



# PPAC Safety & Security Subcommittee

Monday, January 23, 2023 - 9:00 AM  
Movie Theater, 10561 Veneto Drive, Fort Myers, FL 33913

Microsoft Teams meeting  
Click the below link to join the meeting  
<https://tinyurl.com/4k57wff3>  
Meeting ID: 291 449 251 777  
Passcode: 5DhsvV

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. ROLL CALL
4. PUBLIC COMMENT
5. APPROVAL OF MINUTES
6. FINANCIAL REPORT
7. ITEMS FOR DISCUSSION
  - A. [Weiser Security Operations Review](#)
8. WORK GROUP UPDATE(S)
9. MEMBER ITEMS AND REPORT
10. SET NEXT MEETING AGENDA
11. ADJOURNMENT

Weiser Security Operations Review

1. **Requested Motion:**

**Meeting Date:** January 23, 2023

Brief discussion and staff update about day-to-day communications, issues at storage lot, post orders, etc.

**Why the action is necessary:**

Security focus.

**What the action accomplishes:**

Educates Safety & Security subcommittee on our role with security.

2. **Agenda:**

ITEMS FOR DISCUSSION

3. **Requirement/Purpose:**

Administrative Agenda  
Items

4. **Submitter of Information:**

Georgia Johnson

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**Attachments:**

1. [Post Orders - Pelican Preserve NEW v4 with changes.pdf](#)

**Financial Impact:**

Unknown/ongoing.

6. **Alternative Action:**

Do nothing

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# Security Post Orders

Pelican Preserve  
For Gateway Services  
Development District





# WEISER SECURITY SERVICES, INC. SECURITY POST ORDERS GUIDELINES

Pelican Preserve Community  
9200 Pelican Preserve  
Blvd.  
Fort Myers, FL  
33913

**“Emergency” Phone Numbers are on Page 6**

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These post orders have been prepared based on information provided by the client and in accordance with generally accepted security industry standards. The procedures provided are designed to reduce risks. However, there is no implied guarantee that these procedures will totally avert any losses or totally prevent personal injuries.

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**Issued By**

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**Client Representative**

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**Date  
Issued**

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Phil Schofield  
**Branch Manager**



### The Pelican Preserve Gate Attendant Quick Reference Guide

1. Attendants should face outward to the gates, smile and wave to all vehicles entering the resident gate lane.
2. All guests and vendors must show a valid driver's license in order to enter the community and all must receive a paper pass.
3. Gate Attendants must initiate notification procedures selected by the resident whenever a guest and/or vendor enters. If no listing is noted in the resident profile the resident must be called before allowing the guest or vendor to enter the community. Refer to CDD Disclosure on All Access on Page 28
4. Any biker or walker entering who does not enter via the pedestrian gates must show a valid ID or accompany someone with a valid Pelican Preserve ID.
5. If a resident has a vehicle with a non-functioning barcode, a log should be kept noting the name and contact information for the resident so that the problem can be identified and solved.
6. No vendors are allowed to enter the community on Sunday or holidays, except for emergency repairs.
7. There should be an incident report whenever an emergency vehicle enters the community and the gate attendant should notify the Roving Patrol.
8. The Gate Attendant should immediately notify the Roving Patrol of any vehicles, bikers or pedestrians who enter illegally with details so that the Roving Patrol may locate them.
9. Incident Reports should be prepared for any damage done to the gate house, equipment and/or association property, which includes name, vehicle information, pictures and police report. FMPD must be contacted when property damage occurs. The Roving Patrol should also be notified.
10. When the Main Gate Attendant receives a call from a resident regarding a guest needing entry a detailed log should be kept and entered into the Dwelling Live system by the attendant.
11. FMPD is occasionally contracted for traffic enforcement activity in Pelican Preserve. FMPD on-site for those duties shall be provided with stat sheet for completion and instruction to return to the main gate attendant following shift. Completed stat sheet to be provided to Property Manager.



### Pelican Preserve Rover Quick Reference Guide

1. No trucks, trailers, campers, boats or boat trailers or recreational vehicles may be parked in any driveway or upon any lot, the common property or any neighborhood common areas for more than 24 continuous hours. Friendly reminder notices shall be left on vehicles observed in violation and Property Manager shall be notified.
2. There should be an incident report whenever an emergency vehicle enters the property and the Rover should be notified and identify where the vehicle has gone.
3. When notified about an illegal entry the Roving Patrol should initiate procedures to locate the violator and advise that they must leave and escort them off property. Reference CDD All Access Disclosure
4. Primary Weiser Security point of contact for Pelican Preserve owners is the Community Patrol Rover (239) 247-1667. The Main Gate House is the secondary point of contact (239) 768-1121. Rover should always be available and ready to take calls, with guest registration requests directed to either DwellingLive or main gatehouse. Community Patrol Messages should be checked regularly and cleared to make sure VM is never full.
5. If the Rover notices an open garage door on a single-family home, the homeowner should be called using the profile information in the Dwelling Live system. No calls are to be made after 10pm.
6. If the Rover observes a streetlight that is out they should note the pole number and tag the light with orange tape. This is to be conducted on the 1<sup>st</sup> and 16<sup>th</sup> of each month.
7. Community utilized radar speed signs which rotate locations twice a month. Community Patrol will relocate radar signs at the direction of the Property Manager. Community Patrol shall monitor signs and report any issues (such as damage or low / dead battery) to the Property Manager



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## I. EMERGENCY NUMBERS

Local Fire Department	911	Ft Myers FD	239-321-7311
County Sheriff	911 911	Lee County Sheriff's Office FMPD	239-477-1000 239-321-1000
Lee County		Animal Services Emergency Management Health Department	239-432-2083 239-477-3600 239-332-9501
Utilities		Gateway Services CDD Electric – FPL Veolia Environmental Garbage – Waste Pro City of FM Utilities Hotwire (primary provider) Comcast	239-561-1313 239-262-1322 239-334-1224 239-337-0800 239-321-8100 800-355-5668 800-226-2278
Storm Information Hotline			239-477-1900



II. CLIENT REPRESENTATIVE TO BE CONTACTED IN CASE OF EMERGENCY OR AFTER HOURS NEEDS:

CASTLE PROPERTY MANAGEMENT – 239-985-1628 or After Hours 800-337-5850

Property Manager – Scott Scharnott CELL # 352-989-1332

Assistant Property Manager – Christopher Santos -239-985-1651 or 239-209-5013 (cell)

GSCDD Customer Care

239-561-1313

City of Fort Myers Utilities – 23-321-8100

Gate Phone Numbers

Main Gate: 239- 786-1121

Rover Phone: 239-247-1667 \_\_\_\_\_



### III. WEISER SUPERVISORY PERSONNEL

<u>Personnel</u>	<u>Name</u>	<u>Number</u>	<u>Type</u>
Site Supervisors:	Mark Thompson	(585) 356-5558	Cell
Field Supervisors:	FSO Ed Ortega	(239) 410-1968	Cell
	FSO Chris Tully	(239) 896-3341	Cell
Operations Manager:	Chris Pifer	(239) 278-1151	Office
		(941) 628-0285	Cell
Branch Manager	Louis Chiappetta	(239) 770-0460	Cell
Weiser Office HR	Virginia Smith	(239) 278-1151	Office
Weiser Dispatch Only between 5pm and 9am Mon - Thu And 5pm Fri - 9am Mon	Attendant On Duty	(239) 997-5859	Office
Address of Local Office:	Weiser Security Services Inc. 1919 Courtney Dr. Suite 7 Fort Myers, FL 33901		

#### CONTACTING A FIELD SUPERVISOR / REQUESTING A FIELD SUPERVISOR TO BE ONSITE:

If a guard needs to contact a Field Supervisor after business hours for any reason, the guard will contact Weiser Dispatch who will then contact the Field Supervisor.

#### Driving Post:

Security Officers who have been trained and approved by Weiser Security Services, Inc. to drive on post are permitted to drive the company- or client-issued vehicle. Security Officers who have not been trained or approved by Weiser Security Services, Inc. to drive on post are **not** permitted to drive the company- or client-issued vehicle while on duty. Regardless of driving privileges, Security Officers are **not** permitted to drive their own personal vehicles, or any other vehicle that is not issued by the company or client for the purpose of driving while on duty. Finally, Security Officers are not permitted to drive the company- or client-issued vehicle while off duty.



#### IV. SCHEDULE OF EVENTS FOR ALL GUARDS

List on this sheet, per each shift, in TIME SEQUENCE, all the duties all guards perform in the order they occur. Continue through the entire period guards are on duty. If more than ONE ( 1 ) post is manned, make a list for each post. (Always keep the list up to date.)

