INTRODUCTION

This document is provided as basic guidance for the Public Safety (PS) Department and shall be reviewed by all PS employees. These procedures are general in nature and intended to provide the PS employee a point of reference for dealing with most situations. It is expected that PS employees will exercise good judgment in dealing with any and all situations PS employees are expected to comply with and perform their duties in accordance with this document. Like all Riverbanks employees, PS employees are subject to the rules and regulations of the Riverbanks Zoological and Botanical Garden including those outlined in the employee handbook. A copy of the handbook is included in this document.

CONDUCT AND APPEARANCE

1. Reporting for Duty
   - PS employees are responsible for checking the duty schedule and reporting to work on dates scheduled.
   - PS personnel will report for duty in sufficient time to receive all instructions prior to their shift commencing.
   - PS personnel will report to the PS officer on duty in the office, to receive any special
instructions or pass-on information.
• PS personnel will review these instructions, and the office bulletin board, EACH TIME THEY
• REPORT FOR DUTY to ensure they note any changes or special instructions that may have been made.

2. Uniforms & Appearance
Public Safety employees will comply with the Uniform and Equipment Policy in the Riverbanks Employee Handbook and the following:
• PS employees will wear their assigned uniform, nametag and badges at all times.
• Uniforms will be neat, clean and in good repair.
• Personal appearance will be neat, clean and well groomed.
• For those officers assigned radios, the radio is to be considered a part of the uniform. Radios will be monitored at all times and used only for official communications.

3. Attitude
One of the primary duties of the Ps department is to provide assistance and in doing so PS employees are expected to conduct themselves in a business-like courteous manner. Ps employees will treat all employees, guests and visitors with a respectful and helpful attitude at all.

4. Contact with the News Media
A. Riverbanks Zoo is a popular source for news stories and features with the local news media. As a result, you may at some time be approached by a member of the news media. The following procedures will apply to any encounter with the news media.
• If approached directly by the news media, refer them to the Director of Public Services, Public Relations Specialist or the Supervisor on duty.
• Access to non-public areas of the zoo such as animal barns, exhibits or hospital, by the news media must be approved in advance by the Director, the Director of Public Services and the Curator in charge of the area.
• Media representatives may occasionally show up unannounced on weekends or at other times when the Director of Public Services is not available. At these times, the news media should be referred to the Administrative Office or to the on-duty weekend supervisor.
• If you are interviewed, be aware that you will be treated as the expert. You are being interviewed because you know more about the topic than the interviewer. Nonetheless, do not be afraid to say "I don't know, but I will try to find out and get back with you". Get the interviewer's name and phone number.
• Any statements that you might make can be used to represent the zoo. Avoid controversial issues.

The procedures listed above are intended to be used as guidelines. Exceptions to these procedures can only be made with the approval of the Director or Director of Public Services.

5. General Procedures
• There will be NO personal telephone calls made or received during an officers shift except in a true emergency.
• All calls received during the second and third shifts will be noted on the officers duty log, except routine calls concerning the general park information.
Examples of Safety / Risk Management Procedures

- Personal friends, relatives and pets are prohibited and will not be permitted at the zoo with any on duty PS personnel.
- The use of any intoxicant while in the performance of duty or reporting to work while intoxicated is prohibited and will result in dismissal.
- Unauthorized reading materials will not be brought to or read while on duty. Only materials related to PS duties are authorized.
- PS personnel are prohibited from accepting any gratuities in any form, while on duty or as a result of any duty performed or not performed.
- PS personnel will not sit in or operate their privately owned vehicles while in the performance of their assigned duties.
- PS personnel will not engage with other Riverbanks employees in conservation except while on break at a designated break area.
- PS employees will not leave the zoo premises while on duty unless authorized to do so by the PS officer in charge.
- PS employees will adhere to the Riverbanks Park Commission Smoking Policy.

