



Safety and Security  
Committee  
Handbook

03/07/2014

## Document History and Change Log

Date	Change Description	Name(s)
07/01/08	Original Document Release Date Note: only a .pdf version of this version is known to exist	unknown
09/30/13	Comprehensive update. Too many details updated to list here.	Petros, Kunze
03/01/14	General corrections and clarification about residents' responsibilities with respect to notifying the front gate about visitors.	Petros, Svrcek, Bush, Gates, Kunze
03/07/14	Added Section 4.8 Deliveries and miscellaneous clarifying details	Petros, Svrcek, Kunze

## Document Naming Convention

The document filename shall conform to the following naming convention format:

Safety and Security Handbook\_mm-dd-yy.docx

,with “\_mm-dd-yy” representing the actual Effectivity and Release Date.

## **Table of Contents**

<b>1 INTRODUCTION</b>	<b>6</b>
Purpose	6
Objectives	6
<b>2 SAFETY AND SECURITY COMMITTEE</b>	<b>7</b>
2.1 Organization	7
2.2 Responsibilities	8
2.3 Meetings	9
2.4 CCOA Interface	9
2.5 Disaster Preparedness Interface	10
2.6 Budget	10
2.7 Community Access Security Contract	11
<b>3 SAFETY</b>	<b>11</b>
3.1 Fences	11
3.2 Street Lights	11
3.3 Streets / Traffic	12
<b>4 COOSAW CREEK FRONT GATE ACCESS</b>	<b>12</b>
4.1 General Policy	12
4.2 Residents	13
4.3 Residents Guest	13
4.4 Club Guests	14
4.5 Club Employees	14
4.6 Contractors	14

4.7 Service Personnel	15
4.8 Deliveries	15
4.9 Forms / Decals	15
<b>5 FORT DORCHESTER HIGH SCHOOL GATE ACCESS</b>	<b>16</b>
5.1 General Policy	16
5.2 Residents	17
5.3 Non-Residents	17
<b>6 ALLIEDBARTON SECURITY GUARD FORCE</b>	<b>18</b>
6.1 Description	18
6.2 Responsibilities / Duties	18
6.3 AlliedBarton Operations Procedure Manual (OPM)	19
<b>7 NORTH CHARLESTON POLICE DEPARTMENT</b>	<b>20</b>
7.1 Purpose	20
7.2 Interface	21
7.3 Duties	21
<b>8 COMPUTER SYSTEMS</b>	<b>22</b>
8.1 Front Gate	22
8.2 School Gate	22
8.2.1 Operation	23
<b>9 VIDEO CAMERAS</b>	<b>23</b>
9.1 Front Gate	23
9.1.1 Operation	23
9.2 School Gate	23
<b>10 APPENDICES</b>	<b>24</b>
A. AlliedBarton Security Contract	24
B. North Charleston Police Department Contract	24

<b>C. Fort Dorchester High School FOB Application Form</b>	<b>24</b>
<b>D. Gate Access Procedures</b>	<b>24</b>

#### **D. Contacts / Phone Numbers**

Front Gate: 843.760.9111

Club House: 843.767.9000

Coosaw Creek Owners' Association (CCOA) Office: 843.767.9000, Ext. 223 or 224

Fire or Police Emergency: 911

North Charleston Police Non Emergency: 843.743-7200

AlliedBarton:

District Office Columbia SC: 803.781.6260

24 Hour Emergency Number: 803.781.6260

# 1 Introduction

## *Purpose*

The Safety & Security Operations Handbook, hereafter referred to as “The Handbook”, was created for the purpose of defining, documenting any/all Safety and Security related issues that impact the Coosaw Creek Owners’ Association (CCOA) and the Community. The Handbook will also define any/all approved safety and security related policy and fully document the procedures for implementing any/all safety and security related policy.

## *Objectives*

Coosaw Creek Country Club is a diverse community that enjoys both a high standard of living and quality of life. The CCOA is committed to maintaining this high standard of excellence and quality of life for all Community Residents, our Employees and all Visitors who frequent our Community.