##### POST: Pelican Preserve MAIN ENTRANCE GATE

SEQ.	TIME	FREQUENCY	DUTY TO PERFORM
1	06:00	Daily	Officer Reports On Duty, Relieves Overnight Guard
2	14:00	Daily	Officer Reports On Duty, Relieves Morning Guard
3	22:00	Daily	Officer Reports On Duty, Relieves Evening Guard

##### DETAILED INSTRUCTIONS OF DUTIES TO PERFORM

- During the last hour of each officers shift, the officer will clean the guarhouse (*rest room area to include the commode*), sweep and / or vacuumm the floor, lightt mop the floor, cleanand organize the officers work area.
- The officer will sign and complete all reports at the end of the shift.
- All documents (Daily Activity Reports DAR's, Incident Reprts IR's, etc..) will be filed appropriately for the Account Managers, Field Supervisors, and Post Captains review.
- Each officer will brief the relieving officer of any reports, incidents, messages from the following: (property manager, residents, post captain, account manager, field supervisors)or other pertinent inbrmation that the relieving officer may need to know for his / her shiftand / or pass-on to the following relieving officer.
- Each officer will sign-in and sign-out on the Sign In Register at the beginning and end of their shift.



## V. UNIFORM AND APPEARANCE

### UNIFORM REQUIREMENTS:

- Standard Uniform of the *day (winter & Summer)*
- White Security Shirt
- Black / Blue Slacks (hemmed properly)
- Black Shoes
- Black Socks
- Black Tie (if required)
- Company Issued Security Jacket
- Company ID Badge
- State License - Class D



### STANDARD EQUIPMENT REQUIRED:

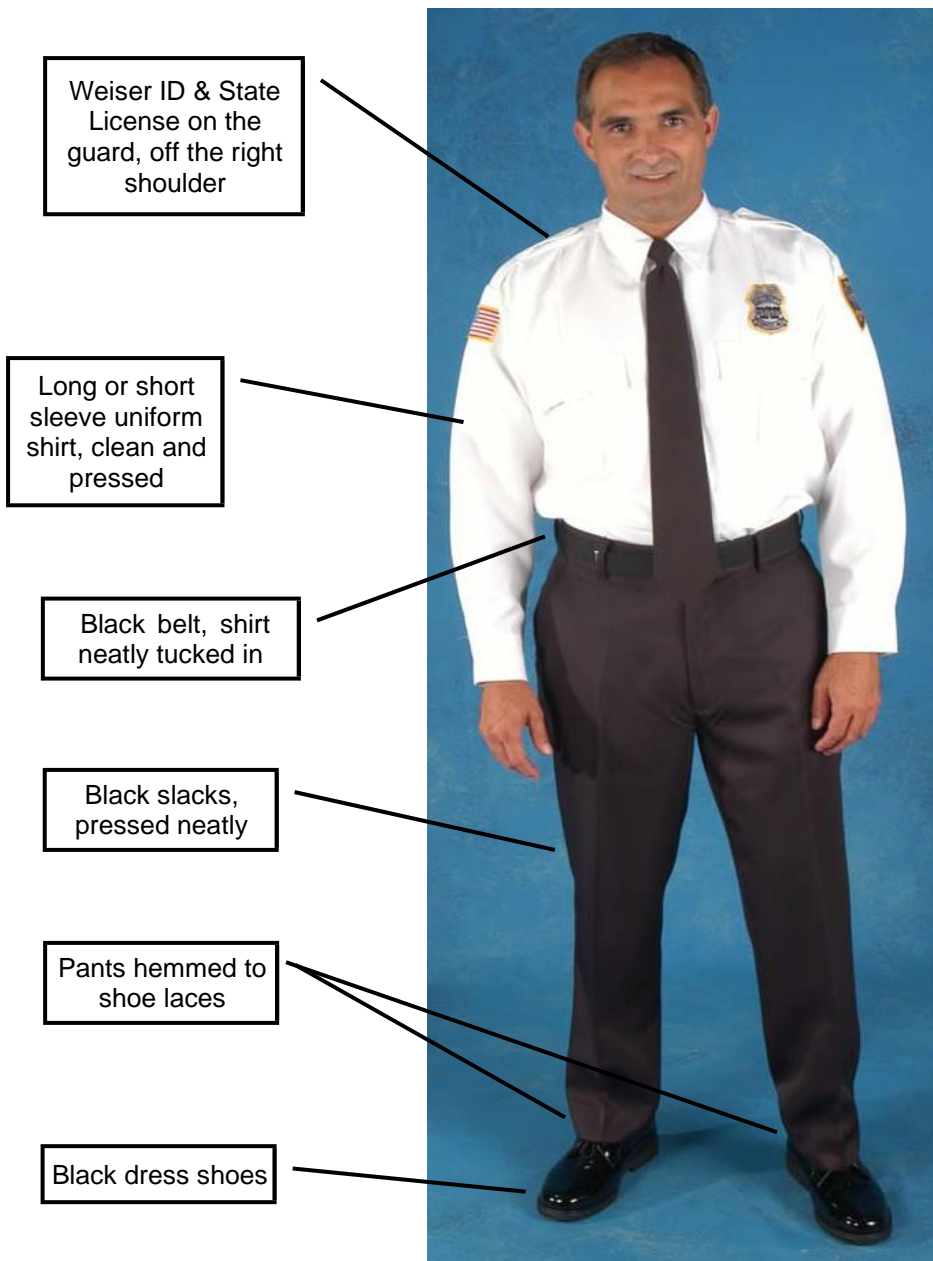
- Flashlight
- Notepad
- Black Pen

### WEARING A JACKET ON DUTY:

Only a standard issued Weiser jacket may be worn while on duty. Nothing else is permitted to cover your uniform!

### TAKE PRIDE IN YOUR APPEARANCE!

In most cases you are the first impression of the community or facilities that someone is visiting, and you're the first person they meet. A professionally dressed guard sets the tone and expectations of the visitor. It also sets an immediate level of respect, which will help you control the situation right from the start.





## VI. POST HOURS & GUARD FORCE ORGANIZATION



**IN CHARGE OF OPERATION:**

Account Manager Louis Chiappetta 239-770-0460

**POST LOCATION/S:**

Guardhouse At Main Entrance

**HOURS PER DAY:**

24 / 7 Post (Rover and Main Gate)

**DOES THE SCHEDULE VARY ON HOLIDAYS / WEEKENDS? NO**

GUARD SHIFTS FOR MAINGATE LOCATION							
	FRI	SAT	SUN	MON	TUE	WED	THR
<b>SHIFT</b>	0600-1400	0600-1400	0600-1400	0600-1400	0600-1400	0600-1400	0600-1400
<b>GUARDS</b>	1	1	1	1	1	1	1
<b>SHIFT</b>	1400-2200	1400-2200	1400-2200	1400-2200	1400-2200	1400-2200	1400-2200
<b>GUARDS</b>	1	1	1	1	1	1	1
<b>SHIFT</b>	2200-0600	2200-0600	2200-0600	2200-0600	2200-0600	2200-0600	2200-0600
<b>GUARDS</b>	1	1	1	1	1	1	1



**ROVER AND SUPERVISOR**

	<b>FRI</b>	<b>SAT</b>	<b>SUN</b>	<b>MON</b>	<b>TUE</b>	<b>WED</b>	<b>THR</b>
<b>SHIFT</b>	0700-1500	0700-1500	0700-1500	0700-1500	0700-1500	0700-1500	0700-1500
<b>GUARDS</b>	1	1	1	1	1	1	1
<b>SHIFT</b>	1500-2300	1500-2300	1500-2300	1500-2300	1500-2300	1500-2300	1500-2300
<b>GUARDS</b>	1	1	1	1	1	1	1
<b>SHIFT</b>	2300-0700	2300-0700	2300-0700	2300-0700	2300-0700	2300-0700	2300-0700
<b>GUARDS</b>	1	1	1	1	1	1	1

**AT NO TIME IS A GUARD TO CONTACT THE CLIENT, OR GIVE OUT ANY OF THE ABOVE NUMBERS UNLESS THE POST ORDERS SPECIFY THE SITUATION IN WHICH YOU WOULD NEED TO, OR UNLESS THE CLIENT HAS INSTRUCTED YOU. YOU WILL FIRST CONTACT YOUR SITE SUPERVISOR, OR CALL THE WEISER OFFICE OR WEISER DISPATCH NUMBERS LOCATED ON PAGE 5, AND SOMEONE FROM WEISER MANAGEMENT WILL CONTACT THE CLIENT.**

**AT NO TIME IS A GUARD TO PROVIDE A RESIDENT, GUEST, OR VENDOR WITH A PHONE NUMBER LISTED AS "CELL" OR "OTHER". RESIDENTS, GUESTS AND VENDORS WISHING TO CONTACT THE CLIENT MAY ONLY BE GIVEN THE CLIENTS OFFICE NUMBER!**



## VII. POST ORDER UPDATES / ADDENDUMS

Any Post Orders updates or Addendums will be completed by account manager, branch manager or the Weiser Corporate Office. **At no time will any guard update the post orders or add any addendum to the existing orders.** If the client requests a guard or site supervisor to update the post orders or to add an addendum to the post orders, the guard or site supervisor will instruct the client to contact the account manager assigned to the account.



