



BROWNSTONE SECURITY

Trust. Strength. Experience. Loyalty. Service.

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Proper Radio Use and Etiquette

Radio use is a command and control tool. It is used to pass information from one person to another person or to a group of people, across great distances. Radio makes coordination of resources possible in a way that other means of communications just can't match. However, like any other tool, it can be misused. Here are codes that will help security personnel stay out of trouble with the FCC (Federal Communications Commission).

Radio Language

1. Use simple English language aka "Clear Text"

2. Use location identifiers or functional titles

Location examples – Command Post, Dispatch, Base

Functional titles – Post Commander, On Duty Manager (ODM), Client, Patrol

These identifiers are known by all Security personnel and should be used instead of lengthy statements to keep radio traffic to a minimum and the frequency open for potential emergency radio traffic.

3. Use 10 codes whenever possible in order to simplify transmissions and reduce the time of the transmission.

<u>Code</u>	<u>Meaning</u>
10-1	Poor Reception/ Unable to Copy
10-2	Good Reception
10-3	Hold all traffic, emergency on channel
10-4	Affirmative/Understood/Okay
10-5	Relay
10-6	Busy
10-7	Out of Service/Ending Tour of Duty
10-8	Back in Service/On Duty
10-9	Repeat last message
10-20	What is your current location
10-21	Call on Phone

In addition to 10 codes standard expressions reduce the amount of time transmitting on frequencies and reduces confusion.

<u>Expression</u>	<u>Meaning</u>
Go ahead	Pass your message
Copy	Message received and understood
Say Again	Retransmit message
Standby	Message acknowledged but unable to reply
Affirmative	Yes
Negative	No
Over	Information passed, waiting for reply

Office Locations

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Holiday News

The Holidays are near. Brownstone Security would like to wish you and your family a safe and festive Holiday Season.

Every year Brownstone Security hosts its annual Festive Pot Lock wherein employees can enjoy some delicious food and drinks.

This year, the Festive Pot Lock will be held on **December 23, 2009** at both the Redondo Beach office and the Las Vegas office.

Come and enjoy some great food with the Brownstone Management team. We look forward to seeing you there!

Happy Holidays
from the
Brownstone
Security
Management Team



Out	Transmission finished
Do You Copy	Do you understand, please acknowledge
En Route	Resources heading to that location
Unreadable	Used when signal is unclear or not understood
Disregard	Don't pay attention to the last radio traffic.

For the maximum radio efficiency, remember to: know what you want to say before you key the radio, keep it short and simple, pause your transmission every 5 to 10 seconds depending on the length of your radio transmission, speak clearly and don't shout, speak as if the whole world were listening, and remain calm. Contact your local office with any questions.

November's Employees of the Month

Derrick Chatman—Las Vegas

Charles Newell—San Diego

Pete Neigel—Corporate

The Employees of the Month will receive a \$100.00 bonus and a plaque.

Salesperson of the Month

Victor Marks—Las Vegas

Special Recognitions

Roger Pintoy — Las Vegas

Dianna Jones— Las Vegas

Terri Griffin — Los Angeles

Michelle Perkins— Los Angeles

Billy Stevenson—Los Angeles

Congratulations to the employees listed for demonstrating outstanding leadership and work ethics.
Continue the good work!