

SECURITY PLAN

The Oddfellow Temple

1828 Oak Street
Los Angeles, California 90015

Definition of security:

- Freedom from exposure to danger, safety or a place of safety.
- Feelings of or the assurance of safety or certainty.
- That which secures a means of protection and defense.

Goals:

- To create a safe and secure environment within Oddfellow Temple for all patrons
- To provide a level of control and safety for all arriving and departing guests of the Oddfellow Temple.
- To mitigate any noise or inappropriate conduct directed at the immediate neighbors and leaseholds by patrons upon entry or departure from Oddfellow Temple.
- To diffuse all situations as they occur. The Oddfellow Temple Security Staff will provide a strong presence by blending integrity and professionalism with advanced techniques of physical security, protection and detection. Current practices of the industry will be augmented with law enforcement strategies and tactics.

Introduction:

A strategy of deterrence will be adopted as to minimize the impact of additional traffic to the community while ensuring the benevolent effects of revenue and business. A policy of zero tolerance will be enacted against narcotics and other contraband. Proactive measures will be utilized (as training is available and techniques are safe). A policy of full disclosure/full cooperation will be in effect towards law enforcement personnel and other city officials. Additionally, full cooperation and coordination with neighboring businesses will act as a force multiplier of security for the community, businesses, patrons and employees.

Uniform for all Security

Security Uniforms: All Security staff will be required to wear
Black Trousers, (No Jeans)
A Plain Black T-Shirt or Polo Shirt
Black Security Jacket- Approved or Provided by the Oddfellow Temple

Structure:

* Hours of Operation: 24 hours a day

Security listed below is when venue is at full capacity. This plan is augmented based on nightly capacity per the calendar of events booked.

Basic security guideline for staffing is as follows:

Head Security present at all times venue is open

General Security staff based on occupancy and Party or event configuration:

Security Requirement: **1 guard per every 100 patrons.**
for corporate events, weddings, etc.

1 guard per every 75 patrons.

for events with children under the age of 18.

During special events having live entertainment events with a maximum occupancy of the Oddfellow Temple, there will be a team of security members, depending on occupancy of the event and any special event taking place anywhere within the Oddfellow Temple.

Responsibilities:

Each staff member will be trained to set up and control cueing, adhering to the staging request of Los Angeles Police Department in coordination with any requests from MTA Transit.

All Security shall maintain order within the Oddfellow Temple and its immediate surroundings and prevent any activity, which would interfere with the quiet enjoyment of their property by nearby residents.

All staff will be knowledgeable to all security positions and the requirements each different position entails.

Security shall patrol Oak Street, Norwood Street, Park Grove Avenue and Bonsallo Avenue, all for a distance of 500 feet south of Washington Boulevard. Patrolling shall occur during, and at least 30 minutes after the closure of the premises.

IT IS THE DUTY OF EVERY MEMBER OF THE TEAM TO PROTECT THE ESTABLISHMENT, ITS PATRONS, AND EMPLOYEES FROM ANY AND ALL PERCEIVED AND REAL THREATENING SITUATIONS.

Head of Security - Guard 1

Roving Security Position - supervise general security staff

- Responsible for all security and safety
- Liaison to state and city officials. Liaison between venue owners, party coordinators, promotional staff all based on security requirements.
- Coordinates space configuration on a nightly basis
- Ensures proper requirement compliance of all security staff
- Maintains the contact information list of all security personnel working each and every shift. Provides law enforcement officials with this list upon their request and with proper government.
- Roves entire venue during operating hours to ensure patron flow, keep aisles and exit pathways clear.
- Maintains CPR certification
- Provides security walk out for departing employees-end of shift

Front Entrance Stationary Security - Guard 2 – Between 1 to 4 Guards based on Capacity

Controls front door, monitors entry of all patrons.

