



**1: Night Patrol Operations,  
Driving & Incident Response  
Policy Driving,**

**2: Patrol Conduct & Incident  
Response Policy**

**ABSTRACT**

This policy establishes the standards, expectations, and operational procedures for all night patrol personnel engaged by Bayside Property Guardians. It is designed to ensure patrol activities are conducted safely, lawfully, professionally, and consistently, while protecting clients, staff, the public, and the reputation of the Company.

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Bayside Property Guardians

## **Night Patrol Operations, Driving & Incident Response**

### **Policy**

*(Internal Policy – Guardians & Patrol Personnel)*

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### **Purpose of This Policy**

This policy establishes the standards, expectations, and operational procedures for all night patrol personnel engaged by Bayside Property Guardians (“the Company”). It is designed to ensure patrol activities are conducted safely, lawfully, professionally, and consistently, while protecting clients, staff, the public, and the reputation of the Company.

This document clarifies the role of a Guardian as a professional property observer and responder — not a law enforcement officer — and outlines procedures relating to vehicle use, patrol conduct, and response to suspicious or unlawful activity.

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## **2. Scope**

This policy applies to:

- All staff, contractors, and subcontractors performing overnight or after-hours patrol duties.
  - All vehicles used in the course of patrol operations.
  - All incidents involving suspicious behaviour, intruders, emergencies, or potential criminal activity encountered during patrols.
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## **3. Role of the Guardian**

### **3.1 Guardians are engaged to:**

- Provide visual presence and deterrence.
- Conduct property patrols and welfare checks.
- Report and document observations.
- Notify emergency services where required.
- Assist clients within the scope of authorised services.

### **3.2 Guardians are not:**

- Police officers or security enforcement officers.
- Authorised to detain, pursue, confront, or restrain any person.
- Permitted to engage in physical intervention except where required for immediate personal safety.

### **3.3 The primary role of a Guardian in relation to criminal or suspicious activity is:**

- Observe.
- Document.
- Report.
- Act as a potential witness if required by authorities.

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## **4. Professional Conduct Standards**

Guardians must:

- Conduct themselves professionally, calmly, and courteously at all times.
- Avoid escalation or confrontation.
- Maintain discretion regarding client properties and personal affairs.
- Wear approved uniform and identification while on duty.
- Record all patrol activities accurately and honestly.

Any behaviour likely to endanger safety or expose the Company to legal liability is strictly prohibited.

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## **5. Night Patrol Driving Policy**

### **5.1 Licensing & Eligibility**

All patrol drivers must:

- Hold a valid Australian driver licence appropriate to the vehicle class.
  - Maintain a safe driving record.
  - Notify management immediately of licence suspensions, infringements, or medical conditions affecting driving ability.
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### **5.2 General Driving Principles**

Patrol vehicles are to be operated with safety as the highest priority. Guardians must:

- Obey all road rules and speed limits.
  - Drive defensively and cautiously at all times.
  - Adapt driving to weather, lighting, and road conditions.
  - Avoid aggressive or urgent driving behaviours.
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- Patrol duties do **not** justify speeding, dangerous manoeuvres, or traffic violations.
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### **5.3 Prohibited Driving Behaviours**

Guardians must not:

- Use handheld mobile devices while driving.
  - Engage in pursuits or follow suspected intruders by vehicle.
  - Mount kerbs, drive onto private property without permission, or obstruct roadways.
  - Operate vehicles while fatigued, impaired, or distracted.
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### **5.4 Vehicle Use and Presentation**

Vehicles must be:

- Maintained in a clean and professional condition.
  - Inspected before each shift for safety issues.
  - Equipped with required communication devices and safety equipment.
  - Any defects must be reported immediately.
- 

## **6. Patrol Procedure Standards**

During patrols Guardians must:

- Follow assigned routes and schedules.
  - Conduct visible but discreet inspections.
  - Use approved checklists or reporting tools.
  - Document observations including time, location, and notable conditions.
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- Where safe, photographs may be taken for documentation purposes.
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## **7. Suspicious Behaviour or Intruders – Response Policy**

### **7.1 Core Principle: Safety First**

Personal safety and public safety take precedence over property protection.

Guardians must never place themselves at risk attempting to intervene.

