

Revision 1.2

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Information contained in the document that has been checked and collaborated from external sources is valid to the best of our knowledge and we have made every effort to ensure its accuracy.

This handbook is an official department policy, to be observed at all times.

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1 - Document Control

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2 - Preface

2a - Introduction

Hello, and welcome to this Standard Operating Procedure (SOP) handbook. Details herein will compliment your policing work so that it is done properly, legally, and to a professional standard.

Following the instructions and procedures outlined here is not conditional - your work must be conducted within the provisions of this handbook.

If you have any questions about the handbook, please direct them to your supervising officers, or to one of the authors, or submit a Helpdesk ticket to the Policy Board, who handle and maintain this handbook.

If you notice any information that needs amending within this handbook, please contact the Policy Board through submitting a Helpdesk ticket on plpd.online.

2b - 2016 Reforms

The Paralake Police Department introduced a partial whitelist in early 2016, and a full whitelist later on.

- Permanent ranking structure.
- Permanent departments.
- More rigorous entry, promotion, and operational procedures.

A tree containing some information about responsibilities and rights is shown below.



CoD

Chief of Department

This person is the head of the police department. Decisions regarding the structure and regulation of the department, and any other major matters are typically passed through the Chiefs of Department first.



DCoD

Deputy Chief of Department

This rank is essentially the same as the Chief of Department, with exactly the same responsibilities, although without power to veto the CoD.



ACoD

Assistant Chief of Department

This rank is essentially the same as the Deputy Chief of Department, with exactly the same responsibilities, although without power to veto the DCoD.

**MJR****Major**

Major is the fifth supervisory role and the highest rank an officer can achieve within the PLPD. The commanding officer of Professional Standards, Operation Services and Support Services uphold the rank of Major and are referred to as Line Managers. They will ensure that their respective division as well as the divisions within that line are operating correctly and in the interest of the PLPD and its policies. Alongside this, they will also attend monthly meetings with the Chiefs of Department and the other line managers that form the Senior Management Team. Line managers are also members of the Complaint Committee. Their duties are more hands-on than any other rank below them but are still stay as a supervisor role and perform the same supervisory duties as a Sergeant when on-duty.

**CPT****Captain**

Captain is the forth supervisory role. Most divisions of the PLPD have a Captain, who is responsible for their respective division. They will ensure that their department is ran in the interests of the PLPD and its policies. Their duties are more hands-on compared to other ranks but still stay as a supervisory role and perform the same supervisory duties as a Sergeant when on-duty. Captains on-duty also gain the ability to see which vehicle an individual owns on the police computer.

**LT****Lieutenant**

Lieutenant is the third supervisory role. They perform the same supervisory duties as a Sergeant however, Lieutenants do off-duty work such as either running certain subdivisions of the PLPD or assist the division's Commanding Officer in their duties. Their duties are usually more hands-on but still stay as a supervisory role and perform the same supervisory duties as a Sergeant when on-duty. Lieutenants on-duty also gain the ability to remove warrants that have been set by other supervisors provided that the reasoning for removal is justified.

**SSGT****Staff Sergeant**

Staff Sergeant is the second supervisory role. This rank contains the same features as the Sergeant rank however this rank is usually assigned to officers who are in a position of authority or management within administrative roles such as section supervisor, supervisory investigator, etc.

**SGT****Sergeant**

Sergeant is the first supervisory role. They may lead investigations or be delegated them, and they may also review convictions and complaints whilst on-duty. SGTs are meant to respond to supervisor calls while on duty and to ensure the officers are correctly performing their duties. SGTs also have the ability to issue warrants through the use of the police computer as well as look up phone numbers of individuals. Sergeants additionally gain access to the police broadcast system; allowing them to alert the public to incidents such as traffic incidents, etc.

**CPL****Corporal**

Corporals are officers which have proven that they are distinguished from other officers by experience, sterling conduct whilst on-duty. They begin to take more of an involved role at incidents such as leading situations.

Corporals also have access to some supervisory features such as restraining government employees, allowing them to deal with misconduct from another government employee if a supervisor is unable to, etc.



SO

Senior Officer

Senior Officers are officers which have proven to understand a large majority of the PLPD policies, and can practice them confidently. Senior Officer is also the rank when officers can start to get involved with other divisions such as Academy, Internal Affairs and People Services. They also gain the ability to issue remarks on the Police Computer to make notes on a suspect or particular person of interest, etc.