## VIII. ON POST FORM COMPLETION & REPORT WRITING PROCEDURES

### REPORTS AND FORMS REQUIRED FOR THE POST:

#### 1. Reports

- A. Daily Activity Report Logs (DAR's)
- B. Incident report

#### 2. Forms

- A. Time Sheet
- B. Call off Sheet

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### 1. A. Daily Activity Report Log (DAR) Writing

Writing a "BRIEF, NEAT & ACCURATE" report is an important part of security duties. When completed, Daily Reports become a permanent, official record. Most often these reports are reviewed by the client and Weiser personnel and filed. Occasionally they serve as evidence in court, or other legal situations. Because of these, and other considerations, it is very important that you use good report writing techniques. What you put down on your report should be brief but complete, and accurate. **A completed sample is on the following page.**

Looking at the sample on the following page, you will notice that the entire report, is "**NEATLY PRINTED**". Every entry on your report should be printed (not written). Although you may have no trouble reading your own handwriting, other people may not. **Print all entries other than your signature!**

The illustration on the following page should serve as a guide for all of us. Print all entries and print them neatly; make them readable. Don't just put down:

"Made rounds. Conditions Normal."

#### **Include what you checked or observed:**

Doors, Windows, Fence-line, Security Lighting, all secure and operational.

Your report is a reflection of yourself. If you want your peers and superiors to have confidence in you, they must have confidence in the paperwork you submit.

If the Rover notices a street light that is not working. They should note the pole number and location and tag the pole with orange tape. The Property Manager should be made aware of non-working streetlights.



**WEISER SECURITY SERVICES, INC.**

**SECURITY REPORT**

Page 1 of 1

Name: <b>John Smith</b> <i>John Smith</i>		Date: <b>02 / 15 / 2009</b>	Shift: _____ AM to <b>07:00</b> AM <b>23:00</b> PM to _____ PM
Post: <b>Pelican Preserve Main Gate</b>	Address: <b>Town Hall Community 121 Main St Fort Myers, FL 33901</b>	Relieved Officer Name: _____ at _____ AM <b>Jane Doe</b> at <b>23:00</b> PM	
LIST ITEM NUMBER THAT IDENTIFIES CONDITION UNDER ITEM NO. BELOW		NUMBER OF KEYS RECEIVED <b>2</b>	
1. Accident 2. Alarms 3. Delivery 4. Disturbance 5. Doors 6. Equipment	7. Fire Incident 8. Fire Extinguishers 9. Fire Hazard 10. Fence 11. Gate 12. Injury	13. Janitorial 14. Keys 15. Leaks 16. Lights 17. Locks 18. Maintenance	19. Parking Violations 20. Police on Site 21. Post Inspection 22. Suspicious Person 23. Theft 24. Trash/Waste 25. Unlocked/Open 26. Vandalism 27. Visitors 28. Weather Conditions 29. Windows 30. Other (Explain)

TIME	LOCATION OF INCIDENT OR CONDITION	ITEM NO.	DETAILS IS INCIDENT REPORT ATTACHED? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
23:00		30	On Duty, reviewed prior guards report - no issues to address, received keys
23:30		21	All equipment checked - operating normal, doors & windows ok, fence-line Secure, required forms on hand, checked gates - operational
24:00		11	Traffic at gate slow - only 2 visitors - recorded on vehicle log
01:00		30	Starting rounds - locking doors at clubhouse - gate unmanned
01:27		30	Rounds completed - all doors locked and secure
02:00		11	No traffic, everything quiet
03:00		19	Police & EMS onsite - called in by a resident
03:15		19	Police & EMS off site
04:00		11	No guest traffic - some resident traffic
04:55	<b>Main Gate</b>	1	Visitor ran into gate - gate not functioning - client contacted to request maintenance personnel onsite to fix gate - incident report completed
05:00		11	No traffic - gate arms still not operating
06:00		18	Maintenance personnel onsite fixing gate
06:35		11	Gate operational
07:00		30	Off duty - relieved by next officer

Operation Inspected By: \_\_\_\_\_ Time In: \_\_\_\_\_ AM / PM  
 Signed \_\_\_\_\_ Time Out: \_\_\_\_\_ AM / PM Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
 Comments \_\_\_\_\_  
 WSS-201



# THIS IS HOW YOUR DAR NEEDS TO BE COMPLETED



## 1. B. Incident Reports

Writing a "BRIEF, NEAT & ACCURATE" report is an important part of security duties. When completed, Daily Reports become a permanent, official record. Most often these reports are reviewed by the client and Weiser personnel and filed. Occasionally they serve as evidence in court, or other legal situations. Because of these, and other considerations, it is very important that you use good report writing techniques. What you put down on your report should be brief but complete, and accurate. **A completed sample is on the following page.**

Incident reports need to be completed the moment an incident occurs, immediately following the resolve of an incident, or at the point when there is nothing more you can do to bring an incident to any form of resolution. It is always best to complete the incident report as close to the actual time of the incident when the facts are still fresh and accurate in your mind.



**WEISER SECURITY SERVICES INC.**

# INCIDENT REPORT

Post: Pelican Preserve Phone: ( 239 ) 555-5555  
 Address: 121 Main St City: Fort Myers St.: FL Zip: 33901  
 Person Making Report: Officer John Smith Additional Sheets Attached:  Yes  No

## WHEN

Date of Incident: 02 / 15 / 09 Time of Incident: 04:55  AM  PM  
 Guard on Duty: Officer John Smith From: 23:00 To: 07:00 Same As Person Who Wrote Report:  Yes  No  
 Check Type Of Incident:  Fire  Accident  Injury  Theft  Arrest  Vandalism  Dispute  Other: \_\_\_\_\_  
 Police Notified:  Yes  No Police Item Num: \_\_\_\_\_

## WHO

People Involved Or Witness To Incident:

NAME	ADDRESS, CITY, ST, ZIP	HOME PHONE	OFFICE PHONE
Betty Lynn Ross	321 Brookfield Cir, Bonita Springs, FL 33909	239-234-5678	239-678-9087

## WHERE

SPECIFIC LOCATION: where did the incident take place exactly? Front gate, guest entrance gate arm

## WHAT

WHAT HAPPENED: be specific in your details: Mrs. Ross failed to stop her vehicle before the gate arm was able to completely raise. The front of her vehicle hit the arm and broke it off.

## HOW

HOW DID IT HAPPEN: Mrs. Ross drove her vehicle into the gate arm.

## WHY

WHY DID IT HAPPEN: Mrs. Ross was impatient. She was aggravated that it took longer than 30 seconds for me to log her into the system, and verify that she was allowed on the property. When she was cleared, she took off quickly and hit the gate arm as it was lifting

Please attach any sheet with additional remarks or diagram

Client Notified:  Yes  No Name: Terri Glen Time: 04:57  AM  PM

Client Comments: \_\_\_\_\_

W.S.S Notified:  Yes  No Name: Bob Rivers (field supervisor) Time: 04:56  AM  PM

Supervisors Comments: Officer Smith called me to inform me of the accident. I instructed him to contact the client so that they could have someone come out and fix the gate. Officer Smith did everything as required by the post orders.  
 Guard Signature: John Smith  
 Supervisors Signature: Robert Rivers

Reviewed By: \_\_\_\_\_ Date: \_\_\_\_\_ Branch: \_\_\_\_\_



## 2. A. Weekly Time Sheet

Below is a sample of a Weekly Time Sheet. It is mandatory that you fill in and complete the timesheet for each shift you work and sign the time sheet for the week. This time sheet is used by accounting, and therefore needs to be completed neatly and accurately. **ALL TIME WORKED must be entered on your Timesheet & Sign-in Register accurately, and may not be altered / adjusted by any other person.**

**Time Sheets SHOULD BE COMPLETED USING THE TEAM TIME APP in Ehub. You will need to login to your Ehub app and click on the TEAM TIME clock and sign in. You must be ON SITE or the app will not allow you to login. You will be expected to login NO EARLIER than 7 minutes before your shift and NO LATER than 7 minutes past your shift.**

**You will be expected to clock out NO EARLIER than -7 minutes to the end of your shift and NO LATER than 7 minutes past your shift.**

**If you cannot use your TEAM TIME app, you may call 888-476-0067 and clock in manually. If all other systems are down, please reference your paper timesheets provided.**



## 2. B Late / Call Off / Change of Schedule

Below is a sample of a Late / Call Off / Change of Schedule form. **It is mandatory that you complete this form any time there is a variance of the schedule from the Master Schedule.** Form is used by the account managers, accounting, and payroll. Therefore, this form needs to be completed neatly and accurately. This form must be submitted immediately on the day it is filled out. If your site is equipped with a fax machine, you may fax it in. If your site does not have fax capabilities, you must call the office or Weiser Dispatch and request that a Field Supervisor come and pick up the form as soon as possible.