- Controls access to the Temple with Guard Card
- Checks for proper identification
- Enforces zero tolerance policy towards narcotics and contraband
- Counts all persons entering the Theater and controls flow into the venue
- Controls Exit Count on Clicker-Fire Assemblage
- Maintains CPR certification

Stationary Security – Guards 3

Stationary Security

- Maintain properly cued lines
- Enforce zero tolerance policy towards narcotics and contraband
- Monitor immediate and adjacent parking areas for the following:
 1. Loud music

- 2. Drinking in vehicles
- 3. Yelling and shouting
- 4. Traffic flow
- 5. Car horns
- Maintain CPR certification

Basement Floor – Guard #4

Roving Security for Theater Floor & Event Center / during special events

- Monitors bartenders for proper ID's, not over-pouring, operational integrity and maintain security for bar.
- Monitor Basement for Occupancy
- Ensures safety in all lounge areas of the basement floor
- Controls beverage consumption on the basement floor
- Responsible for monitoring back corridor to the kitchen
- Maintain security presence in restroom corridor and patron traffic flow
- Maintain CPR certification

Security – Guard #5

Front door-second on –Security Support/ Guest Arrivals & Departures

- Coordinate guest arrivals and departures to minimize impact to adjacent businesses and residents.
- Provide Security Support to Stationary Entry Security
- Enforce zero tolerance policy towards narcotics and contraband
- Maintain CPR certification

1st Floor Security – Guards # 6

- Monitor bartenders and servers for proper ID's, No over-pouring/service, operational integrity and maintain security for bar.
- Monitor 1st floor and 1st floor mezzanine area for occupancy and patron flow.
- Ensure safe egress for patrons in an emergency
- Monitors main stage seating for proper patron conduct.
- Maintain CPR certification

2nd Floor Security – Guards # 7 & 8

- Monitor bartenders and servers for proper ID's, No over-pouring/service, operational integrity and maintain security for bar.
- Monitor 2nd floor and 2nd floor mezzanine area for occupancy and patron flow.
- Ensure safe egress for patrons in an emergency
- Monitors main stage seating for proper patron conduct.
- Maintain CPR certification

3rd Floor Security – Guards # 8 & 9

- Monitor bartenders and servers for proper ID's, No over-pouring/service, operational integrity and maintain security for bar.
- Monitor 3rd floor and 3rd floor mezzanine area for occupancy and patron flow.
- Ensure safe egress for patrons in an emergency
- Monitors main stage seating for proper patron conduct.
- Maintain CPR certification

Semi-Stationary Security– Guard # 10 **Security for Kitchen & Bathroom Corridors.**

- Maintain Non-Public areas “No Admittance”
- Monitor Restrooms Corridor for proper patron conduct.
- Ensure safe egress for patrons in an emergency
- Maintain CPR certification

Roving Security Team - Guards #11 & 12

Monitors security and bartenders working at all bars, monitors flow of patrons.

- Monitor bartenders all bars, proper ID's, not over-pouring, operational integrity and maintain security for bar
- Will disperse crowd if any area over maximum occupancy
- Ensure safe egress for patrons in an emergency
- Maintain CPR certification

Additional Security Team Members will be scheduled on an as needed basis to be determined by the Oddfellows Head of Security.

Communication:

Each security staff member will carry a hand held Motorola radio. Surveillance attachments (ear piece/microphone) will be utilized as warranted. Management and Security Head of the Oddfellow Temple will constantly monitor all radio traffic.

Electronic Security:

Oddfellow Temple will always use an extensive CCTV (Closed Circuit Television) system integrated with an alarm network, which will feed into the control room. This camera system will provide coverage of all interior areas, including all entrances and exits to the premises. The camera system will be activated and in use during any business activity. Advanced digital recording will store all data from the CCTV and alarm systems. All data will be maintained for no less than a 30-day period. All tapes shall be made available to the police department upon demand.

Requirements For Security Personnel

A valid Guard Card issued by Consumer Affairs, State of California

Certificate of completion, Alcoholic Beverage Control Department "LEAD Program"

Certificate of completion, Hollywood Police Department "Star Training Program"

Special Requirement for team leaders only, certificate of CPR (cardio-pulmonary resuscitation) training

Trained on cueing line to lesson the impact of foot traffic and traffic flow for motor vehicles.

Trained in all aspects of how to fill out FI (field interview) reports

Knowledge of general layout to include all safety devices and emergency escape routes
Standard First Aid Card, Provided Through Red Cross, Renewed Every 3 years. (This basic Course provides full CPR Training)

Security Personnel Agreement

Verbal skills and proper utilization of force will be our primary tools of conflict resolution. Calm, exacting and professional behavior will give our neighbors and

clientele the strong perception of a good positive security presence, while retaining the ability to use the strength of our bodies **only** when presented with extreme situations.

