

Kenmure Property Owners
Association

Security Committee

Reference Manual

REVISED October 8, 2020
KPOA Security Committee

KPOA Security Committee Reference Manual

UPDATE AND REVISION HISTORY

DATE	REVISION
12/23/2013	Revised 2014 members and assignments
2/3/2015	Revised 2015 members and assignments
9/2016	Revised 2016 to include two major new service vendors
2/16/2017	Revised 2017 members and assignments
6/25/2017	Revised Contractor Work Days and Hours
7/31/2017	Revised Garbage Collection and Emergency Access Brookwood Village Area
10/2/17	Revised garbage and updated
12/5/2017	Revised Post Orders and updated
1/16/2018	Revised 2018 members and assignments
3/24/2018	Revised Post Orders regarding flag flying
8/27/2018	Revised Driving Violation Procedures, Census Taker Procedure, Bar Code and Gate Access Procedures
9/15/2019	KSC-01 Update Re: Multiple Traffic Violations Clarifications in Maybin Services Section

NOTE: In order to allow contact information to be recovered more easily and routinely updated, the main body of this document contains key job titles or other roles. All references to individuals currently holding those positions, including names, phone numbers and email addresses, will be maintained in APPENDICIES.

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Committee Role & Responsibilities

The Kenmure Security Committee (KSC) is chartered in section 3-D of the Kenmure Covenants to have “primary responsibility for the security function for Kenmure, including the security facilities, personnel and policies and procedures related thereto”

- The committee’s primary security role is to ensure access control and perimeter security for Kenmure through staff, facilities, procedures, and practices.
- A secondary security role is to enforce those KPOA Rules and Regulations relating to safety and security.
- The committee has also been chartered by the KPOA Board to manage garbage/recycling collection service for Kenmure residents.

Brief History:

The predecessor of the Security Committee was the Kenmure Properties (KEI) Security Committee which included both KEI and resident members appointed by KEI. However, for all practical purposes, the decision-making authority was retained by KEI. Minutes of meetings were kept, but documentation of practices and procedures was incomplete. Financial transactions were fully integrated into KEI accounts, so segregation of security and garbage transactions was at times difficult to achieve and not as transparent as might have been desired.

Current Committee Structure and Role:

With the formation of KPOA on January 1, 2003, the Security Committee was reconstituted per the requirements of the Kenmure Covenants. Six members were appointed by the KPOA Board, one of whom is a KPOA Director, and KEI appointed an observer. Committee members were appointed for terms of one to three years to ensure an orderly turnover of membership each year. Beginning in 2003, members have been appointed for three-year terms. A Chairman and Secretary were elected by the committee and approved by the KPOA Board. In January 2004 the committee reorganized itself and re-elected the Chairman and Secretary. In 2007 a vice-chairman was appointed, but this is not always the case.

As currently constituted, KSC executes its role as chartered in the covenants and per KPOA Board resolutions through the following functions:

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- Oversees the functional and cost performance of the security contractor (currently Allied Universal Security Services. – “AUS”) by:
 - Negotiating contract terms and conditions
 - Monitoring cost performance and contractor adherence to contract provisions
 - Providing input to contractor for development of operating procedures (“post orders”) to be followed by security officers to implement the Security Committee practices and guidelines
 - Review of incident reports prepared by contractor for security incidents or deviations from the Security Committee policies
 - Develops Rules, Regulations, and Guidelines to enhance security within Kenmure. Many of these were adopted by KPOA Board into the KPOA Rules and Regulations. Items developed from January 2003 to date include:
 - Kenmure Roads and Traffic Safety (KSC-01)
 - Moving Van/Large Trucks (KSC-02)
 - Real Estate, Estate and Other Sales (KSC-03)
 - Gate Access (KSC-04)
 - Contractor Work Hours (KSC-05)
 - Fireworks and Fires (KSC-06)
 - Argyle Lane Gate Access (KSC-07)
 - Security Guidelines for Kenmure Country Club events (see Section on KCC at page 15)

- Oversees the functional and cost performance of the refuse and recycling contractor (currently MAYBIN SERVICES)
 - Negotiates contracts, including costs and service levels
 - Contacts contractor as necessary to resolve resident complaints or resolve service issues

- Develops an annual budget for all committee areas of responsibility for review/approval by KPOA Board and inclusion in the annual KPOA assessment
- Manages all ongoing security and garbage costs on a monthly basis to ensure expenditures remain within budgeted levels. If/when deviations occur, takes action to offset.
- Utilizes a rotating duty schedule to ensure that one of the Security Committee members is always reachable 7 days/24 hours to advise/assist the security officer on duty with emergency or non-routine situations.
- Manages gate access control system including management of the maintenance of the hardware and software by the equipment vendor.

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Gate Security

Security Contractor Information

Current Security Contractor is Allied Universal Security Services (AUS), a California based company with local offices in Charlotte, NC and Greenville, SC. The management staff of AUS includes the Kenmure Site Supervisor, Assistant Site Supervisor, AUS Client Manager and the AUS Operations Manager/Field Supervisor (Appendix Attachment III).

The current AUS contract is on file at the KPOA office.

KPOA's relationship with AUS is an arms-length contractual relationship. AUS is solely responsible for hiring, training, equipping, and if necessary terminating their staff. KPOA establishes security objectives and policies, and then AUS is responsible for providing day-to-day work direction to their staff to implement these policies and objectives. The security officers are employees of AUS which is responsible for providing officers with the requisite training and capabilities to meet KPOA's requirements. Security officers should possess basic computer skills to use Gatehouse Solutions and other software tools, be able to lift ~50 pounds, able to walk 0.5 miles in less than ~10 minutes, have reasonable written and verbal communication, and be trained in first aid and defibrillator, etc. Security officers have no employment relationship of any kind with KPOA. AUS has the flexibility to move staff between customers in the Hendersonville area at their discretion. However, if the Security Committee believes that a particular officer is not performing in a manner that meets the objectives and policies given by KPOA to AUS, the Security Committee will so inform AUS and it will take action as it sees fit to correct the problem.

Post Orders

AUS is responsible for developing a set of procedures and instructions for their officers (called "Post Orders") to inform the officers how to conduct themselves to best execute the objectives and policies requested by KPOA. The Security Committee will provide input and comments to AUS to help improve the quality of these Post Orders. However, AUS retains primary responsibility for them. A copy of the current version of the Site Specific Post Orders is included as Attachment VI to this document. A newly assigned security officer must successfully pass the KPOA/AUS Post Order Security Officer Test within one month of being assigned to Kenmure and all assigned security officers must successfully pass the test every 12 months (See Appendix Attachment VI).

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Traffic Safety Enforcement

The Security Committee has primary responsibility for traffic safety enforcement within Kenmure. Since Kenmure roads are private roads, KPOA is responsible for establishing rules and regulations (e.g. speed limits). The KPOA Board has adopted a Traffic Safety Enforcement policy. This policy is contained in **Kenmure Roads and Traffic Safety (KSC-01)**.

The security officers however have no “police powers” under North Carolina law, and are not authorized to stop offending vehicles, issue citations, or other similar actions. A Uniformed Officer who can legally stop vehicles and issue warnings or NC tickets and who is employed by AUS may be used within Kenmure. This option is at the discretion of the Security Committee, and subject to approval by the KPOA Board. Regular security officers, however, are instructed in the Post Orders to receive traffic safety complaints from residents or visitors, record violations they observe, and prepare incident reports for use by the Security Committee.

The Security Committee will review all traffic safety incident reports on a regular basis (currently as a standing agenda topic at each monthly meeting, and more often, if a serious violation and immediate action is warranted), and will take such action as it determines appropriate under the above KPOA Board-approved policy, including issuance of warning letters, contractor/supplier access restrictions, and/or fines as necessary. The Security Committee keeps a log of all traffic safety incidents reported and the committee’s response to both document actions as well as to provide a historical database to justify stronger actions taken against repeat offenders.

Traffic Safety Information for Renters

Below is a handout given to short-term renters (less than 6 months) by KEI Sales Office:

- A renter will be issued a **yellow** visitor’s pass when he/she first checks in. This pass is dated for the period of your rental. The renter must present this “pass” to the Gatehouse to be issued a coded pass for the period of their lease. This coded pass will be used to be scanned each time the renter enters Kenmure.
- Renters must pull up to the left-hand entry gate, **come to a full stop**, and show their visitor’s pass to the security officer. The security officer will scan the pass and the gate will open automatically.
- **The speed limit in Kenmure is 25 MPH.** Renters are expected to obey this speed limit, all stop signs, and the yellow center line marking.

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- **There is no passing anywhere on Kenmure roads.**
- Parking is not allowed on any street in Kenmure---park on driveways and in garages.
- Drivers are to yield to pedestrians and to exercise caution when encountering golf carts on Kenmure roads
- In case of **emergency, call 911**. Then call the Kenmure Gatehouse Emergency Line
- Drive Safely and Enjoy Your Stay in Kenmure

Responsibilities/Duties During Declared Emergencies

The *KPOA Emergency Management Plan* describes KSC responsibilities during a declared emergency in Appendix V – *Emergency Management Plan Overview*, in Appendix VI *KPOA Committee Checklists* and in Appendix VII – *Emergency Action Plans – Detailed Overview*. *KSC will appoint a committee member as its EMS liaison to the KPOA Board. (needs revised)*

Bar Code Procedures & Gate Access Procedures

Vendor Information & Contacts

The current Gatehouse vendor for controls is: TEM Systems LLC.,4005 Third Court, Morganton, NC, 28655

Email: sroether@temsystems.com

President: Scott Roether

Control hardware vendor: Door King, model xxx

Bar Code Reader vendor: BAI, model BA-200-24

Bar Code decals vendor: BAI; current cost \$4.00 each

Gate Pass Card Printer: TSC TDP 247 by Barcode Factory, Inc.

Gate Pass Cards: 4" X 10" Thermal Transfer stackable by Wayne Trademark

Bar Code Installation Procedures

Detailed procedures for issuing bar codes are posted in the KPOA Office.

- The vehicle bar codes that are issued through the KPOA Office allow unrestricted access to Kenmure and are being issued only to Kenmure property owners, to Kenmure Country Club members who are not property owners, and to renters. Proof of ownership or lease of the vehicle needing a new or replacement bar code is to be

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presented at the KPOA office. The license plate number, year, make, model and color of the vehicle must also be provided. The proof of ownership or lease can be the vehicle registration card, an insurance car or a bill of sale.

- The owner of a residence may obtain bar codes for any vehicle that is registered to the owner or to a family member who resides in Kenmure. The cost of each bar code window sticker is \$25.
- The owner of an unimproved lot or lots will be issued no more than two bar codes for vehicles registered to the owner of the lot or lots. The cost of each bar code is \$25.
- Renters must obtain bar codes at the KPOA Office at a cost of \$25 per vehicle. No more than two bar codes will be issued for each rental unit. In addition, renters may subscribe to the Kenmure Alert notification system. The renter must fill out the Renter Information Form and advise a termination date for their lease/rental agreement.
- Kenmure Country Club members, who are not residents of Kenmure, may purchase no more than two bar codes without the permission of the Club Manager. These bar codes are red in color, designating KCC membership, and cost \$25 each.
- All KEI employees with vehicles registered in their names which are used to drive to work in Kenmure will also be issued **green** bar codes.
- Payment for bar codes must be made by cash or check payable to KPOA. Replacement vehicles will be given a new bar code at no charge, however the old bar code or bar code number must be returned to the KPOA Office. Old bar code numbers must be deactivated before new bar code numbers are activated.
- For people who are reducing the number of vehicles they own, they are asked to remove the bar code from the vehicle before they sell it and return the bar code to the KPOA Office, or tell the office volunteer the number on the bar code so it can be deactivated.
- The Security Committee does not want activated bar codes to remain on vehicles that are no longer owned by Kenmure property owners, KCC members or renters. If the owner disposes of an existing vehicle, the old bar code must be scraped from the vehicle and the number reported to the KPOA Office for deactivation. There is no charge for a new bar code sticker, unless the vehicle purchased is an additional vehicle, not a replacement.
- Vehicles with temporary license plates, or cars coming in from out of state that will have a license plate change due to relocation, will be issued a bar code that will be

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activated for sixty days only. Once the new plate is obtained and KPOA is notified of the license number, the temporary status will be removed.

- All property owners, renters with a lease of 1 month or more, Kenmure Country Club members who are not property owners, and certain KEI employees are to use bar code decals installed on their vehicles to gain gate access. Bar code decals may be obtained at the KPOA Office. Normal office hours are 1 to 3 pm, Monday through Friday. If a person who is eligible to have a bar code acquires a new vehicle, the old bar code should be returned to the KPOA Office for a replacement.

Gate Access Procedures

- Vehicles with bar codes may pass through either gate. If a vehicle with a bar code approaches either gate and the gate fails to open, the security officers must determine if the driver is eligible to have a bar code (property owner, renter, KCC member or KEI employee). There are a number of vehicles with bar codes from other communities or bar codes that have been deactivated for various reasons but have not been removed from the vehicles. The security officer should not automatically open the gate for anyone who has a bar code. If it is determined that the driver is eligible to have a bar code, but the bar code does not activate the gate, the security officer should write down the bar code number and the driver's name and report that information to the KPOA Office for verification that the driver has an active bar code.
- If a vehicle without a bar code approaches the resident gate, the security officer will request the vehicle to enter through the security officer-controlled gate, because manual operation of the resident gate is limited to emergency situations and large trucks only. If a homeowner habitually attempts to use the resident gate without a bar code decal, his identity will be noted and reported to the Security Committee for enforcement action.

For Contractors and Deliveries

All contractors who are not on the *Gate-Access Contractor List* and delivery vehicles are to sign in at the Gatehouse and obtain a daily pass each time they require access to Kenmure. Access is granted on the condition that current Contractor guidelines are followed and that all Kenmure traffic safety regulations are obeyed. Failure to comply can result in denial of future access to Kenmure. **Any contractor who will work on any right of way (ROW) in Kenmure should be logged at the gate by the security officer on duty, giving the address of work to be done and a completion date.**

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For Visitors of Residents

All others wishing to obtain access to Kenmure who do not have bar codes will be considered visitors and must check-in at the Gatehouse and follow the established security procedures for Kenmure visitors. Homeowners should pre-register guests for admittance into Kenmure by informing the Gatehouse when the guests are expected and providing the necessary registration information. The GateHouse Solutions system should be used for this as much as possible.

The temporary passes issued to visitors are to be returned to the Gatehouse upon the visitors' final departure from Kenmure. If a visitor for a resident arrives, but there is no information supplied to the gate by the resident, the security officer will call the resident and inform him/her that the visitor is there and ask them if they should be admitted. If the answer is yes, then the security officer should ask if directions are needed, provide a pass, and send them on their way to the resident's home. If they are unable to reach the resident, then the visitor must not be admitted, even if they are recognized by the security officer as a regular visitor or family member. The security officer should suggest the visitor continue to try and contact the resident and request they call the front gate to clear entrance for visiting.

KEI Authorized Approved List

Those people who are approved in writing by Steve Harbison, Club Manager or Lee King are authorized to permit entrance to the Clubhouse, Golf Course, Sales Office, or to undeveloped property in Phase V and Phase VI: after-hours, weekends, and emergencies, for purveyors, contractors, and various deliveries etc. They may not authorize access to other parts of Kenmure.

Authorization can be by a phone call, written request or in person in accordance with the post orders approved by the Security Committee. The people who are on that list to be provided to the president of KPOA by Lee King from time to time may authorize access.

