

The first hour after a no-show: office checklist

Times count from the start of the shift. If a guard calls off before the shift, go straight to the 15-minute step.

Site: _____ Shift start: _____ Missing guard: _____

☐	At the start time	Check whether the guard has clocked in. If they are on site and simply forgot, fix the clock-in and move on.
☐	5 minutes	Call the guard. If there is no answer, send a text and call again.
☐	10 minutes	If another guard is finishing the shift before, ask them to stay on post until relief arrives. Every extra minute they work is paid time, and overtime rules may apply.
☐	15 minutes	Start finding cover. Call the guards who already know the site first, then the ones with the most room before overtime. Sending the open shift to every eligible guard at the same time is faster than calling down a list. If nobody can come, a licensed supervisor covers.
☐	20 minutes	Call the client if the post will be empty or covered late. Do not wait for them to notice. Use the script below.
☐	30 to 60 minutes	Confirm that the replacement has clocked in on site. Then write it all down: when the shift started, each call you made and when, who covered, and what time they arrived.
☐	Next day	Reach the missing guard. Make sure they are safe before you talk about the policy. Sometimes there is a real emergency behind a no-show.

What to tell the client

"Hi [name], it's [your name] from [company]. Your [10 PM] officer at [site] hasn't arrived. [Replacement] is on the way and should be on site by about [10:45]. Until then, [current guard] is staying on post. I'll text you as soon as [replacement] clocks in."

Call log

Time	Who you called	Answer or result

Covered by: _____ Arrived at: _____ Client called at: _____

From the free guide and policy template at guardchek.com/blog/security-guard-no-call-no-show-policy. GuardChek, (888) 883-3409. General guidance, not legal advice.