Each Security Staff Member will be required to obtain a pass in Red Cross training for Basic First Aid. This class will be In addition to completing all seminars and work shops.

Belasco Theater Management will educate all Security Guards in the basic response skills necessary to assist in the event of a drug overdose, natural disaster, bomb threat etc.

ODDFELLOW TEMPLE SECURITY MANUAL

Welcome to the Oddfellow Temple In House Security Team.

This Manual will give you the security guidelines, many of which are not covered in your Employee Hand Book. This manual is an addendum to The Employee Handbook. The Employee Hand Book covers all of the Rules and Regulations that you are expected to follow as an employee of Oddfellow Temple, LLC, whilst this Security Manual will give you all of the Security Specific guidelines in more detail. Please read this document in its entirety BEFORE you begin working. If you have any questions regarding this Security Manual, please do not hesitate to ask the Security Manager, The AGM, or the GM for clarification.

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REMEMBER THESE NAMES:	

There are a few names that it is vital for you to remember. If any of the following approach you and need assistance, you must make sure that you go out of your way to take care of their needs

SHAWN FARR PRESIDENT
GENERAL MANAGER

SECURITY OBJECTIVES:

As a member of the Oddfellow Security Team you will play a vital role in the creation of a fun, safe environment in which both our guests and our employees can enjoy a wide range of entertainment. No matter what type of event we are putting on, we will always treat every guest coming through our doors with a warm welcome, and the same level of respect that we would wish to be treated with ourselves. Always keep the following guidelines in mind while you are working.

You are here to ensure the safety of everyone in the venue.

You are the first and last contact for all guests, so always greet everyone with a smile and treat every guest with a professional, respectful attitude.

Take pride in your work.

Keep your work area clean and free of litter.

Do not eat, drink or smoke at your post.

Always be professional. Never bring your personal problems to work.

Try and make a friend every shift. You never know what kind of situations you may have to deal with during the night. If you have treated someone well when they enter, they are more likely to remember how nice you were during a difficult situation.

EXPECTATIONS:

As a member of the security team, you are expected to show up for all scheduled shifts on time, and ready to work. Always come to work in uniform and with a positive

attitude. Your prime responsibility is the safety of the venue and everyone in it. In addition to this, you are also a member of a bigger team, which includes all of the Oddfellow employees. Make sure that you are a team player. Help out where ever there is a need. Just because you are a member of the security team, does not mean that you should not help a bar back who is struggling with a heavy load, or that you should not pick up trash from the floor. Always be aware of your surroundings and take pride in your place of work.

The Security team is responsible for monitoring the capacity of the venue. Get to know the Load Counts in the different areas, and make sure that no single area becomes over crowded. If the venue reaches full capacity status then you must create an orderly line outside the venue. A count of all guests leaving the venue should be taken, and only the same number of guests should then be granted access to the venue.

A clicker count must be taken at all points of entry and must be accurate. Should the fire marshall come to inspect the venue, he will expect to see the click count, as will the manager on duty at various times through out the night.

Finally you are expected to always conduct yourself in a friendly, positive and professional manner. Even under stressful situations.

UNIFORM:

Uniform standards for In House Security Staff is as follows.

- Black Polished Shoes, Black Socks, Black Pants
- Uniformed Security Shirt or Button Down Black Shirt (Depending on specific event requirements or post.)

- Black Sports Jacket or Blazer if at an entrance

- Black Gloves are Okay, but only when posted outside (Not Fingerless)

- No Chains (Wallet or otherwise)

- No patches sewn onto clothing

- No Tears or holes in any clothing

- No Hats / Beanies / Sun Glasses

In addition to clothing, several accessories are considered to be a part of your uniform, and are your responsibility to bring, and carry at all times. These include:

- A pen

- Paper to write on

- Flash Light (No larger than 2 AA battery size)

All clothing must be clean and presentable.

If a manager deems that you are outside the Uniform parameters, they may ask you to go home and change, and / or ask that you correct the infringement for your next shift.

Some shifts you may be in an "Under cover" capacity. This means that you will be floating inside the venue, mixing with the guests, looking for any under age drinking, drug taking or drug trafficking etc... In this case you may wear street clothes that will enable you to mingle with the crowd. In this case, the usual uniform standards do not apply, although you should still look clean and presentable.