O

Officer

Officers are new members of the Police Department who have passed the sign-up quiz and demonstrated they have a basic understanding of PLPD policies; the Paralake Penal Code and are able to handle themselves on their own.

PO

Probationary Officer

Probationary Officers are members of the Police Department that have been successfully reinstated while they currently have a blacklist or they have been demoted from Officer as an outcome of a sustained complaint dealt with by the Complaint Committee. Probationary Officers

CS

Civilian Staff

Civilian Staff are members of the Police Department who do not officially hold any rank and are not considered officers. However, civilian staff are able to uphold administrative roles such as IT developer, IA investigator, etc. and assist these divisions without needing to hold any rank. The decision on who is eligible to be Civilian Staff is made by the Senior Management Team

2d - Tactical Firearms Officers

Previously recognised as Special Weapons and Tactics (S.W.A.T), Tactical Firearms Officers (TFOs) are responsible for dealing with complex situations and specialise in serious firearms incidents. TFOs are granted additional armour and a wide-variety of weaponry such as Assault Rifles, Submachine Guns, Shotguns and Sniper Rifles to handle a wide-variety of firearms incidents and life-threatening incidents.

2e - Academy Staff

Police Training Officers (PTOs) and Police Training Assistants (PTAs) are responsible for the administration of entry procedures into the department itself, and any divisions/roles they are part of. They also run training sessions in various formats, while liaising with other divisions with regard to written documentation and learning materials.

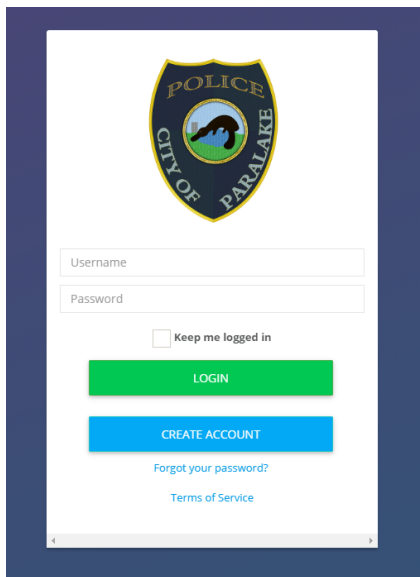
2f - PLPD Online | plpd.online

What is is, what it is used for?...

PLPD Online is the PLPD intranet system used to keep track of officers, manage ranks, for applications through Academy, and to keep useful information. The intranet is maintained by the **Information Technology** division.

How do I log in?...

Got to <http://plpd.online/joinus> to log in with your given credentials. You can create an account by pressing the Create Account button and follow the instructions given. You can also click Forgot your Password if you have forgotten your existing password.



2g - Code of Ethics

The Code of Ethics lays out a set of values and principles which all work of the department should be done within. Violation of any of the ethics may lead to complaints, disciplinary action which may include dismissal.

Professionalism

You represent yourself in a way which represents PLPD in a professional light.

Accountability

You are answerable to your decisions, actions and omissions.

Respect

You treat everyone with respect.

Leadership

You lead by good example.

2h - Equipment, Tools and Vehicles

Firearms

Weapon	Required Rank
Beretta M9	Officer
Glock 17	Senior Officer
Walther P99	Corporal
Remington 870	Corporal
HK USP 40	Sergeant
Slg Sauer P226	Sergeant
Glock 20	Staff Sergeant
Colt M1911A1	Captain
Colt Python	Deputy Chief of Department
IMI Desert Eagle	Deputy Chief of Department
Colt M4A1	Senior Officer (TFU Only)
Colt M16A4	Senior Officer (TFU Only)
Benelli M3 Super 90	Senior Officer (TFU Only)
HK G36C	Senior Officer (TFU Only)
FN SCAR-L	Senior Officer (TFU Only)
HK MP5A4	Senior Officer (TFU Only)
FAMAS G2	Senior Officer (TFU Only)
Remington M24	Senior Officer (TFU Only)

