



EMPLOYEE HANDBOOK

2025-2026

Blue Life Security, LLC



Table of Contents

Part 1: The Blue Life Standard 5
Who we are, what we stand for, and the high standards that define our culture.

Welcome..... 5

Who We Are..... 5

Our Core Values..... 5

How We Operate..... 6

Why This Handbook Exists 6

Our Commitment to You..... 7

Part 2: How We Work 8
Our expectations for professionalism, communication, and dependability on every post.

Trust and Responsibility..... 8

Communication..... 8

Professional Conduct 9

Attendance and Reliability 9

Punctuality.....10

Dependability and Teamwork11

Appearance and Presentation11

Client and Public Interaction11

Using Company and Client Property11

If You Have Questions12

In Short12

Part 3: Performance & Accountability..... 13
How success is measured, feedback is given, and performance is managed.

Expectations13

Defining Success13

Feedback and Growth14

Evaluations14

Advancement and Promotion14

Corrective Action.....15

Ownership and Accountability	15
If It's Not Working Out	15
In Summary	16
Part 4: Compensation & Benefits.....	17
How pay works, what benefits you can expect, and how we support financial stability.	
Pay Philosophy	17
Pay Schedule.....	17
Timekeeping.....	17
Overtime	18
Shift Differentials and Special Pay.....	18
Pay Corrections	18
Pay Advances	19
Emergency Pay Advance Option – Stabl	19
Mandatory Deductions	19
Uniform and Equipment Deductions.....	20
Benefits Overview.....	20
Health Insurance and Medical Benefits.....	20
401(k) Retirement Plan	21
Paid Time Off (PTO) and Vacation	22
Holiday Pay	22
Leave of Absence.....	23
Separation and Final Pay	23
In Summary	24
Part 5: Safety, Security & Compliance	25
How we keep our people safe, maintain discipline, and uphold legal and ethical standards.	
Our Commitment to Safety	25
Drug- and Alcohol-Free Workplace	25
Workplace Violence and Threats	26
Weapons Policy	26
Incident Reporting	27

Health & Wellness	27
Smoke-Free Environment.....	27
Confidentiality & Information Security.....	28
Ethical Conduct & Compliance.....	28
Outside Employment and Conflicts of Interest.....	28
In Summary.....	29
Part 6: Teamwork & Communication Tools	30
Clear communication, approved systems, and responsible use of technology.	
Purpose of Communication.....	30
Approved Communication Channels	30
Professional Communication Standards.....	31
Technology and Equipment	31
Remote & Hybrid Work (Administrative Roles).....	31
AI and Automation Tools	32
Social Media Conduct.....	32
Reporting & Feedback.....	33
In Summary.....	33
Part 7: Performance & Development	34
How we train, grow, and advance together through effort and initiative.	
Commitment to Growth	34
Training and Certification	34
Learning Beyond Requirements.....	34
Performance Evaluations	35
Career Advancement	35
Feedback and Coaching.....	36
Recognition.....	36
Accountability in Development	36
In Summary.....	36
Part 8: Resources, Reporting & Legal Notices.....	38
Where to find help, how to report issues, and your rights as an employee.	
Problem Resolution & Grievances	38

Reporting Misconduct or Violations.....38
Legal and Regulatory Compliance39
State Supplements39
Employee Resources40
Acknowledgment of Receipt and Understanding.....40
In Summary.....40

Part 1: The Blue Life Standard

Who we are, what we stand for, and the high standards that define our culture.

Welcome

Welcome to **Blue Life Security** — a company built on integrity, accountability, and purpose.

We don't exist to simply fill shifts. We exist to protect people, property, and peace of mind.

If you're reading this, you've joined a team that takes that mission seriously. We hire professionals who care about doing things the right way, who take pride in their work, and who understand that their performance reflects on every one of us.

We don't tolerate mediocrity, but we'll always support effort, growth, and honesty. If you work hard, communicate openly, and take ownership of your performance, you'll find that Blue Life Security is a company that rewards commitment and professionalism.

Who We Are

Blue Life Security is a multi-state security and care services company headquartered in Tennessee.

We protect clients across diverse environments — government, commercial, and private — and our purpose is simple: **enhance safety wherever we operate.**

We believe in disciplined execution, mutual accountability, and earning trust one post, one shift, one client at a time. Founded by law enforcement professionals and strengthened by military experience, our mindset is simple — **mission first, people always.**

Every employee — whether on a gate, in the field, or in the office — is part of the same mission: **to raise the standard of private security.**

Our Core Values

These are the standards that define us. They're not slogans; they're expectations.

1. **Integrity:** We do what's right even when it's inconvenient, unnoticed, or hard.

2. **Dependability:** We show up — on time, prepared, and focused — because reliability is the foundation of trust.
3. **Accountability:** We own our actions, our results, and our impact on the team.
4. **Professionalism:** We represent ourselves, our company, and our clients with respect and composure at all times.
5. **Mutual Support:** We look out for each other. Our people succeed when they work together.
6. **Pride in Service:** Every post matters. Every shift matters. Every person matters.

If you don't value these things, you won't last long here. If you do, you'll find a company that will stand behind you and give you the tools, training, and trust to succeed.