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### **7.2 If Suspicious Behaviour Is Observed**

The Guardian must:

- Maintain a safe distance.
  - Observe without confrontation.
  - Record details discreetly, including:
    - Description of persons.
    - Vehicle details (if visible).
    - Direction of travel.
    - Time and location.
  - Notify Company dispatch or management.
  - Contact police immediately if criminal activity is suspected.
- 

### **7.3 If an Intruder Is Seen on a Property**

The Guardian must:

- **Not confront, chase, or physically engage** with the individual.
  - Move to a safe location.
  - Contact emergency services (000) and provide factual observations only.
  - Continue observing from a safe distance when possible.
  - Preserve the scene and avoid disturbance.
  - The Guardian's role is to become an impartial witness.
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## 7.4 Prohibited Actions During Incidents

Guardians must never:

- Attempt an arrest or detention.
  - Enter premises if unlawful entry is suspected and safety is uncertain.
  - Use force or threats.
  - Represent themselves as law enforcement.
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## 8. Evidence & Witness Conduct

Where incidents occur:

- Notes should be factual and objective.
  - Personal opinions or assumptions must be avoided.
  - Information may later be used in police statements or legal proceedings.
  - Guardians may be required to provide witness statements and must cooperate with authorities.
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## 9. Communication & Reporting

All incidents must be reported promptly through approved systems and include:

- Time and location.
  - Actions taken.
  - Authorities contacted.
  - Outcomes or observations.
  - Accurate reporting protects both clients and Guardians.
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## 10. Confidentiality & Discretion

Guardians frequently encounter private information about clients and properties. Staff must:

- Keep all client information confidential.
  - Avoid discussion of patrol details outside authorised channels.
  - Refrain from sharing images or details on social media.
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## 11. Health, Safety & Wellbeing

Patrol work may involve fatigue and stressful situations. Guardians must:

- Take scheduled breaks.
  - Report fatigue or safety concerns.
  - Cease activity if personal safety is at risk.
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## 12. Compliance and Breaches

Failure to comply with this policy may result in:

- Retraining.
- Suspension of patrol duties.
- Termination of engagement.

Reporting to relevant authorities where required.

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## 13. Policy Philosophy

The strength of the Guardian model lies in visibility, vigilance, and professionalism — not confrontation. Our role is to protect through presence, documentation, and responsible action, ensuring clients receive peace of mind while maintaining safe and lawful practices at all times.

BAYSIDE PROPERTY GUARDIANS

# NIGHT PATROL OPERATIONS

## MANUAL

### Driving, Patrol Conduct & Incident Response Policy

#### 1. Introduction

This Operations Manual sets out the standards, responsibilities, and procedures governing all night patrol activities undertaken by Guardians. Its purpose is to ensure that patrol operations are conducted safely, consistently, and professionally while maintaining clear legal boundaries regarding the role of patrol personnel.

The Guardian model is based on visibility, vigilance, and responsible reporting. Guardians are present to deter, observe, document, and assist — not to enforce laws or intervene physically in criminal matters.

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#### 2. Core Principles

All Guardians must operate according to the following principles:

- Safety first — personal and public safety overrides property concerns.
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- Observe, report, document — not confront or pursue.
  - Professionalism at all times — calm, respectful, and discreet conduct.
  - Legal compliance — adherence to all laws, regulations, and company procedures.
  - Accountability — all actions recorded and transparent.
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### **3. Scope of Guardian Duties**

Guardians are authorised to:

- Conduct scheduled and randomised property patrols.
  - Perform visual checks and welfare inspections.
  - Report hazards, maintenance issues, or suspicious activity.
  - Notify emergency services when required.
  - Provide emergency assistance within training and safety limits.
  - Guardians are not authorised to:
    - Act as law enforcement.
    - Detain or question individuals.
    - Use force or threats.
    - Enter dangerous environments unnecessarily.
    - Undertake investigations beyond simple observation.
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### **4. Professional Behaviour Standards**

Guardians must:

- Maintain a calm and neutral demeanour.
  - Avoid escalation or argument.
  - Remain discreet regarding client identity and property details.
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- Wear approved uniform and identification.
  - Represent the company with courtesy and professionalism.
  - All actions must reflect the premium, trust-based nature of the service.
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## **5. Patrol Driving Policy**