**WEISER** Late / Call Off / Change Of Schedule Notification

DAY: Wednesday

DATE: 02/18/09 DISPATCH: \_\_\_\_\_ FIELD SUPERVISOR: \_\_\_\_\_ SITE SUPERVISOR: Betty Thomas

NAME	LATE CALL OFF SCHEDULE CHANGE			POST	SCHEDULE DATE	SCHEDULE TIME	TIME OF CALL	REASON FOR CALL	REPLACEMENT OFFICER	START TIME	END TIME
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								
Steve Smith	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pelican Preserve	2/18	15:00 23:00		No Call Yet 15:07	Betty Thomas	15:00	15:55
Steve Smith	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2/18	15:00 23:00	15:25	Car broke down	George Bryant	15:55	23:00
George Bryant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2/21	23:00 07:00		Covered Steve's 2/18 shift	Steve Smith	23:00	07:00
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								

This form is used for maintaining "Real Time" accuracy of working schedules, shift variances, and payroll. It must be submitted on the day this form is completed, **WITHOUT EXCEPTIONS!**

**FAX: (239) 278-1827**

In the first line, Betty Thomas indicated that the relieving guard was late, and she indicated the time that she continued to cover the post. This allows her to be compensated for the extra time, and allows Mr. Smith to have his time deducted accordingly.

In the second line, Mr. Bryant has indicated that he has covered Mr. Smith's shift.

In the third line, Mr. Smith has indicated that he has made a schedule change with Mr. Bryant so that he could make up the hours he lost when he was not able to cover his original shift.

**It is imperative that this form be completed this way every time there is a variance to the Master Schedule.**



## IX. POST SPECIFIC ORDERS

### 1. LOCATION AND DESCRIPTION

Pelican Preserve is a gated master-planned community for residents 55+ years old located in Fort Myers. This WCI Communities development is widely viewed as Southwest Florida's premier active adult community. Housing options include condominiums, carriage homes, attached villas and single-family homes.

*The highest level of professionalism is both required and expected!*

### 2. HOURS OF COVERAGE

This post is secured 24 / 7 yearly including all holidays at the Main Gate and the Rover Patrol.

### 3. POST OPERATION

Questions regarding any of this material are to be resolved through your immediate Supervisor or Branch Supervisor.

- No personal computers or televisions are allowed on the post unless approved by the Property Manager or the Weiser Account Manager.
- No one will use the client internet connections and/or disable any electronic devices to gain access to the internet. Any personnel violating this policy will face severe disciplinary action, including termination.
- All officers will park at the Main Gate employee parking area, currently located in the parking lot of The Club at Pelican Preserve (Golf Club). Employee Parking area is subject to change and property manager will advise as changes may occur.
- Rekeying locks, as a result of losing a key, is the responsibility of Weiser Security and the officers involved.
- All officers will sign and record their hours of work, daily, on the log sheet.
- All officers will complete a Daily Activity Report (DAR).
- All officers will document events that are outside of the norm on an Incident Report Form (IR).
- At no time are officers allowed to leave the immediate area of the gatehouse. If a bathroom break is needed the gate officer should notify the Rover to cover or post a sign at the Gate House Door.

### 4. TRAINING REQUIREMENTS

#### A. License Required:

- D License, 40hr state required class completed

#### B. Pre-Post Training Required:

- 1 hour orientation / post orders review in branch office

#### C. On Post Training Required:

- 8 hours on-site training with the site supervisor.



## 5. POST POLICIES

- **Use Of Property Managements Personal Cell Phone**

Property managers cell phone is only to be used in an emergency after hours, or when they cannot be reached during business hours in the office. The officer will **NEVER** give out the property manager's or Secondary Client Contact's personal cell phone number to any resident, vendor, guest, or other **WITHOUT PRIOR AUTHORIZATION**.

- **Meal Breaks**

All meals and breaks will be taken on site. The officers on duty are responsible for bringing their meals/water to the site with them. At no time will the Officer on duty leave the post without being properly relieved by a trained Officer or Weiser Field Supervisor.

**NOTE:**

Do not eat in plain view of residents and guests. At the end of your shift, remove all garbage from the gatehouse.

- **Fraternization**

As a security professional, the Officer's assigned to this post must not allow themselves to become too friendly towards employees, residents, customers or guests. This is not to say that the officer cannot display a courteous attitude toward individuals; however, casual conversation can lead to excessive socializing, which can in turn lead to a compromise in security due to **familiarity and complacency**.

- **Phone Usage**

Any on-site phones are NOT to be used for personal calls. Cellular phone use is prohibited while on duty unless approved by the Weiser Account Manager, or if being used in an emergency situation.

- **Courtesy**

Officers will be courteous and professional at all times. Show respect to all residents and guests, even though there may be some "trying times".

- **Scheduled Shift and Visiting / Visitors**

Officers must be on time for their scheduled shift. Officers will not permit individuals to visit with them for the purpose of discussing personal or unofficial business. Officers will not allow persons other than the client or Weiser branch staff inside the gatehouse.

- **Confidential Information**

All information regarding this post is confidential including resident information, post management and Weiser company information.

- **Phone / Fax / Computer Usage**

Telephone and computers are for **official use only**. No Personal phone calls, faxes, or e-mails (when equipped) shall be made or received on clients' electronic devices.

The use of personal cellular phones and personal computers are prohibited while on duty. Officers may use his/her cellular phone during an extreme emergency or power outage.



**NOTE:**

Any incoming or outgoing unofficial phone calls made on The Weiser Security Co. cellular (*when assigned*) or clients cellular phone (*when assigned*) by assigned Officers (*based on published schedules*), MUST be for official use only. DO NOT use the issued cell phone for personal calls or business.



## 5. POST POLICIES (*CONTINUED*)

- **Packages**

Officers will not accept packages (*pick-up or delivery*), keys or personal items on behalf of the homeowner, realtors, renters and/or guest of Pelican Preserve.

At their request, Officers may accept packages (*pick-up or delivery*) from the General Manager and Site Manager, only.

**THIS SPACE INTENTIONALLY LEFT BLANK**



## 6. POST SPECIFIC DETAILS

IX (CONTINUED)

*Pelican Preserve is located in the boundaries of the Gateway Services Community Development District (“CDD”) and is a CDD community. Therefore, we will use our best judgment to control access into the community but ultimately we can NOT deny access to CDD roads. See page 30, section "CDD Disclosure on ALL ACCESS".*

### A. ACCESS CONTROL SYSTEM-

Pelican Preserve Community has moderate visitor access control requirements. Your primary responsibility is to verify the visitor is authorized to visit with the person being visited. Pelican Preserve’s main roads are owned by CDD, and therefore we can NOT deny access to those CDD roads. Always reinforce speed limits in community!

**If you have questions or are unsure of how to proceed, contact your site supervisor.**

1. Greet the visitor courteously and professionally. Present yourself as a concerned representative and remember to speak in a clear, straight-forward manner. Look directly at the person and say:

• *“Hello, welcome to Pelican Preserve, how may I help you?”*

2. Listen attentively to the person’s request. Make sure that you understand what the person is asking.

3. If the visitor is asking for help, provide assistance within the limits of your post orders.

4. If the visitor is on the Guest Access List, process them in VM system. Provide the visitor with directions if needed.

5. Unannounced visitors/guests must wait until we can call the resident to obtain approval. \*\*The approved Home Watch service, on the resident’s permanent list, is also permitted to grant access to Vendors.

6. If the resident grants permission, add the visitor in the Visitor Management System, issue a pass, and provide directions if needed. If unable to make contact with the resident, notify the visitor that no contact was made and if they still want access.