How We Operate

We trust professionals to act like professionals. That means:

- **Using good judgment.** If something feels wrong, it probably is.
- **Communicating quickly and clearly.** Don't let problems fester — fix them or elevate them.
- **Taking initiative.** If something needs to be done, do it. Don't wait to be told.
- **Owning mistakes.** Everyone makes them. We respect honesty far more than excuses.

You'll find that we're direct, transparent, and fair — but not bureaucratic. Our goal is to eliminate red tape and replace it with clarity and accountability.

Why This Handbook Exists

This handbook is a **guide**, not a rulebook. It explains how we work, what we expect, and what you can expect from us. It's designed as a **quick reference**, so you can easily find answers when you need them.

This handbook **does not create a contract**. Employment at Blue Life Security is **at will**, which means either you or the company can end the employment relationship at any time, for any lawful reason. No one except the company's owners or partners can alter that relationship in writing.

Policies may evolve as our company grows and as laws change. When that happens, we'll communicate updates through HR or your regional manager. Always refer to the most recent version of this handbook and your state supplement for current policies.

Our Commitment to You

We expect a lot from our people — and we give a lot in return. That includes competitive pay, professional respect, and the chance to build a long-term career in a company that values competence and character.

We take care of our own, and we hold each other to a high standard. That's what makes Blue Life Security different.

Welcome to the team.

Part 2: How We Work

Our expectations for professionalism, communication, and dependability on every post.

Trust and Responsibility

At Blue Life Security, trust isn't given once — it's earned every day.

We trust you to do the right thing, to use good judgment, and to treat every assignment as if the company's reputation depends on it — because it does.

We don't manage through fear or micromanagement. We hire adults, not babysit them. When we assign you a post or project, we expect it to be handled with focus, reliability, and integrity.

If someone violates that trust — lies, cuts corners, or endangers others — we address it quickly. We won't redesign the company around the few who fail to act responsibly. We simply won't keep them.

Communication

Clear communication is how we stay safe, efficient, and connected.

If something needs attention, speak up. Don't let confusion, frustration, or unsafe conditions go unaddressed.

You're encouraged to talk directly with whoever can solve the problem — your site supervisor, regional manager, or anyone else in the chain who can take action. Use the right channel for the situation:

- **Operational issues:** Signal or direct phone call to your immediate supervisor.
- **Scheduling or attendance:** Homebase messaging or text.
- **Administrative questions:** Email HR at *HumanResources@blue-life-security.com*.
- **Serious safety, legal, or ethical issues:** Contact HR or ownership directly — no permission required.

Respect the chain of command, but don't hide behind it. If something serious isn't being resolved, escalate it. Professionals don't stay silent about things that matter.

Professional Conduct

We expect professionalism at all times — on duty, in uniform, on client property, and online.

Professionalism is about more than appearance; it's how you carry yourself when no one's watching.

That means:

- Showing respect to clients, visitors, and teammates.
- Following site procedures exactly — no freelancing.
- Staying alert and attentive while on duty.
- Avoiding gossip, complaints, or negativity that hurt team cohesion.
- Keeping personal calls, texting, and social media to a minimum while on post.

Your job is to represent the company and our clients with pride. If you can't do that, this isn't the right place for you.

Attendance and Reliability

Security and care services depend on consistency. When someone is late or absent, the impact is immediate — on coworkers, clients, and operations.

Our expectation is simple:

Be where you're supposed to be, when you're supposed to be there.

If illness or an emergency prevents you from reporting for duty:

- Notify your supervisor **as early as possible**, and at least **4 hours before your shift** whenever feasible.
- If you are sick, stay home — do not risk exposing coworkers or clients.

Patterned Absences and Verification

While legitimate illness is understood and supported, repeated or patterned call-outs — including frequent absences tied to specific shifts, weekends, or the end of employment — may require verification.

In such cases, management **may require reasonable documentation** (such as a doctor's note or other verification) to confirm the need for absence. Failure to provide requested documentation may result in corrective action.

Abuse of Attendance or Leave Policies

Calling out in a manner that avoids assignments, disrupts operations, or demonstrates a lack of good-faith effort to meet scheduling obligations may be considered **abuse of company policy**, even if notice is provided.

Examples include, but are not limited to:

- Repeatedly calling out shortly before scheduled shifts
- Using sick leave or PTO in a way that undermines operational needs
- Patterned absences following notice of resignation
- Conduct that suggests avoidance of assigned work rather than legitimate illness

Providing notice does not eliminate accountability.

Employees are expected to act in good faith and with professionalism until their final day of employment.

No-Call / No-Show

No-call/no-show is a serious violation of company policy.

A single no-call/no-show may result in discipline, up to and including termination.

Job abandonment is deemed to occur after:

- **Two consecutive scheduled shifts missed without notice**, or
- **24 hours without contact** for roles not scheduled by shift, unless a documented emergency prevented communication.

We understand that life happens — **communication and honesty make the difference**. We will be fair, but reliability is not optional.

Punctuality

Arriving on time means **ready to work** — uniformed, briefed, and focused.

Repeated tardiness signals unreliability and affects client trust. Occasional unavoidable delays happen, but a pattern won't be tolerated.

Dependability and Teamwork

Everyone's success depends on everyone else doing their job. Covering shifts, responding quickly, and following through on commitments are part of the culture here.