To further serve and preserve this goal, the CCOA devotes and provides a great deal of time, resources, (both financial and human) to implementing and maintaining a high-level of Safety and Security Measures, Standards and Awareness within the Community.

A significant portion of the annual CCOA Budget is devoted to Community Safety and Security issues for the sole purpose of maintaining a safer and more secure environment for all.

The CCOA recognizes that Safety and Security Awareness is an on-going process that needs to be closely monitored and routinely maintained. As both new housing, population density and vehicle traffic encroach upon our Community Boundaries, the need for extra vigilance and awareness with respect to safety and security will become even more necessary in coming years.

As part of the on-going Community Safety and Security Program Administration, the CCOA has implemented and routinely maintains a Contract, Full-Time Uniformed Front Gate Security Force and a City of North Charleston Police Department, Off-Duty Community Patrol and Home Watch Program. Regular N.C.P.D. Patrol Services are also routinely provided and conducted within the Community.

A Resident/Student Access Program for the Fort Dorchester High School (F.D.H.S.) Security Gate has also been implemented so as to provide a convenient and direct route for those Resident families/students who attend F.D.H.S and to restrict unauthorized access by other non-resident students and/or persons who frequent the School Grounds.

All persons, including Residents, Employees, Visitors and/or Contractors who desire/need access to the Community must have issued authorized passes. Unauthorized entry, for any reason, is not permitted and is considered trespassing and may result in punitive action by the CCOA.

## **2 Safety and Security Committee**

### ***2.1 Organization***

The Committee is comprised of Volunteer Members from within the Community. There is a broad range of human resource talent and experience from a variety of different employment sectors within the Community, i.e. Business, Military, Government, Medical, etc. Persons wishing to serve on the Committee can make a positive contribution to both the Committee and the Community.

Residents in good standing within the Community are encouraged and welcome to serve. New prospective members should make their application to serve through the Committee Chair. New Committee Members are encouraged to commit to serve for a term of 1 - 3 years or longer if so desired.

All Members are reminded that Committee/Community Business is Confidential and must remain so. From time to time, the routine meeting business agenda may involve the discussion and/or disclosure of Confidential/Sensitive Resident/Home Owner information.

By accepting a seat on the Committee, members affirm that they will treat Committee Business Information as confidential and agree to not share this information with third parties who are not authorized, and/or those persons who do not have a need to know.

The Committee Chair or Board Liaison will be the only approved contact for informational exchange with Resident/Home Owners relative to all Safety Security related matters or policy, unless other members are designated as part of ongoing Committee activities.

If a Committee Member is approached by a Resident/Home Owner, Visitor, Contractor, etc., who has a policy or procedural question, or wishes to lodge a formal complaint relative to current existing Policy or Procedure, that person should be respectfully directed to the Committee Chair for the definitive official CCOA response. When and where necessary, the Committee Board Liaison may also be required to respond.

The Committee Chair will exercise their authority and discretion on how best to respond to the Complaint. Any formal written request or complaint by a Resident must be addressed through a formal response prepared in writing. Verbal or written responses authored by the Chair or Board Liaison will better reflect the correct and official stated policy of the Committee and the CCOA. A copy of memos, letters and actions initiated by the committee will be filed in the CCOA office.

## ***2.2 Responsibilities***

In general, the CCOA Board has delegated authority to the Safety and Security Committee to oversee / monitor the following:

- All General Safety and Security Issues, Policies and Procedures that directly / indirectly affect the Community.
- Monitor all violations and resultant enforcement action for those Rules and Regulations, Covenants, etc. that directly affect Safety and Security of the CCOA and the Community.
- Make Policy and Procedures recommendations to the Board (for requested approval and implementation action) when and where appropriate and as required.
- Represent the Board for all Front Gate Security, Access Pass Operations, N.C.P.D. Off-Duty Community Patrol, Home Watch Programs, and the F.D.H.S. gate activities
- Provide oversight of perimeter fences, street lighting, and police and fire department calls and services within the community.
- Develop budget and approve / monitor expenses within approved budget.
- Maintain a Dedicated Safety and Security Page on the Coosaw Creek Community Website. The Committee will prepare any material that is relevant to safety and security issues that impact the Community. This material may include, but not limited to, any policy or procedural changes, Safety Security Tips, General Announcements of Safety Security Awareness, etc.