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Other Gatehouse Policies & Instructions

Emergency Response

To be summarized from relevant sections in Post Orders

Services to Residents

The primary role of our security force is to provide access control at the Kenmure gate and to conduct routine security patrols. However, from time to time, the officers have also been willing to provide other services for residents. The Security Committee reviewed this area and established guidelines for those services that will continue to be provided at the Gatehouse:

- Accepting envelopes and small packages containing papers and items of nominal value for pickup by another resident or non-resident (with appropriate identification)
- Accepting and signing for FedEx, UPS, and other courier packages when the resident is not home to sign for the item
- Accepting and/or holding house keys for pick-up by another resident, visitor or contractor, with written permission to pick up/use the key to the security officers.

Other services, which may have been provided in the past, but will no longer be provided include:

- Accepting cash or valuables for pickup by another resident or a non-resident

If residents need to provide access to their homes, and do not want to use the front gate key exchange option for security concerns while they are not at home (e.g. for cleaning or repair services), several alternatives may be used, including leaving a key with a neighbor, using a *key safe* (available from Lowe's or Home Depot), or using a one-time entry code on their external garage door entry keypad. For more extensive services, several firms and individuals in the area provide "house or pet sitting" services. Please note that the Visitor Authorization Form should be completed and left at the Gatehouse to authorize entry of your visitor if you are not at home. Residents should not leave items at the Kenmure Properties Sales Office for pickup by another resident or 3rd party.

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Contractor Work Hours in Kenmure & Saturday Work Procedure

Rules concerning Contractor Work Hours in Kenmure are contained in the rule set forth in **KSC-05**.

KPOA Security Guidelines for Events at Kenmure Country Club

The following guidelines have been agreed between KPOA Board and Kenmure Country Club (Lee King)

Objective:

- To allow Kenmure Country Club (KCC) to continue to book events into the Club as they see fit, while ensuring that these events do not result in undue disruption, property damage, or excess costs to Kenmure residents or to the KPOA.
- To allow early identification of “high risk” events in a manner that will allow KPOA Security to plan for any extra security required and will allow KEI to recover any excess security costs from the organization booking the event

Event Risk Category	Example(s) of Events	Perceived Security Risks	Extra Security Measures Required	Excess Costs Incurred by K.P.O.A.	Security Fee Assessed ¹
High	High School parties (e.g. Proms); Private parties where large numbers (100 or greater) of under-21's will be attending *** Events involving AUS where previous security issues have occurred when	Potential for vandalism to property outside of the immediate clubhouse vicinity Potential for traffic safety problems on Kenmure roads	Extra security officers to block roads to prevent access by event attendees to areas of Kenmure outside of immediate clubhouse vicinity	12 to 16 hours overtime for security officers Rental of 3 extra radio handsets	\$350

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	these AUS were in Kenmure				
Medium	<p>Events with very large numbers of attendees (greater than 200), e.g. large meetings at the clubhouse</p> <p>Large golf tournaments with spectators in addition to players</p>	<p>Traffic congestion at the gatehouse, potentially spilling over onto U.S. 225</p> <p>Traffic congestion and parking problems in clubhouse vicinity</p>	<p>Extra security officer to direct traffic and/or parking in areas outside of existing clubhouse parking lots</p>	<p>Extra security officer</p>	<p>\$20/hour per security officer for number of hours required by event</p>
Low	<p>Wedding receptions</p> <p>Christmas parties;</p> <p>Golf events with moderate numbers of players;</p> <p>Clubhouse events for Kenmure residents</p>	<p>Extra traffic through the gatehouse</p>	<p>Use of special clubhouse visitor passes</p>	<p>Printing costs of clubhouse visitor passes</p>	<p>0²</p>

1. Fee to be paid by Kenmure Country Club to KPOA. Recovery of fee from client by KCC is at their discretion
2. Cost of printing clubhouse visitor passes to be paid by KCC whenever new supply of passes is printed

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KPOA Security Guidelines High Impact Events at Kenmure Country Club

Background

Certain events at the Kenmure Country Club have the potential to require additional security resources to eliminate traffic problems on Kenmure roads, as well as vandalism to owner property. These events may include:

- High Risk events such as:
 - High school proms
 - Private parties where a large number of underage attendees are expected (100 or more attendees under the age of 21)
 - KCC events in which security problems have occurred in the past
 - *Note: It is KEI 's objective to NOT host high risk events*
- Extremely large events, which may present traffic control problems at the gate as well as on Kenmure roads

Procedures

Increased Security Requirements

- KCC event management will provide the KPOA Security Committee Chairman a 30 day forward-looking schedule outside events; updated at least monthly or as major events are added. Estimated group size will be shown, with potential high risk events highlighted.
- KPOA Security Committee Chair will initiate discussion with KCC event management regarding any events that may require additional security resources.
- KPOA Security Committee Chair and KCC event management will agree on events requiring extra security resources
- KPOA Security Committee will make necessary provisions to staff agreed-upon events. For high risk events, this will include:
 - Extra security officers to block vehicle access to areas of Kenmure beyond the immediate clubhouse vicinity.
 - Rental of 3 extra radio handsets if needed
 - A charge of \$350 will be billed to KCC to cover KPOA costs
 - All other events requiring additional security resources will be billed at \$20 / officer-hour

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Other Considerations Related to Large Events

- Extremely large events require complete availability of Club parking facilities. As part of the event review (above), KCC event management will clarify when moving vans would present a problem if parked in the lower lot for shuttle transfer.
- KPOA Security Committee Chair to inform Committee and front gate officers of dates on which moving vans **WILL NOT** be allowed to use Club parking areas for shuttle transfer. While this may not be a common occurrence, early notification to owners moving into/out of Kenmure will be the goal.
- In all cases, good judgment and a willingness to collaborate should dictate the appropriate course of action.

Enforcement of Fireworks Ban

The KPOA Board has adopted a regulation prohibiting use of fireworks or other incendiary devices within Kenmure. See **Fireworks and Fires (KSC-06)**.

Restricted Heavy Truck Access Routes

Security officers are to actively enforce the existing restrictions on large truck movement within Kenmure (contained in the Rule KSC-02 Moving Vans/Large Trucks) and to provide vigilance to the following:

- No dump trucks or other large trucks are to use Tarnhill Drive in either direction between Kenmure Drive and Tall Oak Lane. This restriction applies to all trucks **except** pick-up trucks without trailers, service and delivery vans like UPS, DHL, FED-EX, Utility vehicles, Heating and A/C trucks, etc.
 - As much as possible, construction vehicles for Phases IV, V, and VI should use the Argyle Lane entrance/exit, but only KARC/KRMC approved vehicles may use this gate (See KSC-07).
 - This restriction applies both to trucks with end destinations on these streets as well as to trucks that would have to travel on these streets to reach their final destinations. If a truck cannot reach its final destination within the above restrictions, then it either must park in the Clubhouse lower parking lot to off-load it's cargo onto smaller shuttle trucks or it must be denied entrance to Kenmure.

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Access Restrictions on Overloaded Trucks

- Builders/general contractors are responsible to ensure that all vehicles working on their job (own and subcontractors) are maintained in good order. General contractors will be held responsible for cleanup costs to Kenmure roads caused by spills (oil, sand, other) from vehicles going to/from their jobsites.
- Vehicles that are obviously overloaded or in unsafe condition may be denied access at the Kenmure gate.

Bilingual Contractor Information Sheets

A bilingual Kenmure Contractor Information sheet that is to be given to all contractors requesting entry to Kenmure who do not speak English. (See **Appendix Attachment IX**)

Service of Legal Documents, Writs, or Vehicle Repossessions

- Person in possession of legal service or repossession papers will be allowed entry upon showing appropriate identification.
- Resident involved or associated **will not** be contacted by a security officer.
- AUS on-site supervisor will be notified immediately.
- Security Committee Member on-call will be immediately notified.

Persons Appearing Intoxicated/Under the Influence of Illegal Substances

AUS security officers are to manage such a circumstance as a potentially dangerous situation and immediately call the Henderson County Sheriff's Office for assistance.

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Response to Requests for Access or Information from Media

In case of requests for access to Kenmure by Media (Radio, TV, Newspaper, etc.)

- The security officer should be polite, but under no circumstances should the security officer admit the individual(s) into Kenmure until authorized to do so by the Security Committee Member on Duty or the KPOA Director responsible for Community Relations. If the media person is authorized admittance, the security officer in the patrol vehicle should escort them to the KPOA Office. The media person should not be allowed to go anywhere else in Kenmure unless escorted by a KPOA director or the Security Committee member.
- The security officer should call the Security Committee Member on duty for instructions. The AUS Site Supervisor and KPOA Director responsible for Community Relations should also be contacted.
- In case gatehouse is contacted (either by phone or in person) by a member of the media requesting information or comment about anything occurring in Kenmure, the security officer on duty should do the following:
 - The security officer should be polite, but under no circumstances should the officer provide any information, offer any opinion or speculation, or otherwise provide any response to the media person except as outlined below:
 - If the request concerns Kenmure Country Club, the media person should be told to contact the KEI Office (Appendix Attachment VII).
 - For any other request, the media person should be told to contact the KPOA Director responsible for Community Relations.
 - The Security Committee member on-call should contact the KPOA Director responsible for Community Relations, and the AUS Site Supervisor should be immediately informed.

Response to Requests for Access or Information from Law Enforcement

Requests for access to Kenmure by Law Enforcement officers should be immediately granted. If the officer/person is not in uniform or in a clearly

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marked or identifiable vehicle the security officer should request and obtain ID before granting entry. Then the AUS Site Supervisor and the Security Committee Member on call should be immediately informed of the situation and the destination of the law enforcement officer within Kenmure. Each such event should be logged by the S/O on duty.

Response to Requests for Access/Information from other Government Agencies

Requests for access to Kenmure or for information from Government agencies (local, state, or federal) with the exception of law enforcement agencies and US census takers should follow the following procedures:

- The security officer should be polite, but under no circumstances should the officer admit the individual(s) into Kenmure until authorized to do so by the Security Committee Member on-call or the KPOA Director responsible for Community Relations. Under no circumstances should the officer provide any information, offer any opinion or speculation, or otherwise provide any response to the person except as outlined below:
 - Officer should call the Security Committee Member on duty for instructions. AUS Site Supervisor and KPOA Director responsible for Community Relations should also be contacted.
 - If the person is authorized admittance, the security officer in the patrol vehicle should escort them to the KPOA Office where they will be met. The person should not be allowed to go anywhere else in Kenmure unless escorted by a KPOA director or the Security Committee member.
 - If the request concerns Kenmure Country Club, club representatives should be contacted for instructions. (See Appendix Attachment VII for Contact information and Phone Numbers)
 - Telephone requests for information other than concerning Kenmure Country Club or Kenmure Properties Ltd. should be referred to the KPOA Director responsible for Community Relations.

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- US census taker
 - If a census taker appears at the gate requesting access to Kenmure, the Security Officer (SO) must verify that the person is a US government census taker with proper identification.
 - If the census taker has an address or list of addresses, the SO will provide the name(s) and phone number(s) for that address or those addresses. The SO is not to give the census taker our Kenmure Directory. The census taker may then call the homeowner. If the census taker wants to go directly to the residence, the SO should call the homeowner to let him or her know the census taker is there and wants to come to the residence. The SO should ask if the resident wants the census taker admitted (just like with any guest not on the GatePass System). If permission to come to the residence is granted by the resident, the SO is to make it clear that the census taker is not permitted to visit any other address in Kenmure. If the resident refuses admission for the census taker to come to the residence, but the resident is willing to have a personal interview in Kenmure, this interview is to be scheduled by the resident at the KPOA Office ONLY between the hours of 1:00 and 3:00 PM Monday through Friday.

Alternative Access Regulations

Emergency Access to or from Section V and VI (residences on south side of Pinnacle Mtn. Road):

For detailed information on the Argyle Ln emergency and construction gate, see KSC-07 on page 53 of this document.

Emergency Access to or from Brookwood Village area by Glassy Lane

- Access to the Brookwood Village area is normally by the Kenmure front gate. However, in the event of an emergency where the entrance of emergency service vehicles or emergency exit of residents is not possible by the main gate, the alternative gate located on Glassy Lane (at the end of Broadmoor Drive as extended) may be used.
- The gate is secured with a combination padlock. The combination to the lock is located at the Gatehouse. In addition, four individuals currently have the combination. If security officers are unable to access the gate when required, one of the other key holders should be contacted. (*see APPENDIX 5*)

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Real Estate, Estate and Other Sales Rules & Regulations

Real Estate, Estate, and Other Sales Rules & Regulations are found in KSC-03.

Garbage/Recycling

Refuse/Recycling Collection Contractor Information and Contacts

The current garbage contractor is MAYBIN SERVICES INC

The MAYBIN contract is on file at the KPOA Office.

(see Appendix Attachment V for Reference Information)

Current Contract

The current contract with MAYBIN is for years 2018-2020. Significant details regarding the following material is updated periodically on the KPOA website. Key contract terms include:

- Pickups are to be at roadside on Mondays. In case of bad weather or MAYBIN operational problems, pickup will be postponed by one day, weather permitting. Residents will be notified by email if a different alternative plan is arranged.
- Contractor observes **seven annual holidays** consistent with holidays observed by the county landfill. When these holidays occur or are observed on a Monday, pickup will usually be the following day.

New Year's Day, Martin Luther King Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Day

Billing

Monthly rates per Billing Unit are (a billing unit is considered an occupied residences):

CY 2017	\$15.00
CY 2018	\$15.00
CY 2019	\$15.00
CY 2020	\$15.00

(The contract does provide for adjustment if certain cost parameters adversely impact Maybin's expenses.)

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- These fees are included as part of the assessment for each homeowner in the KPOA annual dues.
-
- The number of Billing Units shall be adjusted at the beginning of each year for new houses added in the previous 9 months plus new homes expected to be completed in the 1st quarter of the new year. Resident information was originally recorded in the KPOA master database as of December 31, 2014. The number of Billing Units will be updated annually for each contract year based on information in the KPOA database. Details regarding the definition of Billing Units and the process for updating the Billing Units is defined in the Trash and Garbage Collection Agreement

Trash Collection & Recycling Guidelines

Trash and Recycling Collection

- As part of its regular service, MAYBIN collects household garbage/trash and blue bagged recyclables only. This does not include appliances, furniture, construction waste, or yard waste such as leaves or brush. Contact MAYBIN directly to arrange for a private pickup of such items except yard waste at your expense.
 - Maybin will pick up ordinary household waste and small items measuring no more than 2 feet x 1.5 feet x 2 feet. It does not collect larger household items, construction debris, or yard waste such as leaves or brush. If you want these materials (except yard waste) collected, contact Maybin directly to arrange for a private pickup at your expense. Prices range from \$15 - \$25 for most items, but could be more depending on size, weight, volume, etc.
- Hazardous materials will not be collected. Examples include paint, antifreeze, paint thinner, motor oil, gasoline, pesticides, chemicals, fire extinguishers and containers filled with compressed air.
 - Note: Paint will be accepted if cans are filled with equal quantities of paint and kitty litter (not sand) and then allowed to sit for a day or more to solidify the contents. The cans should then be put out separately without lids; do not put cans in bags. For more information on hazardous waste disposal, contact the Henderson County Solid Waste Department at 697-4505.

Recycling

- MAYBIN currently operates two trucks in Kenmure, one for solid waste, the other for blue bagged recyclables. When full, trucks go offsite to dump their load, then return to continue the pickups.

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- Recyclables must be put in blue plastic bags, available at most grocery stores. Recyclable material in other type of container will be treated as garbage and not recycled. An exception is a blue labeled recycle container, but blue bags must still be used inside such containers.
 - Exceptions a) newspapers and inserts in securely tied bundles. Note: this material can also be placed loose (unbundled) in blue bags; and b) Flattened cardboard boxes without plastic or wax coating or soiled by garbage. Excessive cardboard box volume cannot be picked up as detailed in the Recycle Guidelines posted on the KPOA website.
- Bags for non-recycled items can be any color except blue.