If you see a teammate struggling, offer help. If you can't cover a post or need backup, communicate early. Dependability isn't about being perfect — it's about being accountable and honest.

Appearance and Presentation

Our uniforms represent who we are. Keep them clean, pressed, and complete. Follow the grooming and appearance standards in your supplemental handbook (Security or Care Services).

Remember: when you wear our logo, you're representing every person who wears it. Look sharp. Act sharp.

Client and Public Interaction

Your professionalism shapes how our clients see the entire company. Greet people respectfully, handle concerns calmly, and follow post instructions precisely. If an issue arises that you can't resolve, escalate immediately — don't argue or improvise.

Every encounter is an opportunity to reinforce our reputation for reliability and respect.

Using Company and Client Property

Treat all property — vehicles, radios, computers, buildings, and uniforms — as if you owned them.

Intentional damage, careless loss, or unauthorized use will result in disciplinary action or deduction for replacement costs.

Use company tools for work purposes only. Never use client equipment, computers, or vehicles without explicit authorization.

If You Have Questions

Ask. Don't guess.

There's no penalty for asking a question before taking action — but there can be consequences for acting without clarity.

In Short

Do the right thing. Be reliable. Communicate clearly. Treat others with respect.

That's the foundation of how we work — and why Blue Life Security continues to grow and earn trust across every region we serve.

Part 3: Performance & Accountability

How success is measured, feedback is given, and performance is managed.

Expectations

Blue Life Security operates on performance, not politics.

That means your success here depends on the quality of your work, your professionalism, and your dependability — not on who you know or how long you've been around.

We expect everyone, from new hires to senior managers, to:

- Do the job right the first time.
- Be on time, in uniform, and mentally present.
- Follow instructions and maintain discipline.
- Take initiative to improve your site or your team.
- Communicate issues early and professionally.

If you're consistent, reliable, and honest — you'll do well here.

If you're lazy, careless, or make excuses — you won't last long.

Defining Success

Performance at Blue Life Security is measured by **three simple standards**:

1. **Professional Conduct:** You represent the company's values at all times.
2. **Competence:** You understand your post, follow procedures, and make sound decisions.
3. **Reliability:** You show up, stay engaged, and can be counted on by your team.

We recognize strong performance and promote from within whenever possible.

We also expect accountability at every level — including leadership. The same standards apply to everyone.

Feedback and Growth

Feedback isn't punishment — it's how professionals improve.

Supervisors are expected to provide guidance regularly, not just once a year. If something's going well, you'll hear about it. If it's not, you'll hear about that too.

You don't need to wait for a formal review to ask how you're doing.

If you want feedback, **ask for it**.

If you're not sure what your manager expects, **clarify it**.

That initiative sets you apart — and it's noticed.

Evaluations

Formal performance evaluations occur **at least annually** and may happen more often depending on your role or contract requirements.

Evaluations focus on:

- Job knowledge and adherence to post orders.
- Attendance, punctuality, and communication.
- Professionalism and teamwork.
- Compliance with safety and security procedures.

Your supervisor will discuss the evaluation with you and document it in your file.

Strong performance can lead to raises, promotions, or additional responsibility.

Poor or inconsistent performance leads to coaching or corrective action.

Advancement and Promotion

We promote based on merit — not seniority, friendship, or favoritism.

Promotions are earned by demonstrating leadership, consistency, and initiative.

Examples of what gets noticed:

- Volunteering to train or assist other officers.
- Taking ownership of your post and offering solutions instead of complaints.
- Handling challenges calmly and professionally.
- Communicating clearly and completing reports accurately.

If you want to advance, make it known to your Regional Manager or HR. We'll help you prepare and identify opportunities to move up within the company.

Corrective Action

Mistakes happen. Repeated negligence doesn't.

Our approach to discipline is **progressive but firm**. We use corrective action to fix problems — not to create paperwork.

Depending on the situation, the process may include:

1. **Coaching/Verbal Counseling:** A discussion intended to correct minor issues.
2. **Written Warning:** A documented notice if problems persist or are more serious.
3. **Final Warning/Suspension:** A last opportunity to correct performance before termination.
4. **Termination:** When trust, performance, or conduct can't be restored.

Serious misconduct may skip steps entirely. Examples include theft, falsifying reports, harassment, insubordination, or any act that jeopardizes safety or client trust.

We're direct and fair. If you're being corrected, you'll know why — and you'll have a clear path to improvement.

Ownership and Accountability

At Blue Life Security, accountability isn't just a buzzword — it's how we operate. We don't blame others, hide mistakes, or pass the buck. We own outcomes, learn from them, and move forward stronger.

When you take responsibility for your work — good or bad — you earn trust. And trust is the foundation for everything else here: leadership, opportunity, and respect.

If It's Not Working Out

Sometimes, despite effort and coaching, the fit just isn't right. When that happens, we part ways respectfully and quickly.

If you choose to resign, give notice in writing so we can transition coverage and process your final pay correctly. If the company ends your employment, we'll communicate the reason directly.

Our goal is always to make expectations clear and give everyone a fair opportunity to succeed — but staying here is a choice, not an entitlement.

In Summary

We reward results, not excuses.

We measure performance by actions, not words.

And we believe that accountability builds pride — in yourself, your work, and your company.

If you're dependable, honest, and committed to improvement, there's no ceiling here. That's what makes Blue Life Security a place worth building a career.

