



GUARDIAN PATROLS OPERATIONS MANUAL

ABSTRACT

This Operations Manual establishes the systems, procedures, and behavioural standards required of all Guardians engaged by Bayside Property Guardians

Antonio Pochi

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BAYSIDE PROPERTY GUARDIANS

PATROL GUARDIANS OPERATIONS MANUAL

Night Patrol, Emergency Response & Operational Standards

1. PURPOSE OF THIS MANUAL

This Operations Manual establishes the systems, procedures, and behavioural standards required of all Guardians engaged by Bayside Property Guardians.

Its purpose is to ensure:

- *Consistent service delivery across all properties*
- *Clear safety and legal boundaries*
- *Professional conduct at all times*
- *Accurate operational documentation*
- *Risk minimisation for clients, staff, and the organisation*

This manual forms part of each Guardian's employment or contractor obligations.

2. CORE OPERATIONAL PHILOSOPHY

Guardians protect through:

- *Presence*
- *Observation*
- *Documentation*
- *Communication*

Guardians are not law enforcement and must never act as such.

The role is to deter, observe, assist, and report — not confront, pursue, or intervene physically.

3. ROLE AND RESPONSIBILITIES

3.1 Primary Duties

Guardians are responsible for:

- *Conducting scheduled and unscheduled patrols*
- *Monitoring client properties externally*
- *Responding to emergencies within scope*
- *Coordinating assistance where required*
- *Recording all activity through ServiceM8*
- *Acting as professional witnesses when necessary*

3.2 Prohibited Activities

Guardians must never:

- *Attempt arrests or detention*
- *Use force or threats*
- *Pursue suspects on foot or by vehicle*
- *Enter dangerous environments unnecessarily*
- *Represent themselves as police or enforcement officers*

4. PROFESSIONAL CONDUCT REQUIREMENTS

Guardians must:

- *Maintain calm, neutral communication*
- *Dress professionally in approved uniform*
- *Avoid escalation or arguments*
- *Respect client confidentiality*
- *Behave as trusted custodians of private property*

5. SERVICEM8 OPERATIONAL REQUIREMENTS

All patrol and emergency work must be managed through ServiceM8.

Mandatory Requirements:

- *Start and complete every job through the app*
- *Timestamp arrivals and departures*
- *Upload notes and photos where relevant*
- *Record factual observations only*
- *Escalate incidents through ServiceM8 immediately*

If it is not recorded in ServiceM8, it did not happen.

6. SHIFT OPERATIONS

6.1 SHIFT START CHECKLIST (MANDATORY)

Before commencing patrol:

- Logged into ServiceM8*
- Jobs reviewed and routes confirmed*
- Vehicle safety inspected*
- Phone charged and mounted*
- Uniform and ID displayed*
- Emergency contacts available*
- Shift supervisor notified of availability*

6.2 PATROL EXECUTION CHECKLIST

At each property:

- Start job in ServiceM8*
- Review property notes*
- Conduct external visual inspection*
- Check access points and surroundings*
- Record observations*
- Upload photos (if needed)*
- Complete and close job*

6.3 SHIFT END CHECKLIST

Before ending shift:

- All jobs completed or escalated*
- Notes uploaded and accurate*
- Photos attached where required*
- Outstanding incidents reported*
- Vehicle secured*
- Shift sign-off completed*

7. DRIVING POLICY (SUMMARY)

Guardians must:

- *Obey all road laws*
- *Drive defensively*
- *Never speed or drive aggressively*
- *Never pursue suspects*
- *Use hands-free communication only*

Patrol urgency does not override road safety obligations.

8. INCIDENT RESPONSE – SOP FLOW GUIDES

8.1 SUSPICIOUS ACTIVITY FLOW

Observe unusual behaviour →

- *Keep safe distance*
- *Do NOT engage*
- *Record details (appearance, vehicle, time)*
- *Update ServiceM8*
- *Notify supervisor*
- *Contact police if criminal activity suspected*
- *Continue monitoring only if safe*

8.2 INTRUDER ON PROPERTY FLOW

Intruder observed →

- *Move to safe location*
- *Call 000 immediately*
- *Do NOT approach or chase*
- *Observe discreetly*
- *Record factual details in ServiceM8*
- *Await police directions*

Role = Witness only.

8.3 HOME EMERGENCY FLOW (PLUMBING / ELECTRICAL / HOUSEHOLD)

Emergency call received

- *Accept job in ServiceM8*
- *Travel safely*
- *Assess risk on arrival*
- *Secure immediate hazards if safe*
- *Notify client and supervisor*
- *Contact approved trade provider if required*
- *Document all actions*

9. DOCUMENTATION & LEGAL RECORDS

All records must be:

- *Accurate*
- *Time-based*
- *Objective*
- *Free from assumptions or accusations*

ServiceM8 logs may be used for:

- *Insurance claims*
- *Client disputes*
- *Police investigations*
- *Legal proceedings*

10. CONFIDENTIALITY & PRIVACY

Guardians must:

- *Keep all client information private*
- *Avoid discussing client affairs externally*
- *Never share patrol photos publicly*
- *Use company systems only for communication*

11. HEALTH & SAFETY

Guardians must:

- *Report fatigue immediately*
- *Take required breaks*
- *Avoid unsafe environments*
- *Withdraw if personal safety is compromised*

12. INCIDENT ESCALATION LEVELS

Level 1 – Observation Only

- *No risk or immediate action required.*

Level 2 – Escalation Required

- *Potential security concern or property issue.*

Level 3 – Emergency

- *Police, fire, or ambulance required.*

13. SHIFT SIGN-OFF PAGE (PRINTABLE)

Guardian Name: _____

Date: _____

Shift Start Time: _____

Shift End Time: _____

Checklist Confirmation:

- All ServiceM8 jobs completed*
- Notes uploaded*
- Incidents reported*
- Vehicle inspected and secured*
- Outstanding issues escalated*

Guardian Signature: _____

Supervisor Review: _____

14. COMPLIANCE & DISCIPLINARY STANDARD

Failure to follow this manual may result in:

- *Retraining*
- *Suspension of patrol duties*
- *Removal from roster*
- *Termination of engagement*

15. OPERATIONAL PRINCIPLE

The strength of the Guardian model lies in professionalism, visibility, and consistency — not confrontation.

Presence prevents problems. Documentation protects everyone. Safety is non-negotiable.