FORBIDDEN ITEMS:

The carrying of certain items is prohibited for all employees. These items include but are not limited to the following:

Handcuffs or any other form of restraint device

Weapons of any kind, including but not limited to pocket knives, pepper spray, knuckle dusters, chains, guns, clubs etc...

Oddfellow does not permit any guests to enter the venue with any form of weapon, or clothing that could be used as a weapon. Such items include, but are not limited to: Guns, knives, knuckle dusters, pepper spray, studded belts, studded wristbands or gloves, wallet chains, long key chains etc...

We do not permit off duty police officers to bring firearms into the venue. Oddfellow Temple is Private Property, and we do have the right not to allow anything into the venue that we deem to be inappropriate or dangerous to us or to our guests. A manager may make an exception to this rule, only if the Officer is on duty in an official capacity, such as escorting a city or federal official etc.. Private Bodyguards may NOT carry any weapons into the venue under any circumstances. (Even if they are off duty peace officers.)

In addition to weapons of any kind, Oddfellow does not permit any of the following items to be carried into, or be used inside the venue by any guests or employees:

Drugs of any kind (Including prescription pills etc...)

Pill containers, Vics Inhalers, Visene Bottles, Containers or vials of any liquids, Any drug taking paraphernalia (pipes etc..), Glow Sticks, Flash Lights, Chewing gum

Audio Taping Equipment

Video Taping Equipment (Except when accompanied by a video pass)

SECURITY PAT DOWN:

For certain events or parties, Oddfellow management may decide to do a security Pat Down. If you find yourself in the position of Security Pat Down, then please understand and follow the following guidelines. Every guest entering the venue is to be patted down by security to ensure that weapons, drugs, or any other contraband are not allowed into the venue. If you are at this post and do not do the job properly, you are putting everyone in the venue, including yourself, at risk.

How To Pat Down:

Ask the guest to stand in front of you, facing away from you. Have them extend their arms out to the side in a horizontal position. Start at their wrists and feel down the length of each arm. Reach around the guest and check their torso and under arm areas. Work your way down to their waist band and pocket area. Check pockets thoroughly by feeling, and asking the guest to remove any suspicious object. (Never put your hand into a guest's pocket). Finally, take one step back and crouch down on one knee, keeping a good solid balance in case the guest falls back towards you, or makes a sudden move towards you. Feel down the legs all the way to the shoes.

What Are You Looking For?

When patting down the guest, you are looking for the following items.

Weapons of any kind

Drugs of any kind

Alcohol

Gum

Anything that could jeopardize the safety of anyone in the venue.

When you are patting down a guest, ALWAYS be courteous and respectful to the guest. It is probably more unpleasant for them than it is for you, so make it as painless as possible for them.

If Pat Downs are required then a Female Security Guard must Pat Down all Female Guests and a Male Security Guard must Pat Down all Male guests. This will prevent any question of inappropriate sexual contact or discomfort for both the guests and the staff.

ID CHECKING:

You may be placed in a post where you are expected to check IDS and to wristband certain guests. Oddfellow accepts the following as a Valid ID:

-State Issues Drivers License

-State Issued ID Card

-Government issued Passport

-Government Issued Military ID

Oddfellow does NOT accept Student ID as a form of age identification. Anyone presenting anything other than the previously stated acceptable forms of ID will not be given an "Over Age" wristband, or, if the event is deemed to be 21 and over, will not be given entry into the venue. Any questions regarding the validity of a guest's ID should be directed to the Security Manager.

WRISTBANDING / HAND STAMPS:

If the event is either an all ages or an 18 and over event, Oddfellow will use wristbands and/or hand stamps to identify those guests who are over 21 years old, and are legally permitted to consume alcohol. As the guest presents their ID, they will be issued a wristband, which will be placed on their right wrist to show that they are over 21. They

will then purchase a ticket at the Box Office prior to entering the venue, or enter the venue directly if it is a non-ticketed event.

VIP ACCESS:

There may be times when a manager needs to grant quick access to a VIP or Celebrity. This is ALWAYS the manager's call, and never yours. If a manager asks you to take care of a VIP, please do so immediately, giving them your full attention. The manager will let the Box Office know that they have granted access, and for how many, but it is important that the guest is taken care of first.

