

ARECIBO OBSERVATORY



Our security philosophy

A Facility Security Plan is a critical component of an effective security program. At Yang Enterprises, safety and security always comes first. The guidelines contained in this document are based on recognized industry best practices and provide broad recommendations for the protection of the Arecibo Observatory including: employees, products, property, contractors, scientific staff and visitors. Our systematic approach to establishing and maintaining the highest standards of safety and security means you can focus on getting the job done without risk and protected.

SCOPE

The rules provided in this procedure are directed to the officials designated to the Arecibo Observatory and it is for strictly exclusive use of the officers. Yang Enterprise Security Services will meet the following goals of the Arecibo Observatory management. Keep the Observatory a safe, pleasant place for the local public, customers, students, scientific staff and for tourists to visit. Protect the property and interests within the Observatory. Gain the flexibility to expand and contract security staff as needed to handle a variety of seasonal events if necessary. Guard and protect all Government property, information, documentation, material, buildings, and equipment from unauthorized access, theft, or sabotage.

Applicability

The site security plan is applicable to every individual within the site and should receive the appropriate new hire orientation training before entering the building.

Our people

Each member of the Yang team is carefully screened. Our pre-employment background process includes criminal record checks and psychological testing. Each security officer is interviewed by our management team, thoroughly vetted, and must supply verifiable references. Successful candidates are then trained in our systems, equipment, and certifications, and are bonded and insured. Yang supervisors are on call 24 hours a day, seven days a week, to coordinate with management of the Arecibo Observatory any situation. Yang Security Services are committed to training and supervising our staff in order to provide superior service to the Arecibo Observatory. All Yang security guards must undergo a thorough background check prior to employment, and must agree to a yearly background check during their employment with Yang Enterprises.

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HR- Human Resource Officers are also responsible for site security through the due diligence hiring process. While hiring potential individuals the Human Resource Officer must exercise an additional security vetting process as well as include non-disclosure and confidentiality agreements. This security vetting should include pre-employment background, criminal checks, as well as drug screenings administered by the appropriate agencies.

Drug screening – Candidates must pass a drug screening test before employment, and must agree to undergo random drug screening during the course of employment. Yang Enterprises obeys all privacy laws during the course of its investigations. *The applicability of this requirement must be consulted with the HR department of each institution.*

Criminal history – Candidates must have no criminal charge more serious than a traffic ticket. Yang believe that guards must be trusted candidates and must not have significant liens. We check each applicants of any indicators of drugs with a drug test as required by the Yang Drug Policy.

Risk Assessment

Security Officer are responsible for assessing the level of risk. Risk assessments are made in response to a potential of actual effects of an incident. From the facility's physical security level perspective, this is completed through monitoring and testing the floor layout, location and security of restricted as well as sensitive areas, emergency standby equipment, existing policies, procedures, guidelines, training, and finally the knowledge of individuals on site.

Training

All our security guards and officers receive a new hire orientation training, patrol training, and criminal law education. In addition, they receive training in customer service, intercultural competency, and first aid.

Uniforms

All our staff are in uniform, unless the occasion or event calls for plain clothes officers. We train our staff and we ask them to take pride in belonging to our company.

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Law enforcement Issues

When observing any criminal activity, the guards of YANG Enterprises will immediately call the Puerto Rico Police Department for assistance. If necessary, the guards may stop and question a suspect, but only law enforcement can arrest the suspects. During Observation Nights events or any other event held at the Observatory, Yang Enterprise guards may be requested to interact with federal authorities and local police. In these cases, the guards of Yang Enterprises will obey all the instructions of the police authorities since they assume the jurisdiction.

Services

- Our security guards offer a full range of security services for people, properties and events. Because the Visitor Center is a tourist attraction, security personnel working there should be able to assist and instruct visitors in a courteous manner and with a high sense of orientation to the customer service. Adequate numbers of security personnel are needed to protect the public and property within the Arecibo Observatory 24 hours a day, seven days a week. Additional security personnel are needed on occasion to handle large activities and events held at the Visitor Center. Special event security, include: comprehensive safety planning
- Onsite security checks
- Security of entrances and exits
- Control of guest lists
- Physical safety
- Personal security for executives, high profile individuals, and celebrities
- Discreet plainclothes security for individuals and events it is necessary
- Site security for the Visitor Center facilities, corporate equipment's, VSQ areas, our hotel, buildings and Personnel
- We also supply onsite patrol cars, 24-7 monitoring and response.