DUTIES OF THE PUBLIC SAFETY DEPARTMENT

1. Providing Assistance
   The most important duty of all PS employees is to provide assistance to park visitors and staff. When a call or request for assistance is made of a PS employee, that employee will do what is necessary and practice to provide the requested assistance. If you are on duty alone lock the office, close gate eight, notify the main office or the Supervisor on Duty to provide the assistance requested. Be sure to take a radio so that you can remain in contact with the main office. This is obviously an area where judgment is extremely important so please use good judgment, be safe, but be helpful.

2. Key Control
   Upon reporting for duty, the on-coming PS officer will inventory the key box to ensure that all keys are either in the key box, or signed out on the key sign-out sheet. An Incident Report will be prepared for any key that can not be accounted for. A key inventory Master Log is maintained inside the key box, identifying each key or set of keys. Keys will be signed out as follows:
   - Any supervisor may sign out any key.
   - Zoo employees below supervisory level may sign out keys to areas in which they normally work or where their normal duties require them to have access. NOTE: Only key #12 will be issued to the maid staff
   - Occasionally, keys that are not included on the key inventory, may be left with the PS staff for safe keeping. PS will log and identify such key(s) in their Duty Log and will then place such key(s) in the key box.
   - All keys will be signed in and out on the Key Issue Sheet, each and every time they are issued or received.
   - All keys will be returned to the PS office no later than the end of the work day. Any keys taken off site by mistake will be returned immediately

3. Raising and Lowering Flags
   - The United States and the South Carolina flags are flown daily on the flag poles in front of the Zoo in the parking area.
   - The flags will be raised at 6:00 am and lowered at 5:00 pm.
   - The United States flag is flown on the right flag pole and the South Carolina flag is flown
Examples of Safety / Risk Management Procedures

on the left flag pole (right and left determined by facing into the parking area away from the park). Both flags will be flown at full staff (that is they will be raised to the highest point on the flag pole). Flags will not be flown half-staff unless instructions are received from the Zoo staff to do so.

- The proper way to place a flag at half-staff is to raise the flag all the way to the top of pole, then lower it to the half-staff position securing the rope.
- The proper way to lower the flag from half-staff is to raise the flag to the top of the pole and then lower it to remove it
- The state flag is never flown above the United States flag.
- Never let either flag touch the ground.
- Ensure the flags are attached "right side up" on the rope prior to raising.
- Never fly the flags during inclement weather. The flags are not flown if it is precipitating or if there is a 50% or more chance of precipitation. Do not fold a wet flag. Drape the flag over a chair or table until it dries. DO THIS OUT OF SIGHT OF THE GENERAL PUBLIC.
- The flags are to be lowered and stored if it starts to precipitate.
- The flags are stored (neatly folded) in the PS office.

4 Issuing Gasoline

- The PS staff is charged with the responsibility of controlling the keys to the gasoline pump and the Gasoline Issue Form.
- Any Zoo employee requiring the issuance of gasoline will be asked to unlock the pump located behind the PS office.
- Gasoline will only be dispensed for official use in Zoo vehicles and/or Zoo equipment.
- PS will monitor the issuance of gasoline and will use the Gasoline Issued Form to record the following information:
  - Date Enter correct date
  - Vehicle License tax # or name of equipment if no tag
  - Odometer Reading Log mileage on vehicle
  - Amount Log amount of gasoline is sued
  - Employee Signature Have employee sign sheet
  - Oil Check Indicate by the use of "yes" or "no" if the employee checked the oil. Issued By PS officer signs
- PS department will ensure the pump is kept locked at all times.

5. Keeping the Park Clean

It is the duty of all park employees to help keep the park clean. While on duty, PS employees will do what they can to keep their area clean and neat. In addition, any time a PS officer is on park patrol they will help keep the park clean by picking up trash and debris or reporting such problems to the grounds crew, maintenance department or supervisor on duty.

6. Automobile Accidents and Break-in's

Any automobile accidents or break-in's in the parking lot fall under the jurisdiction of the City of Columbia Police department. The PS officer who observes or is made aware of such incident will notify the supervisor, ensure that the city police is notified and fill out a Riverbanks Incident Report.