OFF LIMIT AREAS:

The following areas are deemed to be off limits to all guests. These areas are for the use of venue staff and management only. Any guests found in these areas should be politely asked to return to the public areas of the venue.

All back stage areas (Unless the guest has been properly credentialed)

All Office areas

All storage areas (liquor Storage, dry Storage, table / furniture storage areas etc...)

All Kitchen areas (kitchen staff and service staff are the only staff members allowed into the kitchen areas unless the Chef has given permission)

All back bar areas (Guests are never allowed to step behind any bars)

All service areas

All Audio / Sound Booth areas (including D J Booths)

UNDER AGE DRINKING:

Oddfellow has a ZERO tolerance for under age drinking. Anyone buying alcohol during an all ages or 18+ event must have the proper credentials or valid ID (See previous ID section of this manual). They may only purchase one drink at a time, and must not hand the drink to anyone without the proper credentials. Any under age guest found to be purchasing, holding or drinking an alcoholic beverage will be immediately asked to leave the property. Any over age guest found giving alcohol to, or purchasing alcohol for any under age guest, will be immediately asked to leave the property. No refunds of any cover charge or drink charge will be given under these circumstances. If a guest removes their wristband and gives it to another guest, they will be asked to leave the property. If guest loses or misplaces a wristband, they must go back to the front door to be re-checked and re-issued a new wristband BEFORE they purchase or consume any more alcohol. If there is a suspicion that the guest has given their wristband to another guest, then a manager may refuse to re-issue a new wristband, even with a valid ID. Any guest arriving at the Venue that is deemed already intoxicated, they should be refused entry until either the Security Manager or MOD has been called to determine if the guest

will be allowed entry. If you are checking ID's, and an intoxicated guest approaches, call for the Security Manager to make the call as to whether or not to permit entry.

INTOXICATED GUESTS:

Oddfellow does not condone the serving of alcohol to over intoxicated guests. As a member of the security crew, it is your responsibility to make sure that this does not happen. Guests should never be allowed to enter the venue if they are already obviously intoxicated. Once a guest is inside the venue, it is your responsibility to monitor their behavior, and ensure both their safety, and the safety of those around them. There are several signs to watch out for when looking for an intoxicated guest. These signs are as follows:

Dizziness. Weaving when walking, Staggering, or Misjudging steps

Slurred speech

Glassy Eyes, Unable to focus when looking at you

Strong smell of alcohol on breath or person

Abusive or profane language

Overly loud when speaking, shouting, interrupting others.

Unable to respond to simple questions. Giving incoherent answers.

Falling asleep inside the venue, slow to get up when asked to.

There are four phases to being intoxicated on alcohol. They are as follows.

PHASE ONE – HAPPY: Talkative, happy, loss of inhibitions, relaxed, laughing.

PHASE TWO – EXCITED: Emotional, erratic behavior, impaired thinking, slowed reaction time, loss of control over actions.

PHASE THREE – CONFUSED: Staggering, disoriented, mood swings, fearful, angry, slurred speech, double vision.

PHASE FOUR – STUPOR: Unable to walk or stand, near paralysis, barely conscious, passed out.

Through Close monitoring by our security and management team, Oddfellow does not allow it's guests to progress beyond PHASE ONE.

INTERVENTION:

It may become necessary to cut an intoxicated guest off from purchasing any more liquor. If this happens, point the guest out to the bartenders, and let them know that the guest has had enough. Then approach the guest and politely ask them if they are okay. Observe the guest and see if they approach the bar for more alcohol. If they do, make sure that you stay in the immediate area in case the guest becomes irate with the bar staff who are denying him the alcohol. If the guest becomes angry or abusive, it may become necessary to ask them to leave. If this happens follow the guidelines for **Guest Ejection** later in this manual.

RADIOS / COMUNICATION:

The use of radios is vital to the safety of the venue, and all those inside, INCLUDING your self. It is very important that a few simple rules be followed to ensure clear communication at all times.

AT the beginning of your shift, depending on your post, you may need to sign out a radio and ear piece. The Security manager will issue the radio during Pre Shift. You must sign out on the Radio Log, both the number on the radio, and the number on the ear piece. This is all very expensive equipment, and the proper signing out, handling and returning of the equipment is an expectation of your position. Failure to treat this property with the proper respect will lead to disciplinary action up to and including Termination.

