



Synergy 911

Operational Agreement for Armed Security & Instructors

This Operational Agreement (“Agreement”) outlines the expectations, responsibilities, and operational requirements for all personnel engaged by Synergy 911 (“Synergy”) to provide armed security and instructional services.

1. Emergency Procedures

- 911 First: In any emergency, personnel shall immediately call 911.
 - Internal Notification: As soon as reasonably safe, notify Synergy Administration of the incident.
 - Injuries: Any injury, regardless of severity, must be documented immediately when safe and reported to Synergy Administration.
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2. Firearms Policy

- Personnel shall not use any department-issued firearm during Synergy assignments without written permission from their Chief of Police or designated authority.
 - All armed staff must carry only personally authorized firearms in compliance with Synergy policies and applicable laws.
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3. Uniform & Appearance

- Standard Uniform Options:
 - Khaki, navy blue, or black dress-style pants (no BDUs, no cargo/side pockets).
 - Synergy polo shirt; or
 - Dress shirt with tie and Synergy ID placard displayed.
 - Special Assignments (e.g., schools, public events): Personnel will wear a Synergy-issued quick-connect high-visibility sash or vest.
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4. Scheduling & Assignments

- A monthly schedule will be issued by Synergy. Personnel may select available shifts on a voluntary basis.
 - If unable to fulfill an accepted assignment, personnel must:
 1. Secure a qualified replacement.
 2. Notify Synergy Administration of the change.
 - No-shows or repeated cancellations without replacement may result in removal from the schedule.
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5. Billing & Administration

- All billing, payroll, and scheduling will be managed solely through the Synergy 911 Business Manager.
 - Any operational emergency or urgent business matter will be directed to the Synergy Executive Group or Director of Operations.
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6. Professional Standards

- Personnel are expected to conduct themselves in a professional manner at all times.
 - Violations of this Agreement or unprofessional conduct may result in disciplinary action, including suspension or removal from the roster.
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7. Acknowledgment

By signing below, personnel acknowledge that they have read, understand, and agree to the policies outlined in this Agreement.

Signature: _____ Date: _____

Printed Name: _____

School Security Services Policy

(Synergy 911 – Safety & Security Contract Addendum)

Purpose:

The purpose of this policy is to clearly define the scope of responsibilities for Synergy 911 personnel while assigned to school properties. Our role is to provide safety and security services, not to engage in student discipline, administrative matters, or internal school operations.

Scope of Duties

Primary Function: Synergy 911 staff are present to protect students, staff, and visitors from threats to safety, including acts of violence, unauthorized intrusions, and emergencies.

Non-Disciplinary Role: Security personnel will not be involved in disciplinary matters, enforcement of school rules, or student behavioral management.

No Legal/Police Functions: Unless otherwise explicitly authorized by law, Synergy 911 personnel will not act in the capacity of law enforcement officers, investigators, or school administrators.

Response to Threats

Immediate Threats: If behavior rises to the level of deadly force, possession or use of a weapon, or imminent violence, security personnel may intervene in accordance with training and established protocols.

Emergency Protocols: In such cases, personnel will immediately notify 911 and follow emergency reporting procedures, then contact Synergy 911 administration.

Boundaries and Liability Reduction

Synergy 911 personnel are not authorized to:

- Issue disciplinary consequences to students
- Escort or detain students for non-safety reasons
- Interfere with routine academic or administrative operations
- Act as school staff substitutes, counselors, or mediators in student conflicts.

All requests for action outside of safety and security must be directed to the school administration and not to Synergy 911 personnel.

Identification and Professional Conduct

Synergy 911 staff will be clearly identifiable by uniform and identification in accordance with contract terms. Personnel will maintain professional boundaries with students and staff, focusing strictly on safety, security, and emergency response.

Administrative Oversight

The Synergy 911 Director of Operations will manage all billing, scheduling, and administrative communications. Any issues regarding the scope of duties, conflicts, or liability concerns will be directed to the Synergy 911 Executive Group or Director of Field Services.