- The Committee will prepare email/written announcements of security/Safety issues or activities as necessary.

### ***2.3 Meetings***

Committee Meetings are routinely held on a monthly basis, typically the first Wednesday of each month. The actual date, time and location for each meeting will be discussed and mutually agreed upon in advance as part of routine Committee Business. Meetings are routinely held at the Coosaw Creek Country Club.

A Written Meeting Reminder will be sent via e-mail by the Committee Chair to all Committee Members in advance before the next scheduled meeting date.

Meetings will typically last 1 - 2 hours. Rules of Parliamentary Procedure will be in effect and will govern the format for all meetings.

The Committee designee will routinely make notes of the Meetings Minutes and will prepare and submit to the Chair (monthly) a Written Minutes Summary for each meeting held. Copies of previous meeting minutes will be filed in the CCOA office.

Members are asked to make every effort to attend all scheduled monthly meetings. In the event a member cannot attend a regularly scheduled meeting it is requested that he or she contact and notify the Chair in advance.

### ***2.4 CCOA Interface***

The Safety and Security Committee reports directly to the CCOA, Board of Directors and subsequently receives its direction and authority from the Board. The Committee has no inherent self-authority.

The Board will delegate authority to the Committee on an as needed basis for the general administration of safety and security related issues. The Board must pre-approve all new, and/or amended policy and procedural changes before they can be announced or implemented. The Board must also approve the Safety and Security Committee annual operating budget and the Security firm's contract.

## ***2.5 Disaster Preparedness Interface***

The Coosaw Creek Community may encounter disaster conditions from either natural or man-made situations. In events associated with weather, such as hurricanes, advance warning may provide residents with the opportunity to evacuate. Other events due to earthquakes or accidents may not provide any advance warning. The CCOA has organized an Emergency Response Organization (ERO), built primarily upon volunteer efforts of community residents who will assemble and coordinate the community's response to emergency conditions.

Following any disaster, residents are expected to be self-sufficient for at least 5-7 days depending on the specific event. Local emergency services normally provided by North Charleston, including police and fire protection services, may be disrupted and overloaded. Utilities, including electric, gas, and telephone utilities, water & sewer could be disrupted. Road access to Coosaw Creek could be blocked by either downed trees or possible flood conditions, which could block access and egress to city thoroughfares. Full recovery may take place over weeks or months, not days.

The Security Committee plans, prepares, and on order conducts emergency preparedness Security operations as part of the Disaster Preparedness Committee plan. The scope of effort ranges from fixed observation, control sites, to electronic monitoring and feeding information to the ERC. The effort will most likely entail members of the Security Committee and volunteers to provide static, mobile, and checkpoint security during a disaster.

## ***2.6 Budget***

The Chairman with input from the committee is responsible for developing and obtaining Board of Director approval for the annual operating budget of the Safety and Security Committee. The budget includes but is not limited to the following:

- AlliedBarton Security Services
- NCPD Off-Duty Patrols
- Entrance and School Gate Maintenance
- Computer and Video Camera Replacement / Maintenance
- Operating Supplies (Bar Code Decals, Printer Paper, Computer Ink, etc.)
- Telephone Service
- Internet Connection
- Capital Improvements (Gate House, Entrance and School Gate)

## ***2.7 Community Access Security Contract***

CCOA has entered into a contract with AlliedBarton Security to provide general security gate officer service at the entrance to Coosaw Creek. The term of the contract is for a period of 36 months beginning in September 2013. The contract will continue thereafter on a month to month basis until terminated by either party on thirty (30) day written notice. A copy of the contract can be found in Chapter 10, Appendix B of this Handbook.

The CCOA may request a change in the services contracted for. Such requested changes, to be communicated in writing, will be effective only upon AlliedBarton approval.

## **3 Safety**

### ***3.1 Fences***

Coosaw Creek Country Club is a Private, Gated Residential Community situated within the City Of North Charleston, Dorchester County, South Carolina.

