cologne, perfume, aftershave lotions, scented lotions, fragranced hair products and/or similar products are to be limited while on duty. This includes while operating GSA owned vehicles.
- i) Use of air fresheners and candles are prohibited from the facilities owned and operated by Fermilab Security Staff including GSA owned vehicles.
- j) Use of cleaning products other than those purchased and issued by Fermilab are prohibited for cleaning personal workspaces including GSA owned vehicles.
- k) Fermilab permits Pro-Force members to display tattoos that do not pose a conflict with the Security Department Mission or environment. Factors that Security Department will consider when determining whether body art is unacceptable to display include: Offensiveness depicts, describes, or refers to intolerance of, or discrimination against, any race, color, preference, creed, religion, gender, national origin, sexual orientation, or it is commonly associated with any organization or group which advocates such intolerance or discrimination; or it brings discredit upon to the organization or violates a reasonable person's standard of decency or morality. A tattoo is considered inappropriate if it depicts gang related images, racially inappropriate images, sexually suggestive, religious, ethnic, or explicit images, is extremist or that undermines the Security Department in images or words. No tattoo, all or in part, shall be located above the collar bone, Face, Neck, Fingers or on the hands. Any disputes over whether or not a tattoo is considered to be offensive or inappropriate shall be brought before the Physical Security Manager. All clothing worn to cover up the tattoos must be in compliance with the uniform policy.

e. Shift Schedule Work Hours

Pro-Force members are not assigned to permanent shifts and may be required to change shifts at any time. The following shifts represent the scheduled work hours all Pro-Force must work. This includes scheduled Guard Mounts which are a half hour overlap and is intended to ensure accurate and appropriate shift change (pass-on) communication occur (1st shift 2230 – 0700, 2nd shift 0500-1400, 2nd shift 0500 – 1630, 2nd shift 0530 – 1800, 2nd shift 0630

– 1500, 3rd shift 1330 - 2200, 3rd shift 1430 – 2300). The expectation is that all Pro-Force members will report to and leave from their respective scheduled shifts during these hours after a face-to-face relief has been obtained.

Lunch breaks are 30 minutes and should be taken away from the security post/assignment. The portable radio should be taken while on lunch or break in case of an emergency. If you respond to an emergency call from your lunch break, you will be paid for the time that you spent assisting with the emergency. You may resume the remainder of your lunch break after the emergency call has ended. If for any reason, the emergency has caused you to not be able to take your lunch break or does not allow you to be able to return to complete your lunch break, you must notify the Security Lieutenant immediately once everything has been resolved. The Security Lieutenant will notify the Security Supervisor and document it.

If any of these circumstances arise, you must notify the Security Lieutenant of the interruption to your lunch immediately with the following information:

- Time you started your lunch break.
- Time of the emergency call and type of emergency
- Time spent on the emergency call.
- The time you returned to complete your lunch break.

Please note that employees may not work through the meal break to either shorten the workday or create additional paid time, regardless of whether the additional paid time has a premium pay effect at the end of the work week. If scheduled for a twelve-hour shift, an employee will be afforded a 45-minute lunch break.

Pro-Force members are expected to remain for their entire scheduled shift and check the schedule daily for any changes. Early departures must be approved in advance by the Security Supervisor.

Late arrivals should be avoided. If you are going to be late, it is your responsibility to notify the Security Shift Supervisor, or in his/her absence, the senior Security Supervisor as soon as possible. Provide a time estimate of your arrival. It is understood that unforeseen circumstances do occur on occasion making advance notice difficult. Exceptions will be

made on a case-by-case basis. All late arrivals and call-offs must be documented and reported to the Security Supervisor. Corrective action may be taken if one (1) or more of the following occur;

1. Two (2) late arrivals greater than 30-minutes in a 30-day period.
2. Three (3) late arrivals in a 30-day period. Failure to call/notify the Shift Lieutenant of the tardy prior to the start of your shift.
3. Failure to report at the agreed upon time.

All Pro-Force members are expected to complete and approve their FTL timecards each week, to reflect actual work hours.

f. Shift Change (Pass-On)

Shift change/Guard Mount is crucial in the daily operations of the Security Department. It is of the utmost importance to effectively communicate all events (emergency and non-emergency) during your scheduled shift. Minor, everyday details may be important for the oncoming shifts. In coming shifts should review the shift Pass-on email and the Security Lieutenant email for events that may require additional follow-up. In addition to the Shift Lieutenant Pass-on email, the Security Shift Lieutenant will review the Security Lieutenant email and communicate with the SOC when needed. Review memo's, emails, utility outages and Lab calendars for events impacting your shift. Be sure to complete the shift turnover checklist.

g. Sick Calls and/or Family Emergencies

Sick leave may be used to cover absences if an employee is unable to work due to his or her own physical or mental illness, injury, or medical condition or to obtain diagnosis, care, or preventive care from a health care provider. Sick leave may be used for to care for a covered family member for the purposes listed above, as well as for personal care. Sick time is not paid on a day recognized as a holiday, days scheduled as vacation, and regular workdays when the Laboratory is officially closed. The Security Supervisor is responsible for monitoring attendance, notifying the HR Partner of absences more than 5-consecutive days, and coordinating with the HR Partner to implement corrective action to resolve attendance problems. Corrective action may be taken if one (1) or more of the following occur;

1. Unauthorized leave
2. Failure to report for work, not notifying supervisor/manager.
3. Failure to observe assigned work hours.
4. Two or more “Call-offs” from scheduled duty within one month period.
5. Failure to call-off before four (4) hours of reporting for duty.
6. Leaving assignment without proper relief or without authorization.