Guards Responsibilities

The Professional Security Officer is responsible for the safety and security of the facilities they protect. Our security officers act as a visible deterrent to crime and client rule infractions; they detect and report suspicious, unsafe or criminal acts at or near their assigned posts which may be a threat to the property, clients, guests or employees at the site. Although essential activities may differ based on the facility at which they work, below are some of the standards:

Ensure the facility is provided with high quality security services to protect people and property

- Report safety concerns, security breaches and unusual circumstances both verbally and in writing
- Monitor building conditions and alarms systems such as gas, fire, heating, ventilation, and air conditioning. The guards shall report unusual occurrences as required by post orders.
- Build, improve and maintain effective relationships with clients employees, students, visitors and guests.
- Answer questions and assist guests and employees
- Answer phones or greet guests / employees in a professional, welcoming manner
- Submit to NOAA (national oceanic and atmospheric administration) a temperature daily report
- Take measurements of the daily rainfall amounts in the Pluviometer
- Patrol premises randomly and regularly, including buildings and perimeter
- Monitor alarm systems and video cameras
- Bowl search and trips to platform with telescope operators when required
- Support to the Science and Visiting Center
- A report related to the following items will be prepared and should be ready for revision at any time. The report should be stored in the base data monthly.

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- ✓ AED & Oxygen Tank Inspection
- ✓ Exit Sign & Emergency Lights inspection
- ✓ Eyes Wash Stations inspection
- ✓ Smoke detector System inspection
- Keeping records of site activity through the Daily Occurrence Book
- Dealing with contractors access procedures
- Car park duties
- Assisting in emergency events ensuring correct procedures are followed
- Assisting in Observation nights at the Visitor Center
- Dealing with deliveries / collections at site
- Locking / Unlocking site
- Flexible in terms of hours and locations
- Attend for Work Smartly and correctly dressed
- Comply with Assignment Instructions and Workplace Risk Assessments
- *Round (Bowl Search)*
 - ✓ This round does not have an established schedule, due to the fact that we have to wait that Control Room requesting us the "Bowl Search", which is only done when there are experiments or transmissions. When officers start the "Bowl Search" procedure, they must first call Control Room to see if they are broadcasting since they cannot give the round when they are performing this function. It consists of checking under the dish, around the dish plus the entire perimeter including the towers. Once the entire perimeter is verified and the guards make sure that there are no people in the area, the mechanical arm is lowered and the control is notified that the "Bowl Search" was given for them to proceed with their experiment or transmission. If any officer gets on the platform when he get down, as part of the procedure he will have to make a "Bowl Search"

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Medical Issues

All Yang Enterprises guards will be certified in First Aid and CPR procedures to render emergency assistance as needed. In the case of minor injury or illness no broken bones, or breathing difficulties, Yang Enterprises guards will be instructed to call the Arecibo Observatory Rescue Brigade. In the case of major injury or severe illness obvious broken bones, profuse bleeding, periods of unconsciousness or breathing difficulties, Yang guards will call the Arecibo Paramedic Unit.

Should the sole Paramedic Unit be unavailable, Yang guards will call the nearest Arecibo Hospital or 9-1-1 in order to request an ambulance.

Domestic abuse concerns – Domestic abuse is more than just hitting, shoving, and other physical attacks. It's a pattern of controlling behaviors. A candidate may be disqualified from employment if he or she has a history of being the cause of repeated calls to the police department for loud arguing or violence at home, even if the candidate was never arrested. Domestic violence cases will be referred to the Human Resources department of each company at the Observatory. If necessary, they will be referred to the police department. Measures to protect the safety of employees will be taken. All cases will be worked under strict confidentiality.

- *Civil court case history* – A candidate may be disqualified from employment if he or she has a history of civil accusations or being sued by other parties or his consensual partner for domestic violence charges.

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Tourism Issues

Because the Arecibo Observatory is a world tourist attraction, there may be times when emergency translation services are needed. In cases where a guard cannot communicate with a distressed visitor or with a visitor who has suffered an injury in the facilities, the Yang guard will call the Arecibo Police Department and request translation services, which can generally be provided over the phone within a short period of time.