The Perimeter of the Community is approximately 5 ½ Miles in length. The Community Boundary is primarily surrounded / bordered by wooded wetlands, other Residential Communities, Commercially Zoned/Occupied Property, and Fort Dorchester High School.

Most of the Community perimeter boundary is not fenced; however, a common property Fence with Electronic Gate Access Control System has been erected and is in place at the Fort Dorchester High School, Coosaw Creek Property Line Arthur Hills Circle.

### ***3.2 Street Lights***

Street lights are provided throughout the community for the safety of the residents. Street lights are the property of SCE&G; however, the committee is committed to monitoring the lights ensuring they are functioning and reporting deficiencies (i.e., light out or damaged pole) to SCE&G for correction. The Committee also reviews street lighting annually to determine if any trees need to be trimmed to ensure adequate lighting.

### ***3.3 Streets / Traffic***

Primary entry and access to the Community is by motor vehicle via the Front Gate located on Club Course Drive. There are no other authorized entry points into the Community by vehicle.

The Front Gate is staffed by a Contract Uniformed Security Guard Force. The Guards are employed by the CCOA and provide full-time access control 24 hour per day, 365 days per year service. The primary role of the Front Gate Security Force is to control, access/entry to the Community.

All persons, including Residents, Employees, Visitors and/or Contractors who desire/need access to the Community must have issued authorized passes. Unauthorized entry, for any reason, is not permitted and is deemed unlawful.

All privately owned golf carts must be registered with the Coosaw Creek Owners' Association. All privately owned golf carts and golf cart operators must comply with all laws, regulations and ordinances of the State of South Carolina and the City of North Charleston.

Operators of motorized vehicles must observe all traffic regulations and posted 25mph speed limits. Noise level must conform to zoning requirements. Violations can result in citations by the North Charleston Police Department.

Walkers and bicycle riders are encouraged to use the roads within the community and are expected to apply the same rules of the road that are applicable to public roads.

## **4 Coosaw Creek Front Gate Access**

### ***4.1 General Policy***

All persons, including Residents, Employees, Visitors and/or Contractors who desire/need access to the Community must have issued authorized passes. Unauthorized entry, for any reason, is not permitted and is deemed unlawful.

See the summary of Gate Access procedures in Appendix D.

## ***4.2 Residents***

Security entry bar code decals are issued in accordance with Coosaw Creek Property Owners Association guidelines as published and administered by the Security Committee. This system of decal recognition and computerized entry control is intended to enhance the convenience for property owners, residents, Coosaw Creek Country Club members and employees.

Use of bar code entry recognition requires the bar code decal be permanently affixed at all times to the vehicle to which the decal set was assigned. Any exceptions must be approved by the Security Committee. Decal holders agree to notify the Property Owners Association immediately when any vehicle bearing the bar code decal changes ownership or are no longer in the control of the applicant. If possible, residents should remove decals from their vehicles prior to sale.

Requests for additions and deletions of vehicles should be submitted on the required forms at the CCOA Office.

Decal holders are responsible at all times for the vehicles to which decal sets have been assigned. All drivers are urged to drive safely and observe the 25mph speed limit.

Parking on the street is only permitted infrequently and under unusual circumstances. Parked vehicles are not allowed to block sidewalks, nor should vehicles be parked on the opposite side of the street during events.

## ***4.3 Residents Guest***

There are two types of resident guest classification, permanent and non-permanent. A permanent guest or visitor is one to whom a resident homeowner has given permission to visit their property, 24/7, without notification. To ensure that the information entered into the security data base is current residents are required to complete a permanent visitor form. Passes for permanent visitors are issued for intervals of three months and are automatically renewed unless rescinded by the homeowner. Residents are responsible for ensuring guests observe all of the community's rules and regulations, including speed limits.

A non-permanent guest does not have 24/7 access to the community. The resident homeowner is required to notify the front gate each time any non-permanent guest is expected and for how long. Front gate security will issue a pass only for the period indicated by the homeowner.

If a visitor comes to the front gate for entry and security has not been notified by the resident of the visit, the AB guard will ask the visitor to contact the resident and have the resident contact Security to approve the visit prior to allowing the visitor to enter.