Tools and Equipment

Tool/Equipment	Required Rank
5x Bandage	Officer
Nightstick	Officer
Battering Ram	Officer
Binoculars	Officer
Flashlight	Officer
Misdemeanor Ticket	Officer
Fire Extinguisher	Officer
Road Spikes	Officer
3x Police Barricade	Officer
5x Police Hazard Barrel	Officer
5x Traffic Cone	Officer
Handcuffs	Officer
M26C Taser	Officer
DNA Tool	Sergeant
Speed Camera	Officer (RTU Only)
M84 Stun Grenade	Senior Officer (TFU Only)
3x C2 Breaching Charge	Senior Officer (TFU Only)

Vehicles

Vehicle	Required Rank
Dodge Charger SRT-8	Officer
Ford Crown Victoria	Officer
Dodge Charger 2012	Senior Officer
Cadillac Escalade	Sergeant
BMW M5	Lieutenant
Porsche Cayenne Turbo S	Officer (RTU Only)
Mercedes SL65 AMG	Sergeant (RTU Only)
Land Rover Range Rover 2012	Senior Officer (TFU Only)

2i - Police Controls

General Controls

Unit to Radio	B or N (By default)
Police Computer	F3 (while in a police vehicle on while in the PD)
Toggle Siren	Q (while in a police vehicle) ALT for alternative siren (when siren has been toggled on already)
Toggle Emergency Lights	Left Shift (while in a police vehicle)
Drag a Suspect	Right Click with fists (while looking at a cuffed player)
Ticket a Player	Left Click while looking at a player and while holding the ticket out.
Place a Player in Handcuffs	Left Click while looking at a player and while holding handcuffs.

Radio Controls and Channels

Unit to Radio	B or N (by default)
Radio via Text-based Chat	Write /radio or /gov before the message.
Police Broadcast	/pbc or /policebroadcast
Panic Button	/panic
Roadcrew	/rc

Traffic Advisor on Police Vehicles

Turn Off	1 (while in a police vehicle)
"Stop your vehicle"	2 (while in a police vehicle)
"Police Emergency"	3 (while in a police vehicle)
Arrows pointing left	4 (while in a police vehicle)
Arrows pointing right	5 (while in a police vehicle)

Chiefs of Department - CoD. AyJay, DCoD. Samuel, DCoD. TinySlayer

- ❖ **Professional Standards - Mjr. Momo, Lt. Super_, Lt. Jon Godinn**
- ❖ The Professional Standards Department (PSD) is headed by Major Momo. This division produces, maintains and upholds policy which aims to keep the Police Department operating in the best interest of the city.
 - **Internal Affairs - Cpt. Shay, Lt. Racxes, Lt. Fielding**
 - The Internal Affairs team (IA) are tasked with investigating complaints that are made addressed to the Police Department about actions and/or conduct of employees. To maintain public confidence, all complaints must be thoroughly and impartially investigated. Complaints are presented to the complaint committee for a fair and appropriate adjudication.
- ❖ **Support Services - Mjr. Madda**
- ❖ The Support Services Department is lead by Cpt. Madda, and encompasses divisions essential for maintaining the general operation of the Police Department. Support Services work closely with our Professional Standards Department to ensure sufficient training and guidance is provided.
 - **Police Academy - Cpt. Gimic, Lt. Logan Finch**
 - The Police Academy focuses on the recruitment and initial training of senior officers within the Paralake Police Department. The Police Academy process written applications and all other relevant tests to become a Officer.
 - **Information Technology**
 - Focusing on the IT side of the Police Department. Working on Infrastructure & Client services. Will be directed questions relating to PLPD Online. IT Project Management will also be one of their responsibilities.
 - **People Services - Lt. Jordan, SSgt. Tim Meijer, Sgt. McGlinchy**
 - At the forefront for any questions from any department members or members of the public making sure they're answered and/or sent to the correct team. Work with the occupational health & wellness of department members, offering support and guidance. Processing resignation and inactivity notices. Manages employee relations by organizing events and campaigns. People Services also manage the communications of the PD.
- ❖ **Operation Services - Mjr. Smily**
- ❖ Divisions inside the Operations Services Department, lead by Major <Vacant>, are the front line of Paralake's policing. The Operations Services division works very closely with the Professional Standards Department, ensuring Policy & Procedure is kept updated and relevant training material is in place to assist employees.
 - **Patrol - Cpt. Dom, Lt. Cole, Lt. Brikaas**