7. Courier Service

- The PS department will provide courier service for the Zoo twice daily during week days for the purpose of picking up and/or delivering mail, bank deposits, materials and supplies and as required on weekends.
- The schedule shall be set by the PS manager.
Any problems completing the days assignments will be reported immediately to the PS manager. The PS manager will inform all effected parties.

8. Criminal Activity
• During normal hours all known or suspected criminal activity which has occurred or thought to have occurred on Zoo property shall be reported immediately to the PS manager who will in turn notify the front office through the chain of command.
• Any such activity occurring during the normal hours will be handled as follows:
  • Notify the Columbia Police department when it is determined necessary to protect a life or property.
  • Notify the PS manager or Facilities manager and follow their instructions.
  • PS officers will use common sense and good judgment in dealing with these situations by controlling the situation as best they can to protect Zoo property without risking personal injury or ones life.
  • PS officers will complete a detailed Incident Report on each occurrence and submit it to the PS manager immediately.

9. River Water Pump
• During the evening hours, the PS staff will monitor the river water pump that is located in the small fenced enclosure behind the Education building. The pump has a warning bell that will sound when there is a problem. A sudden power surge can cause the pump to shut off. If the pump becomes "air bound" the two water outlet pipes in the flamingo pool will start making a loud noise - thus alerting that a problem is occurring with the pump.
• Once a problem is detected with the river water pump, the PS officer will do the following:
  • Go to the electrical panel on the rear fence at the pump location. On the right side of the panel there is a black reset button. Depress this button to silence the bell and reset the pump.
  • If the pump does not reset within 15 seconds, go to the left side of the panel and turn off the main breaker switch. (This switch is hard to shut off).
  • Return to the PS office and make the appropriate entry on the PS Duty Log.
  • If it is before 10:00 pm, call the Maintenance Supervisor. If unable to reach the Maintenance Supervisor or if it is after 10:00 pm, wait until the first maintenance personnel arrive in the morning and advise them the pump is off.

10. Draining/Filling Pools
• Within the park are pools that are part of the animal exhibits. These pools have to be drained and refilled on a regular basis. Since the pools are normally drained and refilled at night when the park is closed, the PS staff has the responsibility to assist the zoo staff in accomplishing the job
  • The pools within the Zoo that require PS attention are Ape Island, Hippo, Polar Bear, Sea Lion, Harbor Seal, and Water Fowl.

11. Park Security Checks/Lockup
The evening PS officer is responsible for ensuring that all areas of the park are secured. This encompasses everything within the confines of the perimeter fence. The PS officer will not make any security checks outside the perimeter fence.

NOTES: Although the PS officer is not usually needed to go outside the fence except to put up
the flags, it is required that they ensure that all employees departing after hours get to their vehicles and depart safely. It is anticipated that this can normally be done by simply standing just inside the gate and observing them going to their vehicle. If any incident should ever occur in the parking area, the Columbia police department will be called to handle the situation and take any necessary action.

The parking lot is used at night by fishermen and sometimes by car-poolers. Also, couples park in the lot and occasionally there may be a group drinking and causing a disturbance. The zoo assumes no responsibility for any property damage or loss from the parking area. PS officers will contact the Columbia police department and request assistance if any of the following situations occur in the parking area:

- Anyone operating a vehicle in an unsafe manner
- Any group "partying"
- Anyone parking and then walking around the lot
- Any time someone reports criminal activity

There is also the possibility that the PS officer may receive a telephone call from a concerned citizen who lives across the river from the Zoo. They may be reporting large fires or loud noise. The PS officer should be polite and take the information and tell the party that he will "check it out". The PS officer should then drive to the rear of the park near gate #3 and observe/listen. If the problem is confirmed, the PS officer should telephone the Columbia police department and ask them to investigate the problem.