**It is not the responsibility of the AlliedBarton guard to make such contact or provide any phone number to the visitor.**

#### ***4.4 Club Guests***

A Country Club guest includes golfers, diners and attendees at 3<sup>rd</sup>-party events such as private parties, weddings, swim meets, etc.. Golfers arriving at the gate that have a tee time listed on the on-line tee time sheet, or are part of a group with a tee time will receive a pass after presenting their driver's license. Golfers without a tee time reservation or a person wishing to use the driving range will receive a pass during posted Country Club business hours.

Golfers participating in organized tournaments will be issued an automated pass or manual pass depending on the level of traffic.

Visitors that state they are going to dine at the Club will be provided a pass during the hours in which the dining room is open.

For planned groups of 35 or more, the Club will provide passes to the guards for their use.

#### ***4.5 Club Employees***

The Country Club will provide the names of personnel who are employed at the club to the Security Committee. The personnel will then be issued bar code decals that will be effective for the term of employment. Bar code requirements for Club employees are the same as discussed above in Section 4.2 for residents.

#### ***4.6 Contractors***

Any commercial contractor, sub-contractor or vendor who performs or provides services on the premises of Coosaw Creek will be required to display a current commercial decal on their vehicle or purchase a daily or monthly pass\*. Approved exclusions to the pass / decal policy are as follows:

Commercial vehicles wishing to enter the community for the sole purpose of providing estimates for future work or responding to an emergency (plumbing, HVAC, etc.) will be issued a one (1) day pass at no charge.

**The property owner is required to notify the front gate in advance of the arrival of contractor or service personnel. A property owner calling the gate requesting a pass for a contractor or service personnel does not negate the charge of the required fee unless it meets this exclusion.**

\* = a Coosaw Creek resident providing such services with a commercial interest is not exempt from this provision and is also obligated to obtain the appropriate contractor pass.

#### ***4.7 Service Personnel***

The following vehicles will be allowed **access without** a pass or decal being issued:

- Newspaper and food service deliveries
- Government officials (Post Office, Police, Fire, EMS, etc.)
- Moving Vans - **Driver must know address or name of resident**
- Delivery Services (FedEx, UPS, RPS, Airborne Express, etc.)
- Utility Company (Phone, Gas, Electricity, Water, Sewer, Cable and Satellite TV, etc.)
- Charities (Church affiliated, Goodwill, Salvation Army, etc.) **No soliciting is permitted**
- Domestic household help - **Driver must know address or name of resident**
- Medical personnel (Doctor / Nurse) providing a service or responding to an emergency
- Taxi or limousine Pick-up - **Property owner required to notify gate in advance of arrival**
- Taxi or limousine Drop-off - **Passenger ID must be checked unless recognized by Security**
- Deliveries i.e., Fast Food, Furniture, Florist, Electronics, Landscape Material etc. **Driver must know address or name of resident**
- Real Estate Agents - **Real Estate card with picture or other picture ID required**
- AAA or similar auto service vehicle - **Property owner required to notify gate in advance of arrival**

#### ***4.8 Deliveries***

AlliedBarton guards should not accept any packages intended to be delivered to or picked up by residents. This includes packages, envelopes, equipment, documents, goods, etc. Residents should not leave any packages or items as described above with the Front Gate staff for pick up by any third party.

The guards should tell any resident or visitor requesting such service they are not allowed to **accept any deliveries** and refer visitors to the resident for further direction.

#### ***4.9 Forms / Decals***

Security entry decals and bar codes for vehicles including motorcycles and golf carts are issued in accordance with Coosaw Creek Owners' Association guidelines and administered by the Safety and Security Committee. This system of recognition

provides a convenience to residents and those contractors regularly working in the community. All rules and regulations will be strictly enforced. These rules and standards apply to all (residents, visitors, and contractors). Failure to abide by them can result in fines and revocation of access privileges. Decals and bar codes must be permanently affixed at all times to the vehicles to which the decals were assigned (exceptions are allowed for motorcycles and vehicles (small convertibles, etc.) where decals cannot be applied and still be visible to the bar code reader) – or something to this effect.