Recycling Items

- Metal cans and empty aerosol cans – aluminum, steel, tin
- Plastic bottles, jars and food containers #1 - #7
 - Exception: No Styrofoam or black microwavable trays
- Glass bottles and jars – clear, brown, green
- Aluminum pie tins and food trays
- Milk and juice jugs
- Juice boxes
- Mixed paper
 - Catalogs, junk mail, magazines, egg cartons (except styrofoam), envelopes
 - Manilla envelopes, office paper, phone books, glossy paper
 - Post-it notes, cereal boxes, brown paper bags
 - Shredded paper (place in paper bag with top rolled down)
- Items that are not required to be placed in blue bags:
 - Newspapers and inserts in securely tied bundles. Note: this material can also be placed loose (unbundled) in blue bags.
 - Flattened cardboard boxes without plastic or wax coating or soiled by garbage.

How To Prepare

- Rinse all bottles and cans; remove lids
- Flatten plastic jugs and bottles
- Break down and flatten corrugated cardboard

What Is Not Recyclable

- Aluminum foil
- Dishes or cookware
- Light bulbs
- Drinking glasses

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- Styrofoam Paper towels or tissue
- Window or mirror glass Black microwavable trays

Frequently Asked Questions

Q: Which days of the week is garbage collection scheduled?

A: Garbage is always collected on Mondays except for observed holidays as detailed above.

Q: When should garbage be placed outside for collection and when should containers be retrieved?

A: Garbage should be placed on the roadside of your property prior to 8:00 AM on the scheduled pick-up day (please, not on Sunday). Empty containers should be returned to your residence the same day. Asking a neighbor to help with this when you are away will enhance our community.

Q: What if our garbage has been missed on pickup day?

A: To report a problem, contact Maybin Services office or one of their “off-hours” personnel (*see Appendix 4*).

Q: How can a resident address concerns regarding a missed pickup, garbage spillage, lawn damage or similar incidents related to Maybin’s service?

A: The most prompt, timely and efficient step is to contact Maybin directly as soon as such an incident occurs (*see Appendix Attachment V* for contact information). This allows Maybin to investigate and correct the situation as quickly as possible. If a resident does not receive a satisfactory response, he/she should contact the current KSC “Trashman” (*see Appendix 4*).

Q: Will the driver pick up garbage that has been scattered by animals?

A: MAYBIN drivers are NOT responsible for picking up scattered garbage. *To minimize this problem, do not put garbage out at the street the night before.* Additionally, drivers are not responsible for garbage spillage due to bag breakage unless due to mishandling by the driver.

Q: Is there a limit on the weight of bags picked up?

A: There is no per-bag weight limit, but bags should not be so heavy that they fall apart when pulled from the container. Additionally, they must be of reasonable weight to allow a Maybin personal to safely lift the bags from containers

Q: Is there a limit on the number of bags picked up per residence?

A: Yes, five 30-gallon bags or 12 13-gallon bags, but additional bags will be picked up at no charge and at Maybin’s discretion if this is just an occasional occurrence.

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Cash and Asset Controls

The following cash and asset controls are to be used to ensure that cash/checks received are properly deposited to the KPOA bank account and the receipts properly credited to the S & G Gate Access Reserve.

- Bar Code log sheets should be used to record monies received when bar code decals are issued. These sheets are to be filed in the Bar-Code file in the Security Committee filing drawer in the KPOA office. Monthly a total of cash received will be developed and given to the KPOA Treasurer for reconciliation against KPOA bank deposits and to verify that the receipts have been properly credited to the Gate Access Reserve.
- The Bar Code log sheets are saved in an Excel application named “Barcode inventory control sheet.xls” which is stored on the KPOA office computer (icon in S&G/KSC desktop folder). This application records resident name, bar code decal number, license tax number, cash received (if any), and RF transponder returned.

Budgeting & Financial Control

Annual Budget Cycle

Budget Preparation Calendar

- September Security Committee Meeting
 - Committee agrees on “wish list” of capital projects to be included in coming year’s budget
- Mid-September
 - KPOA Treasurer provides August year-to-date actual financials
 - The Security Committee member responsible for initial budget preparation uses that to forecast current year final expenditures.
 - KPOA Treasurer also provides assumptions on:
 - number of completed homes,
 - number of individually owned lots,
 - number of KEI owned lots,
 - number of KEI lots to be plotted in coming year,

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- assumed KPOA administrative expenses to be charged to S&G budget
- Early-October
 - The Security Committee budget person uses above assumptions, information on Security labor, Security patrol vehicle, Garbage Costs, and capital items to prepare draft budget using Excel application “200X Budget Plan.xls” which is stored on the KPOA office computer (icon in S&G desktop folder)
 - The Security Committee meets for budget workshop meeting to discuss preliminary budget, revise assumptions, and make other budgetary decisions
 - The Security Committee member in charge of budget preparation takes results of workshop to prepare final proposed budget
- October Security Committee Meeting
 - Committee reviews and adopts proposed Security Committee budget for coming year including:
 - Expense budget
 - Capital budget
 - Proposed assessments for homes, lots, KEI buildings
- Late October:
 - The Security Committee Chairman presents proposed Security Committee budget and recommended assessments to KPOA Board for approval

Monthly Financial Process

- KPOA Treasurer prepares monthly and year-to-date income/expense statement and balance sheet around mid-month for preceding month.
- KPOA Treasurer distributes above report via email to the Security Committee members in advance of monthly the Security Committee meeting.
- Review of financial report is a standing topic on the monthly Security Committee agenda.

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- Questions on the reports are referred to the KPOA Treasurer for resolution.

Authorization of Expenditures

Routine or Recurring Expenditures

- Security labor and patrol vehicle expenses authorized per existing contract as modified by the Security Committee (documented in the Security Committee minutes)
- MAYBIN Services invoice authorized per approved contract
- Recurring Gatehouse invoices (water, electricity, telephone) authorized per lease agreement for gatehouse between KPOA Board and KEI

Other and Non-Recurring Expenditures

- Expenditures for small tools and equipment up to \$1,000.00, and within existing budget, may be authorized by the Security Committee Chairman or Vice Chairman.
- Emergency expenditures (such as gate access hardware repairs) can be authorized by the Security Committee Chairman or Vice Chairman.
- Other non-routine invoices must be authorized by the Security Committee action (either at monthly meeting or by email review) and documented in the Security Committee minutes.

Approval and Payment of Invoices

Invoices

MAYBIN Services mails monthly invoices to the KPOA office, generally by the first or second week of the following month. AUS e-mails invoices weekly, usually arriving on Monday. KPOA office volunteers notify members of the Security Committee by e-mail that an invoice has been received. The committee member responsible for reviewing invoices (either the Committee Chair or his/her designee) will review all invoices as they are provided to the committee. If correct, each is approved for payment by the Committee member and left in the office for the KPOA treasurer. If the invoice is not correct, the committee member resolves discrepancies with the sender prior to approval.

Wage Rates

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AUS invoices KPOA weekly for labor and vehicle charges. Each invoice amount is calculated based on the respective mix of hours of the three categories shown in the following table that were worked in the given week to make up the total of 376 billable hours. If overtime hours were worked in lieu of straight time hours, they may be shown separately on the invoice. However, they are billed at straight time rates and the total number of hour billed must not exceed 376 hours. Wage rates are to be reviewed annually and are subject to a 2-3 % annual increase. New rates, once approved by the Security Committee and Board, take effect on April 15 of the following year and are in place for one year forward. KPOA is billed a fully-loaded rate which is a multiple of the actual wage rate paid to the officer to cover employment taxes (Social Security & Medicare), benefits (health, vacation, etc.) and AUS's overhead. Rates effective April 15, 2017 through April 1, 2018 are filed with the AUS Contract in the KPOA Office Security file.

Patrol Vehicle Charges

Costs for the patrol vehicle used by AUS include only a predetermined monthly lease fee and the cost of fuel each month. The Security Committee & AUS have agreed that costs for routine vehicle maintenance, including the costs of tires brakes, will be born solely by AUS.

Approval

After validation that amount billed is per contract and agreed wage rates, invoices can be approved for payment by the Security Committee Chairman or a Security Committee Member designated by the Security Committee Chairman.

MAYBIN Garbage Invoices

MAYBIN Services bills monthly, generally about two weeks after the end of the previous month. The MAYBIN contract is on file at the KPOA office. The KSC MAYBIN liaison receives and approves the MAYBIN bills.

Other routine invoices

- Front Gate – Hendersonville Water. Duke Power. PSNC Energy. Morris Broadband. Bell South.
- Argyle Lane Gate – Duke Power. PSNC Energy. Morris Broadband.

The KPOA treasurer receives and approves these routine bills.

Non-routine invoices

- TEM Systems-invoices for bar code decal purchases
- TEM Systems-maintenance on entry gate and/or bar code reader

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- Printing invoices-for visitor/contractor passes, amount as authorized by the Security Committee minutes
- Others-need to be worked individually
- The Security Committee Chairman or a Security Committee member designated by the Security Committee Chairman can approve invoice for payment once proper authorization for expenditure has been confirmed.
- New vendors need to provide KSC with a current Certificate of Insurance listing Kenmure as a named insured.

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Kenmure Security Rules

Kenmure Roads and Traffic Safety (KSC-01)

The motor vehicle laws of the State of North Carolina shall apply as rules and regulations with respect to roads and drivers within Kenmure. Under these laws all drivers in Kenmure (residents, visitors, contractors, and Kenmure Enterprises, Inc. (KEI) employees) are to be licensed, all vehicles operated in Kenmure are to be licensed, and all vehicles must have at least state-required minimum levels of insurance.

Only golf carts and golf course maintenance vehicles operated on the golf course and related facilities are exempt from State motor vehicle regulations. However, the operators of golf carts and golf course maintenance vehicle must be at least 16 years of age and possess a valid driver's license. Such vehicles must give right of way to other regulated motorized vehicles operating on Kenmure roadways.

Moving Vehicles

Speed-The maximum speed limit on the roads within Kenmure is 25 miles per hour or such lower speed when indicated by appropriate markers or as may be required for prudent driving, such as during adverse weather conditions.

Cell Phone Use-The use of a cell phone by drivers of motor vehicles is prohibited when the motor vehicle is in motion on Kenmure roadways.

Repair-All vehicles shall slow in any area where construction, general maintenance, or utility personnel are working. Signals from flagmen must be obeyed always.

Side of the road-All vehicles shall be operated on the right side of the roads within Kenmure. Crossing of centerline is prohibited except when turning.

Passing vehicles-Passing another moving vehicle in Kenmure is prohibited. Automobile drivers should take care when overtaking a golf cart on a Kenmure road. Whenever it is safe to do so, golf cart drivers are asked to pull off onto the shoulder and stop to let automobiles pass.

Violations- -Any vehicle being operated in violation of any traffic law or KPOA Rule or Regulation is considered operated in a reckless manner. Violations may be committed by 1.) property owner or renter, members of the households and/or guests, or 2.) contractors. Warning letters will be issued for the first and second violation per household or contractor.

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For violations in excess of two (2) violations in a twelve (12) month period, a fine and/or access restriction may be administered for each additional violation. If deemed to be a very serious violation, a fine may be administered immediately. A violation committed by a guest or renter of a Unit shall be attributed to the Unit Owner as well as to the actual violator. Proper documentation of offenses is required in all instances, and fines to be imposed must be consistent with the KPOA Declarations, Bylaws, Rules and Regulations.

Damage responsibility-Drivers (residents, contractors, KEI staff, or visitors) are responsible for any damage done by their vehicles to roads, shoulders, signs, mailboxes, or resident's property.

Parking-Parking is not permitted on the roadways within Kenmure. Construction, contractor and delivery activity may not block the roadways.

Jobsite parking-Contractors and subcontractors should park on the jobsite and not on the road or road shoulder. The Kenmure Road Maintenance Committee shall approve which side of the road shoulder may be used for overflow parking if it becomes necessary. Contractor vehicles and equipment, including trailers, may not be parked on the right-of-way outside of authorized contractor working hours except when moving large pieces of equipment will cause undue wear on roads or unnecessary risk. Such exceptions must be approved by the KSC. Parking is not allowed on both shoulders of the road. Violations may be subject to enforcement action.

Activities blocking the road-If the loading/unloading or parking of trucks and trailers necessitates a blockage or partial blockage of a Kenmure roadway, the contractor, owner or resident will be required to have persons (flagmen) in the roadway at a reasonable distance in front of and to the rear of the blockage to direct traffic during the entire time of the blockage. The driver should also place cones and warning signs an appropriate distance in front and behind the blockage to warn oncoming vehicles. Failure to do so can result in fines and/or restrictions on future work in Kenmure.

Motorcycles-Motorcycles shall be licensed and equipped with the most recently approved noise control devices. All motorcycle drivers must operate according to the KPOA Motorcycle Rules below.

Motorcycle Use Permit-This permit is required for all residents and overnight guests and states the rules for the use of motorcycles within Kenmure. It must be signed and approved prior to the operation of the vehicle in Kenmure. This permit application form is available in the KPOA Office at 10 Kenmure Drive and at the Gatehouse. (See Appendix Attachment V)

Conditions governing motorcycle use

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- The motorcycle is registered and licensed.
- The motorcycle may be operated only on designated roads between the gate and the applicant's home (or the residence being visited) and Kenmure facilities such as the golf course, tennis courts and fitness center. Use beyond these points is prohibited.
- The operator will make utmost effort to operate the motorcycle in a quiet manner.
- Residents must obtain a bar code sticker and overnight guests must obtain a guest pass to facilitate entry at the gate.
- Any visitor arriving on a motorcycle, after obtaining entry permission must travel to his/her final Kenmure destination directly and the visitor must conform to traffic and other rules and regulations in effect.

This permit may be revoked at any time if any of the conditions above are violated or if the motorcycle is operated in an unsafe manner or in violation of any of the KPOA Covenants or Rules and Regulations.

Copies of the signed Motorcycle Permit shall be distributed to the motorcycle driver, the Kenmure Gatehouse and the KPOA Office. It is to be made available, upon request, to any KPOA security officer or Security Committee member.

ATVs-All-terrain vehicles (ATV's), Segway-type vehicles, *non-licensed* motorized dirt bikes and mopeds, and small foot/motor propelled scooters are prohibited from use on Kenmure roads.

Bicycles-Bicycles shall be equipped with lights and the most recently approved safety devices. They may operate only on the roads and driveways in such manner as not to obstruct traffic.

*Adopted by the KPOA Board of Directors on June 16, 2004 Revised and
Approved by the KPOA Board of Directors – November 21, 2008*

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Heavy Vehicles-Security officers at the Gatehouse will determine when vehicle loads are potentially damaging to the roads or to the safety of others on the roads, such as when roads are icy or snow covered or when the vehicle load is deemed unsafe for some roads. Trucks or trailers may then be required to break down the cargo into smaller trucks if possible, to use restricted routes deemed suitable, or to wait until road conditions improve. Special restrictions governing the use of roads may be imposed when trucks are transporting large, heavy objects. Moving Van Rules (KSC-02) may also be applied.

Assumption of Risk-All persons using the roads in Kenmure do so at their own risk and are subject to the published rules and regulations and penalties levied for any violations. KPOA will not be responsible for delays, breakdowns, damage to personal property, personal injury, or death occurring on said roads. It should be clearly understood that the roads within Kenmure are private roads, owned and controlled by KPOA as common areas, and as such are not necessarily built, nor maintained, to State public road standards.