Anytime any incident occurs in the parking area or around the outside areas of the park, a report will be made by the PS officer.

The following should be checked at each area noted within the park:

1. PS OFFICE: The PS officer should never leave the office unsecured and must always have the master key tinge in his possession until properly relieved.
2. CASH ROOM: The cash room should always be secured. (See annex B)
3. ADMINISTRATION OFFICE: The Administration office is within the same structure that houses the Commissary and the Hospital. When securing this building, the PS officer will:
   - Ensure that no electrical appliances are left on in the small kitchen room.
   - Ensure the copier is turned off.
   - Ensure the doors leading from the Administration area into the Hospital and into the commissary are locked. NOTE: DO NOT ENTER THE HOSPITAL.

There are two locker rooms/bathrooms between the Hospital and the Administration office. Always knock on both locker room doors before entering for the first time. Additionally, before entering you should announce your presence and inform any occupants that you are conducting a security inspection. Obtain permission from any occupants before entering the locker room.

Turn off all unnecessary lights.

Do not lock any other interior doors.

Ensure all exterior doors and windows are secured

COMMISSARY: The PS officer should walk through the Commissary and observe for any fire
hazards. Ensure the rear double doors (inside double doors) are secured and the two office
doors are secured.

**HOSPITAL**: Ensure all exterior doors are secured. NEVER ENTER THE HOSPITAL.

**WAREHOUSE**: The Warehouse building is the same building as the PS office. Ensure all
exterior doors are secured. Check the employee breakroom for fire hazards and for any signs of vandalism.

**NOTE**: The entrance door to the Gift shop store room has two locks. Security has the key to the
top, deadbolt lock. To check the security of this door, the PS officer has to insert the deadbolt
key into the lock and turn to ensure it is locked.

**GIFT SHOP**: Ensure the building is secured. Pull on both the double front doors and the side
doors to ensure all locks are engaged. Observe through the windows for any signs of life.

**EDUCATION BUILDING**: All interior offices and the door leading to the projection room in the
auditorium should be locked. Inspect the kitchen to ensure that all appliances are off. Turn-off.
all unnecessary lights and ensure all exterior doors and windows are closed and secured.

**NOTE**: DO NOT ENTER THE ANIMAL STORAGE ROOM.

**NOTE**: The Education building is equipped with a fire alarm system. The control panel is located
in the rear storage maintenance room at the end of the first hallway, past the offices. If this
alarm activates, it will sound within the building; it does not notify the Fire department.

**RESTAURANT**: Ensure all exterior doors and windows are secured.

**RIVERBANKS FARM**: Observe for fire hazards.

**BIRD HOUSE**: Ensure all exterior doors are secured and that no visitors or employees are
locked inside.

**PUBLIC RESTROOMS**: Inspect for maintenance problems; ensure no one is left inside and turn
off lights.

**MAINTENANCE WAREHOUSE**: Ensure all exterior doors are secured.

**NOTE**: While completing the lockup round, the PS officer will visually inspect the entire park to
ensure all patrons have departed.

**FLAMINGO AND WATER FOWL AREAS**: These two areas are to be inspected ONCE AN
HOUR DURING THE HOURS OF DARKNESS. These inspections are for the purpose of
visually checking the trees in the area of these two displays for owls and for observing the
general area for predators such as fox or raccoon. This should be done by shining a light
throughout the area. If any predators are observed, continue to shine the light on them until they
are forced to leave.

**NOTE**: Indicate on the Security Service Report any predations observed, action taken and the
exact location where they were observed.

During all hours of darkness the PS officer will inspect the lighting and note on the Security
Service Report any inoperative lights. Additionally, the PS officer will mark the poles of
inoperative lights within the park by placing a piece of tape around the pole. Perimeter lights will
be noted by number. Perimeter lights are numbered consecutively, starting from the main
entrance gate and going counter clockwise around the perimeter. There are 23 perimeter lights.