- Patrol is the largest division in the Department. Its command team handle the issuing of promotions and awards. They are responsible for evaluation and audit of regular patrol officers, ensuring that they are acting to the highest possible standards.
- **Road Traffic Unit - Cpt. Thomas Fredrick, Lt. Collier, Lt. Hendricks**
- Road Traffic Unit (RTU) is responsible for all traffic officers in the Police Department, handling promotions and awards. Making sure all officers are acting to a high standard. Setting agendas and correcting any issues within the Police Department.
- **Tactical Firearms Unit - Cpt. Tunnels, Lt. Slayerduck**
- Tactical Firearms Unit (TFU) is a specialized division within the Paralake Police Department that focus on special weapons and tactics.
- **Dispatch - Lt. Wewai**
- Dispatch Command is tasked with commanding the entire Dispatch team, managing the application process and aiming to improve the procedures and tools available to dispatchers.

3b - Command Statements

The Chiefs of Department are responsible for the oversight of absolutely everything in the Police Department. They work alongside the police command teams and line managers to ensure that every division is working in a favorable, consistent and ethical manner, and are also responsible for a lot of other duties surrounding approval and major changes.

CoD. AyJay

Hi there, I'm AyJay and I am the Chief of Department within the Paralake Police Department. It's amazing to see the progression of the Police Department since the initial job exam all that time ago, we now have a fully-fledged, function team of people, all working tremendously to continue to improve and work on what could only be imagined a few years ago.

See you round!

CoD. AyJay

DCoD. Samuel

Hello there, I am Samuel Sheppard and I currently uphold the rank of Deputy Chief of Department. My job is to ensure the line managers of Support Services, Professional Standards, Operation Services and the command members of the divisions they oversee are running smoothly. It has been great to see how far the Police Department has come and has been a privilege to be a member of it and help progress it during my time as the previous line manager for Professional Standards and Support Services, and now, as the Deputy Chief of Department.

I wish you best of luck during your time within the Police Department and I look forward to working alongside

you.

DCoD. Samuel

ACoD. TinySlayer

<PLACEHOLDER>

ACoD. TinySlayer

The Line Managers (Majors) are responsible for overseeing that all divisions within their respective line (Support Services, Professional Standards and Operations Services) are operating correctly and within the best interests of the Police Department and its policies. They, alongside the Chiefs of Department, form the Senior Management Team where important decisions are made regarding the future of the PLPD.

SUPPORT SERVICES

MJR. Madda

Hi there! My name is Martin Checky and I am currently the head of Support Services. My job is to ensure that the Academy, People Services and IT run smoothly and efficiently as well as performing their duties to the best of their ability.

Looking forward to seeing you in the PD.

MJR. Madda

OPERATIONS SERVICES

MJR. Smily

Hello, my name is Smily and I currently manage Operations Services within the PLPD. This means I make sure that Patrol, RTU, TFU and Dispatch all do their jobs correctly and efficiently while making sure that everything is running smoothly and to the best of their abilities. If you aspire to be an example officer in-game, you will probably see a lot more from me, See you around!

MJR. Smily

PROFESSIONAL STANDARDS

MJR. Momo

Hello there, I am Major Max Zaiger and currently hold the position of Head of Professional Standards. It is my responsibility to make sure that Internal Affairs keep their standards high and work gets done within the division. Furthermore, the Professional Standards Department deals with disciplinary action disputes, keeps policies up to date and hosts the complaint committee where the outcomes of complaints are decided.

I hope you enjoy your time within the police department.

MJR Momo

4

4 - Communications

Your police radio is a key item of equipment, you will use it more than anything else you carry. Therefore, it's important to know how to use it. This section aims to provide some basic training and information to you so you are confident in when and how to use your radio effectively.

4a - Radio Modes and Basic Radio Protocol

There are **two** different modes to your radio. These are, **transmit to talkgroup** and **mute all**. Your talkgroup is the units that are linked to your channel, often this is the entire police force but may also include Paramedics and Firefighters. Chatter in this talkgroup should be kept to an **absolute minimum**. Basic radio protocol should be followed where possible. If you can get your message to the recipient another way, such as mobile phone then you **must** use this method. Simply not having your partner's phone number or being too lazy is **not** an excuse to use your radio. You can talk to those in your talkgroup by holding your **"B"** key and speaking by default however this can be rebound in the F1 options menu. **Your message must be clear, both in voice and in content, concise and most importantly; informative.** Failure to adhere to basic radio protocol may lead to disciplinary action.

rases and Terminology

Below lists some key phrases and terminology that you will need to know, understand and use. You will also need to know some *"10 codes"* and *"11 codes"* which can also be found below

N.B A unit's callsign is interchangeable with "last call sign" when they were the last callsign to transmit to dispatch. This is used when their call sign isn't clear but their message is.