7. If the resident does not grant permission, you notify the visitor BUT you can NOT DENY ACCESS TO CDD ROADS; **then the person is to be provided access to CDD roads in Pelican Preserve following the guidelines on pages 30 for General public access to CDD roads, regarding “CDD Disclosure on ALL Access.”**

• **Do not DENY access to CDD roads but track unauthorized entry.**

• **Do not allow tail gating.**

• **Report unauthorized entry to the Patrol Officer**



**Contractor Access Control**

When a contractor, vendor, or mover requests access to the property, your primary responsibilities are to ensure that they are authorized to enter the property. Always reinforce speed limits in community.

**If you have questions or are unsure of how to proceed, contact your site supervisor.**

1. Greet the visitor courteously and professionally. Look directly at the individual and say:

• *“Hello, Welcome to Pelican Preserve, How may I help you?”*

2. Listen attentively to the person’s request. Make sure that you understand what the person is asking.

All contractor, vendor or moving vehicles must be stopped at the gate (Whether in the resident or guest lanes)

• Ask the driver the following questions:

o Where are you headed?

o Who is your contact person?

o What company do you work for? (If the vehicle is unmarked and/or the worker does not have a company uniform they must show company I.D.)

**NOTE: They must be able to answer the three questions to proceed**

• If the company is on the approved vendor list than you shall allow access Enter the following in VM system:

vehicle make, model, license plate number & state. If the company is not on the approved vendor list then you must call for approval. Call residents directly. (\*\*The approved Home Watch service, on the resident’s permanent list, is also permitted to grant access to Vendors.)

**If you are unable to gain authorization then the vendor is to be provided access to**

***“CDD Disclosure on ALL Access.”***

**Action:**

*Become familiar with the property so you can give accurate directions. Also, keep aware of any activity that obstructs normal thoroughfares (e.g., home construction.)*



**Restriction and Limitations**

Do not allow construction crews to take short cuts through restricted areas. (This includes parking or driving on the grass and sidewalks.)

**ACCESS HOURS TO PRIVATE PROPERTY:**

**Monday-Saturday 0700 – 1800**

**Sunday /Holidays – No contactors permitted**

**Exception: Emergency Only**

Please ensure adherence to No Noise policy before 0800 or after 1800.

**NOTE, ENFORCEMENT OF THIS IS NOT A CDD ISSUE; ALTHOUGH IT IS APPROPRIATE TO  
REMINDE THE CONTRACTOR**

The gate located at the Prato Drive connection to Gateway Blvd is for GSCDD Utility Workers and emergency use, only. Note: The GSCDD has an easement through the construction gate. All other vendors must gain access from the front gate.



## Client Rules, Regulations and Specialized Duties

The main gate arms must be lowered after each vehicle enters the community.

Gate arms will not be left in the upright position, except in major emergencies or for severe inclement weather purposes. Additionally, gate arms may be left in upright position in accordance with specific direction or schedule provided by the Property Manager.

Any malfunctions or broken gate arms will be reported to Property Management to address with appropriate maintenance personnel. Report all malfunctions on a Community Incident Report.

If a gate arm is damaged only by being knocked off of its threaded bolts, reattach the gate arm using provided nylon nuts.

**Power Outages.** In the event of power outages at the gatehouse, the gatehouse Access Control Officers at their respective post will proceed as follows:

- 1) Notify the on-duty Patrol Officer (as applicable)
- 2) The Gate Officer experiencing the power outage will check if the circuit breaker was tripped- if so, reset the circuit breaker, only once

NOTE: If the circuit breaker was tripped the gatehouse Access Control Officer will reset the circuit breaker only (1) time. If the circuit breaker does not reset, contact the Property Management Office or on duty maintenance personnel (weekends) and report the problem. Report all malfunctions on a Community Incident Report.

- 3) The gatehouse Access Control Officer will place cones completely blocking off entry through the resident lane, and cones to control traffic flow through the guest lane.
- 4) The gatehouse Access Control Officer will lock both entrance gates in the upright position. (This will keep the gates from coming down when the power returns and possibly hitting someone.)
- 5) The gatehouse Access Control Officer will continue to process all traffic through the inside lane.
- 6) Report all malfunctions on an Incident Report.
- 7) The Patrol Officer will check each Gatehouse to ensure that cones have been placed and gates are locked in the upright position.
- 8) The Property Managers and CDD will be notified.



## IX (CONTINUED)

9) The Site Supervisor will be notified, and request assistance as needed.

10) The gatehouse Access Control Officer will contact Florida Power & Light and inform them of the power outage (FPL 239-334-7754).

When power returns the Officer will proceed as follows:

1) Notify the duty Patrol Officer (as applicable).

2) When the Patrol Officer arrives at the Main Gate, he/she will drive through the outside lane first, as if entering the property (Resident's Lane) to reset the loop. Then, attempt entry again through the Resident's Lane using the patrol vehicle's barcode, then, the gatehouse Access Control Officer will reset the locking switches on the Visitor's Lane and wait for the Visitor's Lane gate to lower (the Visitor's Lane is on a timer).

3) Complete an incident Report.



## GATE ACCESS CONTROL PROCEDURES

The following access control protocol will be followed at all times:

**This is an access control community.**

**NOTE:** *If the guest/vendor are not pre-called or not listed on the resident's permanent list, the Access Control Officer will initiate a phone call to the resident's point of contact and announce the Guest /Vendor's name if access is granted; the Access Control Officer will log their information in the Visitor Management Computer.*

**If no contact at the resident's home, the Access Control Officer will advise the driver that the officer was unable to contact the Resident; consequently, access is being denied to the residence. If the driver requests access to Pelican Preserve, they may be admitted as a member of the General Public and advised that they may only travel on CDD/Public Roads**

### General Public

**The general public can be provided access to CDD roads within the CDD if they request access.** When a member of the general public arrives at the gate and requests access, the individual(s) is requested to produce photo identification. Scan their License and place their information along with vehicle tag(s) into Visitor Management System under the "GSCDD General Access" profile. Each individual will receive a Visitor's Pass for one day and the officer will instruct the driver that they are to only use CDD roads (CDD Map) and that driving on private roads is not permitted. **Gate Officer shall notify community patrol of any individual gaining access who refuses to show ID.**

### CDD Disclosure on ALL ACCESS

- **When a member of the general public arrives at the gate and requests access, after identification is requested, the individual(s) is/are advised, by way of a map or list or brochure or verbally, with all CDD roads clearly marked or noted, of the roads that are the public roads in the CDD. If they refuse to show ID, access control Office should request their name and then put this information along with the vehicle's tag number into the VM system. Note, however, that access cannot be denied even if the individual refuses to provide information or a driver's license.**
- **The individual(s) should then be advised that the CDD roads are the only ones that they are permitted to use and that they have access only to such CDD roads and no other area(s). Other areas/roads that are not CDD roads, i.e. private roads or other private property such as the Town Center, may/should be noted or listed as private property on the map or list or brochure. The individual(s) should be advised that if they are witnessed on the private roads or on these private property areas without permission or authority, they may/will be asked to exit such private property area and police may be called and they may be reported for trespassing**



## Residents

Residents may enter the community through the outside gate (Residents Gate) if they have appropriate Pelican Preserve Bar Code, which will open the gate and gain access. They can also use the visitor gate as a backup as the bar code is enabled for use.

Residents without a Bar Code or pass with Pelican Preserve address (many have northern driver's licenses), may enter through the inside lane (Visitor Gate). The resident may obtain a one-week pass and is to be advised to use the visitor's lane until the new bar code is issued.

Officers will not open the outside resident gate, if residents do not have appropriate Bar Code. The Officer will proceed as follows:

**Verify that the person (driver) is a Pelican Preserve resident with either a Community Identification Card, or a Driver's License** and inform the resident that they are to use the inside lane in the future, and they may need to obtain a Bar Code at the Property Management Office during office hours. The Property Management Office can be reached at (239)985-1634.

Residents with Bar Codes that are not working (opening the gate) will be screened as if they had no Bar Code.

**NOTE:** *Access Control Officers will notify Property Manager of malfunctioning barcodes.*

**Use good judgment in denying access to private property at any time for any reason, as again it is a CDD and we cannot enforce a denial access to the CDD roads. Follow protocol in all cases & refer to CDD All Access Disclosure**

## Guest/Vendors

1. Guest/Vendor was registered by the resident and their name is listed in Visitor Management System.

*Access is granted, the Access Control Officer will log their information in the Visitor Management Computer.*

2. Pedestrians walking into the community from dusk to dawn are to be greeted by the officer. The officer is to inquire if the individual is a resident or guest and log individual. If there is any question to the validity of the pedestrian, the patrol officer should be advised.