**12. Monitoring of Animals**

- Occasionally a situation will arise and PS will be asked to observe an animal after hours.
  Because each case and each animal is different, PS will receive specific, written
instructions on every animal to be observed. DO NOT INITIATE THE OBSERVATION
OF ANY ANIMAL WITHOUT WRITTEN INSTRUCTIONS, AUTHORIZED BY A
Examples of Safety / Risk Management Procedures

CURATOR, VETERINARIAN OR DIRECTOR.

- In rare situations, these instructions may be given to PS over the phone. Whenever this occurs the PS staff will record the instructions exactly as given and will read them back to the supervisor giving the instructions. These instructions will be recorded on the Animal Observation Form.
- Security will log each observation made on the Animal Observation Form.
- Because of the nervous nature of most animals, particularly at night, the following general rules will apply to all animal observations; however, each case will have individual, written instructions which highlight any peculiarities of that particular animal:
  - Always announce your presence BEFORE entering an animal barn. This can be done by whistling or speaking softly and continuously while unlocking or entering the barn.
  - If a flashlight is required, NEVER shine the light directly in the animal's eyes. Begin by shining the light on the floor or ground, then slowly work the light beam to the point of observation.
  - Never turn the barn lights on. When an animal is to be observed some lighting will remain on in the barn.
  - Make sure all doors and cages are locked as you leave the area.
  - If ANY PROBLEM develops or if there is ANY QUESTION concerning an observed animal, telephone the appropriate person (Mammal, Bird, or Reptile Curator, Veterinarian or Director) immediately. It is better to call than to have a problem develop into an emergency.
  - To make this system work, communication is extremely important.
  - Make sure that you have received precise instructions from the appropriate supervisor and that you have communicated with the officer relieving you. Above all else, if you have any questions, call!

13. Call offs
PS officers will receive call-offs for zoo employees and will record the information on the Absence Sheet. This sheet will be taped on the PS office window as information is received so that incoming zoo supervisors can check for call-offs in their departments. See attached sample form.

14. Time Cards
Every other Sunday night (between 12 midnight and 12:15 am) the PS officer will take up all yellow time cards from the time card rack in the breakroom and place them on the security desk. The PS officer will then take the new yellow time cards and the white time sheets (they will be left on the Ps desk for the officer) and will place these on the first table in the breakroom.

15. Animal Shipment
The PS officer may receive telephone notification that an animal has been shipped or has arrived at the airport for pick-up. Record all information received and then immediately contact appropriate Curator to ensure they are aware of the shipment and have made arrangements to have the animal picked-up (NOTE: Always check the pass-on notes because most of the time the Curators are aware of the shipments and have already made the arrangements for a keeper to pick up the animal. If the arrangements have already been made, there is no need to call the Curator unless the time of arrival has changed).

16. Weapons
The PS officer will issue the emergency weapons maintained in the cash room only on order of a zoo supervisor. NOTE: These weapons are loaded - DO NOT TOUCH THEM unless they are
to be issued. If they are to be issued, they are to be carried with the barrel pointed upwards and keeping all stored in the cash room.

17. Night Shift Duties

- Immediately upon reporting for duty, the officer will initiate the Duty Log and note any written or special instructions received.
- Upon departure of the off-going PS officer, the night shift officer will assume positive control over the service exit, monitoring departing zoo employees.
- Once the majority of zoo employees have departed, the PS officer will secure the service entrance gates and the PS office and make a quick perimeter check to ensure all other gates are secured.
- Upon completion of the perimeter check, the officer will commence the inside lock-up check of the Zoo. Any and all discrepancies noted during lock-up will be noted either in the Duty Log or on an Incident Report. NOTE: As the Zoo is secured, the PS officer will also be alert to ensure that all patrons have departed the park.
- Areas to be specifically checked:

<table>
<thead>
<tr>
<th>Cash room</th>
<th>Administrative office</th>
</tr>
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<tbody>
<tr>
<td>Commissary</td>
<td>Animal hospital</td>
</tr>
<tr>
<td>Warehouses</td>
<td>Gift shop</td>
</tr>
<tr>
<td>Snack bars</td>
<td>Farm and farm classroom</td>
</tr>
<tr>
<td>Education center</td>
<td>Restaurants</td>
</tr>
<tr>
<td>ARC</td>
<td>Maintenance warehouse</td>
</tr>
</tbody>
</table>

- If any employees are observed to be working late, the PS officer will check with them either in person, over the phone, or via radio and ask if the employee can advise of an anticipated departure time. If they can, this will allow the officer to be at the gate to let them out. The PS officer should also periodically check on the employees who are working the night shift to ensure their safety. NOTE: Any employee that remains in the park after closing time must have supervisors permission to do so and the supervisor will notify the PS office in writing of the employee's name and department he/she will be working in and approximate time of departure. If an employee is encountered after hours without notification, record the employees name, location and the time observed on the Duty Log. If the late working employee has a two-way radio, simply ask them to call when they are ready to depart the park. Once they call, the PS officer should proceed immediately to the gate to allow them to leave. If the departing employee was working in one of the areas listed above, proceed to that area and recheck it for security and for any fire hazards.
- CASH ROOM: The finance employees come in to count the day's receipts in the early evening (normally).
- If there is an evening meeting in the education center, the PS officer will remain at or near the gate which has been opened to allow entrance to the visitors. The PS officer will not normally depart this area until the meeting is over and Visitors have all departed. It there is an overnight camp-out at the education center, the PS officer will not check the building during the lockup procedure. See Annex D for specific instructions concerning evening meetings and overnight camp-outs.
- Security rounds are to be made no less than once an hour from the time the lockup is commenced until 5:00 am the next morning. If the round is not made, a specific reason must be noted on the Security Service Report.
- Night PS officer may be asked to assist with pools within the park as outlined in Annex I.
Examples of Safety / Risk Management Procedures

• NOTE: Night PS officers will not enter any animal barn or animal enclosure unless specifically authorized to do so by a zoo official.

• NOTIFICATION OF POLICE: For the safety of the night PS officer, the zoo has established a procedure whereby the on-duty PS officer must call the Columbia police department on the hour, every hour, starting at midnight and continuing until 5:00 am. If the police do not receive the call by five (5) minutes past the hour, they will dispatch units to the Zoo to see if there is a problem. DO NOT FORGET TO CALL THE POLICE ON THE HOUR.

• Once a month, the night PS officer will be required to read the water meter and record the reading on the Duty Log. This reading is normally taken at 2:00 am on the 1st day of the month. The water meter is located in the grassy area to the left rear of the Harbor seal exhibit, just inside the perimeter road near the large rocks. To read the meter, the PS officer has to remove the top cover and then reach down, inside the hole to flip open the small cover over the meter. Coveralls should be worn when doing this task because the officer will have to lay on the ground to read the meter.

• The State newspaper will be delivered to the night PS officer each morning, including weekends. As soon as it is received, it will be taken to the administration office and placed on the Director of Public Service's desk. IT IS NOT TO BE KEPT IN THE SECURITY OFFICE AND READ!

• At approximately 5:00 am, the first zoo employees will start arriving. The PS officer will open the service entrance gate and leave it open from that time on. The PS officer will remain at the entrance gate and will not make any more security rounds. The PS officer will step outside the PS office and greet each arriving employee and verify their authority to enter.

• The administration building and the Commissary should be unlocked at 6:30 am each morning. The staff will pick up the keys later.

• At approximately 6:30 am, unlock the administration gate and the construction gate (Monday thru Friday).

• At night the PS office will be locked. Never leave the PS office unlocked it not in the immediate area to visually keep the office secure.

• At approximately 8:15 am, the 1st shift PS officer will arrive to relieve the night PS officer. The PS officer will brief the day PS officer on the night's activities and will turn over all completed reports and forms to the 1st shift officer.

• The night PS officer will not depart prior to 8:30 am.