Phrase/Term	Meaning
<i>Dispatch, this is [callsign], over. [Callsign] to Dispatch, over</i>	Typical non-emergency transmission to dispatch from a callsign. You must wait until your call is acknowledged before proceeding with your message.
<i>[Callsign], this is Dispatch. Go ahead, over.</i>	Acknowledges the previous message from the callsign stated and gives them permission to transmit over the radio, you should not interrupt this transmission unless there is an emergency. If so, please use the phrase below.
<i>Priority, priority. Dispatch from [callsign], over. Priority, priority. [Callsign] to Dispatch, over.</i>	Indicates an emergency transmission from a person. You should not transmit anything over the radio until the channel is cleared for general use by dispatch again. If possible , please wait for your call to be acknowledged before proceeding, otherwise transmit your message before saying "over".
<i>All callsigns standby unless urgent. [Callsign], you have the channel, over.</i>	Said by dispatcher/ scene commander to indicate that all radio traffic should cease unless there is a situation that requires urgent assistance (eg person with a gun). Gives the callsign stated complete control over the channel.
<i>All callsigns, open comms have been granted, over.</i>	Said by the dispatcher to indicate that all callsigns are able to speak freely in the radio channel. This should be used when appropriate in emergencies (e.g; shootout; large police pursuit). Open comms applies until the situation has been resolved and the dispatcher has confirmed radio protocol is in effect again.
<i>[Callsign], please repeat last, over.</i>	Indicates that the last caller should repeat their message.

4c - Radio Codes

Radio codes are generally optional as long as the message is clear and concise. The codes listed below are the only codes which are authorised for use within the department, using others may confuse your colleagues and cause critical issues, therefore it is a disciplinable offense to use other codes in the main radio. The exception to using other radio codes would be in the government text-based radio as code meanings are automatically displayed.

Response Codes

Code 2 Low priority, no lights or siren.

Code 3	Use lights & siren
Code 4	No further assistance needed
Code 6	Stay out of area

10-0: Caution	10-29F: Subject wanted, felony
10-3: Stop transmitting	10-29M: Subject wanted, misdemeanor
10-4: Message received, understood	10-29V: Vehicle Wanted.
10-7: Out of service	10-45A: Condition of patient: good
10-8: In service	10-45B: Condition of patient: serious
10-9: Repeat message.	10-45C: Condition of patient: critical
10-14: Citizen w/suspect	10-45D: Condition of patient: dead
10-15: Prisoner in custody	10-49: Proceed to
10-16: Pick up prisoner	10-52: Man down
10-19: Return(ing) to station	10-66: Suspicious person
10-20: Location	10-71: Shooting
10-23: Stand by	10-80: Explosion
	10-97: Arrived at scene
	10-98: Available for assignment
	11-41: Ambulance needed
	11-99: Officer needs help
	211: Robbery

4d - Right to a Supervisor

Members of the public have the right to speak a supervisor. When a supervisor is requested via the 911 service they are expected to respond to the call as soon as they are available.

Detainees also have the right to speak with a supervisor if they request it. If a supervisor is requested by a suspect being arrested then they may be brought to the Police Department to wait for one but **they must not receive any criminal charges until the supervisor has spoken to them.**

The right to a supervisor can only be **declined in the following circumstances:**

- The supervisor was **previously** involved in the suspects case and has confirmed the suspect is to be charged.
- The arresting officer is **already a Supervisor**, i.e a Sergeant does not have to request a Lieutenant to talk to his suspect if the suspect requests it.
- There are **no supervisors on duty**.
- There are **no supervisors available**.

RECEIVING THE EMERGENCY CALL

Always acknowledge the call, if sent by dispatch, notify them and clarify that you are responding. If notified by the emergency dispatch system, then let everyone aware in the government radio that you will be responding.