Part 4: Compensation & Benefits

How pay works, what benefits you can expect, and how we support financial stability.

Pay Philosophy

We believe in paying people fairly for the value they bring. Blue Life Security rewards consistency, dependability, and results — not just time on the clock.

We pay competitively for our industry, and we continually review wages and contracts to keep pace with market conditions and client expectations. Pay rates are based on your position, training, licensing, and performance — and can grow as you grow.

You'll always know what you earn, how it's calculated, and when you'll be paid.

Pay Schedule

All employees are paid **weekly**, with the pay period beginning **Saturday** and ending **Friday at midnight**. Pay is distributed the following **Friday** via direct deposit unless otherwise required by law or contract.

If payday falls on a bank holiday, pay will be issued the next business day.

Timekeeping

Accurate timekeeping is essential for both compliance and fairness. We use **Homebase** for scheduling and time tracking across all regions. You are responsible for ensuring that:

- You clock in and out correctly for every shift.
- You immediately report any missed punches to your supervisor.
- You record time honestly — no rounding, falsifying, or clocking in for others.

Intentionally falsifying or manipulating time records is considered misconduct and may result in termination.

Overtime

Non-exempt employees (hourly) are paid **1.5 times their regular rate** for hours worked beyond 40 in a single workweek, in accordance with federal and state law.

All overtime must be **approved by your supervisor** before being worked, unless required by emergency conditions or client security needs.

We will always **pay for all hours worked**, including unauthorized overtime. Working unauthorized overtime may lead to **corrective action**, but it will still be paid.

Shift Differentials and Special Pay

Some sites may include additional pay for certain hours, conditions, or duties, such as:

- Evening or overnight shifts
- High-risk or armed assignments
- Temporary coverage or travel posts

These will be communicated in advance by your regional manager or scheduling coordinator.

Pay Corrections

If you believe there's an error in your pay, notify your **immediate supervisor** as soon as possible.

Your supervisor will review the time records and scheduling logs and, if a correction is warranted, escalate it to the **Finance Department** for resolution.

Verified errors are typically corrected within **48 business hours**, excluding weekends and holidays.

If a pay issue cannot be resolved through this process, you may contact **Human Resources** for assistance or review — but most issues are handled quickly through your supervisor and finance.

Pay Advances

Pay advances are rare and granted only for emergencies, at the discretion of ownership or executive leadership. They are not a standard practice and should not be relied upon as part of normal financial planning.

Emergency Pay Advance Option – Stabl

Blue Life Security partners with **Stabl**, a third-party provider that offers employees access to a portion of their earned wages before payday.

This service is designed to help during **unexpected emergencies** or short-term financial strain.

Participation is **voluntary** and managed **entirely through Stabl**, not by Blue Life Security.

Please note:

- Blue Life Security does **not** control or manage Stabl’s approval process, payment schedule, or fees.
- All questions or disputes must be directed to **Stabl’s support team**.
- Stabl advances do **not** affect your regular pay schedule or amount.

We encourage responsible use of this program. It exists to provide flexibility — not to replace financial planning or savings.

Mandatory Deductions

Your paycheck will include legally required deductions such as:

- Federal, state, and local taxes
- Social Security and Medicare
- Court-ordered garnishments or child support

Other deductions — such as uniform replacement, benefits, or voluntary contributions — will only occur with your written authorization or as allowed by law.

Uniform and Equipment Deductions

Uniforms, badges, and company-issued gear are company property.

If items are not returned upon separation, the replacement cost may be deducted from your final paycheck, as allowed by law.

Any deduction from pay will be taken **only with your written authorization**, and **will not reduce pay below minimum wage or overtime due**. Final-paycheck rules vary by state; see your **State Supplement**.

Recommended reference prices (may be billed or deducted with authorization and subject to state law):

- Polo or shirt: \$25
- Handcuffs: \$30
- Badge or credential: \$25

If items are damaged through normal wear, we'll replace them at no cost.

Benefits Overview

We believe good benefits reinforce stability and loyalty.

Blue Life Security offers benefits that include:

- Employer matched 401k
- Voluntary insurance plans
- Paid time off (PTO) or vacation
- Holiday pay
- Training and certification programs

Benefits eligibility depends on your position, employment status (full-time or part-time), and length of service. HR will provide details of your specific benefit package and eligibility timeline upon hire or promotion.

Health Insurance and Medical Benefits

Blue Life Security offers a range of health benefits designed to support our employees' wellbeing and peace of mind.

- **Medical Insurance:** Available to all full-time employees (averaging **30 or more hours per week**).
- **Dental and Vision Insurance:** Available to both full-time and part-time employees (averaging **20 or more hours per week**).

Eligibility:

Eligibility for benefits begins **after 90 days of continuous employment**. The company conducts a regular look-back period every six months to confirm ongoing eligibility. To remain eligible, employees must continue meeting the full-time or part-time hour requirements above.

Enrollment information, plan options, and coverage details are provided during onboarding and can be found in the **Benefits Supplement**.

Important Notes:

- Premiums and employee contributions are handled through payroll deduction.
- Failure to maintain eligibility (for example, by reducing hours worked) may result in loss of coverage.
- Employees are responsible for promptly notifying HR of any changes to their dependents or contact information.

