



**EAST  
COAST**  
SECURITY  
SERVICES INC.

## Call in Procedure

1. **When you arrive to a site** you will be required to **“CLOCK-IN”** with the system by carefully carrying out the following procedure:
  - a. Call 1-902-859-3481 from a **pre-approved telephone number**.
  - b. Listen carefully to the greeting and prompt
  - c. Enter your **confidential** employee **PIN #** (this is usually the last 4 digits of your Social Insurance Number) and **JOB PIN #** (the number for practice purposes is 99999) when requested. When assigned to a contract you will be provided the actual JOB PIN for that location.
  - d. **Press 1 to CLOCK IN.**
  - e. Wait for attendant to say good-bye & hang up.
  
2. **While on shift at your assigned site**, and on an hourly basis after your shift start time, you will be required to **“CHECK-IN”** with the system by carefully carrying out the following procedure:
  - a. Call 1-902-859-3481 from the **pre-approved telephone number**.
  - b. Listen carefully to the greeting and prompt
  - c. Enter your **confidential** employee **PIN #** and **JOB PIN #** if requested
  - d. **Press 3 to CHECK-IN. (There is a slight pause between #'s 2 & 3)**
  - e. Wait for attendant to say good-bye & hang up.
  
3. **When you leave a site** (at the end of your assigned shift) you will be required to **“CLOCK-OUT”** with the system by carefully carrying out the following procedure:
  - a. Call 1- 902-859-3481 from a pre-approved telephone number
  - b. Listen carefully to the greeting and prompt
  - c. Enter your **confidential** employee **PIN #** and **JOB PIN #**
  - d. **Press 2 to CLOCK OUT.**
  - e. Wait for attendant to say good-bye & hang up.

**To allow for situations where you may be occupied at your site or the call line is busy due to call volumes, each type of call has a built in “Grace Period” feature.**

**Clock in & clock out calls** will be accepted by the system within the 30 minute period prior to the start time of your shift. This means that you have a 30 minute window of opportunity to place either type of call.

**Example:** If your shift is from 4:00 PM to 9:00 PM,

- a. the system will **expect & accept** your **clock in** attempt from the pre-approved telephone number between 3:30 PM and 4:00 PM
- b. If you are late in your attempt to clock in, **clock in late anyway.**
- c. the system will **expect & accept** your **clock out** attempt from the pre-approved telephone number between 8:45 PM and 9:15 PM

**IF REQUIRED ON YOUR SPECIFIC JOB, check In** calls are to be conducted on an **hourly basis after your shift start time** & will be accepted by the system within a **10 minute grace period** on either side of each of those hours This means that you have a 20 minute window of opportunity to place a check in call.

**Example:** If your shift is from 4:00 PM to 9:00 PM,

- a. the system will **expect & accept** your **check in** attempts from the pre-approved telephone number between each of the following times. If you are late in your attempt to check in, **check in late anyway.**
  - 4:50 PM & 5:10 PM
  - 5:50 PM & 6:10 PM
  - 6:50 PM & 7:10 PM
  - 7:50 PM & 8:10 PM