ARRIVING ON SCENE

When you have arrived on scene, alert dispatch and your colleagues that you have arrived on scene. Generally, unless designated, the first officer in scene will always be the Officer in Charge (OIC) (Also referred to as the Incident Commander.) It is their responsibility to keep dispatch and/or other officers informed of the situation unfolding and getting any suspects back to the Police Station.

5

5 - General Rules

1½5a - | Handling of Suspects

SUSPECT REQUESTING A SUPERVISOR

If a supervisor is requested by a suspect being arrested then they may be brought to the Police Department to wait for one **but they must not receive any criminal charges until the supervisor has spoken to them.**

Please refer to 4d - Right to a Supervisor for when the right to a supervisor can be denied

COMPOUNDING PUNISHMENTS

Officers are expected to not add up laws and not use maximum sentences unless in extreme circumstances. Minor breakage of laws (I.g. traffic offences) should **NEVER** be added up to create a larger jail sentence and the tickets should remain lower. Generally, the extent of cooperation offered by the detainee should be considered when setting a jail sentence or issuing a fine.

5b - Conduct

CONDUCT IN TEAMSPEAK

Any conduct within the Police Department channels in Teamspeak is to remain kind and preferably professional. Use of any powers in Teamspeak which have been granted by the PLPD to an officer are to be used only for official purposes and abuse of these privileges will result in disciplinary action.

CONDUCT IN RADIO & RADIO USAGE

Radio communication is to remain courteous and professional. Officers are also expected not to talk over each other and not to take up excessive time in use of the radio. Only emergencies and time sensitive matters should be sent over voice radio, this includes but is not limited to: Code 3 paramedics, reporting a car chase, requesting backup, reporting a traffic stop, panics or shots fired.

5c - Dispatch

REGARDING THE AUTHORITY OF DISPATCHERS

On-duty dispatchers have complete authority and control over any asset inside the PLPD. **Officers ranked Lieutenant and above may overrule a dispatcher's commands provided that the reasoning is justifiable.**

5d - Peaceful Policies

IDENTIFICATION OF OFFICERS

Officers are **always expected** to identify themselves as law enforcement officers for the city of Paralake during a situation and **especially when entering a building**. Otherwise the officers could be mistaken as hostile persons. Police must also report their name or badge numbers to others if requested if the person requesting wishing to make a complaint on them.

5e - Performance of Duties

NEGLIGENT PERFORMANCE OF DUTIES

An officer performing duties, even within the limits of the law, may be found negligent in the performance of his or her duties if they obviously do not act to the best of their ability or if their behavior unreasonably endangers the lives of citizens, other officers, or themselves and the risks obviously and heavily outweigh the benefits.

SUPERVISOR RESPONSES TO CALLS

Supervisors are expected to respond to the most important call at the time and may not stay idle or ignore regular policing and supervising duties in preference of more menial tasks. **Supervisors must respond to and judge all officer-involved shooting incidents.**

WARRANT STRUCTURE

For a warrant to be reason enough to arrest someone and be classed as "valid", you need to provide an overview of the situation including evidence and weapons used (if any). Warrants only saying "Tried to run the taxi driver over" will not be classed as "valid" or be enough to arrest someone for, as it does not give an overview of the situation nor does it tell us what kind of evidence that was present at the time. It is also **important to specify if it's a search warrant or if its an arrest warrant.**

A good example of an arrest warrant is; *"Arrest Warrant: Shot and killed the mayor outside city hall with a M9 Beretta after the mayor refused to lower the sale taxes. Several witnesses including police officers witnessed the situation. DNA found on the scene."*