Blue Life Security reserves the right to modify or replace insurance plans as needed to meet business or regulatory requirements. All plan details, coverage tiers, and costs are provided in the official **Benefits Summary/Supplement** distributed annually.

401(k) Retirement Plan

To help you plan for your future, Blue Life Security offers a **401(k) retirement savings plan** through **Betterment**.

All eligible employees are encouraged to participate in the plan to build long-term financial security.

Employer Match:

Blue Life Security matches your contributions as follows:

- 100% match on the first **3%** of eligible pay you contribute, and
- 50% match on the next **2%** of eligible pay.

This means that if you contribute 5% of your pay, the company contributes an additional 4%.

Vesting:

Employer contributions become **100% vested after three years** of participation in the plan.

Your own contributions are always fully vested.

Eligibility and Enrollment:

Eligibility requirements and enrollment instructions are detailed in the **Betterment plan documents**, available in your Betterment employee portal. You'll also find investment options, contribution limits, and withdrawal rules there.

Additional Information:

Details about this benefit, along with other company-sponsored programs, are included in the **Benefits Supplement**. Blue Life Security reserves the right to amend or terminate this plan as allowed by law and the terms of the plan documents.

Paid Time Off (PTO) and Vacation

Full-time employees (averaging 40 hours per week) begin accruing **Paid Time Off** after their first full year of continuous employment.

PTO can be used for vacations, illness, or personal time.

Accrual Schedule:

- 1–2 years of service: 1 week (40 hours) per year
- 2–5 years: 2 weeks (80 hours) per year
- 5+ years: 3 weeks (120 hours) per year

PTO must be requested **at least 30 days in advance** when possible. Requests are approved based on operational needs and client coverage requirements.

Unused PTO does **not carry over** into the next year unless required by state law.

Holiday Pay

We recognize six major holidays each year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day

- Thanksgiving Day
- Christmas Day

Employees who work on these days receive **1.5 times their regular hourly rate**, provided they work their scheduled shifts immediately before and after the holiday.

Some client sites may observe additional paid holidays; those details will be provided when applicable.

Leave of Absence

We recognize that life sometimes requires time away from work.

FMLA: Employees may qualify for leave under the **Family and Medical Leave Act (FMLA)** if:

- Blue Life Security employs **50 or more employees within 75 miles** of your worksite, **and**
- You have worked for the company for **at least 12 months**, and
- You have worked at least **1,250 hours** in the 12 months immediately before the leave.

When eligible and approved, FMLA provides up to **12 weeks of job-protected leave** for qualifying reasons (e.g., serious health condition, childbirth/adoption, care for an eligible family member, qualifying military exigency).

During FMLA leave, Blue Life Security will **maintain your group health insurance on the same terms** as if you were actively working; you remain responsible for your normal employee premium share.

When FMLA ends, you will be **restored to the same or an equivalent position**, consistent with the law.

For other personal, military, or extended absences, contact HR for eligibility and documentation requirements. If FMLA does not apply (for example, employee count/75-mile threshold not met), we will evaluate requests under applicable state law and company policy.

Separation and Final Pay

If you resign, are terminated, or complete an assignment, you will receive your **final paycheck in accordance with state law**.

All company property — uniforms, IDs, gear, or equipment — must be returned prior to your final pay release.

If employment ends under good terms and with proper notice, you remain eligible for rehire. Employees terminated for cause or unreturned property may be ineligible.

In Summary

We believe in clear, fair, and consistent pay practices.

We don't play games with payroll, and we expect the same honesty from every employee in reporting time and effort.

Work hard, communicate early, follow the process, and your compensation will always reflect the professionalism you bring to the job.

Part 5: Safety, Security & Compliance

How we keep our people safe, maintain discipline, and uphold legal and ethical standards.

Our Commitment to Safety

At Blue Life Security, safety is not a department — it's a mindset. We work in environments where awareness, preparation, and discipline protect lives. Every employee, regardless of role, is responsible for maintaining a safe workplace.

We expect everyone to:

- Stay alert and report unsafe conditions immediately.
- Follow site-specific safety procedures and post orders.
- Use protective equipment correctly when required.
- Keep work areas clean and free from hazards.

If a task seems unsafe **and there's no immediate threat to life or property**, stop and notify your supervisor before continuing. You will never be disciplined for pausing work to prevent harm.

If an **emergency or threat** demands immediate action — such as protecting someone from injury, preventing violence, or responding to a critical incident — use your training, follow post orders, and act decisively to control the situation until help arrives.

We will always support employees who make good-faith decisions based on training, safety, and the need to protect others.

Drug- and Alcohol-Free Workplace

We maintain a strict drug- and alcohol-free policy to ensure the safety and reliability of every site.

- Being under the influence, possessing, or using illegal drugs or alcohol while on duty or on company/client property is prohibited.
- Pre-employment, random, and post-incident testing may be required.
- Refusal or tampering with a test will be treated as a violation of policy.
- Prescription medications are permitted only when they do not impair performance or safety; notify your supervisor if a prescribed medication may affect your duties.

We recognize that substance issues can be medical or personal. Employees who voluntarily seek help before a violation occurs will be supported and referred to appropriate resources.

Workplace Violence and Threats

We have **zero tolerance** for violence, intimidation, or threats of any kind — verbal or physical — toward coworkers, clients, or the public.