*Access is granted, the Access Control Officer will log their information on the Visitor Management Computer.*



## **Employees/Ground Keeper**

Employees will be issued bar codes, if an employee is in a vehicle which does not have a barcode for access, please request the employee's driver's license and log entry. Unless restricted by Property Management Office -- employees'/ground keepers have unrestricted access to the community.

## **Deliveries, Emergency/Towing Services**

Any delivery or emergency/towing service must be pre-called by the resident or authorized staff (clubhouse, Golf Pro Shop, and Property Management). The following schedule will be enforced, unless an alternate schedule is authorized by Property Management Office:

### **Vendors/Resident Deliveries (Furniture, Moving Vans)**

Monday-Saturday: 0800-2000 (8AM-8 PM)

No deliveries on Sunday's unless authorized by Property Management Office— (Read Emergency Deliveries/Repairs, below)

Food deliveries, (Pizza, Chinese Food etc. Monday- Sunday: As requested by the resident or houseguest.

### **Flower Deliveries Monday- Sunday 0800-2000 (8AM-8PM).**

**Use good judgment in denying access to private property at any time for any reason, as again it is a CDD and we cannot enforce a denial access to the CDD roads. Follow protocol in all cases.**

### **Community Development District Representatives**

To include all employees, supervisors and specified contracted vendors are to be allowed access 24 hours per day, they are to be logged under the system as a visitor to "Gateway Services CDD Representative" authorization.

### **Emergency Home Repairs/Deliveries (as requested per resident)**

Monday- Sunday Anytime

### **Newspaper Deliveries (as requested by resident)**

Monday- Sunday: Anytime

**NOTE:** *For any delivery/services that were not registered in advance, the Access Control officer will initiate a phone call to the resident's point of contact and announce the delivery/service requesting entry. If access is granted, the Access Control Access Control Officer will log their information in the VM computer, and issue a Day Guest Pass, for that day.*



## IX (CONTINUED)

**Emergency Services/Fire Department/Law Enforcement-** Any government emergency vehicles, to include Lee County Sherriff Department and/or Fort Myers Police Department shall be given priority over any other traffic.

Officers will prepare an Incident Report (IR) annotating, date and time of entry, type of vehicle entering the property (Lee County Sheriff Department, FMPD, fire department and EMS). If the officer is unable to gain any information state on Community Incident Report “No further information available”

**County/State/Federal Vehicles:** Any county/state/federal marked vehicles may enter the community

**NEWS MEDIA – 1. News Media can be called in by a resident 2. If not pre-authorized, contact Property Manager/ Management office and let them know News Media is on site. If after hours, contact your branch manager.**

### **Golfers/Special Events**

**Individuals inquiring about membership, prospective members, or those inquiring about using facilities or events should be admitted**

Golfers/Special Events sponsored by Pelican Preserve GOLF Club will be published in the following format:

**Golf Tee Times Sheet-**Golf tee sheets will be E mailed to the main gate, personnel appearing on the Golf Tee Times Sheet will be logged in the VM computer and issue a Guest Pass for that day. A list of personnel should be made available from Residents hosting special events (date, time and name).

### **Realtors/Open House Events**

Realtors may enter the community to show listings, at any time. The following protocol will be followed for realtors and Open House events. Realtors will be registered with Driver’s license and business card; if prior mentioned documentation is not provided, they shall be provided general public access to GSCDD roads.

Open House events: Saturday & Sundays only from 1100 – 1700. No Open House signage of any type, including signage on vehicles, or balloons is permitted. Open House signs are permitted only on Treeline Rd, and outside of the Pelican Preserve entry. All Open House signage must be removed promptly by 1730 daily. If not removed by the realtor, then removed by the Community Patrol Officer.

On Friday afternoon, a list of all Open House listed by date, address, and condominium unit numbers; listings company/realtor’s name/number will be delivered to the gate.

**NOTE:** *A copy of the Open Houses should be provided to the patrol officer. No one is allowed access to an open house, except during the above listed hours, no exceptions!*

Realtors may enter the community before the listed hours to set up (follow the protocol listed above).



## Process Servers

Defined as those persons able to serve “process” or legal documents.

See Chapter 48, Florida Statutes and each investigator employed on a full time bases by a state attorney and each special investigator appointed by the state attorney pursuant to the provisions of s. 27.251 is hereby declared to be a law enforcement officer of the state and a conservator of the peace, under the direction and control of the state attorney who employs him or her, with full powers of arrest, in accordance with the laws of this state.:

- ❖ Being a certified law enforcement officer of the state of Florida
- ❖ Has identification from Lee County Sheriff
- ❖ Court Appointment

In all of the above cases each type of server will have some sort of verifiable identification as follows:

- a. Certified law enforcement-law enforcement ID and appropriate paperwork
- b. Sheriff appointed special process server-county identification and appropriate paperwork
- c. Court certified process server: a certified copy of a court order signed by a judge
- d. It is understood that Chapter 843.02 of the Florida Statues prohibits obstruction of a process server. In addition, per Section 48.031(7), Florida Statutes:

A gated residential community, including a condominium association or a cooperative, shall grant unannounced entry into the community, including its common areas and common elements, to a person who is attempting to serve process on a defendant or witness who resides within or is known to be within the community.

In order to ensure the safety of all parties while maintaining a professional level of access control the following shall apply as it pertains to process servers:

1. Any person claiming to be a process server will be properly identified by one of three forms of identification described above
2. In the event the person is a private process server, they have been designated by Lee County Sheriff appointment or certified by the Chief judge of the Twentieth Judicial Circuit and must provide a certified signed copy of their appointment, designation or certification. You must then match that name with their driver’s license for verification.
3. All persons will be entered into the computer system
4. All vehicles will be entered in the computer system

**Packages:** *Access Control* Officers will not accept any packages or keys to be delivered to residents.

## Golfing & Pro Shop

Individuals arriving at gate requesting to play golf are to be allowed entry only after they have been logged into the system and verified by the daily tee sheet. Any issues shall be directed to the golf club.



IX (CONTINUED)



# X. GENERAL INSTRUCTIONS BY POST

## 1. PATROL HINTS:

Patrol these areas often. Bushes and trees provide good hiding places and aid in climbing over fences.



Refer to your Security Instructions frequently. They contain guidelines and rules you should follow when on duty.

When completing reports, always "PRINT" entries. The only time you would use "handwriting" is to sign your name. Keep your daily guard report up-to-date. Don't wait until the end of the shift.



Any gates found open that are supposed to be closed/locked should be secured and reported on your daily guard report.

Leaving oily rags lying around is very common. Be especially alert for this type of Fire Hazard.



Every security officer should always possess a flashlight in good working order. Even if your shift falls during daylight hours.



Open windows must be reported on your daily guard report. Check to make sure no one is lurking nearby, then close and lock the window. Recheck the window on subsequent patrol rounds to ensure it secure.

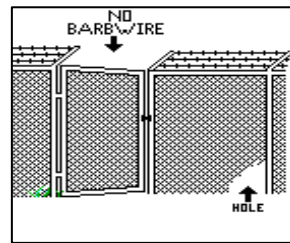


Always check bathrooms, break rooms, etc., where leaking faucets are likely. If the leak cannot be stopped, notify your supervisor immediately and include the incident in report.

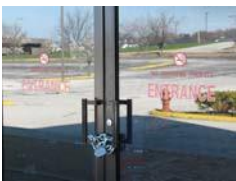
Things such as broken windows must be written up on your daily guard report. You should also investigate to make sure burglary was not involved and try to determine the cause of the incident.



Like buildings, these items can be used to scale fences. Always be alert for items positioned too near the fence. Report them immediately.



Broken barbed wire or holes in a fence must be reported immediately to the client, and must be written on your daily guard report. Survey the area for possible illegal entry.



Watch for buildings or doors which are not properly secured. If any are found, note the incident on your report and secure the door, if possible

Watch out for frayed or otherwise damaged electrical cords and plugs. If they are not replaced or repaired, they could cause fire or injury.



One of the primary functions of a security officer involves safety. Report any safety hazards you find. If the hazard is such that you can correct it, do so. Always be alert for fire hazards, such as, gasoline, cleaning solvents of all kinds, open chemicals, etc.



Examine the inside of the room carefully and then secure the door. Report the incident on your daily guard report and notify your supervisor.