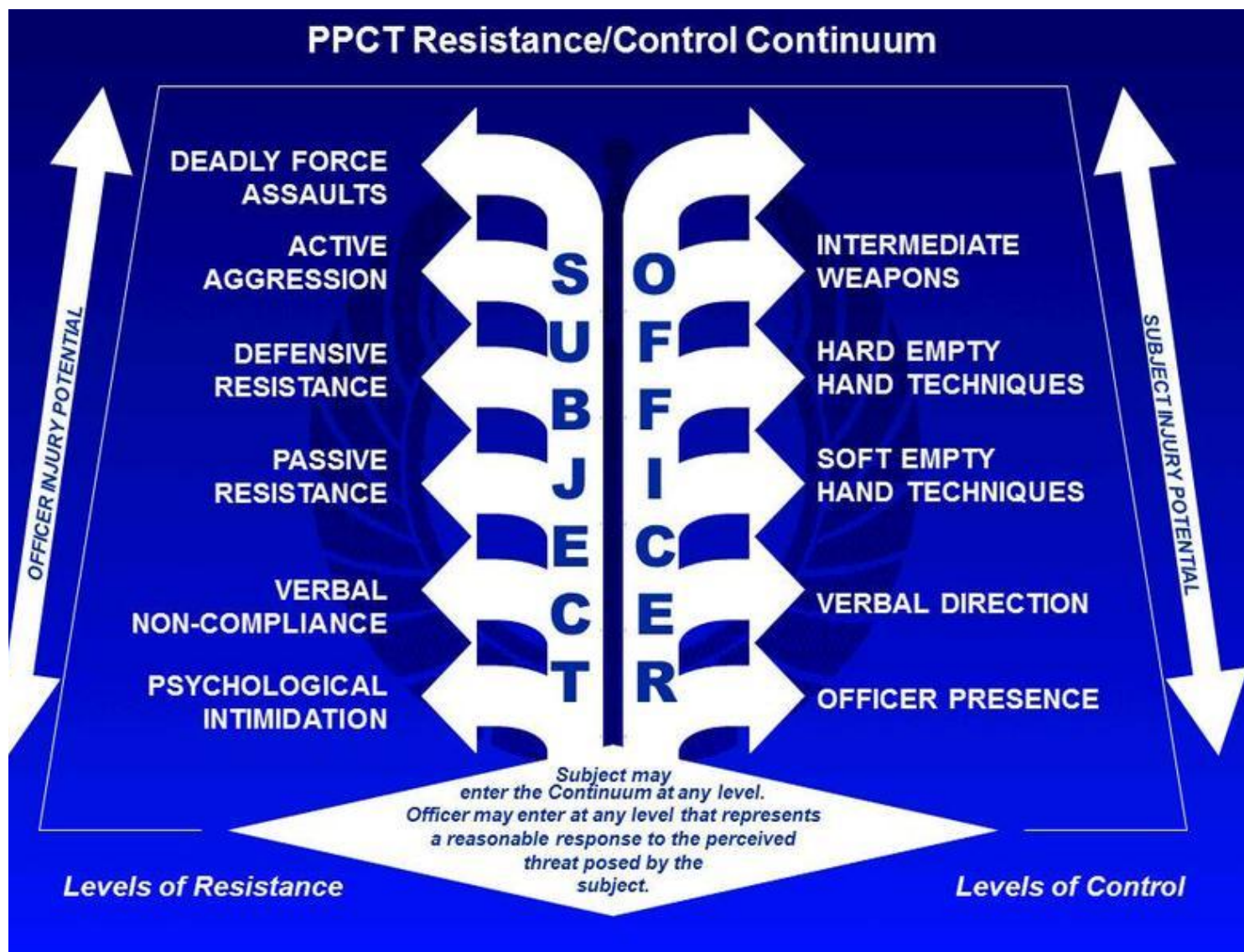
A good example of a search warrant is; *"Search Warrant: Drug plants appear to be visible from the apartment window, indicating production of drugs is ongoing. Owner of the apartment refusing to open the door for Officers."*

PANIC BUTTON

The Panic Button is only to be pressed when there is an urgent concern for personal safety of you or a colleague, which requires immediate assistance.

You **must not** 'test' your Panic Button, even with notice, and it is your responsibility to reduce the likelihood of accidental press (e.g. by moving it to a bind you're unlikely to hit by accident); accidentally pressing the panic button may lead to disciplinary action.

5f - Use of Force



USE OF FORCE

Law enforcement officers may use any amount of force in the execution of their duties provided that it is reasonable and justifiable.

- A firearm may **only be used when there is clear and present danger to life and other non-lethal methods are inappropriate or have failed.**
- Firearms should **never be used to apprehend a fleeing suspect, unless justified in the point above.**
- Warning shot(s) should **never be fired.**
- Should only be discharging your firearm **if you have a clear line of sight and it is safe to do so.**

Officers that use excessive force in the execution of their duties without a reasonable and justifiable reason may lead to disciplinary action.