Prohibited conduct includes:

- Physical assault, fighting, or brandishing weapons (except duty weapons authorized for armed posts).
- Threatening gestures, harassment, or bullying.
- Damage to company or client property intended to intimidate.

If you witness or experience threatening behavior:

1. Get to a safe place.
2. Contact law enforcement or site security if needed.
3. Notify your supervisor and HR immediately.

Anyone found engaging in violence or credible threats will be removed from duty and subject to termination.

Weapons Policy

Only employees **specifically authorized and certified** may carry a duty weapon while on assignment.

- All armed personnel must maintain current licensing, training, and qualification standards as required by state law and company policy.
- Personal or unauthorized weapons are not permitted on company or client property.
- Off-duty carry on client sites is prohibited unless specifically approved in writing.

Safety always overrides preference: if a weapon cannot be safely stored, transported, or secured, do not bring it.

Incident Reporting

Prompt reporting keeps everyone safe and protects your credibility.

Report immediately if you:

- Are injured or involved in any accident on duty.
- Witness unsafe acts or near misses.
- Observe or are told of harassment, discrimination, or misconduct.

Use the incident-report forms provided (QR codes and links in Appendix A) or contact your supervisor directly. If the matter involves a supervisor or isn't being addressed, escalate to HR or ownership.

Delays in reporting can compromise investigations and may affect benefits such as workers' compensation coverage.

Health & Wellness

Your wellbeing matters. Fatigue, stress, and burnout reduce awareness and increase risk. We encourage employees to:

- Get adequate rest before shifts.
- Request schedule adjustments if fatigue becomes a safety issue.
- Use available mental-health and wellness resources (see HR for details).

Supervisors are trained to recognize fatigue and will support reasonable accommodations when possible.

Smoke-Free Environment

Smoking, vaping, or use of any tobacco product is allowed only in **designated outdoor areas** approved by the company or client.

Dispose of materials safely — never on the ground or near entrances.

Confidentiality & Information Security

Protecting information is part of protecting people.

Employees may have access to sensitive data such as client details, surveillance footage, or personal information.

- Do not share or discuss confidential information except with those who need to know it to perform their duties.
- Do not photograph, record, or post client sites, incident scenes, or company materials on social media.
- Immediately report any suspected data breach or loss of equipment containing sensitive information.

Violations of confidentiality are treated as serious misconduct.

Ethical Conduct & Compliance

We operate within the law, industry standards, and our own internal code of ethics.

That includes:

- Adhering to all federal, state, and local laws where we work.
- Avoiding conflicts of interest.
- Refusing any bribe, kickback, or gift intended to influence decisions.
- Reporting suspected fraud or policy violations without fear of retaliation.

If you're unsure whether something is ethical or legal, **stop and ask** — your supervisor or HR can clarify before it becomes a problem.

Outside Employment and Conflicts of Interest

Blue Life Security recognizes that employees may hold secondary employment or operate personal businesses outside the company.

Outside work is permitted as long as it **does not interfere with job performance, scheduling availability, or create a conflict of interest.**

A **conflict of interest** exists when outside employment:

- Involves providing security, investigative, or protective services.
 - Involves direct or indirect competition with Blue Life Security or Blue Life Care.
-

- Engages in **bidding, contracting, or subcontracting** for government or private security work.
- Creates divided loyalty, misuse of company resources, or access to confidential information.

Disclosure Requirement:

Employees must disclose any outside employment that could present a potential conflict of interest **before** beginning the work.

Disclosures are made in writing to HR using the **Exception to Policy Memo**, which must be reviewed and approved by ownership or executive leadership.

Failure to disclose such employment, or falsifying information related to outside work, will be considered a serious violation of company policy and may result in **immediate termination**.

Outside work must **never** interfere with your primary responsibilities, performance, or availability to Blue Life Security.

When in doubt — disclose it. Transparency protects both you and the company.

In Summary

Safety, integrity, and accountability define who we are.

Use common sense, follow procedures, and speak up when something isn't right.

Every person on this team contributes to keeping our worksites safe, compliant, and professional.

Part 6: Teamwork & Communication Tools

Clear communication, approved systems, and responsible use of technology.

Purpose of Communication

Our business depends on fast, accurate communication. Whether you're dispatching a security detail, coordinating care services, or managing operations, the way we communicate defines our professionalism.

We expect every employee to:

- Communicate promptly, clearly, and respectfully.
- Use approved channels for company business.
- Protect confidential and client information at all times.
- Avoid spreading rumors, complaints, or personal disputes through company systems.

Good communication saves time, prevents mistakes, and builds trust between every department.

Approved Communication Channels

Different divisions use different tools — but the principles are the same: keep messages **professional, documented, and secure.**

- **Scheduling & Attendance:** Use the company-approved scheduling platform (currently *Homebase*). Clock in/out accurately and message scheduling updates only through that system or your supervisor.
- **Operational Messaging:** Each division may have its own platform (e.g., Signal for Security, alternate systems for Care or Admin). Use these channels only for authorized work-related discussions, and refer to your division's SOP supplement for further information.
- **Email:** For formal communication, client correspondence, and HR or finance matters. Keep messages concise and professional.
- **Phone or Text:** For urgent issues when digital platforms are unavailable; follow up in writing afterward for record-keeping.