Reporting Accidents and Violations-In the event of a vehicle accident, persons involved should notify Gatehouse Security immediately. Driving under the influence of alcohol or other drugs that impair the ability to control a vehicle in a safe manner will result in an unsafe driving incident report being filed. Law enforcement may be called if circumstances require. Residents are encouraged to assist our Security Officers in monitoring the streets for traffic rules violators by reporting their observations to Security Officers. If persons observe unsafe driving behavior, they are asked to contact the Gatehouse and report the incident, including: date, time, place, vehicle description, description of the driver (to the extent possible), license tag number, and description of the unsafe driving observed. The security officers will log all such reports, and incident reports will be prepared for those incidents. Such complaints by residents will be issued to residents, guests and contractors along with a notification letter to the person. These complaints will not count as violations under the enforcement policy and are not subject to a fine being levied to the person. Only violations supported by objective information (for example, radar gun recorded speed violation) documented by security officers can be considered violations for which a resident, guest or contractor might be subject to a fine. In other words, traffic violations by anyone witnessed and documented by a KPOA Security Officer are subject to a fine. Contractors who exercise poor driving habits are also subject to restricted gate access.

Enforcement-Where warranted, the on-call KSC member or the KSC Chairman will be consulted regarding violations. KSC will review incident reports on a regular basis to determine if and what action is required. Action for any violation by a resident, guest, vendor, or contractor will be determined consistent with the protocol for enforcement as outlined in the KPOA Rules and Regulations. (Rule KSC-01)

Adopted by the KPOA Board of Directors – December 15, 2003

Revisions with KPOA Board Approval on April 18, 2005 and November 7, 2005

Revised and Approved by the KPOA Board of Directors – November 21, 2008

Authority: Kenmure Declaration, paragraphs 18, 19, 20 2

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Moving Vans/Large Trucks (KSC-02)

Purpose

It is recognized that Kenmure property owners and residents will, on occasion, require moving vans or other large trucks to deliver or collect household items from their residences. These guidelines are meant to provide notice to property owners/residents and their agents of the requirements for such large truck access. The objectives of these guidelines are to protect Kenmure roads from damage and to ensure traffic safety within Kenmure while avoiding excessive cost and inconvenience to resident/owners. These general rules apply to large trucks and trucks used for home instruction. See KRMC-01 and KSC-01 for truck parking details.

Moving Van and Large Vehicle Requirements

Advance notice-Advance notice to the Kenmure Gatehouse Security Site Supervisor or Senior Security Officer of any major move into or out of Kenmure is required. Notice should be given using the Approval for Moving Van Access form. A Moving Van Access Form (Form NEH 10) will not be issued until Occupancy Permit has been issued by KARC (Occupancy Permit not required for re-sales). The Moving Van Access Form is available on the Kenmure web site at www.Kenmure.org, the Kenmure Gatehouse, or at the KPOA Office. This form should be submitted to the Gatehouse at least 72 hours before the intended delivery or pick-up. It is to be approved by the Kenmure Security Site Supervisor or Senior Security Officer on day shift from 7:00 am to 2:30 pm weekdays. Deliveries or pick-ups without pre-approval of the form above will not be allowed. In the event the Site Supervisor or Senior Security Officer is not available for approval, the form may be submitted to the Kenmure Security Committee member on-call for approval.

Road damage-The resident/owner is fully responsible for any damage done to Kenmure roads, rights-of way, common property, Kenmure Country Club property or other residents' property during or as a result of the delivery and pick-up.

Vehicle size-Vehicles, including the length of any trailer/van that is less than 35 feet long will be permitted anywhere in Kenmure for moves of household goods or any other service; except on Tarnhill Drive, between Pineholt Lane and Tall Oak Lane. On Tarnhill Drive, vehicles are restricted to two axles and no trailers or pulled vans are allowed. Vehicles longer than 35 feet will often be permitted on Kenmure roads depending on the roads needed for use and access restrictions of the entrance to the residence or lot. The size of the truck permitted on Kenmure roads will be determined by the Security Site Supervisor or Senior Security Officer. After discussing size with the Moving Company agent/driver or the driver for the construction/delivery company, and after safety considerations and a possible drive-through of the route are made, permission may or may not be granted for the trip.

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Note: A Moving Van with a trailer length of 26 feet is close to 35 feet in total length, including the cab, so the Moving Van Access Form wording still applies.

Restricted entry-In a discussion with the Security Site Supervisor or Senior Security Officer, the local agent or driver should determine whether the truck involved can reach the delivery address, park without impeding traffic, and return to the gate without damaging Kenmure roads or rights-of-way, without excessively impeding traffic or endangering resident or traffic safety. If the agent and Security Site Supervisor or Senior Security Officer determine that delivery truck/moving van access to the delivery site cannot be achieved safely, then the delivery truck/moving van may be parked in the lower Kenmure Enterprises Incorporated (KEI) Country Club parking lot assuming that KEI agrees that its property is available for use and for parking and the property owner submits a check payable to KEI for **\$150.00** for use of the parking lot. Smaller trucks are then used to shuttle the household goods to the owner's location.

Cul-de-sac delivery-For delivery to cul-de-sacs, large trucks should reverse down the cul-de-sac to the delivery location since the turnaround may not be large enough.

Pilot vehicle requirement-For large trucks that are going beyond the lower parking lot, where width and turn radius present a problem for vehicles coming in the opposite direction, but are still deemed to be safely passable on the roads to be used, a lead "pilot" vehicle must precede the truck to warn oncoming traffic and to ensure that the truck can make a wide turn to avoid road or right-of-way damage.

Blocking the road-If during loading/unloading the van or truck blocks any part of a Kenmure roadway, the owner/resident or contractor will be required to hire two private flagmen to direct traffic for the entire time that the truck/van is blocking the road. The owner/resident or contractor must arrange in advance to hire and pay the flagmen. The driver should also place warning cones at appropriate distances (**at least 30 feet**) in front of and behind the truck to warn oncoming traffic.

Hours for deliveries and pick-ups-Deliveries and pick-ups should be scheduled for Monday through Saturday. No Sunday or holiday deliveries or pick-ups are allowed. Additionally, on some days deliveries/pick-ups may be restricted if the lower Kenmure Country Club parking lot must be used because of scheduled Club events. Security officers who approve moving forms will know, in advance, if a move is possible. If special hardship circumstances exist, the KSC member on call must be contacted in advance to determine if an exception will be made to the rules above, such as extending moves beyond normal work hours. Delivery can begin no earlier than 7:00AM Monday-Friday, and moves must be completed by 5:30 PM; on Saturday they must begin no earlier than 8:00 AM and must be completed by 4:30 PM.

Adopted by the KPOA Board of Directors – June 16, 2003

Revised and Adopted by the KPOA Board of Directors – November 7, 2005

Revised and Approved by the KPOA Board of Directors – November 21, 2008

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Revised and Approved by the KPOA Board of Directors – June 19, 2009
Revised and approved by the KPOA Board of Directors – January 18, 2013
Authority: Declaration paragraph 3D, 6 29

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Real Estate, Estate and Other Sales (KSC-03)

Real Estate Open Houses-Kenmure is a residential community, and the sale of new or existing residences via real estate Open Houses will be permitted and shall not be considered a commercial undertaking as prohibited in the covenants. Real estate Open Houses, however, shall conform to the following regulations:

- A realtor will register an Open House with a KPOA Security Officer at the Gatehouse at least two days prior to the event. Realtors must provide enough copies of specific written driving instructions of the route from the gate to the Open House for all expected visitors at the time the open house is registered.
- The Open House activities will be limited to Wednesday and Sunday afternoons between the hours of 1:00 PM and 5:00 PM.
- Realtors must abide by the KPOA *Declaration of Restrictive Covenants*, Paragraph 25, regarding the prohibition of all signs except small directional signs to the Open House during the hours of the event. Signs may be placed at the outside entrance to Kenmure, but they shall not restrict visibility of drivers exiting Kenmure. Directional signs must be removed when the Open House activity ceases for the day.
- Individuals attending the Open House shall follow the normal visitor access procedures and policies of Kenmure.
- Abuse or non-compliance with these rules by the realtor may result in limiting or denying future Open House activities in Kenmure.

Estate Sales-It is recognized that Kenmure has many residents who will experience a life changing event while living in the community, such as a divorce, a death of a spouse/partner, or a move from Kenmure; thus, they may choose to reduce their ownership of personal property through an estate sale. An estate sale, in order not to be considered a commercial activity, must conform to the following regulations:

- The resident or agent must register the planned sale activity with the KSC for review and approval at least five business days prior to the event.
- Only one estate sale, covering not more than two consecutive days, will be permitted at the same street address in any 12-month period. Only one estate sale within Kenmure will be permitted each day.
- The sales activity will be “by appointment only.” The names of the appointment holders shall be provided to KSC and security officers at the Kenmure Gatehouse by 9:00 am of the day of the event. Only those individuals whose names have been

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provided will be admitted into Kenmure. Individuals attending the estate sale shall follow all visitor regulations.

- The resident or agent must provide specific, written directions from the gate to the resident's location for appointment holders. Vehicles must be parked on the driveway of that residence; parking on the shoulder of the road or any road right-of-way is prohibited.
- Estate sale activity shall be limited to the hours of 10:00am through 5:00pm on Monday through Saturday.
- At no time will items be displayed from an open garage, adjacent lawn or property, or from any portion of the property visible from the street.
- Garage sales are not permitted within Kenmure. Garage sales are considered to be a "not-by appointment" sales activity conducted by a resident or his agent.

Adopted by the KPOA Board of Directors on April 21, 2003

Revised and Approved by the KPOA Board of Directors – November 21, 2008 Authority:

Declaration paragraph 3D, 6 30

Authority: Declaration paragraph 3D, 6 30

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Gate Access (KSC-04)

To maintain Kenmure as a safe and secure community, KPOA has adopted a gate access policy.

Homeowners, lot owners, and others

Bar Code requirement-All homeowners and lot owners are to use bar code stickers installed on their vehicles to gain gate access. Bar code stickers may be obtained by submitting a "Request for Bar Code Decal" form, which is available from the web site at www.kenmure.org or from the KPOA Office. A **\$25** fee is charged for each bar code sticker. If the owner disposes of an existing vehicle, the old bar code must be scraped from the vehicle and the number reported to the KPOA Office for deactivation. There is no charge for a new bar code sticker, unless the vehicle purchased is an additional vehicle, not a replacement.

Proof of vehicle ownership-Owners and lessees of vehicles must present proof of ownership or lease of the vehicle when needing a new or replacement bar code. The proof of ownership or lease can be the vehicle registration card or a bill of sale. They must also supply the license plate number, year, make, model, and color of the vehicle.

Problems with bar codes-Security officers are instructed to grant access only to owners with a bar code sticker. Previously issued Kenmure decals are no longer valid for entry. If a bar code sticker fails to work, the security officer will request the driver contact the KPOA Office and determine the nature of the problem after recording the driver's name and license plate number for cross checking in the GateSure system. Vehicles without working bar codes should not be waived through the gate. Habitual offenders will be referred to the Chairman of the KSC for regulation enforcement discussions. If a vehicle without a bar code sticker approaches the outer entry gate, the security officer will request the vehicle enter through the inner gate, because manual operation of the outer entry gate is limited to emergency situations and large trucks only.

Non-residents issued bar codes-It is possible for other drivers to be issued bar codes.

- **Renters** who have leases of one month or more may obtain bar codes for up to two vehicles registered to them. Renters who have leases of one month or more may obtain bar codes for up to two vehicles registered to them. The cost of each Bar Code is **\$25.00**. If a renter is a repeat renter each year, the bar codes may be reactivated each year at no charge.
- **Non-resident Kenmure Country Club members** may purchase no more than two bar codes. These bar codes are red in color, designating KCC membership, and cost \$25.00 each.

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- **KEI Employees**-GateSure system was installed in April 2016. All KEI employees with vehicles registered in their names used to drive to work in Kenmure will be issued bar codes.
- **Others**-It is possible that other categories of drivers will be issued bar codes in addition to the above. These categories will be decided by the KSC with KPOA Board approval.

Gate Access for Non-Residents

Contractors/Other vendors-As part of the gate access system, an “*Contractor Access List*” contractors and other vendors who provide regular service to the Kenmure community has been developed. Residents will no longer have to request gate access for the contractors on this list. These contractors have been issued a valid gate pass that is scanned at entry and exit. A full list of those Contractors With Access can be viewed on the Visitor Gate Pass section of the KPOA websites-either www.kenmure-kpoa.com or www.kenmure.org.

The KPOA Security Committee developed this list to make it easier for our residents to take full advantage of the new gate access system’s capabilities and to avoid contractor back-up at the front gate, thus making resident access less hampered at busy times of the day.

The contractors on the *Contractor Access List* have met certain criteria to receive a one-year pass which is subject to renewal at its anniversary.

- Only contractors with established service contracts with multiple homeowners or condo associations will be allowed to be on this list.
- Contractors have to provide the AUS Site Supervisor with information on all of their company vehicles as well as phone numbers and mailing addresses.
- As is the case with all vendors providing daily services in Kenmure, contractors on this list will be required to “**check-out**” via a scan of their pass upon departing Kenmure.
- Contractors on this list will be responsible for notifying their customers prior to providing any service work **INSIDE** a residence or other community facility. Security officers are not responsible for calling residents to advise them that a contractor or other guest has arrived at the gate.

NOTE: If residents experience a problem with a contractor regarding these rules, please call the Gatehouse (828-692-8104) or a member of the Security Committee.

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All contractors and other vendors except for those on the *Contractor Access List* are to sign in at the Gatehouse and obtain a temporary pass. Temporary passes may be issued for up to one week for regular contractors and sub-contractors. The temporary passes are to be returned to the Gatehouse upon exit of Kenmure, or when the pass expires. Access is granted on the condition that current KPOA Rules and Regulations are followed.

Visitors-All others wishing to obtain access to Kenmure and who do not have bar code stickers will be considered a visitor and must sign in at the Gatehouse and follow the established security procedures for Kenmure visitors. Residents, lot owners, specified KEI employees, or renters may pre-register guests for admittance into Kenmure by informing the Gatehouse when the guests are expected and providing the necessary registration information. The temporary passes issued to visitors are to be returned to the Gatehouse upon the visitors' final departure from Kenmure. If a visitor arrives whom the resident, lot owner, KEI employee, or renter has not registered, and the individual being visited is not available by phone to clear the visitor, the security officer will not allow the visitor to enter.

Residents may wish to allow certain family members, friends or regular service employees to pass through the Front Gate to visit them at any time. They must request in writing or by e-mail to Kenmures@bellsouth.net or by entering this information (permission) into the GateHouse Solutions website. They should state how long the individual(s) have permission to enter; up to 1 calendar year. Each January security officers will re-validate the list of approved visitors for anytime access. Upon entry, the valid pass must be available and displayed in the windshield; otherwise a new pass must be obtained.

Approved by the KPOA Board of Directors – March 3 & 18, 2003

Revised and Adopted by the KPOA Board of Directors – April 18, 2005 and November 7, 2005

Revised and Approved by the KPOA Board of Directors – November 21, 2008

Authority: Declaration paragraphs 3D & 18 32

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Contractor Work Hours (KSC-05)

Definition

Contractors are individuals who do work under written or verbal contracts with residents, lot owners, or KEI management. They are either individuals who perform work related to new home construction or major home renovation and fall under KARC oversight authority, or they are individuals who perform lawn maintenance, delivery service, utility operators, or resident requested services. The first category will be referred to as KARC contractors, and the others as delivery/service/utility operators. Refer to KSC-01 Enforcement.

Normal work hours-KARC contractors and delivery/service/utility operators in Kenmure can work Monday through Friday from 7:00 AM to 5:00 PM and must be off property by 5:30 PM. Saturday work is permitted from 8:00 AM to 4:00 PM provided the contractor complies with the Saturday Work Rules, below. Contractors must be off property by 4:30 PM.