Property owner decals will be issued only for vehicles registered in property owners name and must be “permanently garaged” at the property owner’s home. An exception to the policy is a vehicle owned and registered to a property owner, which is driven by a son or daughter in college, but lives at home when not in school. Employee decals will only be issued for vehicles registered to the employee’s name. A copy of the vehicle registration card must be submitted along with the Bar Code/Decal request form.

Use of bar code entry recognition requires that both the contractor windshield decal and the resident bar code decal be permanently affixed at all times to the vehicle to which the decal set was assigned. Any exceptions must be approved by the Security Committee

Requests for additions and deletions of vehicles should be submitted on the required forms at the CCOA Offices.

Contractors are fully responsible for the operations of their vehicles and all damages their drivers and vehicles cause, and contractors must assure that their drivers operate vehicles in a safe and lawful manner at all times.

Resident owners of private golf carts are required to legally register and obtain a CCOA decal for their golf carts. The forms may also be obtained from the CCOA web site. The completed forms must be returned to the CCOA office and a numbered decal will be issued. The decal shall be prominently displayed and affixed to the front windshield or front cowl of the golf cart. Failure to register a privately owned golf cart with the CCOA may result in fines and other penalties.

## **5 Fort Dorchester High School Gate Access**

### ***5.1 General Policy***

A Security Access Gate on Arthur Hills Circle, at Fort Dorchester High School (FDHS) was erected and established as a shortcut convenience for Coosaw Creek Resident students who need to enter/exit the School Grounds from within our Community.

All Coosaw Creek Community Residents wishing to use the F.D.H.S. Gate are required to register with the CCOA office for the purpose of obtaining a FOB that will activate the Electronic / Magnetic Gate Lock.

Coosaw Resident-Parents and Students are reminded that the F.D.H.S. Gate is an amenity available only to Coosaw Creek Property Owner Residents who have officially registered with the CCOA, paid their administrative fee, and received their high school gate FOB.

Users of the F.D.H.S. Gate are not to park any vehicles on Arthur Hills Circle for use of the Gate.

## ***5.2 Residents***

Residents/Students wishing to make application for an Access Gate FOB must submit their completed application (in person) along with a \$25.00 Application Fee by visiting the CCOA Office on Monday through Friday, from 7:00AM to 4:30PM.

Each Student Applicant must also present a Photo-ID verifying his or her identity and show they are a Coosaw Creek Community Resident.

The \$25.00 Application Fee is non-refundable. FOBS will be issued as soon as practical following receipt of the required application and fee. A copy of the application form can be found in Chapter 10, Appendix C.

## ***5.3 Non-Residents***

The F.D.H.S. Access Gate FOB Pass is solely for use by Coosaw Creek Community Resident Students Only. The School Access Gate was implemented and is maintained by the CCOA as a convenient service amenity to our Community Residents who have Students in their households that attend F.D.H.S.

Guests of Residents are not permitted to enter our Community via Motor Vehicle, through the front Main Security Gate, park their vehicle inside Coosaw Creek proper, and then use the School Access Gate. Friends of Resident Students may also not use a borrowed or FOB loaned to them.

Unauthorized entry to our Community by any means shall be considered Trespass. Offenders will be reported to the North Charleston Police Department and violators may be subject to arrest, prosecution and fine. Any Resident who willfully assists trespassers at the school gate may lose their F.D.H.S. gate privilege and may incur other penalties

The CCOA, will make every effort to maintain this service for the benefit of our

Community Residents, however, the CCOA cannot and will not compromise Community Security for the convenience of a few who might abuse/violate program Policy.

If abuse of Gate Access privileges becomes a chronic problem, the CCOA, Board of Directors reserves the right to terminate this program at any time. Should this program be terminated Residents will be given ample notice to permit them to make alternate plans.

## **6 AlliedBarton Security Guard Force**

### ***6.1 Description***

AlliedBarton Security provides general security gate officer services. The philosophy of security at Coosaw Creek is that our approach to security is positive, customer service oriented and non-aggressive in nature. We intend to create a pleasant and comfortable atmosphere, without sacrificing security.