All other messaging apps, personal social-media accounts, or group texts are **not approved** for official company business unless explicitly authorized by management.

Professional Communication Standards

Professional communication is about tone, timing, and content.

When you communicate on behalf of Blue Life Security — whether to a coworker, client, or the public — remember:

1. **Be clear.** Say what you mean and provide the details needed to act.
2. **Be concise.** Use short, direct messages; avoid unnecessary chatter.
3. **Be respectful.** Never use language that could be seen as hostile, sarcastic, or unprofessional.
4. **Be accountable.** If you make a mistake in a message or report, correct it openly.

Written communication is permanent. Assume anything you send could be reviewed later — write accordingly.

Technology and Equipment

Company technology — phones, computers, radios, vehicles, and software — exists to do your job safely and efficiently.

Use these tools responsibly and for company business only.

- Do not install unauthorized apps, software, or plug-ins on company devices.
- Keep passwords confidential and change them regularly.
- Do not use company systems to access or store personal content.
- Immediately report any lost, stolen, or damaged equipment to your supervisor.

Intentional misuse or damage to company or client technology may result in disciplinary action.

Remote & Hybrid Work (Administrative Roles)

Some administrative and management roles include remote or hybrid work. Remote work is a privilege, not an entitlement, and depends on performance and operational need.

Employees approved for remote work must:

- Maintain reliable internet and secure workspace free from distractions.
- Be reachable during assigned hours via phone, chat, or video call.

- Protect confidential data; no work may be conducted on shared personal devices.
- Follow the same professional standards as on-site employees.

Supervisors may adjust or revoke remote status if productivity, security, or availability standards are not met.

AI and Automation Tools

We use technology to work smarter — including automation and AI-assisted systems (like Power Automate, AI scheduling, or analytical tools).

Use of any AI tool must always:

- Protect client and employee confidentiality.
- Avoid entering sensitive or personal data into non-approved systems.
- Be reviewed by management before implementation on company devices.
- Reflect professional standards — AI tools must *assist* your judgment, not replace it.

If you want to experiment with new technology to improve efficiency, discuss it with your supervisor or IT first. We welcome innovation — we just keep it secure.

Social Media Conduct

Social media is public, permanent, and often misunderstood. You are free to have personal accounts, but **when you identify yourself as a Blue Life Security employee or post anything related to your work**, you must:

- Never share or display client names, photos, locations, or incidents.
- Never post while on duty or in uniform without prior authorization.
- Avoid commenting on political, controversial, or security-related topics that could reflect on the company.
- Remember that even off-duty, your online behavior can affect professional credibility.

If you're unsure whether something is appropriate to post — don't post it.

The company may take corrective action for online content that violates confidentiality, damages reputation, or undermines trust.

Reporting & Feedback

Communication works both ways. We expect managers to listen and employees to speak up.

If you have a concern, idea, or feedback about operations, you can:

- Talk directly to your supervisor.
- Use your division's feedback or reporting system.
- Contact HR or ownership for sensitive or unresolved issues.

Constructive feedback makes us better. Complaints without solutions don't.

In Summary

Communication is the backbone of our professionalism.

Say what needs to be said, to the right person, through the right channel, and in the right tone.

Whether you're in the field or in the office, clear communication keeps our people safe and our company strong.

Part 7: Performance & Development

How we train, grow, and advance together through effort and initiative.

Commitment to Growth

Blue Life Security believes in continuous improvement. No one is ever “finished learning” here — not new hires, not supervisors, not ownership. When each person gets better, the whole company gets stronger.

We provide opportunities for growth through training, coaching, and real responsibility. You provide the drive, discipline, and curiosity to use them.

Training and Certification

Every role comes with defined training and licensing requirements. These are not optional. They are what make us credible in front of clients and regulators.

You are responsible for:

- Completing all onboarding, orientation, and site-specific training.
- Maintaining valid licenses or certifications (armed/unarmed, CPR, first aid, DCS, etc.).
- Submitting renewal documents before expiration.
- Participating in required annual refresher or continuing-education courses.

Blue Life Security may sponsor, reimburse, or schedule required courses depending on your role and performance.

Failure to maintain valid credentials may result in removal from assignment or suspension until corrected.

Learning Beyond Requirements

True professionals don’t stop at “required.”

We encourage employees to pursue additional skills — leadership, report writing, technology, or specialized certifications (e.g., de-escalation, defensive tactics, or less-lethal certifications).

If you're interested in developing new skills:

1. Talk with your supervisor or regional manager.
2. Identify relevant courses or programs.
3. We'll help determine eligibility for reimbursement, schedule flexibility, or promotion pathways.

Our best leaders started as our best learners.

Performance Evaluations

Formal evaluations occur **at least annually**, and informally throughout the year. Evaluations focus on:

- Job knowledge and compliance with post orders.
- Reliability, attendance, and communication.
- Professionalism and teamwork.
- Initiative and problem-solving.

You will always know where you stand — no surprises.

Strong performance leads to advancement opportunities; repeated issues lead to corrective action (see Part 3).

Career Advancement

We promote from within whenever possible.

Advancement is based on **merit**, not tenure.