**2. IN CASE OF A FIRE AT THIS SITE DO THE FOLLOWING:**

- A. Determine the extent of the fire. If you can extinguish it without endangering yours or anyone else's safety, do so. If not, do not attempt to fight the fire yourself.
- B. If anyone else is on the property, alert them and make sure they are not in any danger from the fire.
- C. Call the Fire Department. The phone number can be found in the Emergency Call List, **page 4**

Suspend your patrol rounds and wait for the fire department to arrive. You should be waiting to direct them to the location of the fire.

**Special Note:** If the fire can be extinguished by you do so and then notify your security supervisor. Give them a complete description of where the fire was, the time you discovered it or it was reported to you, the damage done and what you did to extinguish it. Weiser will contact the client and then advise you on whether to call anyone else. **DO NOT CALL THE FIRE DEPARTMENT FOR FALSE ALARMS OR MINOR FIRE YOU HAVE ALREADY EXTINGUISHED. UNLESS DIRECTED TO DO SO.**

**CARBON DIOXIDE EXTINGUISHERS CLASS B**

Carbon dioxide removes oxygen to stop a fire but has a limited range. Extinguishers with carbon dioxide are usually used in contamination-sensitive places such as computer rooms, labs, food storage areas, processing plants, etc.

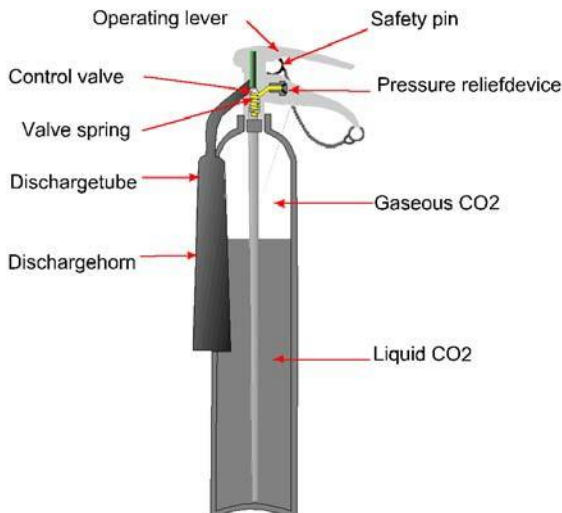


**WATER EXTINGUISHERS CLASS A**

The most common agent is water; however, it cannot be used for class B or C fires because it is conductive. Water-based extinguishers are used in stockrooms, schools, offices, etc.



Carbon dioxide extinguisher (small size)



### 3. BOMB THREAT / EXPLOSION

In the event of a bomb threat, discovery or explosion, the following procedures should be followed.

#### BOMB THREAT:

Bomb threats are usually received via the telephone. However, they are sometimes received via mail or anonymous note. If you receive such a threat by mail or note, notify the client immediately. If the threat is received via telephone, the below procedures should be followed:

1. Note the date and exact time of the call
2. Get a caller's name, if possible
3. Try to remember the caller's exact words
4. Listen to the voice carefully. Does the caller speak with an accent?, Is there any recognizable speech impediment such as stuttering, slurring words, etc?, is the caller a male or female?, old or young?, calm or excited?, and, does the voice sound familiar?
5. Listen for background noises. Do you hear planes, cars, trains, machinery, etc.? Try to mentally identify the noises.
6. Ask the caller the following questions:
  - a. Where is the bomb located? Try to get them to tell you which building, which floor, which office, etc.
  - b. When is the device set to go off? Ask if you have enough time to evacuate the building.
  - c. What kind of device is it? Try to find out if it's a "Timed", "Chemical", "Anti-disturbance", or "Remote".
  - d. What does it look like? Try to get the caller to describe what kind of package or device to look for.
  - e. Why did you place the device on this property? Try to find out the caller's motive.
  - f. How many devices are there? Find out if there is more than one device.
7. Keep the caller on the line and try to signal someone as to what's going on so they can notify the police while the caller is still on the line.
8. Note the exact time the caller hangs us.

If you were not able to signal anyone in advance then, as soon as the caller hangs up, do the following:

1. If time permits, notify cognizant personnel in the following order:
  - a. Client
  - b. Police (Bomb Squad)
  - c. Fire Department
  - d. Rescue Squad
  - e. Medical Personnel
  - f. Weiser Security Services
2. If there is only a matter of minutes before the device is set to explode, do the following:
  - a. Avoid causing panic. Sound the alarm.
  - b. Notify the proper authorities.
  - c. Be prepared to direct emergency personnel to the location of the device or to provide assistance and information, as requested.



#### SPECIAL NOTES TO REMEMBER ABOUT BOMB THREATS

- a. Never attempt to disarm an explosive device yourself.
- b. Do not disturb the device in any way.
- c. Never immerse in water. Water could complete the electrical circuit needed to detonate the device.
- d. Let personnel familiar with the building search for explosive devices. They are most likely to recognize objects which do not belong.
- e. When a suspicious object or an explosive device has been detected, prevent anyone from going near the device. Any jarring or shaking motion may detonate the bomb. Open all windows and doors in the area to minimize blast and reduce damage.
- f. Turn off gas and water mains if directed to do so.
- g. Remove any material or objects which may contribute to injury or damage should the device explode. Look for inflammable material or pressurized canisters, etc.

## 4. MEDIA REPRESENTATIVES

The client sets the policy as to what news is to be made available to the news media, through what channels it is to be released and under what circumstances. They employ and train Public Affairs personnel for this purpose.



Security personnel will not answer any questions or make any statements to media persons other than necessary to perform your assigned duties. Refer media people to the receptionist area. Additionally, no picture taking will be allowed on the property without prior permission of the client.

If representatives of the media (i.e., radio, television, newspapers, etc.) request entry onto client property, they must first be authorized by the client or his authorized representative. No media people will be allowed to enter without first obtaining this authorization.

If media personnel are observed outside the property but exhibiting an interest in the facility (i.e., taking pictures, stopping incoming vehicles and asking questions, etc.) company officials must be notified immediately.

Common sense should tell you that disclosure of any information is a breach of security that can adversely affect on the security program of the client.

## 5. TELEPHONE PROCEDURES

- 1. Telephone Location
  - a. [enter location ]



It is restricted to business calls only and, under no circumstances, will the security officer make any personal or long distance calls.

If an emergency message is received, refer to the "EMERGENCY CALL LIST", **Page 4**

**Telephone:** Security personnel must never give out information over the telephone unless you know who

you are talking to and you are sure the person asking is authorized access to the requested information.

### **NEVER GIVE OUT PERSONAL TELEPHONE NUMBERS OVER THE TELEPHONE.**

If the calling party insists it is an emergency, take their name, number and nature of the emergency and advise them you will pass the information to the requested party. Call Weiser immediately and pass the information to them. If they call back and advise you that they were unable to reach the concerned party then you should call the individual back and advise them that you were unable to contact the individual.

### **NOTE:**

- 1. Always ask the identity of any individual asking questions other than required by the situation.
- 2. No one is authorized to use the telephone other than those persons designated by the client.

## 6. MEDICAL EMERGENCY



In case of a medical emergency, you may be asked to call emergency medical personnel. If so, use the numbers provided in the Emergency Call List, **Page 4**

After you have notified all necessary medical personnel, notify your security supervisor immediately as to the nature of the situation and whom you have contacted.

When medical personnel arrive, direct them to the location of the emergency. Get the name of the driver and the company responding, the time they were called and the time they arrived. Include this information on your daily guard report and the Incident Report you are required to complete. (See "Reports & Records", **Page 10**)

## 7. ON THE JOB SAFETY

All employees are expected to be safety-conscious and to assist the company in finding conditions on the premises that might cause an accident. Unsafe conditions or injuries received while at work, even though very slight, are to be reported to the appropriate supervisor and by that person to the branch manager. Do not change or perform any duties, which are not specified in writing in the post orders.

Employees must not engage in physical activity outside of those agreed to in the post orders or any duties requested by the client which may be potentially dangerous or hazardous.

Heavy lifting of any materials is specifically forbidden in the performance of your duties, including, boxes, 5 gallon water bottles, furniture, equipment, heavy gates, etc.

1. Use handrails at all times
2. Wear the correct shoes for the environment
3. Report unsafe conditions immediately
4. Be alert and aware of your surroundings

Falling, slipping and stumbling are one of a security guard's prime concerns. Being alert also means watching out for objects around you and on the ground in front of you. Look where you are going and exercise care when stepping over objects that are in the way.

You are subject to the same safety regulations as other employees when you are on this facility. If hardhats, safety glasses, safety shoes, ear plugs, etc., are required by company employees, then you are also required to wear this same equipment when you are in an area which requires it.

### A. Horseplay

Horseplay and practical jokes can result in serious injuries or death; therefore, anyone engaging in horseplay or practical joking will be subject to discipline and possibly even dismissal.