The Security Radio is NOT a toy! It should never be used for joking around, or chatting to your friends at other posts. Anyone found to be playing around on the radios, will be subject to disciplinary action up to and including Termination.

Radio use and Radio Codes:

Always use the "3 second rule" when using the radio. Listen for 3 seconds before keying the mic to speak, to make sure that no one else is currently using the radio. Hold down the mic key for 1 second before speaking to avoid losing the first part of your transmission. Always speak clearly and with as few words as possible, using the following radio codes where applicable.

CODE RED - Fight or altercation. E.G. "Code Red on the dance floor." Security Manager or MOD (Manager on Duty) should ALWAYS be called to any fight or altercation situation.

CODE BLUE - Medical Emergency. This code will be used for any medical situation. Guest Injury etc... An example would be a passed out guest in the rest room, A guest who has slipped or fallen and injured themselves. A manager should always be called in these cases.

CODE GREEN - Fire Emergency. E.G. "Code Green in the kitchen" MOD (Manager on duty) should ALWAYS be called for any fire emergency.

1033 - Guard needs assistance and MOD. E.G. "1033 in the Café, Possible Code Blue, copy"

TWENTY - Location E.G. "Steve ... What's your Twenty?"

COPY - Understood

PRE SHIFT MEETING:

A Pre Shift meeting will be held by the Security Manager 15 minutes before event door time. This meeting is mandatory for ALL security guards unless excused by a manager. The purpose of this meeting is to give the Security Guards all of the information that they will need for the evening's events. Such as set times, wrist band colors, pass colors, VIP names etc... Radios will also be signed out during this meeting, and any General Security business will also be conducted at this time. The Pre Shift meeting will be held

in the designated Pre-Shift area unless a manager decides to move it. All guards must be on time for the Pre Shift meeting, and must be in full uniform and ready to work.

SCHEDULE:

The Security Schedule will be posted by 8pm on Fridays for the following week. The schedule will be posted in the designated Staff Information area. Failure to show up for a scheduled shift is unacceptable and will result in disciplinary action up to and including Termination. All schedule requests must be given to the Security manager in writing at least 3 days prior to the schedule posting date. All Vacation Requests must be given at least one month prior to the time of the Vacation. Please be aware that all schedule and vacation requests are requests only, and may not be honored or allowed if the business does not permit the absence.

SHIFT BREAKS:

Breaks during the shift are at the discretion of the Security Manager, and will be given as business permits. All eating, drinking and smoking should be done during your breaks. In the designated staff break area only. Eating, drinking and smoking should never be done in the sight of guests.

TARDINESS:

Being late for your shift is not acceptable. If you find yourself in an Emergency Situation and cannot be at the venue for your scheduled start time, you MUST call the Manager on Duty to let them know. Remember that Tardiness is not acceptable, and just because you call to say that you are going to be late, does not make it "Okay.". Consistent Tardiness will result in Disciplinary Action up to and including Termination.

HOURS OF OPERATION:

OddFellow Temple hours of operation are as follows.

24 Hours Daily

These times may be subject to change so make sure to always check your schedule. Remember that failure to show up for a scheduled shift will result in disciplinary action up to and including termination.

GUEST COMPLAINTS:

If a guest approaches you with a complaint the following procedure should always be followed. Listen intently to the guest and get a clear understanding of the situation along with the guest's name. Always be polite and apologetic for the inconvenience. Once you have a good understanding of the problem, let the guest know that you are going to call for a Manager for them to speak to. Call the manager on the radio, or if you do not have a radio, ask the guest to wait while you go and find the manager for them. Once you locate the Manager, fill them in on the situation, along with any other relevant information that you have gathered. Introduce the manager to the guest, and wait while the manager deals with the situation. You may be required to fill out a witness report in

regards to the situation, so pay attention to all of the relevant details. If you have to leave the guest to find a manager, and the guest is not comfortable being left alone, then escort the guest to another security guard to wait with them while you locate the manager. When talking with guests, you should never bring up any personal problems, blame other employees or departments, or complain about company policies in front of the guest. You should always keep your opinions to yourself. You can always bring these complaints and/or opinions up at a more appropriate time at the end of your shift to the management.