The parking area will require daily supervision during visiting time 5 days a week in order to ensure public safety. A special activity called the "Observation Night" is carried out using the parking facilities.

During these time of heavy visitation and large crowds, additional security may be needed to maintain order and guarantee safety. For this type of activity, the services of a private ambulance are acquired, which is maintained for the period of the activity.

Bomb Threat

When a bomb threat notification is received at the Observatory the guards will follow the following procedure:

- The guards will call the PR police or 9-1-1 (The PR laws establish that the PR police should take charge of the situation)
- The security guards will call immediately the Security/EH&S Manager, Facility Manager and the Director of the Observatory.
- The guards will evacuate the area according to the evacuation procedures established in the emergency plan. It will not be allowed to enter or to leave the site without authorization.
- The AO security guards will assist the PR police without putting their life at risk.
- It is corroborated that is was a false alarm, the guards will document it in the daily log book and notify supervisors and personnel to return to work.
- The security department will prepare a detailed report to the AO Director.

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- A meeting will be held after the emergency in order to evaluate how the team worked during the emergency, and if there is the possibility of making improvements to the procedure.

Appendix # 1

CHECK LIST WHEN YOU RECEIVE A BOMB THREAT

Time and Date Reported _____

How Reported _____

Exact Words of Caller _____

Questions to Ask:

1. When is bomb going to explode? _____

2. Where is bomb right now? _____

3. What kind of bomb is it? _____

4. What does it look like? _____

5. Why did you place the bomb? _____

6. From where are you calling? _____

7. Description of Caller's Voice: _____

Male ___ Female ___ Young ___ Middle Age ___ Old ___ Accent _____

Tone of Voice _____

Background Noise _____

Is Voice Familiar _____? If so, who did it sound like? _____

Other characteristics _____

Time Caller Hung up _____ Remarks _____

Immediately notify your supervisor, Director then the police desk sergeant. Keep this list with you.



Active Shooter: Response

In an active shooter situation, guards should quickly determine the most reasonable way to protect their life, visitors or coworkers without incurring a direct exposure.

The guards should:

1. **Evacuate:** If there is an accessible escape path, the guards should try to evacuate as many people as possible
2. **Hide Out:** If evacuation is not possible, guards should try to find a safe place where they can hide the people so they are not found by the shooter.
3. **Take Action:** As a last resort, and only when life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter
4. **In a potential active shooter situation:**
 - Warn others not to enter an area where the active shooter may be
 - Help others escape, if possible
 - Evacuate regardless of whether others agree to follow
 - Do not attempt to move wounded people
 - Keep your hands visible
 - Follow the instructions of any police officers
 - Be out of the active shooter's view
 - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
 - Not be a trap or restrictive of your options for movement
 - Lock the door
 - Blockade the door with heavy furniture
 - Close, cover, and move away from the door
 - Call 9-1-1 when it is safe to do so and provide the following information
 - ✓ Location of the active shooter
 - ✓ Number of shooters, if more than one
 - ✓ Physical description of the shooter(s)



- ✓ Number and type of weapons held by the shooter(s)
- ✓ Number of potential victims at the location
- ✓ As a last resort, and only when guard's life is in imminent danger, they should you attempt to incapacitate the shooter by acting with physical aggression.

COVID-19

Security guards are conducting a general health and welfare assessment of all personnel entering the Observatory. That include:

- Questions regarding COVID-19 symptoms.
- Guards make sure that nobody enters to the Observatory without using mask and gloves. Gloves and masks are at the main gate ready to be distributed if necessary.
- They also require to wash hands and use sanitizers which were installed in all buildings.
- Guard require minimum distance of 6 feet between employees is required.

The following information has been provided to the guards for their safety and that of the employees in order to prevent the spread of COVID-19:

- Wash your hands often. Use soap and water, or an alcohol-based hand sanitizer.
- Keep a safe distance from anyone who is coughing or sneezing.
- Don't touch your eyes, nose, or mouth to the extent possible
- Cover your nose and mouth with your elbow bent or with a tissue when you cough or sneeze.
- Stay home if you don't feel well.
- If you have a fever, cough, and shortness of breath, seek medical attention. Call ahead.
- Follow the instructions of your local health authority.
- Avoiding unnecessary visits to medical facilities enables health care systems to function more effectively, therefore protecting you and others.