Extended work hours-Work, and deliveries, on weekdays before 7:00 AM or after 5:30 PM or on Saturday before 8:00 AM or after 4:30 PM require special approval by the KSC member on call. Permission will be given only in unusual or hardship situations and only for specified and limited work hours. The length of the extension, name of the KSC member who approved the extension and the reason for the extension must be entered in the Security Staff's daily log for record purposes. Contractors wishing to work after normal hours must call the Gatehouse security officer to request approval. Security Offices will contact the KSC on-call member to obtain approval or disapproval. No trucks, trailers or other vehicles with tandem (double rear) axles will be allowed to operate on Kenmure roads during those times.

Saturday Work Rules

- No outside noise-making activity by any contractor will be permitted on Saturdays, with the exception of normal lawn mowing, LAWN blower clean up and LAWN EDGING. USE OF POWER EQUIPMENT, WITH THESE EXCEPTIONS, IS PROHIBITED.
- Landscape work not involving power equipment is permitted (for example: spreading mulch, mowing, weeding, and planting). Fall leaf blowing and clean-up will be permitted on Saturdays between the hours of 8:00 AM and NOON only, and no extensions of this rule beyond Noon will be permitted. Examples of non-permitted activities include, but are not limited to: lot clearing, stump or tree removal, use of chain saws or chippers, nailing with a pneumatic or cartridge nail gun, installation of siding or roofing or decking, power washing or other use of compressors, and resurfacing of driveways.

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- No trucks, trailers or other vehicles with tandem (double rear) axles will be allowed to enter any Kenmure gate on Saturday or after hours on weekdays; no trucks, trailers or vehicles with tandem axles will be allowed to operate on Kenmure roads during those times. Exceptions include vehicles seeking entry to perform KPOA contracted work or extenuating circumstances and only after a KSC member on call is advised and gives permission. Moving vans may also be allowed on Saturdays after approval by the Security Site Supervisor or KSC Member on call.

Sunday and Holiday work-No work is permitted on Sunday nor holidays. **Holidays include Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day.**

- No trucks, trailers or other vehicles with tandem (Double rear) axles will be allowed to enter any Kenmure gate on Sundays or Holidays; no trucks, trailers or other vehicles with tandem axles will be allowed to operate on Kenmure roads during these days. Exceptions include USPS delivery vehicles seeking entry to perform KPOA contracted work or extenuating circumstances and Only after a KSC member on call is advised and gives permission. Moving vans and delivery vans are not allowed on Sundays.

Special allowed work/deliveries-During off-hours and on Sundays and holidays; convenience deliveries, such as pizza, party providers, medical services, or special Mail/UPS/FedEx type deliveries will be allowed by the security officers. All other deliveries during these time periods require approval by the KSC on-call member or KSC Chairman.

Exceptions to Saturday and Sunday work

- Residential emergencies such as plumbing, HVAC problems, electrical/internet/cable, water outages, and roof leaks will normally be granted exceptions.
 - Hardship situations will be considered on a case-by-case basis by the KSC member "on-call".

Utility Repair Companies Access to Kenmure for Emergencies-Residents can have many types of emergency utility repairs. The following utility company access policy for these repairs has been approved.

- These utility companies will be covered by this policy.
 - AT&T
 - Direct TV
 - Dish TV
 - Duke Energy

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- Hendersonville Water Co.
 - Morris Broadband
 - PSNC Gas
 - Tree Companies (in case of a downed tree blocking a road/driveway)
- If one of these utility companies appear at the front gate, due to an outage situation or emergency repairs, and they provide their destination to the security officer, they should be admitted to Kenmure.
 - If the utility company advises that due to the emergency, they will be using power equipment after 5:30 PM (M-F), after 1:00 PM Saturday, or any time Sunday, the security officer should call the on-call person and advise them of the situation.

NORMAL UTILITY COMPANY MAINTENANCE IS NOT PERMITTED after 5:30 PM M-F, Saturday or Sunday.

Enforcement Procedures

- After 5:30 pm weekdays and after 4:30 pm Saturdays, security officers will monitor the exit gate to ensure that all KARC contractors and delivery/service/utility operators have left Kenmure. They will also conduct a drive-by of construction sites between 5:00 pm and 6:00 pm on weekdays and 4:00 pm and 5:00 pm on Saturdays to insure work has ceased at these sites.
- If any contractor leaves Kenmure after normal hours, Kenmure security officers will deliver a verbal reminder concerning the rules to the offender; obtain the individual's name, the name of the contractor, vehicle license number, and owner/name/address where the work was being done. This information will be logged into the security record and the violator's supervisor, where applicable, will be advised of the rule's violation. The violation will also be reported to KSC. If the individual is a KARC contractor or sub, the general contractor and KARC contact will also be notified of the violation by the security officers.
- Delivery/service/utility operators who violate these work rules a third time may be denied access to Kenmure for a period of time by the Security Committee if approved by the KPOA Board. If repeated violations occur and KARC contractors or the sub-contractors of their suppliers for a new home are responsible, the Security Site Supervisor will contact KARC, who may then elect to take action against the contractor/lot owner through a reduction of the refundable building deposit. KARC will take the lead on enforcement action against general contractors and their employees, rather than the KSC.
- The general contractor is responsible for employees, subcontractors, and all persons who supply material and labor for the fulfillment of the general contractor's contract observing Saturday work rules. Any failure to comply by employees, subcontractors,

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and/or material and labor suppliers can be charged against the general contractor. Any failure to comply by an employee of a sub-contractor or by an employee of a material and labor supplier can also be charged against the employer of that employee. The ultimate responsibility remains with the property owner.

Adopted by the KPOA Board of Directors on March 3, 2003

Revisions adopted by the KPOA Board on April 18, 2005 and November 7, 2005

Revised and Approved by the KPOA Board of Directors – November 21, 2008

Revised and Approved by the KPOA Board of Directors – July 15, 2011

Revised and Approved by the KPOA Board of Directors – June 16, 2017

Authority: Declaration paragraph 3D & 18 34

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Fireworks and Fires

(KSC-06)

Purpose

Fire is the **single largest threat** to the Kenmore community, and prevention of fire is a major concern for all homeowners. **Homeowners and KPOA insurance requirements may also be integral to this Rule.**

Approval and Enforcement: KARC is charged with all Approvals and KSC is charged with all Enforcement of this Rule.

Rule

1. Use of fireworks or similar incendiary devices, setting of bonfires, or conducting outdoor burning is prohibited always.
2. Use of an open fire pit device on a deck or yard is prohibited except as follows:
 - a) Fire pits that are fueled by either propane or natural gas may be installed on **non-covered** decks or patios **contiguous to the residence**, provided that they are not subject to any overhang of trees or shrubs within 10 feet of such installation, or such that falling leaves or debris might land on such operating fire pit and cause hot fly ash dispersion,
 - b) Such Fire pits may be installed on **covered** decks or patios **contiguous to the residence**, provided that any overhanging roof is higher than 10 feet above such installation,
 - c) Fire pits must have a screen cover, a manual cut off valve, and an automatic timer switch installed on the incoming gas line in order to assure fuel cut off after a prescribed time as set by the owner. (See Fire Magic part 3090, less than \$100, as an example: <http://www.grillandpatio.com/fire-magic-accessories-76/fire-magic-barbecue-accessories-82/fire-magic-3-hour-automatic-timer-safety-gas-shut-off-valve-274.html>),
 - d) All fire pit devices must otherwise conform to the North Carolina Residential Code, the North Carolina Fire Code, and the North Carolina Fuel Gas Code and shall be installed per manufacturer's instructions. The URL link to the applicable codes is at the end of this rule for owner's use.
3. Fireplaces and grills **without chimney** may be installed on **non-covered** decks or patios according to applicable North Carolina Codes and Manufacturer's Specifications. Fireplaces and grills **with chimney** may be installed on **covered** decks or patios according to applicable North Carolina Codes and Manufacturer's Specifications. All

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fireplaces must have a screen installed during operation. Residents of condos may be subject to prohibition or additional restraints based on North Carolina Codes or Condo Association rules. Consult with the Condo Association for their current rules.

4. It is the responsibility of the Owner to ensure compliance with all applicable North Carolina Codes and Manufacturer's Specifications. (See Appendix Attachment IV)
5. The attached form must be approved by KARC prior to any construction/installation of **fire pit** devices. This Form is to be used for New Home, Additional, or Modified construction. Condo and Cottage owners must get their Association's approval for the installation before submitting the document to KARC for final approval.
6. Compliance to this Rule is required for all residents and property owners who have such devices currently installed (April, 2012). Violators may be subject to fines in accordance with Section 11.3 of the KPOA Bylaws.

Adopted by the KPOA Board of Directors on June 23, 2004

Revised and Approved by the KPOA Board of Directors – November 21, 2008

Revised and Approved by the KPOA Board of Directors – April 13, 2012

Authority: Kenmure Declaration paragraph 32C

See North Carolina Residential Code, North Carolina Fire Code, Section 308, and North Carolina Fuel Gas Code, Sections 303 and 304, for more information.

Applicable North Carolina Codes may be found on line or in the KPOA Office.

http://www.ecodes.biz/ecodes_support/Free_Resources/2012NorthCarolina/12NorthCarolina_main.html

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Argyle Lane Gate Access (KSC-07)

Purpose of Gate

The purpose of the Argyle gate is to provide the following benefits to residents of Kenmure:

1. Emergency exit in case of certain fire, flooding, or other conditions that may require leaving Kenmure on an emergency basis.
2. Provide faster response by Emergency vehicles such as fire, law enforcement, or medical response teams, especially in Phases IV, V, and VI.
3. Provide general entry/exit to/from Kenmure for residents driving any approved vehicle at any time (see below definitions of approved vehicles).
4. Provide entry/exit to/from Phases IV, V, and VI for larger construction vehicles, either for roads or for residential construction; moving vans; etc., during approved hours (see below). This should save much wear and tear on Kenmure Drive, Elmridge Drive, Berry Creek, and portions of Pinnacle Peak Lane.

Characteristics of the Gate

The Argyle gate is equipped with automatic cross-arms, signage, lighting and cameras so that the Kenmure/AUS security officers may monitor this gate 24/7 from the Gatehouse on Kenmure Drive. The cameras record all vehicles entering and leaving Kenmure, specifically capturing the license plates of each vehicle and recording this on a long-term DVR recorder. There is also a camera and a keypad and communication system at the ingress side of the gate arms that can be used for communication to the Gatehouse.

Types of vehicles approved for ingress-egress, approved hours, and instructions

Vehicles Approved for Ingress

Most construction vehicles, 24 foot moving vans and **residents** in autos, SUV's, light trucks, vans, etc., will be allowed access to Kenmure via Argyle Lane during approved hours. Until further notice, those vehicles classified as semi, large trucks pulling long trailers or low-boys with materials or equipment, and large motor-homes **will not** have access to Argyle Lane. These larger vehicles will continue to use the Kenmure Drive entrance. If there is **any doubt**, the vehicle should use the Main gate on Kenmure Drive.

All Emergency Vehicles may use Argyle Lane for ingress/egress to Kenmure while answering calls to Phases IV, V, and VI. The ingress gate will open with the use of the Emergency Vehicle Yelp siren. Hours of permitted use are 24/7 for Emergency vehicles.

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Vehicles Approved for Egress

Any approved vehicle may use Argyle for egress. The automatic cross-arm will activate when approaching from Hollybrook Drive. 24/7.

Construction Vehicles Hours and Instructions

Contractors, their sub-contractors and trucks delivering supplies, concrete, materials in Phases IV, V, and VI will use this gate **when they are driving vehicles with dual axles with or without a trailer**. Smaller construction vehicles and work crews in cars or pickups will **NOT** use Argyle. These vehicles will also continue to use the Kenmure Drive entrance. It will be the responsibility of the general contractors to notify all sub-contractors and crews which gate to use according to KARC guidelines. KSC will provide these guidelines to AUS. Hours of use by contractors will be the same as for the Kenmure Drive gate, 7:00 AM until 5:30 PM, Monday-Friday. and 8:00 AM - 4:30 PM Saturday. Temporary closure is possible for weather related conditions.

Residents Hours and Instructions

Residents may use the gate 24/7 unless temporarily closed for weather related conditions. If there is any doubt, the Main gate on Kenmure Drive should be used. Egress from Hollybrook Drive is automatic and ingress from Pinnacle Mountain Road may be made by communicating with the Gatehouse and providing proper identification such as name, address, phone number(s), and/or email address. There is an instruction panel just above the keypad, and those requesting entrance should press **001** on the keypad to call the Gatehouse. Once approved for entry, the security officer will open the gate.

Guests of Residents or KCC

All Guests of Kenmure residents or of the Kenmure Country Club must use the Main gate on Highway 225 at Kenmure Drive.

Adopted by the KPOA Board of Directors on March 3, 2012

Authority: Declaration paragraph 3D & 18

Notes to AUS Security Officers

1. All persons entering Argyle Lane should be written in the daily LOG, giving name, date and time of entry.
2. Only residents, approved construction vehicles, and emergency vehicles will be permitted to use Argyle Ln. All guests of Kenmure residents or of KCC will use the Main gate on Kenmure Drive.

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3. When residents enter Argyle Ln, and a call is received at the Kenmure Drive gate, answer the call with “Kenmure Security, how may I help you?” If the person is identified as a resident, ask for their name, address, and phone number to verify their identity as a resident. If a cell phone is listed in GateHouse Solutions, ask for that as well. Press “9” on the phone to open the gate and observe the vehicle entering Kenmure. LOG the entry with date and time.
4. If a qualified contractor arrives, he/she must also call the Gatehouse and request entry and provide identification. This ID will consist of driver name, company represented, and address of destination. KARC will have provided the security officers a list of approved contractors for Argyle Lane. Please note that drivers of larger SUVs or trucks will have to exit their vehicle to reach the keypad. They should know this when they are approved for entry by KARC.
5. Never allow entry to anyone who **enters by mistake** and asks for entry just to turn around and exit. This instance could and probably will happen at some time and some people may not want to back out of Argyle onto Pinnacle Mtn. Rd. Should anyone do this, first ask them politely to back out. If they cannot or will not do this, ask them to wait for a security officer to arrive at Argyle Lane and escort them in and out. Tell them this may take 7-10 minutes. LOG this entry and exit or that the person left Argyle on their own (backed out).
6. When opening the upper gate on Argyle, use the established 4 digit lock code. Be sure to use the chain to lock the gate open, using the lock’s key found in the Security Office. Leave this gate open unless we have a lock-down or other emergency as indicated by someone from KPOA or the Road Maintenance or Security Committees.
7. If either of the gate arms are EVER observed in the fixed OPEN position, as seen on the camera screens in the Security Office, do the following:
 - a. Retrieve the key to the gate arm console from the Security Office,
 - b. Go to the gate and open the outer panel on the gate arm pedestal,
 - c. Open the inner panel by pushing a small metal pin latch downward,
 - d. Turn the power off and back on at the switch in the inside lower area of the pedestal (white wall switch type),
 - e. Close the inner panel and re-latch it securely with the metal pin latch,

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- f. Flip the outside switch from normal to close. If the gate arm closes, put the switch back in the normal mode and attach the outer panel with the key,
- g. Test the automatic operation of the gate arm by driving a vehicle out and come back inside Kenmure. If this procedure works, the gate is again operational.
- h. If the above procedure does not work, close and lock the pedestal panels, close the upper iron gate and lock it with the combination lock to secure the road. Call the on-call Security Committee person so that TEM can be called for service.