### B. Housekeeping

1. A clean work area makes for a more pleasant, as well as a safer, place to work.
2. Employees at all sites and in all departments are asked to help keep the surroundings as neat as possible.
3. Trash receptacles that are easily accessible are to be located throughout the building, and all litter from lunches, scrap materials, and so forth are to be placed in these receptacles.
4. Employees are encouraged to be conscious of health, safety, and fire prevention.

#### NOTE:

This is only an example of Guard/Post Orders, include additional information as needed, within the above format.

### C. Smoking Policy



A "**NO SMOKING**" policy is in force throughout this facility. Do not smoke anywhere inside the building.

1. Do not smoke while making patrol rounds.
2. If you must smoke, do so in the courtyard and use the ashtrays.
3. If you see anyone smoking in a designated "**NO SMOKING**" area, politely point out that no smoking is allowed in that area and ask them to extinguish the cigarette. This incident must be included on your Daily Guard Report.



## XI. (CONTINUED)

### 7. ON THE JOB SAFETY

*(continued from previous page)*

#### D. Inclement Weather

In case of violent weather, you must ensure that the client is notified of any damage at the site. Notify your security supervisor immediately if such damage occurs due to lightening, wind or water.

In case of violent weather, find a safe place to avoid personal injury until the danger passes. If lightening is present don't get under trees. Do not stand near objects that might become deadly missiles in high winds.

As soon as the danger has passed, make a thorough security round checking for any damage to equipment, buildings, vehicles, etc. Any such damage must be noted on your daily guard report and an Incident Report must be completed.

As soon as you determine that some damage has been sustained, however slight, notify your security supervisor immediately. He/she will decide if the situation warrants notifying client immediately or whether it can wait until regular working hours.

#### E. Hurricane Policy

As a security officer it is our duty to protect the lives and property of our clients. This is a huge responsibility and one, which we must not take lightly. During the hurricane season this responsibility becomes greater than ever. It is absolutely vital that each of you understands and follows the Weiser Security policy to the letter

Take the time now to prepare for a hurricane emergency. Hurricane procedures can vary from client to client. Each of you should review your post orders to see if there are any specific instructions relating to hurricanes. People working locations where post orders cannot be left on site should contact the office for specific instructions.

**The standard hurricane policy (except where specified in your post orders) is as follows.**

1. All security personnel will report for duty unless that site is ordered to evacuate by the client or other local, state, or federal agency.
2. All ordered evacuations must be reported to Weiser Security at once providing communications at that time are possible.
3. The Weiser office, or our security base will remain open as long as we are not ordered to evacuate.

Should an evacuation be ordered and they state that only necessary personnel will remain (then we are not considered necessary) and you should evacuate the site as soon as possible. Be sure to secure the area before leaving. (Doors locked, gates closed, etc.) After the emergency all officers scheduled for duty will report to site as soon as possible. Please feel free to contact the office for further instructions at any time.







## XI. OFFICER SIGNATURE PAGE

This document contains instructions that are considered company confidential, very sensitive and is only to be used by Weiser Security personnel and appropriate company officials. All guards will be familiar with Security Post Orders, be governed by them and that orders can only be changed by Weiser Management personnel and client official responsible for site security. If a conflict arises between the written procedure and the client's employees, then Weiser supervisor and the client's security representative will be notified and all such incidents will be placed on the guards' daily report. The security personnel will not change or perform any duties (i.e. 1<sup>st</sup> aid, janitorial, etc.) which are not specified in writing in the Security Post Orders and mutually agreed upon by client representative and Weiser branch management personnel.

I certify that I have read, and understand, the regulations, procedures and instructions listed herein. I further understand that it is my responsibility to review these instructions frequently in order to keep abreast of changes and modifications.

PRINTED NAME	SIGNATURE	DATE
_____	_____	_____
_____	_____	_____
_____	_____	_____



## XII. POST ORDERS SITE TEST

Date Taken

Guard Signature

1. Emergency numbers are listed on what page?
  - a. Page 10
  - b. Page 2
  - c. Page 4
  - d. Page 22
2. Locking procedures begin at what time?
  - a. 06:00
  - b. 17:00
  - c. 22:45
  - d. There are no locking procedures
3. Unlocking procedures begin at what time?
  - a. 07:00
  - b. 08:00
  - c. 16:00
  - d. There are no unlocking procedures
4. Passes are issued at this post.
  - a. True
  - b. False
5. Guests visiting for an Open House must know the property they are seeing to gain access?
  - a. True
  - b. False
6. When is the Property Managers cell phone to be used?
  - a. Anytime you have a question
  - b. Only in an emergency
  - c. Only after business hours or in an emergency
  - d. Never
7. Who is your account manager?
  - a. Phil Schofield
  - b. Chris Pifer
  - c. Mike Bentley
  - d. Dan Ortega
8. What is your account managers contact number?
  - a. 941-628-0285
  - b. 239-240-2226
  - c. 239-645-6812
  - d. 407-451-0611



### XIII. POST ORDERS SITE TEST (CONTINUED)

9. This post patrols the community.
  - a. True
  - b. False
10. Where do officers park their car during their shift?
  - a. Behind the gatehouse
  - b. In front of the gatehouse
  - c. At the Community Building parking lot
  - d. Next to the tennis courts
11. Guards are allowed to leave the gatehouse under certain situations?
  - a. True
  - b. False
12. This post uses Jonas as it's Access Control Computer System.
  - a. True
  - b. False
13. Residents whose "Bar Code" is not working correctly are to be handled how?
  - a. Told to go to the Golf Pro-Shop to get a new Bar Code issued
  - b. Vehicles are logged on an "Bar Code Malfunction" report and let through
  - c. Residents are denied entry until they get their Bar Code fixed
  - d. We don't do anything regarding the Bar Codes
14. Realtors are allowed to enter the property to show a home if?
  - a. Only if they arrive during normal business hours with a business card w/ a photo
  - b. No matter what they get in
15. Residents are allowed to hold an "Open House" to the general public.
  - a. True
  - b. False
16. Process Servers are allowed entry on Sunday.
  - a. True
  - b. False
17. If someone comes to see a bank owned property of foreclosed home they should be sent to the property managers office.
  - a. True
  - b. False
18. If the person coming to see a bank owned property Does not have a work order he is to be denied entry.
  - a. True
  - b. False





## XV. SUPERVISOR COMMITMENT & DUTY DETAILS

### A. POST SUPERVISOR DUTIES / RESPONSIBILITIES

- The Post Supervisor will oversee the daily operations of the post duties and staff assigned to the post.
- **The Post Supervisor is responsible for the following:**
  - Maintaining proper “Chain of Command”.
    - Post Supervisor will report directly to the Weiser Account Manager assigned to the post.
      - Officers will report to their Post Supervisor (*or Weiser Field Supervisor on duty AND/OR Account Manager*).
  - Ensuring that all staff are properly trained on the Post Orders and proper procedures, including written Monthly Post Testing for all officers.
  - Ensuring that all time sheets and officer sign-in registers are accurate and properly completed, and that Web Portal logins / logouts reflect the sign-in register.
  - Ensuring that all shifts are filled / staffed
    - The Post Supervisor is the first point of contact in the event of a “call off / no show”.
    - Officers will contact the Post Supervisor regarding any call off or no show, and the Post Supervisor will then take the necessary steps to get the shift covered.
      - **In the event that covering a shift will incur overtime, the Post Supervisor will get authorization from the Account Manager.**
  - Ensuring that all documentation at the post is completed accurately, to include but not limited to:
    - DAR’s, Pass-Down Logs, and Incident Reports
    - Vehicle & Pre-Call Logs, Parking Violations and Patrol Reports
    - Officer Performance Documentation
      - The post supervisor will document performance issues and provide the documentation to the Account Manager.
      - The Post Supervisor will also provide documented Verbal Warnings, and officer Retraining that is completed.
  - The Post Supervisor will debrief the Account Manager weekly (or as needed) of all issues at the post, officer training that needs to occur, and will supply all required documentation for any disciplinary action that the Account Manager needs to address.
  - The Post Supervisor will attend all required Quarterly Supervisor meetings held by the Fort Myers Branch.
- **THE POST SUPERVISOR ACKNOWLEDGES BY HIS / HER SIGNATURE BELOW** that the responsibilities of the Post Supervisor are clearly understood and will be upheld, and that failure to uphold responsibilities will result in removal from the supervisor position.

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SUPERVISOR SIGNATURE

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DATE



# Security Post Orders

Pelican Preserve

BINDER SPLINE



10-27-21