If you are unable to work your scheduled shift, the following procedure will be followed. It is your responsibility to notify the Security Lieutenant no later than 4 hours or as soon as possible. It is understood that unforeseen circumstances do occur on occasion making advance notice difficult. Exceptions will be made on a case-by-case basis.

If a person calls off work the on-duty Security Shift Lieutenant shall use the following protocol to fill the vacancy:

1. Call a Pro-Force member who is on a day off who normally works the same shift.
2. Call a Pro-Force member who is on a day off regardless of their normal shift.
3. Get an on-duty Pro-Force member to hold over for 4 hours and call one of the following shift’s Pro-Force members to come in 4 hours early. This may require mandatory coverage.

If the call-off occurs eight (8) or more hours before the affected shift, make the above arrangements allowing 30 minutes for voice-mail messages to be returned. The shift will be offered to the first responder.

Exclusions to personnel filling a vacant shift:

- Double shifts shall be avoided if possible
- Double backs should be avoided
- A worker must not work 60 or more hours in a week without pre-approval of HR.

Documentation

- Report all call-ins by email to the Duty/On-Call Supervisor.
- Report all calls made to cover the vacant shift by email to the Duty/On-Call Supervisor.

-Notify the Security Supervisor of all call-offs, either in person or via email if off hours and weekends.

h. Overtime

Overtime is expected in shift work. All overtime will be offered in a fair and equitable manner. Overtime will be offered in the same manner as in call offs.

i. Vacations

All requests should be sent via email to the Security Supervisor and appropriate Shift Lieutenant at least two (2) weeks in advance of the actual requested time off. Short notice, less than twenty-four hours in advance of the requested time off, are difficult to fill and should be avoided. Requests will be reviewed on a case-by-case basis. Any employee who becomes ill during a scheduled vacation cannot change a vacation day to a sick day; scheduled vacation days count as vacation even if an employee would ordinarily have taken a sick day. Only one Pro-Force may be on a scheduled vacation at a time. A calendar will be displayed below the schedules that will show what days have already been requested/approved off. While vacation request approvals are based on first to submit request via email, when it comes to holiday requests there will be other deciding factors. Deciding factors will be if the officer requested the same holiday off the previous year, the officer has several requests for different holidays in the same year, or if the officer has been working all the holidays and would like to request one off.

j. Security Department Continuity of Operations Plan

The Security Department is staffed with the following parameters in accordance with the Security Department Continuity of Operations Plan. The Security Department will be operational 24/7, 365 days a year. In order from best case to worst case scenario, these steps will be taken:

- Fully staffed on all three shifts, follow standard protocol.
- Pro-Force members move to 12 hour shifts to maintain full shift coverage.
- All vacations will be cancelled to maintain full shift coverage.
- Security Shift Lieutenant fills in for shift work to maintain coverage. Some Officers may be temporarily moved to other shifts to maintain operations.

- Officers may be required to work 16 hour shifts to maintain operations but should be approved by the Physical Security Manager. All attempts shall be made to keep officers from working more than 16 hours of overtime each week. Anyone working 20 hours or more of overtime in one week, must have prior authorization.
- A Security Shift Lieutenant may be utilized to fill a shift opening and aid the Security Supervisor with daily functions.

6. Definitions

Shall – The use of the word “shall” indicate a required action.

Should – The use of the word “should” indicate a recommended action.

SOC – Security Operations Center

FRA – Fermi Research Alliance

7. Responsibilities

Physical Security Manager is responsible for the oversight and management of the Physical Security Program and compliance with the SSP and assists with Safeguards and Security alignment.

Deputy Physical Security Manager is responsible for overall guidance and direction.

Security Supervisor is responsible for managing the daily operation of the Security Protective Force including scheduling work shifts. He/she is responsible for updating this procedure as needed. He/she ensures that all Pro-Forces understand and implement this procedure. Additionally, implementing Protection Program Operations initiatives and ensuring compliance with policies and procedures.

Shift Lieutenants are responsible for the adherence to all guidelines presented within this policy.

Pro-Force members are responsible for understanding and implementing this procedure and reporting any inconsistencies, failures, or changes needed in operator aids to the Deputy Physical Security Manager in a timely manner.

8. Authorities

HR Personnel Policy

Fermilab Site Security Plan

DOE O 473.2A Protective Force Operations

9. Owner

The Physical Security Manager is the owner of this policy.

10. Review Cycle

This policy shall be reviewed annually.

11. Communication Plan

The requirements of this policy shall be communicated by the Security Supervisor to all Pro-Forces, and periodic training shall be provided by Security Training Supervisor. This policy shall be available in the Fermilab SharePoint. The Security Supervisors are responsible for the communication of this policy.