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Appendix 1: Security Committee Members and Assignments

Rick Rehn: (2019-?) H(828-693-7099) C(704-622-0125) tryrickrehn@gmail.com
Assignments: KSC Chair, Radar Speed Sign Project, EMC Representative

Greg Bennett (2017-2019) H(828) 595-9408 C(650) 305-504-2005
greg.m.bennett@gmail.com
Assignment: KPOA Board Liaison

George Camp: (2019-2021) C (860-983-5007) george.camp4@gmail.com
Assignments: AUS Contract Project, AUS Officer Updates, AUS Performance Measures Project, Update “On-call” Protocol

John Haines (2017-2019) H(828) 693-0885 C(828) 808-8770
Assignments: Maybin Services Liaison, AUS Contract Project and Radar Speed Sign Project, Kenmure Alert

Gene Holland: (2018-2019) C(910) 988-5220 gah1542@aol.com
Assignments: Gatehouse/Argyle Gate Equipment Maintenance, AUS Contract Project, KSC Reference Manual Update

Jim Jurczyk: (2019-?) C (610)-698-6949
bigtinks2000@yahoo.com
Assignments: Member-at-large 2018, Equipment trouble shooting

Joe Pucilowski (2018-2020) H(828) 435-1622 C(973) 945-2965
joepooch777@gmail.com
Assignments: Officers’ Christmas Fund, Gatehouse Maintenance/Supplies and Radar Speed Sign Project, EMC Representative

Connie Blanton (2017-2019) H(828) 513-1717 C(505) 934-5928
csblanton@att.net
Assignments: Traffic Safety Reports, Traffic Violation Letters and Gate Frequency Calls

Scott Benyon (2018-2020) H(828) 513-5063 C(561) 371-7932
benyonconsulting@aol.com
Assignments: Committee Minutes, Gatehouse Maintenance, Maintenance of Generators

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Micah Burroughs (828) 692-8104 C(828) 702-9034

kenmuresecuritync@gmail.com

Assignment: Post Supervisor – Allied Universal Services and Incident Reports

Other Key Phone Numbers

Main Gate (828) 692-8104

Emergency Line (828) 692-5238

Kenmure Information Line (828) 696-8805

KPOA Office (828) 692-2346

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Appendix 2: Previous Security Committee Members

2018: Gene Holland, Chairman (2018-2019); Harlan Frymire (2016-2018); Connie Blanton (2017-2019); Larry Stewaet (2016-2018); Brant Moore (2017-2018); John Haines (2017-2019); Ron Medinger (2016-2018); Joe Pucilowski (2018-2020); Scott Benyon (2018-2010), Greg Bennett (2017-2019) – KPOA Board Liaison

2017: Ron Medinger, Chairman (2016-2018); Harlan Frymire (2016-2018); Connie Blanton (2017-2019); Larry Stewart (2016-2018); Brant Moore (2017-2019); John Haines (2017-2019); Rick Rehn (2015-2017); Greg Bennett (2017-2019) -- KPOA Board Liaison

2016: Rick Rehn, Chairman (2015-2017); Gene Holland, Vice-Chair (2014-2016); Harlan Frymire (2016-2018); Wendy Mears (2014-2016); Ron Medinger (2016-2018); Bill Pendergast (2014-2016); Larry Stewart (2016-2018); Pat Wiley (2014-2016); Peter Haft – Board Liaison

2015: Gene Holland, Chairman (2014-2016); Don Johnson, Vice-Chair (2013-2015); Pat Wiley (2014-2016); Don Klug (2013-2015); Bill Pendergast (2014-2016); Wendy Mears (2014-2016); Bob Palmer (2012-2014+); Ron Gordon (2013-2015); Rick Rehn (2015-2017); Kathy Newbold – Board Liaison

2014: Don Klug, Chairman (2013-2015); Gene Holland, Vice Chair (2014-2016); Don Johnson (2013-2015); Pat Wiley (2014-2016) ; Bill Pendergast (2014-2016); Wendy Mears (2014-2016); Bob Palmer (2012-2014); Ron Gordon (2013-2015); Kathy Newbold – Board Liaison

2013: Tom Murrill/Don Klug, Chairman (2013-2015), Don Johnson (2013- 2015), Joey Sinclair (2011-2013), Al Roberts (2011-2013), Bob Palmer (2012-2014), Jim Heavner (2013-2015),

2012: Brant Sudderth, Chairman (2010-2012), Bob Mackay (2010-2012), Wendy Mears (2010- 2012), Joey Sinclair (2011-2013), Al Roberts (2011-2013), Bob Palmer (2012-2014), Tom Murrill (2012-2014). Alan Van Ostenbridge – Board Liaison

2011: Herman Boda, Chairman (2009-2011), John Eskew (2009–2011), Bob Mackay (2010-2012), Wendy Mears (2010- 2012), Brant Sudderth

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(2010-2012), Joey Sinclair (2011-2013), Al Roberts (2011-2013). Dick Brown – Board Liaison

2010: Dick Brown, Chairman (2009-2010), Don Brasfield (2008-2010), Dave Marquardt (2008-2010), Herman Boda (2009-2011), John Eskew (2009–2011), Bob Mackay (2010-2012), Wendy Mears (2010- 2012), Brant Sudderth (2010-2012). Nick Weedman – Board Liaison

2009: Rob Freeman, Chairman (2007-2009), Brian Dillon (2007-2009), Dick Opsahl (2007-2009), Dick Bendel (2008-2009), Don Brasfield (2008-2010), Dave Marquardt (2008-2010), Dick Brown (2009-2011), Herman Boda (2009-2011), John Eskew (2009–2011), Rick Rusch (2009-2010). Nick Weedman – Board Liaison

2008: Brian Dillon, Chairman (2007-2009), Margot Eld (2006-2008), Terry Eld (2006-2008), Harmon Trogdon (2006-2008), Rob Freeman (2007-2009), Dick Opsahl (2007-2009), Dick Bendel (2008-2010), Don Brasfield (2008-2010), Dave Marquardt (2008-2010). Nick Weedman – Board Liaison

2007: Dick Opsahl, Chairman (2007-2009), Mike Butler (2005-2007), Bob Daubert (2005-2007), Dick Hunt (2005-2007), Margot Eld (2007-2008), Terry Eld (2006-2008), Harmon Trogdon (2006-2008), Rob Freeman (2007-2009), Dick Opsahl (2007-2009), Dick Bendel (2008-2010), Don Brasfield (2008-2010), Dave Marquardt (2008-2010). Jim Mosakowski – Board Liaison

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Appendix 3: Gate Security (Allied Universal Services – AUS)

1. Post Supervisor: Micah Burroughs 828-692-8104
2. Asst. Post Supervisor: Jared Hall 828-692-8104
3. AUS Client Manager: Jonathan Lynch 828-575-8310
4. AUS Operation Manager: Garren Orr 828-490-8582
5. AUS General Manager (Charlotte): Greg Carano 704-970-3433
6. AUS Field Supervisor: Dan Meadows danny.meadows@aus.com

Appendix 4: Maybin Services, Inc. (Trash)

1. Office 828-692-9872
2. After Hours ---- Josh Whitmire 828-329-9534 (C)
---- Andrea Whitmire 828-243-3550 (C)

Appendix 5: Broadmoor Gate Lock Combination Holders

1. Gatehouse 828-692-8104
2. Ed Tiles 828-251-0521
3. Jim Hermann 828-595-9897
4. Bob Balkman 828-606-1741
5. Rick Rehn (KSC Chair) 828-692-7099

Appendix 6: KEI/KCC

1. President: Lee King 828-693-8506
2. KCC General Manager: Steve Harbison 828-693-8506

Appendix 7: Henderson County/State Offices

1. Animal Shelter: 828-697-4723
2. Animal Enforcement (HCSO Dispatch): 828-697-4912
3. State Wildlife Resources Commission: 919-707-0010

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APPENDIX 8: Bilingual Contractor Information Sheet

Spanish Contractor Information Sheets

The following is a Spanish Kenmure Contractor Information sheet that is to be given to all contractors requesting entry to Kenmure who do not speak English.

Informacion Para Los Contratistas

(Information for Contractors)

- **Todos los contratistas tienen que registrarse con la security officeria de seguridad y recibir un permiso escrito** para entrar a Kenmure
(All contractors must register at gatehouse and be given a pass before entering Kenmure.)
- **Devuelva este pase al oficial de seguridad de gatehouse cuando salga de Kenmure**
(Return this pass to the gatehouse security officer when you leave Kenmure)
- **Si usted no habla ingles, es necesario entregar a la security officeria de seguridad la siguiente informacion escrita en ingles:**
 - **Su nombre**
 - **El nombre de su patron**
 - **La direccion de su trabajo en Kenmure**
(If you do not speak English, you must give the security officer the following information written in English: your name, your employers name, the address in Kenmure where you are to work.)
- **El horario de trabajo normal en Kenmure es desde las 7:00 am ast alas 5:00 pm los lunes a viernes. Los sabados 8:00 am – 4:00 pm**
(Normal work hours are: 7:00 AM to 5:00 PM Monday through Friday; Saturday 8:00 AM to 4:00 PM.)
- **Todos los empleados o contratistas tienen que salir de Kenmure antes de las 5:30 pm.** Los lunes a viernes y antes de las 4:30 pm los sabados.
(All contractors must leave Kenmure by 5:30 pm. Monday through Friday and by 4:30 PM on Saturday)

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- **Se requiere un permiso especial para trabajar despues de las 5:30pm los lunes a viernes o despues de las 5 pm los sabados.**
(Work after 5:30 PM on Monday through Friday or after 4:00 pm on Saturdays requires special approval)

En caso de emergencia llame a 911 y despues llame a la security officeria de seguridad de Kenmure a 692-5238. Deje su nombre y ubicacion

(In case of emergency call 911, call the gatehouse. Give your name and location)

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Appendix 9: Example Notice to Contractor for Rule(s) Violation(s)

**Kenmure Property Owners Association
Security Committee
10 Kenmure Drive
Flat Rock, NC 28731**

September 2, 2017

Contractor Business Name.
Street Address
City, State ZIP

Dear Sirs,

This is to advise you that a Kenmure security officer has reported to the Security Committee your company's infraction of the Kenmure Contractor Work Hours rule, as noted on the attached Traffic Violation Form. All contractors are required to finish their site work by 5:00 PM during weekdays and be off the property by 5:30 PM. These hours are 8:00-4:30 on Saturday. Emergency situations must be cleared with the security officer on duty and the Kenmure Security Committee.

I understand a security officer has not discussed this matter with you. We encourage you to abide by our Kenmure Contractor Work Hours rules, which are for the benefit of all residents.

I appreciate your attention to this matter and look forward to seeing you in Kenmure.

Regards,

(your name)
Kenmure Security Committee
Traffic Safety

Incl.: KSC Violation Report

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APPENDIX 10: Example Notice to Resident for Rule(s) Violation(s)

**Kenmure Property Owners Association
Security Committee
10 Kenmure Drive
Flat Rock, NC 28731**

Date

Mr. John Doe
Address.
Flat Rock, NC 28731

Dear Mr. Doe,

This is to advise you that a Kenmure security officer has reported to the Security Committee an infraction of the Kenmure driving rules, as noted on the attached Driving Violation Form.

I understand a security officer has not discussed this matter with you or with the driver. We encourage you and all your guests to abide by our Kenmure driving rules, which are for the safety of each resident, family members, visitors and individuals who may be here to work for us.

I appreciate your attention to this matter and look forward to all of us in Kenmure driving safely at all times.

Thanks for your help and best regards,

(your name)
Kenmure Security Committee
Traffic Safety

Incl: KSC Traffic Safety Violation Report

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Appendix 11: Motorcycle Use Permit Form

**Kenmure Property Owners Association
10 Kenmure Drive, Flat Rock, NC 28731
828-692-2346**

Motorcycle Use Permit

This Permit is required and states the rules for the use of motorcycles within Kenmure for residents and overnight guests. It must be signed and approved prior to the operation of the vehicle in Kenmure. This application form is available in the KPOA Office at 10 Kenmure Drive and at the Gatehouse.

Applicant Name _____ **Kenmure Address** _____

Telephone _____

Motorcycle Make _____ **Model** _____ **Color** _____

License # and State _____

_____ **Date** _____
Applicant Signature

_____ **Date** _____
Security Site Supervisor Signature

Motorcycles

Motorcycles shall be licensed and equipped with the most recently approved noise control devices. Kenmure residents and overnight guests must have a permit and must operate according to the KPOA Motorcycle Rules below.

Conditions governing motorcycle use:

- The motorcycle is registered and licensed.
- The motorcycle may be operated only on designated roads between the gate and the applicant's home (or the residence being visited) and Kenmure facilities such as the golf course, tennis courts and fitness center. Use beyond these points is prohibited.
- The operator will make utmost effort to operate the motorcycle in a quiet manner.
- Residents must obtain a bar code sticker and overnight-guests must obtain a guest pass to facilitate entry at the gate.
- Any visitor arriving on a motorcycle, after obtaining entry permission, must travel to his/her final Kenmure destination directly and the visitor must conform to traffic and other rules and regulations in effect.

This permit may be revoked at any time if any of the conditions above are violated or if the motorcycle is operated in an unsafe manner or in violation of any of the **Covenants, Rules and Regulations** in Kenmure.

Copies of this permit shall be distributed to the motorcycle driver (to be retained and available if requested by a Kenmure security officer or a Security Committee member), the Kenmure Gatehouse and the KPOA office.

**ALLIED UNIVERSAL
SITE SPECIFIC POST ORDERS**

***KENMURE
PROPERTY OWNERS ASSOCIATION***

September, 2019

Attachment 1: Kenmure Site Specific Post Orders

Site Description:

This site is a gated private AUS residential/country club community situated in a rural setting. The site contains 1400 acres, approximately 650 residences including Clubhouse, fitness center, tennis and indoor/outdoor swimming facility. This is a semi-controlled access facility. Residents are allowed access on a 24 HR basis. You may park in the designated parking area adjacent to the security office.

Daily Routine:

- ✓ Arrive for duty in a clean and complete Allied Universal issued uniform.
- ✓ Sign-in using Allied Universal Smart Phone Cy-cop.
- ✓ Check pass on log for any special instructions, memos or incidents.
- ✓ Assist with any security related issues as necessary.
- ✓ Log all activity you perform or observe **as descriptively as possible** on your DAR in Cy-Cop.
- ✓ Greet all residents, guests, and contractors **at the door** as much as possible. Acknowledge their presence at the entry gate. **This is important!**

Note: *This is an unarmed post which requires you to remain visible in public access areas always at all times.*

Mission: To deter incidents by being highly visible and providing an observable presence to enhance the security and safety of Kenmure residents, visitors, and employees. We endeavor to discover situations or instances that are contrary to the stated mission. Such observations should be immediately brought to the attention of the Allied Universal Site Supervisor.

Introduction: The assignment of a security officer is to serve as a deterrent to unwanted persons desiring to enter onto Kenmure property. The officer's duties on this site are safety and security related. The purpose is to observe and report suspicious persons or situations and to occasionally serve as a buffer between irate visitors and residents. Should an incident occur, do not attempt to

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physically confront the suspects, without provocation. Do not attempt to follow suspects off the premises. Do observe, note and report your observations of the incident, suspect's description and vehicle description to the Henderson County Sheriff's Department immediately following the incident. Extend professional and courteous service to all residents, employees and visitors, but do not become distracted in your problem-solving efforts. Avoid engaging in extended conversations that might distract from your security duties. Occasionally there might be a requirement to remove unwanted persons from the premises. Attempt to avoid physical contact. Utilize law enforcement when forced removal becomes necessary.

Should an incident involve a robbery, bomb threat, assault on a resident, employee or visitor, homicide, burglary of a facility, and vandalism of a client property occur, immediately report the incident to the KSC Chair and KPOA President or Vice President.

Should a natural disaster (earthquake, flood, fire, etc.) notify the Emergency Management Committee, KSC on-call, the KSC Chair and then the Allied Universal Service Manager.

Notifying Security on-Call and KSC Members

After hours work, deliveries and/or emergencies must be approved through the security on-call member on duty for that week. Sometimes, the officer must determine the urgency of the matter and whether to contact the on-call person. It is essential that we establish and maintain a set of guidelines defining an emergency which necessitate contacting the KSC on-call member. It is important that we as security officers are firm, fair, and consistent concerning handling, approval and/or denial of these matters. For a resident to gain approval, a process must be followed. It is essential that we determine the nature of the emergency, guidelines for determining emergency situations,

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instances in which we do not need to contact security on- call member to deny access, and when to contact the on-call member.