We look for people who:

- Consistently perform above standard.
- Take ownership of their site and outcomes.
- Mentor others and strengthen the team.
- Think ahead and communicate clearly.

Opportunities include field-supervisor roles, regional management, administrative support, training positions, and leadership in new divisions.

If you want to move up, make it known. Tell your manager, and start preparing.

Feedback and Coaching

Feedback is a two-way street.

Supervisors are expected to coach constructively; employees are expected to listen professionally and apply it.

If you want to improve, ask for feedback — don't wait for an annual review.

If you have ideas that make operations safer or more efficient, speak up.

We value initiative and solutions, not silence.

Recognition

We believe great work deserves recognition.

Blue Life Security may highlight exceptional performance through:

- Employee-of-the-Month and leadership nominations.
- Commendation reports from clients or supervisors.
- Public acknowledgment in company meetings or internal announcements.
- Opportunities for advancement or specialized training.

Recognition is earned by action — by consistently representing the company's standards, not by popularity or seniority.

Accountability in Development

Professional development also means accepting accountability.

If performance slips, retraining or coaching may be part of the corrective process.

Take these moments seriously — they're chances to fix issues before they grow.

Every correction is also an opportunity to rebuild trust.

In Summary

Blue Life Security grows because our people do.

Training builds confidence, feedback sharpens performance, and advancement rewards effort.

If you bring initiative and integrity, we'll meet you with opportunity and support.

Your success is our success — that's what development means here.

Part 8: Resources, Reporting & Legal Notices

Where to find help, how to report issues, and your rights as an employee.

Problem Resolution & Grievances

Most problems can and should be solved directly and quickly.

If something isn't right—whether it's a misunderstanding, scheduling issue, or a concern about conduct—bring it up. Problems that are ignored only grow larger.

How to handle issues constructively:

1. **Start with your supervisor.**
 - Most questions or concerns are best addressed at the level closest to the work.
 - Supervisors are expected to listen, document the concern, and take action or escalate as needed.
2. **If it can't be resolved or involves your supervisor, contact HR.**
 - HR can assist with mediation, review policy, or coordinate next steps.
3. **For serious issues**—including harassment, discrimination, retaliation, or ethics violations—contact **Human Resources** directly using the information below.

We do not tolerate retaliation against anyone who raises a concern in good faith.

Your employment will never be affected for reporting a legitimate problem or violation.

Reporting Misconduct or Violations

All employees share responsibility for maintaining the integrity of our company and protecting our clients.

If you see misconduct, harassment, discrimination, or any violation of company policy:

- Report it immediately to your **supervisor** or to **Human Resources**.
- HR will handle all reports with professionalism and discretion, sharing details only as needed to investigate and resolve the issue.
- Because investigations require follow-up and verification, **reports cannot be anonymous or completely confidential**. HR will protect your privacy to the fullest extent possible while still performing a thorough review.

If you believe reporting through your supervisor is inappropriate, contact HR or a member of ownership directly.

Blue Life Security prohibits retaliation of any kind against employees who report concerns in good faith.

Human Resources Contact Information

- **Phone:** (865) 340-5410 (Monday–Friday 9 a.m.–5 p.m.) – You may leave a message for a confidential callback.
- **Email:** humanresources@blue-life-security.com

Legal and Regulatory Compliance

Blue Life Security complies with all applicable **federal, state, and local laws**, including but not limited to:

- **Equal Employment Opportunity (EEO)** – No discrimination based on any protected characteristic.
- **Americans with Disabilities Act (ADA)** – Reasonable accommodations provided for qualified individuals.
- **Fair Labor Standards Act (FLSA)** – Wage, hour, and record-keeping compliance.
- **Family and Medical Leave Act (FMLA)** – Protected leave for eligible employees.
- **Occupational Safety and Health Act (OSHA)** – Commitment to safe working environments.
- **State Regulations** – Individual state requirements incorporated through state supplements.

If you believe a law, regulation, or policy has been violated, report it through the process above.

State Supplements

Employment laws vary by state. Blue Life Security provides **State Legal Supplements** for:

- Tennessee
- North Carolina
- Virginia
- South Carolina

Each supplement explains local requirements such as final-pay rules, firearm or background-check laws, and state-specific leave protections. When in doubt, consult your supplement or contact HR.

Employee Resources

- **Employee Portal / Homebase:** Forms, policies, and training materials.
 - **Scheduling System (Homebase):** Schedules, attendance, and PTO requests.
 - **HR Email:** humanresources@blue-life-security.com
 - **HR Phone:** (865) 340-5410 (M–F 9–5) – Messages accepted for callback.
 - **General Email:** info@blue-life-security.com
-

Acknowledgment of Receipt and Understanding

All employees must acknowledge that they have received, read, and understand this handbook.

Acknowledgment confirms that:

- The handbook provides guidelines, not a contract of employment.
- Employment is **at will** and may be ended at any time by either party for any lawful reason.
- You are responsible for following company policies and asking questions when something is unclear.

Your signature—physical or electronic—confirms that you have been given access to this handbook and the applicable state supplement.

In Summary

Our success depends on professionalism, communication, and trust from every employee, in every role.

This handbook exists to help you make good decisions, know where to turn for help, and understand what Blue Life Security expects from you—and what you can expect in return.

We're glad you're part of this team. Now that you know the standard, uphold it, and help those around you do the same.