Our Security Officers are to enforce the rules and policies of the site in a courteous, tactful, professional but firm manner.

Officers will never engage in an argument or other form of power struggle with any resident, employee, visitor or contractor on the property. If a violation of policy occurs, security will simply notify site management (if during normal operating hours) or prepare an Incident report (if after hours) detailing the incident to include names of violator(s), description, violation, etc. If the incident is criminal / violent in nature, the officer will notify 911 immediately.

The CCOA will take appropriate actions against violators as determined by the nature of the violation.

### ***6.2 Responsibilities / Duties***

- Work your post in a courteous, disciplined manner, be neat, clean, well groomed and properly uniformed at all times; and alert to events, sounds, smells etc.
- Know your post's duties. Report all security violations, safety hazards, and emergencies.
- Always report for duty on time and never leave your post until properly relieved.
- Receive, obey, and pass on all orders from your supervisor and/or client or pertinent incident occurring on your shift.

- Limit your conversations to your duties. Avoid distraction and familiarity.
- Notify the proper authorities in the cases of fire, intrusion, or other emergencies.
- Call your supervisor immediately regarding any incident not covered by AlliedBarton Security's or CCOA procedures.
- Be especially alert at nights and on weekends, challenging in a firm but courteous way and identifying all persons at or near your post.
- Allow no one to enter the client's property without proper identification and/or authorization.
- Maintain a notebook, Daily Journal, and Incident Reports as permanent records of all violations of safety/security rules, regulations, policies, procedures or incidents in an accurate, brief, clear and timely way.
- Maintain the cleanliness of the guard gate house.
- The client's telephone is to be used for job-related responsibilities and emergencies only.
- AlliedBarton guards should not accept any items intended to be delivered to or picked up by residents, as outlined in Section 4.8 above.

### ***6.3 AlliedBarton Operations Procedure Manual (OPM)***

There are four basic purposes for the OPM which take into account the needs and goals of the CCOA and the needs and goals of AlliedBarton Security Services:

- **A Formal Record:** To ensure accurate documentation of all pertinent information concerning the client's site and the AlliedBarton Security organization. To establish a system, which ensures changes in new information and current information are made on a regular basis in a professional manner.
- **Accountability:** To ensure clear cut expectations of what our clients expect of us and what understanding, accountability for responsibilities, and guidelines for performance standards.
- **A Training Tool:** To be used in instructing all Security Officers on responsibilities, and standards and expectations.
- **A Reference Tool:** Easy access to all pertinent information for all front line Security Officers.

A copy of the AlliedBarton Operational Procedures Manual is on file at the CCOA Office and the Guard Gate House.

## **7 North Charleston Police Department**

### ***7.1 Purpose***

The CCOA has implemented a Service Agreement with the City of North Charleston Police Department to provide Off-Duty police patrol services within our Community. These Off-Duty services are being paid for by the CCOA and will be activated or suspended at the discretion of the Safety & Security Committee.

The primary focus of our Community Patrol is to provide a visible deterrence presence. Officers will enforce any/all laws that fall within their jurisdiction and authority and will provide special emphasis and focus on enforcing the Vehicle and Traffic Laws of the State of South Carolina. Officers will also provide special attention to vacant property upon requests by a home owner. Officers may also routinely receive special attention requests given to them by the Committee that require special patrol attention or enforcement action. These requests will typically involve those special areas of concern that impact safety or security with the Community.

Select Officers from the NCPD will routinely patrol the streets of our community on an Off-Duty schedule basis. Officers assigned to this Patrol are both employees of the City of North Charleston and of the CCOA during their time of service to the Community.

In addition to the Off-Duty Security Patrol our Community also receives Police Patrol Service coverage by the North Charleston Police Department and the Dorchester County Sheriff Department.

The actual schedule will not be announced or published in advance and the total number of hours of actual service provided to us will be determined on an as needed basis and as the CCOA Budget permits. Please refer to the actual Current Service Agreement, for current year specifics, which can be found in Chapter 10, Appendix B of the handbook.