The basic process for gaining approval/denial for after-hours emergency work is as follows: The resident will call the Gatehouse to let us know they have someone coming to work and the time they will arrive. If the worker will be arriving or departing after hours, it is our job to be helpful and assist them by following the basic steps below.

1. Inform them of the work policy and the process for approval/denial.
2. Find out if it's an emergency.

Questions to ask

- Ask about the nature of the work being done after hours.
- Inform the resident that you will notify the security **on-call person** and attempt to attain permission for the afterhours work.
- For a delivery: what is being delivered and from where it is being delivered (exceptions may be made for long travel deliveries).

Guidelines for an emergency

- Damage is occurring to property due to outside/inside element that can be maintained/stopped with repair.
- Potential hazard of fire (electrical and otherwise), water damage (pipes and roof).
- Poses possible financial loss.
- Is the resident left without means to contact emergency services (phone/internet).
- Any and every time emergency personnel or law enforcement are on property. It is acceptable to wait until you have the details of the event to report to the on-call member.
- Medical, fire, and law enforcement incidents.

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- Gas leaks, phone lines down, water department and plumbers for burst water pipes.
- HVAC emergency (No Heat or Air Conditioning).
- Requests for after-hours work by utility companies should be admitted using the same guidelines as a regular guest. The security committee on-call should be notified of their presence on property.
 - Utility companies:
 - AT&T
 - Direct TV
 - Dish TV
 - Duke Energy
 - Hendersonville Water Co.
 - Morris Broadband
 - PSNC Gas

3. Officers will collect the above information and then contact the KSC on-call person. If the officer is unable to reach the on-call person, the officer should attempt to contact the next on-call person in the rotation.

Note: Some residents may insist it is an emergency when it might not be. Officers should have all the above information to give to the **on-call person** so that they can make a reasonable, fair decision. After speaking with the on-call person, the officer will notify resident of decision.

Instances when security officers should deny access without contacting on-call member

- For deliveries of equipment, building materials, non-essential items (not limited to electronics, plants, landscaping materials).
- When service/delivery can wait until normal contractor hours.

When security officers should contact the on-call person

- Any time medical, fire, and law enforcement personnel are on the property (usually after the event so the officer will be able to answer any questions).
- For approval/denial of after-hours work.

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- For any incident that requires an incident report.

Committee Members Individual Responsibilities

From time to time under certain circumstances, officers will need to notify various committee members for individual responsibilities from road maintenance issues to gatehouse issues. These individual responsibilities are not always to be directed only to the KSC on call and it is important that officers contact the proper person responsible for such issues as outlined on KSC contact roster.

Emergency Management Procedure

A crisis/emergency is defined as an incident or situation which has the potential to affect a significant portion of the residents or staff of Kenmure. In the event of a crisis or emergency on or off Kenmure Property, the security officers at the gatehouse must proceed/act as follows:

For the emergency incidents that may occur within Kenmure, call the following individuals to report the emergency immediately:

1. On-Call Person (reference KSC on-call assignment list)
2. KSC Chairman:

In the case of an **extreme** emergency, one involving the County Emergency Management Team (currently managed by Mr. Rocky Hyder) or other large-scale emergencies, **immediately** contact entire Kenmure Emergency Management Team

Chair, Emergency Management Team

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Emergency / Crisis Management Procedure

If the above are not available, call the following individuals until the emergency has been reported to one of them.

- A member of the Security Committee
- Refer to monthly list of ON-CALL members of the KSC. (**Annual list will change month to month due to members travel plans**)

The Emergency Management Team will instruct the Gatehouse staff that communications with information relevant to the crisis should be directed to the Emergency Management Team, and they will provide the Gatehouse staff with the contact telephone number(s).

For general questions/queries from residents and KEI staff, Gatehouse staff will provide information based on guidance/input from the Emergency Management Team or the Emergency Management Committee.

Examples are shown below.

- Any incident that results in a **significant** police/fire/emergency vehicle response.
- Home invasions/assaults,
- Plane crash on/near KPOA property.
- Stray bullet incidents.
- Vehicle or other accidents that block or restrict traffic on major KPOA roadways.
- A fire on KPOA property.
- A fire off KPOA property that could affect Kenmure residents. This may include emergency vehicles using a fire hydrant on KPOA property or traveling thru Kenmure properties to gain access to adjacent properties.

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- County EMS using Kenmure for Helicopter MediVac.
- **If in doubt**, call a member of the Security Committee or the Emergency Management Team.

Emergency Entrances and Exits

1. Emergency entrances and exits, other than the Main Entrance, are:
 - a. Argyle Lane near Mint Hill/Hollybrook
 - b. Broadmoor Drive/Glassy Lane (Brookwood Village)
2. Both these roads are State of North Carolina roads and are required to be able to be entered by Emergency vehicles such as Law Enforcement, Ambulances, and Fire Trucks.
3. Vehicles in Phases IV, V, and VI.
4. See *APPENDIX 5* for the combination holders for the Glassy Lane (Broadmoor) gate lock.
5. In case an emergency requires immediate evacuation by Kenmure residents and staff, security officers will be directed by a member of the Emergency Management Committee to open the Glassy Lane/Broadmoor Lane emergency gate.
6. Security officers will inspect the Glassy Lane/Broadmoor lock during each patrol to ensure the gate is locked and secure.
7. Security officers will test the functionality of the Glassy Lane/Broadmoor Lane lock by opening and then relocking the lock. The gate should be opened fully to determine if it is fully functional. This will be done on a frequency to be determined by the Site Supervisor, but not less than once per month.
8. Security officers will test the functionality of the Argyle Lane gate, lighting and cameras. This will be done during each shift's patrol.

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WINTER STORM MANAGEMENT

Purpose of Storm Management: During winter storm situations, Kenmure Road Maintenance and Kenmure Security will use a coordinated plan to:

1. Allow Kenmure roads to be cleared in a timely fashion,
2. Maintain a safe driving environment, and
3. Provide sufficient information in for people to make well-informed decisions regarding travel.

“Snowman” Responsibilities: During winter storms, the KRMC “Snowman,” or his alternate, will be the decision-maker and leader of the response plan. His responsibilities include the following:

1. Calling in and directing the plowing and sanding contractor,
2. Officers will patrol every two hours when directed by the shift supervisor to establish the condition of roads within Kenmure. They will then communicate the conditions with the Snowman and assist in determining the level of response needed, and

Notice of Road Conditions: In order to provide consistent reports, Kenmure Road Maintenance and Kenmure Security have defined the following road conditions:

1. **GREEN** Normal road conditions. Drive with usual care.
2. **YELLOW** All roads are wet, with potential for icing/slick conditions.
3. **ORANGE** All roads snow or ice covered – slippery conditions in many locations. Impassable in spots.
4. **RED** All roads are icy and slippery – very treacherous and impassable.
ROADS ARE CLOSED!

A status indicator will be posted at the gate to alert returning residents of current road conditions. In addition, a message stating current road conditions will also be posted on the Kenmure Emergency Information Line (696-8805).

Kenmure Gate Responsibilities Related to Color Designations: When Status is **Yellow**, homeowners, guests, and contractors will have normal gate access.

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If asked about road conditions by homeowners, guests or contractors entering Kenmure, the security officers will advise them of the following:

1. Roads are wet with packed snow in many areas, but are passable
2. Drive with care on snow-covered sections
3. Be wary of scattered icy spots and falling temperatures that may cause icing
4. Latest road status can be obtained by calling the Kenmure Emergency Information Line (696-8805)
5. Argyle Lane gate will be closed, and orange cones will be placed in the exit lane.

When Status is **Orange**, Kenmure Security security officers will close the outer entry gate and direct all incoming traffic through the inner entry gate. Security officers will turn away all delivery vehicles which consist of a vehicle and trailer. Security officers will call “Snowman” every two hours with report of abandoned cars and/or road conditions they have discovered either during routine patrol or by input from cars leaving Kenmure. As homeowners, guests, or contractors enter, security officers will advise them of the following:

1. Snow is on all roads, icy conditions in many locations.
2. Roads are treacherous and impassible in spots, especially on steep grades.
3. It is recommended that drivers stay off the roads until conditions improve.
4. If drivers must enter, please proceed with extreme caution.
5. Latest road status can be obtained by calling the Kenmure Emergency Information Line (696-8805)
6. Argyle Lane gate will be closed, and orange cones will be placed in the exit lane.

When Status is **Red**, Kenmure Security officers will close the outer entry gate and direct all incoming traffic through the inner entry gate. Security officers will turn away all nonresident/contractor/guest traffic except for emergency vehicles, snow removal contractor, and KEI staff. Security officers will tell returning homeowners that all roads are temporarily closed because they are icy, treacherous, and impassable. If returning residents insist on entering; security officers will note their name, license tag, time of entry and destination.

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The security officers will then allow them to enter. KRMC will communicate with Emergency Management Chair to determine if a community wide emergency declaration is needed.

Winter Storm Emergency: Security officers will give returning homeowners a copy of the following Kenmure Roads are Temporarily Closed notification (for condition **RED** only).

Kenmure Property Owners Association Condition RED

KENMURE ROADS ARE TEMPORARILY CLOSED!

1. ALL roads are icy and slippery.
2. ALL roads are very treacherous and impassable.
3. Returning residents are encouraged not to enter until conditions improve and snow removal is completed.
4. Consider finding temporary shelter offsite.
5. Latest road status can be obtained by calling the Kenmure Emergency Information Line at 696-8805.
6. If you choose to enter, you do so at your own risk, as well as risk to others.
7. Abandoned vehicles may hamper road-clearing efforts or impede first-responder emergency personnel.
8. If your vehicle is abandoned and impedes snow removal or creates a safety concern, it will be towed away at your expense.
9. Argyle Lane is closed.

Adopted by the KPOA Board of Directors, March 3, 2003

Revised and Adopted by the KPOA Board of Directors – November 2005

Revised and Approved by the KPOA Board of Directors – November 21, 2008

Resident Keys

When a contractor or guest arrives at the gatehouse to collect a resident's key:

- Officers should check that the contractor/visitor is expected and listed as a guest in Gatehouse.

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- If the contractor/visitor is expected, the officer should check the memo section under “Guest Detail” for instructions for allowing the contractor/visitor access to the resident’s key.
 - If there are no instructions for allowing access to the resident’s key, the resident should be contacted. Under no circumstances should the resident’s key be given out without permission directly from the resident.
- If the contractor/guest is not expected, the resident should be contacted and permission for the contractor/guest to enter property as well as for access to resident’s key should be obtained.
- After attaining permission, the Resident Key Log should be filled out and the contractor/visitor’s driver’s license should be held with the checkout sheet until the key is returned. A GPS tile tracker will be attached to the key using the tamper-proof locking key ring and given to the contractor/guest. After the key is returned, the Resident Key Log should be completed, the GPS tile should be removed, the key should be filed back, and the contractor/visitor’s license should be returned.

Resident’s keys are kept in the wall mounted key safe. Each key has a tamper-proof key ring and a tag with name and key chest number when the key is given to Kenmore security by the resident. Keys are filed according to the key chest number and are always locked in the key chest.

PACKAGES AND OTHER DELIVERIES

Resident Package/Envelope (AUS, FED EX, USPS, common carrier) Deliveries

Security officers will occasionally be asked to accept a delivery of a package or envelope on behalf of a resident. Our policy is to provide a reasonable service on behalf of residents without creating a "warehouse" of items at the

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gatehouse. Certain times of the year create more requests and the following should be followed. Security officers are not liable for any packages or items left at gatehouse. Upon acceptance of letters or packages, officers will ask for the following: 1) name of person dropping item off 2) phone number of person dropping item off 3) name of the person receiving item 4) phone number of person receiving item.

The item will be held for 72 hours after which the person that dropped off the item will be notified to retrieve the item within 72 hours. If the item is not retrieved within 72 hours, it will be discarded.

Security officers are not to accept a delivery from common carriers, office supply companies, florists, etc. unless the resident requests it AND has advised in advance when the resident will be picking up the delivery. Deliveries should be made directly to the respective property owner or person receiving during regular business hours (7:00 AM until 5:00 PM). The resident should provide the home and cell phone numbers for follow up, if needed.

- Security personnel may sign for deliveries from AUS, FED EX, DHL, or other special delivery companies only upon request of recipient. The resident should be asked when they will be picking up the package. The resident should provide the home and cell phone numbers and email for follow up, if needed. Officers must record full information on the delivery including:
 - A) Time received
 - B) Number of packages and contents if known
 - C) Person the package(s) are intended for
 - D) Effort(s) made to notify recipient
- Security officers should, upon receipt, contact the resident and leave a message if necessary. They should also be observant for the returning resident if not located. They should also advise the relieving officer of efforts so that he/she will continue those efforts until successful.
- Security officers may be asked to accept a package, or envelope, without prior notification from the resident. The officer on duty may agree to accept the item, provided it is no greater in size than an 8" x 10" x 3" envelope; OR if the box is no larger than 8" x 10" x 8". Security officers should contact the resident and leave a message, if

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necessary. They also must record full information on the delivery including:

- A) Time received
- B) Number of packages and contents if known
- C) Person intended for
- D) Efforts made to notify recipient

Note: USPS vehicles cannot safely turn around in some of the driveways. Whenever mailboxes do not permit package delivery and the package(s) is/are too large to be left at the gatehouse, the only practical solution is to have it returned to the post office for pickup.

Note: Document all efforts and instructions received when dealing with residents' packages. Use the Package Delivery Form.

Disturbances

Should any disturbance at Kenmure be of a nature requiring assistance from local law enforcement, the security officer on duty should call the Sheriff's Department, describe the situation, and request assistance. Notify the Post Supervisor immediately and then the on-call Security Committee member.

Eating

Security personnel are not to leave the site for meals. If food is brought to the site, it should be consumed at the back desk and not at the front desk in the Gatehouse. A Security officer must be at the front desk always. They should also clean the area after eating.

EPA, Fire Department and OSHA Representatives

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Should representatives from any regulatory agency visit the site and seek admittance, the security officer is to notify KEI (Lee King) for assistance. These representatives are not to be admitted unless an emergency exists. Under normal circumstances, they must be accompanied by a client representative.

Law Enforcement and Servicing of Warrants

Should law enforcement authorities come to the Kenmure site and seek to gain entrance to the property to serve civil papers or criminal summons, security officers should assist as requested. **Do not** notify the resident and advise that officers are on site. Security officers should not question them about their need to enter the premises. Security officers do not need to accompany law enforcement to the residence unless they are requested. Security officers do need to complete an incident report about the situation and the destination.

Service of Legal Documents, Writs, or Vehicle Repossessions

Authorized persons in possession of legal service or repossession papers/documents will be allowed entry upon appropriate identification. The resident involved or associated **will not** be contacted by a security officer. The AUS Post Supervisor and the Security Committee Member on-call will be immediately notified.

Vehicle Repossessions

Upon determining the authority of the individual possessing the legal service papers, the **security officer will escort repossession driver** only to residence(s) documented in paperwork. In the event the driver is given a lead for another possible location within the property the security officer will:

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- 1.) Contact resident at new location and gain approval prior to escorting the driver to said location. If denied access, the driver will be escorted off the property.
- 2.) In the event a heated argument begins with the repossession official and the vehicle owner, the security officer on site will contact HCSD for assistance.

No Solicitation Policy

Kenmore Property Owners Association's policy prohibits the distribution of literature or other materials on client property regardless of the materials content. This prohibition extends to security officers, client employees, and all non-employees unless specially authorized by the client. Do not allow solicitors onto the property.