GUEST EJECTION:

Unfortunately, at times, it becomes necessary to eject a guest from the Venue. When doing so, the following steps should ALWAYS be adhered to.

A Manager should always be called when a guest is being ejected. If time does not permit, and the guest needs to be removed immediately for safety reasons, make sure that The Manager meets you outside, and is fully apprised of the situation.

Never eject a guest alone. For both your safety, and the safety of other guests including the guest being ejected, it is never a good idea to try and bring someone out alone.

When approaching a guest about a problem, you should always extend your hand in a friendly manner and introduce yourself as a member of the Security Team. Always try and get the guest's name during your initial contact. When asking a guest to leave, make sure that you speak to them in a polite manner, and make sure that your posture and voice are non-threatening. Keep your hands in front of your body so that they are visible at all times. Your tone should be firm but non-threatening.

Always call for back up before you approach the guest. Make sure that you have at least 2 guards for each guest that is to be ejected. Have one guard take the lead in a polite manner, and explain to the guest that due to the noise levels in the venue, you need for them to join you outside to talk. Once you get them outside, explain to them that unfortunately they are going to have to leave for the evening. Make sure that you explain to them why they are being asked to leave, and that they understand that they are not welcome back for the rest of the evening. If a guest refuses to leave, explain to them that Oddfellow Temple is private property, and that if they refuse to leave, then the Police will be called, and they will be charged with Trespassing. It is always the Manager's call as to whether or not the Police should be called to a situation.

If two or more guests are involved in a fight in the venue, then both parties should be ejected from the venue for the evening. They should always be taken out by separate routes, and should always be kept apart, even once they are outside the building. One party should be kept with security while the other party leaves the area. Once you are sure that the first party has left, then, and only then, should the second party be escorted away from the property. If either group is afraid for their safety, then every effort should be made to escort them to their vehicle.

Every ejection should be recorded in the Ejection Log with the Guest's name, physical description, and a brief description of the incident. The Ejection log will be in the possession of the Security Manager, so make sure that you note down all of the details so that this information can be given to the Security Manager at the end of the shift. If the incident merits, you may be asked to fill out a "Witness Report" at the end of your shift. Make sure that you are clear and concise when describing the incident. Always try and get the names and contact numbers for any independent witnesses to any incidents, especially those that involve injuries.

RESPONDING TO AN ALTERCATION:

When an altercation is spotted, the first thing to do is to communicate the information to the rest of the security crew and the MOD. Using your radio, describe the location, the number of guests involved, the severity of the situation, and the number of security guards needed to resolve the situation. This should be done in a clear, non panicked tone of voice. Make sure that you use the proper radio codes, and make sure that you get a "Copy" response from the manager and or security manager. An example of your radio transmission would be: "Code Red at the Main Bar Code Red at the Main Bar I have 2 guests fighting. I need 4 guards to the Main Bar South Side ... Copy?"

Once you get a response from the radio, approach the situation cautiously. Do not get involved in breaking up the fight until the other security have arrived.

The first step that needs to be taken is to IDENTIFY your selves as security and to SEPARATE the combatants. This should be done as discreetly and quickly as possible, by either stepping between the combatants in numbers, or by restraining the combatants from the side or from behind. Make sure that they understand that you are not there to hurt them, but to help them sort out the problem. Never just restrain one combatant or the other guest may seize the opportunity to strike the restrained guest. As soon as they are separated, the guests should be discreetly taken in opposite directions and to separate exits of the venue. If the guests remain violent, then continue to RESTRAIN them as you escort them outside. Usually the guest will stop fighting once security arrives and separates them. As long as the guest has stopped fighting, then simply and politely escort them towards the desired exit. Once outside, both parties should be calmed down and asked to explain what had happened. If injuries are involved, both parties should be held until the MOD has made a full investigation. Offer the injured guests any first aid that they may require, while calming them, and getting the full story of what happened. Never antagonize the guests, even if you have witnessed the entire incident, and you think that they were in the wrong. Keep your opinions to your self, and fill the manager in on everything that you witnessed. A physical altercation will always require all employees involved to fill out an Incident Witness report at the end of your shift.

DETAINING A GUEST:

As a rule, Oddfellow does not detain guests against their will. There are a few exceptions to this rule however.