### **5.1 Driver Requirements**

- Hold a valid licence.
  - Be medically fit to drive.
  - Maintain a safe driving history.
  - Immediately disclose licence suspensions or restrictions.
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### **5.2 Safe Driving Expectations**

- Patrol vehicles must be driven:
    - In full compliance with road laws.
    - At safe speeds appropriate to conditions.
    - Defensively, anticipating hazards.
    - Without urgency or aggressive manoeuvres.
  - Patrol duties do not justify traffic violations under any circumstance.
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### **5.3 Prohibited Driving Conduct**

- Guardians must not:
    - Speed or drive recklessly.
    - Use handheld devices while driving.
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- Follow or pursue suspected offenders.
  - Enter private property without authorised access.
  - Use vehicles to block or confront individuals.
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## 5.4 Vehicle Safety & Presentation

Before each shift:

- Conduct visual vehicle inspection.
  - Check lights, tyres, and fuel.
  - Ensure communication systems are functioning.
  - Vehicles must remain clean and professionally presented at all times.
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## 6. Patrol Procedures

During patrol operations Guardians must:

- Follow assigned routes and schedules.
  - Conduct methodical external checks.
  - Record arrival/departure times.
  - Note unusual activity or hazards.
  - Complete patrol logs accurately and promptly.
  - Where appropriate and safe, photographic documentation may be used for reporting purposes.
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## 7. Incident Response – Suspicious Behaviour

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## 7.1 Guiding Rule

Observe. Report. Stay Safe.

The Guardian's role is not to stop criminal activity but to safely witness and report it.

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## 7.2 When Suspicious Activity Is Observed

Guardians must:

- Maintain a safe distance.
- Avoid eye contact or confrontation.
- Record observations objectively:
  - Physical descriptions
  - Vehicle details
  - Direction of movement
  - Time and location

Notify dispatch or management.

Contact police if unlawful behaviour is reasonably suspected.

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## 7.3 If Intruders Are Present on Property

The Guardian must:

- Never engage, chase, or challenge individuals.
  - Move immediately to a safe location.
  - Call emergency services (000).
  - Observe discreetly if safe to do so.
  - Protect personal safety above all else.
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- The Guardian may later act as a witness and must preserve factual observations.
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## **8. Witness & Evidence Responsibilities**

Where incidents occur:

- Notes must be factual, time-based, and free of opinion.
  - No assumptions or accusations are to be made.
  - Reports may be used in legal proceedings.
  - Guardians may be required to provide statements to police or courts and must cooperate respectfully.
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## **9. Emergency Situations (Non-Criminal)**

For plumbing, electrical, or household emergencies:

- Ensure immediate hazards are identified.
  - Contact relevant emergency services or approved contractors.
  - Keep the client informed.
  - Document actions and outcomes.
  - Guardians provide support and coordination — not trade services unless appropriately qualified.
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## **10. Communication Standards**

All incidents and patrol outcomes must be reported through approved systems including:

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- Patrol logs
  - Incident forms
  - Photo evidence where relevant
  - Communication timestamps
  - Clear documentation protects both clients and staff.
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## 11. Confidentiality & Privacy

Guardians often access sensitive information about properties and residents. Staff must:

- Maintain strict confidentiality.
  - Never share client details publicly.
  - Refrain from posting patrol images or commentary online.
  - Discuss incidents only with authorised personnel.
- 

## 12. Health & Fatigue Management

Night patrol work requires heightened awareness. Guardians must:

- Take scheduled breaks.
  - Report fatigue immediately.
  - Cease operation if alertness is compromised.
  - Request support when safety concerns arise.
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## 13. Zero-Tolerance Conduct

The following may result in immediate removal from duties:

- Physical confrontation with suspects.
  - Misrepresentation as police.
  - Driving breaches or reckless conduct.
  - Failure to report incidents honestly.
  - Confidentiality violations.
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## **14. Operational Philosophy**

The effectiveness of the Guardian model relies on presence, professionalism, and responsible observation. By remaining calm, lawful, and safety-focused, Guardians protect clients while minimising risk to themselves and the community.