## **7.2 Interface**

The NCPD Off-Duty Security Patrol Supervisor will submit an activity report to the Safety and Security Committee Chair-Person each month, at least one week prior to the Monthly Safety and Security Meeting.

The Monthly Activity Report will include a brief synopsis of the activity performed and/or observed by the Patrol Officers including the number and type of traffic Violations enforced within the Community.

This report will help the Safety and Security Committee to determine any special attention needs or problems that may require future attention and will also serve to document to our residents how and why our CCOA Safety and Security Annual Budgeted money is being spent. This Data will be compiled into a year-end Safety and Security Report that will be presented to the Home Owners by the Committee Chair at the Annual Home Owners Meeting each December.

The Off-Duty Community Patrol Supervisor or his Designee will routinely attend the Monthly Safety and Security Committee Meeting. The Patrol Supervisor will present his or her report to the Committee to define and highlight any special needs, problems or concerns that need to be mutually addressed.

## **7.3 Duties**

The Off-Duty Patrol Officers will typically be in Uniform and will provide patrol services in marked and unmarked NCPD Patrol Vehicles. The Officers, on occasion, may be required and/or requested to work in un-marked vehicles and/or work in plain-clothes assignments under special circumstances when and where required, or when requested to do so by the CCOA Off-Duty Officers, employed by the Community will work a variety of different hours on a random as-needed basis. The actual hours of service shall be co-determined by both the CCOA and the NCPD. Typically, the total number of hours of service per week will not exceed (12) twelve.

The cost for services rendered will be paid, based upon an invoice to be submitted to the CCOA office. The invoice must be reviewed and approved for payment by the Safety & Security Committee Chair-Person each month. The hourly rate has been negotiated as part of the Off-Duty NCPD Services agreement. The NCPD Off-Duty Security Patrol Supervisor will submit an activity report to the Safety and Security Committee Chair-Person each month.

## **8 Computer Systems**

The guard gate house security computer system is made-up of two main applications and a local network.

The main application the security officers are interfacing with is the “Coosaw Creek Security System”. This system does not control the front gate, FDHS gate or any of the barcode decals. The Coosaw Creek Security System was originally developed by One PC Pro.

The One PC Pro software was developed to improve the process of collecting visitor information, aid in collecting contractor fees, printing passes, and providing a database for inquiries.

The computers are Windows based PCs. Two more computers are operated at the CCOA office.

Detailed documentation and description of the computer network infrastructure is being kept on file.

The computer network infrastructure documentation includes sensitive information such as master passwords for the network router and client computers and must therefore only be distributed on an as needed basis.

The system that controls the front gate, FDHS gate and all of the barcode decals is the IS2000 application and database. The IS2000 application is also being maintained by Carolina Security.

### ***8.1 Front Gate***

Access into the community requires access through the gate operator at the entrance of the community on Club Course Drive. The gate is operated by a laser bar code reader or can also be manually operated by the security personnel.

### ***8.2 School Gate***

A Security Access Gate on Arthur Hills Circle provides access between the community of Coosaw Creek and Fort Dorchester High School (FDHS). The FDHS gate is integrated with the main IS2000 database and security system controller.

### **8.2.1 Operation**

An electronic reader is provided on each side of the school gate. The electronic readers are activated by passing the hand held FOB near the reader. Once the FOB is recognized a signal releases the electromagnetic lock and the gate can be opened. The electromagnetic lock engages once the gate is closed.

## **9 Video Cameras**

### ***9.1 Front Gate***

Video cameras and a microphone have been installed to monitor traffic that goes in or out of the community. The video from the cameras is fed to a monitor located in the gate house and is recorded to allow for viewing at a later date.

#### **9.1.1 Operation**

The video camera recording system runs continually.

### ***9.2 School Gate***

A video camera located at the FDHS gate is integrated with the front gate video cameras. Video from the high school gate camera is fed to a monitor mounted at the guard gate house.

## **10 Appendices**

The Appendices listed below are available in hard copy only and can be found in the Safety and Security Handbook located in the CCOA Office:

*A. AlliedBarton Security Contract*

*B. North Charleston Police Department Contract*

*C. Fort Dorchester High School FOB Application Form*

*D. Gate Access Procedures*