If someone is injured and is not in a physical state to answer questions clearly, or they are so intoxicated or under the influence of drugs to the point that they are either passed out, or unable to communicate clearly with the security guard or the manager, then we will detain them and call the Paramedics to come and assist them. This even applies if their friends want to put them in a car and take them home. We especially never allow a passed out female guest to be carried off and put into a car by supposed "friends". A manager should always be alerted in these cases, and they should be the deciding factor as to how serious the situation is.

Oddfellow may also detain a guest who has assaulted an employee who wishes to call the Police, and press charges against the guest. If the guest is still physically violent, then the Security guards can, in this case, physically restrain the guest until the Police arrive. Again, the Manager has the final say as to whether or not to call the Police.

Oddfellow Security can also detain someone against their will if the guest is witnessed by a member of staff selling, using, or trying to sell drugs inside the venue. At this point, Oddfellow will detain the guest until Police arrive, at which point we will provide the Police with any and all evidence that we have gathered, and provide any and all witness statements that are needed.

If 2 guests are involved in an altercation, and one or both wish to press charges against the other, then Oddfellow will do everything that we can to assist. HOWEVER, if either guest refuses to wait for the Police to arrive, Then the most that we can do is to try and take a name and contact information before they leave. If the guest refuses to give this information. Then we will endeavor to get the license plate number of their vehicle.

USE OF FORCE POLICY:

Oddfellow does NOT condone the use of excessive physical force, or the unlawful touching or handling of guests by any employee, under any circumstances. By Law, a member of Oddfellow Security Team may only place their hand on a guest when there is imminent danger of physical bodily harm to them or to another guest.

The use of choke holds on a guest is STRICTLY forbidden under any circumstances. Punches should NEVER be thrown by any employee. Any guest who is fighting on or around the property should be RESTRAINED in numbers. They should never be attacked or struck in any way.

When Physical Force is necessary, you are required by law to use the least amount of force possible to end the situation. Once the danger has passed, and the guest is no longer fighting or struggling, you must stop using force immediately. Any employee who chooses to ignore these policies will be subject to Immediate Termination. If any Oddfellow Employee's actions are in violation of the Law, Oddfellow will cooperate fully with any governing agency that chooses to question said actions.

REPORT WRITING:

Any incident involving injuries to either guests or employees **MUST** be documented. You will be given a Witness Report by the manager, which must be filled out in full. All reports must be clearly written, describing in full everything that you have seen. Make sure that you take your time and describe every detail. There may be a time where you have to go back to your report in the future if legal issues arise in regards to the incident. The more detail that you put into your report, the easier it will be to recall the incident in the future.

A manager may ask you to fill out a report for what seems to you to be a very minor incident. Please make sure that you treat all Reports very seriously. A sample Witness Report form is located at the end of this manual.

INDEPENDENT WITNESSES:

There is nothing more valuable in defending a legal position than having an **INDEPENDENT** witness. Any time you are dealing with an incident in the venue take note of those guests who are around at the time. After you have dealt with the incident, Go back to those guests and try to get a name and contact number of any witness who was not involved in the incident, and knows none of the guests involved. These witnesses could mean the difference between being able to defend your actions or not. **ALWAYS** try to get these witnesses whenever possible, even for a minor incident.

Once Again, Welcome to the Oddfellow Temple Security Team! Please understand once again that this security manual is a Supplement to the Oddfellow Temple Employee Hand Book. All rules, regulations and Guidelines set forth in the Employee Hand Book still apply to the Security Department, along with those set forth in this manual.

Enjoy your work and respect all those around you.

DATE: _____ TIME _____ OF _____ INCIDENT: _____
 _____ am/pm

WITNESS / STAFF ADDRESS:

DETAILED ACCOUNT OF INCIDENT:

[illegible]

Handwritten notes on lined paper, including the word "CONFIRMATION" and other illegible text.

Signature: _____

Date: _____

CONFIRMATION OF RECEIPT
OF ODDFELLOW TEMPLE SECURITY MANUAL

This is to confirm that I have received a copy of the Oddfellow Temple Security Manual. I hereby agree to abide by the rules, policies and guidelines set forth in this manual, and I understand that I will be held accountable should I fail to do so, and that failure to do so will result in disciplinary action up to and/or including termination of my employment.

EMPLOYEE NAME (PRINT)

EMPLOYEE SIGNATURE

DATE