Property Lock Down During an Incident

In the event the security officer working the gatehouse receives a telephone call advising of some incident within the property such as vandalism, shooting, or a reported intruder(s) and there exists the possibility of obtaining information on vehicle(s) involved in the incident, the security officer should follow this procedure:

1. Record complete information from the caller providing the information, including description of the nature of the incident, persons involved, and the description of the vehicle.
2. Immediately notify the patrol officer of the situation.
 - Provide a brief description of the incident and describe the vehicle.
 - Instruct the patrol driver to return to the Gatehouse to close ALL EXIT gates.

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3. Deactivate the Main and Argyle Lane EXIT gates to prevent automobiles from exiting the property without speaking with the driver and soliciting information as to whether or not he/she saw another vehicle or have information relevant to the incident.
 - Switch the outside gates to the off position. Place traffic cones inside the gates so that vehicles approaching it can readily see that the gates are not available for use.
 - Switch main inside exit gate to the closed position. Place cones on the inside to indicate to approaching drivers that gates must be manually opened.
4. Be aware that you must continue to allow traffic both in and out of the property.
 - Resident vehicles entering the property should have a bar code and be able to enter the property without assistance from the security officer.
 - Guests or other persons entering the property might require assistance. In most situations, you should be able to balance your attention between exiting vehicles and those entering the property.
 - Upon return of the patrol driver, one security officer can handle each gate. At the earliest opportunity, check the Gatehouse video tapes to ascertain if the subject vehicle has exited Kenmure.
 - Vehicles exiting the property will approach the gates and find them closed. One of the security officers should, where possible, stand outside the gatehouse and, upon approach of the vehicle, speak with the driver.
 - (1) Indicate you have received a report of an incident on the property. Ask the driver if he/she observed any strange or suspicious vehicles while driving to the gate, or if he/she has any knowledge of the incident.
 - a) If so, record the information, including a contact number for the driver.

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- b) If not, open the gate and allow the vehicle to exit without further delay. Record the vehicle license number, along with a brief description of the vehicle and number of occupants.
 - c) Repeat as necessary.
- (2) Provide this information to any law enforcement officials responding to the report from the resident. Provide the information to the Security Committee Member on call via incident report. Call and inform the AUS Post Supervisor of the situation.

After an appropriate amount of time, the patrol officer should return to patrol and the gates should be returned to regular function; however, this might vary depending on the shift and nature of the incident. We should not unnecessarily shorten the time if there is a possibility of obtaining any information, but we should not extend it beyond reason.

Response to Incidents

EMT Information

Anytime an emergency responder accesses the property for a medical emergency, security officers will print out the EMT Info located on the Gatehouse computer. If emergency responders arrive on property without prior notice, officers will not have responders wait for the information to be printed. Officers will grant them access and print the information and take it to the scene of the incident. If officers are notified, prior to emergency personnel arriving, officers will print the information immediately and offer it to the first responders. If first responders do not accept the printout, officers will take the printout on their person to the incident scene.

CPR/First Aid and Responding to Medical Calls: Security officers are trained in first aid/CPR and are to respond to medical calls inside of the property. A First Aid Kit and AED must always be available in the patrol vehicle. The patrol officer is to provide only that level of medical attention

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he/she has been trained to provide. It is security officer's responsibility to document all medical events in properly formatted incident reports to be submitted to the Kenmure Security Committee for review.

- Officers are to print the emergency medical information if available from the emergency information suite and provide to EMS upon their arrival on property. If time does not permit the printing of the information for EMS, it should be pulled up and the information should be relayed to the responding officer.
- If a key is on file at Gatehouse the officer responding should take the key to the scene if the incident requires security to make entrance (for instance if the resident is home alone and unable to give access to the home due to medical or other condition).

First Aid Kits: First Aid Kits can be found at the Gatehouse, patrol vehicle, Fitness Center AU Stairs beside men's restroom, Fitness Center downstairs between towel rack and shower in the pool room, and the locker room of the clubhouse.

Anytime an officer uses gloves from any first aid kit, the gloves should be replaced with new gloves before the security officer's shift ends. New gloves are in the passenger side door of the patrol vehicle or the filing cabinet in the gatehouse.

The AED in the patrol vehicle will be brought into the gatehouse every night from November 1st until April 1st. Outside of those dates the AED should be brought into the gatehouse during cold weather to ensure the life of the battery.

Staging for Law Enforcement: Sometimes it is necessary to wait for law enforcement personnel to ensure that they are the first ones to arrive on scene. In the event of a possible overdose or suicide, you should stage (wait) for LEO nearby the scene of the incident or escort and/or follow LEO to the scene of the incident. If a suicidal person is reported to officers, they are to notify 911 or H.C.S.D. and/or encourage the caller to notify 911 or H.C.S.D.

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Defibrillator (AED): The AED is to be in the patrol vehicle always (exception below freezing temperatures).

- Whenever the Security Office receives a call for 911 emergency medical assistance or becomes aware of a call having been placed to 911 for a medical emergency:
 - A. The patrol driver is to respond to the residence. Upon arrival put on the latex gloves found in the first aid bag and remove the defibrillator unit from the vehicle before contact with the victim.
 - B. The security officers are the First Responders for all emergency situations and will perform first responder duties in the event of any medical emergency.
 - C. Upon arrival the patrol officer will use the defibrillator, if needed, and provide other assistance if required.
 - D. Afterwards patrol officer will complete an incident report and make an entry on the DAR report.

Security personnel will check the defibrillator battery monthly. If the indicator shows that the battery should be replaced, notify the KPOA Services Committee Chairperson, currently Debbie Evilia. The anticipated battery life is approximately five years. Upon confirming that the battery is operational and has good capacity, make an entry on the log that the battery was checked, and the condition was reported.

Burglar Alarms

Officers will respond to general area and await LEO. We are neither armed nor trained to check out residences with possible threats inside. We are to observe and report details as best we can. We should attempt to notify the resident to inquire if everything is ok or to determine if the alarm was accidental. Notify the KSC on-call and the homeowner of any incident. Reports are to be written for review by KSC.

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Fire Alarms (KEI buildings)

The Clubhouse and other service buildings are equipped with automatic smoke detectors and manual pull-stations, and they are monitored by a remote monitoring company. Should the alarm be activated, this remote monitoring company will notify the Fire Department that an alarm has been activated.

The monitoring panel will identify the location causing the alarm. If there is a problem other than a fire situation the security officer will go to the reported location and seek to confirm the cause of the alarm. When confirmed, the officer will notify the gate officer who will make the first call to emergency services.

Fire Alarms/Smoke Investigations (Property owner)

In the event a fire alarm is reported or a request for a smoke investigation is made the resident should also notify 911 or Fire Dept. accordingly. Officers are to respond to area and report details as soon as possible. Under no circumstances are security officers to enter burning buildings.

Incident Recording

All incidents (including traffic accidents) within the patrolling boundaries of the Kenmore Community that are being investigated by a AUS security officer must be followed up by a detailed report by the investigating officer. The standard AUS Incident Reporting Form must be used to document the incident. **In the case of a vehicle incident (accident) the security officer must document details of the accident to include: general description of the incident; location; date and time; personal injuries; owner(s) of the vehicle(s) involved; license(s) of the vehicle(s); damage to personal,**

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residential, and common KPOA property; insurance information of vehicle(s); appropriate photographs using CyCop camera; any other important details associated with management of the scene at time of the investigation.

- Reports are to refer to Victim and not the name of the individual being treated.
- All parties involved in the incident are to be included in the report. EMS, fire and police response have their own sections on the incident report form. Victims, victim's spouse, security on-call, and neighbors will be included in the Subjects section.
- Reports are to be written anytime emergency response personnel are on property, property damage (including mailboxes and street signs), irate residents/guests/contractors, traffic accident or any event that could be considered out of the ordinary.
- Responding officers are to complete report.

Gate Access

The security officers need to ensure the recognition or the identification of all persons entering either gate or property. If the bar code, for whatever reason, is not working, the security officer should ask the resident to back up and try to activate the gate again. If this doesn't work, and the security officer recognizes the resident, he/she should wave the resident through and suggest that they stop by the KPOA office to check the status of their bar code. If the security officer doesn't recognize the driver with a non-working bar code, the officer should ask for their identification, write down their name and bar code number on the Bar Code Log and then wave them through.

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Property Owner Access

- Homeowners and Lot Owners with bar codes may approach the outer gate to have it open automatically. If the outer gate does not open, security officer should have the resident back up and come through the inner gate. Bar codes are issued at KPOA office between 1:00 and 3:00 PM Monday through Friday.
- Certain club members have been issued a green card. They must come through the inner gate and show the card. If they approach the outer gate, they are to back up and come through the inner gate and identify themselves.

Visitor Ingress/Egress

Ingress:

- Residents may notify the gate officer to schedule a visitor. The security officer receiving the notification will record the information on the Visitor/Guest Log and then schedule the entry using Gate House Solutions program. Residents may also schedule a visitor using the Gate House Solutions program online when a visitor is expected.
- When a guest arrives at the gate, officers are to take the guests destination and name. The officer, will then look up the destination on the Gatehouse software and verify that the guest is expected. If the guest is not listed the resident should be called to verify the guest. The residents information should then be logged on the Visitor/Guest Log as a N/C(no call).
- All nonresidents to the property will receive a printed gate pass before entering the property.
- For any contractor entering the property to deliver, service or pick up a porta-jon or roll off dumpster, the contractor's information is to be logged on the Porta-Jon and Roll Off Dumpster Log located on the front desk.

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- Contractors working for a contractor on the Approved Contractor List may be issued week long passes only. The passes may be updated each week. The turnover rate for these employees is too high to be issuing passes for a year.

Egress: Resident visitors will check out with Gatehouse when leaving the property on their last day. Contractors will be required to check out whenever leaving the property for lunch, building supplies or any other reason.

Visitor Arrival

The security officer must expect many visitors for residents and Kenmure Country Club. Upon arrival, the visitor is to be verified by the Gate House Solutions program with the following information:

1. Visitor name
2. Destination address
3. Dates/Time of entry and length of stay
4. Required Call or No Call

Visitors are given a printed pass and instructed to display it from the windshield. Visitors who arrive without prior notification are not allowed access until the resident has been contacted and has given approval. Following this verification, the visitor may be logged in as above.

Real Estate Client Access

Potential buyers of Kenmure property get their first impression of the community upon arrival at the gatehouse. KEI wants every opportunity to speak with these potential residents/property owners, and it is essential that they are greeted and properly instructed by security officers according to the following protocol (**the KEI offices operate Monday-Friday from 9:00 AM to 5:00 PM and weekends on-call 10:00 AM to 4:00 PM**).

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1. When potential clients inquire at gate about sales/rental properties and/or club memberships officers should contact the sales office to speak with a representative. If unable to reach someone at the sales office, they should try the appropriate listed sales representatives' cell phone numbers.
 - Sales Office
 - Clubhouse Manager Steve Harbison (Club Manager - Memberships)
 - Sue Gordon (Open Houses)
 - Mark Ebert (Monday-Friday 9-5) (Saturday 10-4) on call every other weekend
 - Art Redden (Monday-Friday 9-5) (Saturday 10-4) on call every other weekend
 - Joan Connell (Rentals Monday-Friday 0830-4:00 PM)
2. Upon confirmation of availability by sales representative, direct the client to the upper parking lot of the clubhouse and instruct him/her to park there if possible. If no spaces are available have them drop off passengers and park in lower lot where someone will pick them up or they are welcome to drive up one of the club cars.
3. Ask the client to go into the club house main entrance and someone will meet them in the lobby.
4. If the clients do not arrive at the clubhouse in a reasonable amount of time, the sales representative who agreed to meet them will notify the Gatehouse.
5. **Open houses are held on Sundays and Wednesdays (Primarily by Sue Gordon).** Every other weekend Art or Mark is on call for clients and one should be at the office or available by cell phone. If a client arrives with an appointment, send the individual up with directions to the clubhouse, then notify the sales representative that they are on-route.

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Service Providers/Delivery Vehicles

Regular Providers

1. All contractors and delivery vehicles, except large trucks, are to enter through the inner-manned gate.
2. These service providers should not be allowed access without identification. The contractor or delivery vehicle's destination should be obtained and looked up in the GateHouse Solutions software. If the service provider is not listed as a visitor to the address they provided, the resident should be called and the call logged on the Visitors/Guest Log as a NC (No Call).
3. Any contractor who will work on any Kenmure ROW will be logged as to date, time, location of ROW work, and time required to complete. Examples are ATT, Duke Energy, Morris Broadband.
4. These service providers should be allowed access Monday through Friday 7am to 5:00 pm and Saturday 8am to 4:30pm. The only exceptions will be Food Delivery (Pizza, Flower Shop delivery). FedEx and AUS may be allowed late entry if circumstances warrant late entry.

GateHouse Solutions should be used to admit guests onto Kenmure property. In case of an emergency (power outage) the gate open button on the wall may be used. If the button must be used, the emergency must be logged on the Gate Button Log. This button will almost never need to be used.

Commercial Contractor/Suppliers/Delivery Rules

1. All commercial vehicles will abide by the 25mph speed limit that will be strictly enforced. Kenmure will be open to workers M-F 7:00 AM to 5:30 PM and on Saturdays from 8:00 AM to 4:30 PM for specific types of work generating little to no noise. ***THERE WILL BE ABSOLUTELY NO WORK ALLOWED ON SUNDAYS BY***

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CONTRACTORS, NO EXCEPTIONS (OTHER THAN EMERGENCIES).

2. US Postal Service, Fed Ex, AUS, Floral deliveries, and food deliveries are allowed entry on Saturday and Floral and Food is allowed on Sunday.
3. Contractors will be permitted on Saturdays with the following restrictions:

SATURDAY WORK RULES (Approved May 18, 2012)

CONTRACTOR SATURDAY RESTRICTIONS

- Lawn maintenance workers with tandem axles or one's pulling trailers for delivery of mulch or clean-up (See KSC 05).
- Moving Vans may also be permitted access onto Kenmure property on Saturday with prior approval by a member of the Security Committee.
- No outside noise-making activity by a contractor will be permitted on Saturdays except normal lawn mowing and blower clean up. Landscape work not involving power equipment is permitted (spreading mulch, mowing, weeding, and planting). Fall leaf blowing and clean-up will be permitted on Saturdays between the hours of 8:00 AM and NOON only, and no extensions of this rule beyond Noon will be permitted. Examples of non-permitted activities include, but are not limited to, lot clearing, stump or tree removal, use of chain saws or chippers, nailing with a pneumatic or cartridge nail gun, installation of siding or roofing or decking, power washing or other use of compressors, and resurfacing of driveways.
- NO work or deliveries (except in the case of medical supplies) by contractors are ever allowed on SUNDAYS or on designated holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day).

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- If a contractor or worker fail to cease work by 4:00pm on Saturday and/or fails to depart Kenmure by 4:30 pm on Saturday, work at that site will not be permitted the following working Saturday and an After-Hours Violation will be filled out by the observing officer. A second such infraction will result in the loss of work privileges for two Saturdays. A third infraction might result in a loss of all Saturday work privileges at this site.
- **EMERGENCY SITUATIONS FOR HOMEOWNERS (PLUMBING/ELECTRICAL EMERGENCY'S, ROOF LEAKS,) WILL BE ALLOWED WITH THE APPROVAL OF THE SECURITY COMMITTEE MEMBER ON-CALL.**
- General Contractors are responsible for the observance of the Saturday Work Rules by its employees, subcontractors and all persons who supply any material and labor for the fulfillment of the general contractor's contract. Failure to comply by its employees, subcontractors and/or materials and labor suppliers can be charged against the general contractor. Any failure to comply by an employee of a subcontractor or by an employee of a materials and labor supplier can also be charged against the employer of that employee. The ultimate responsibility remains with the property owner.
- Construction vehicles shall not block roadways or mailboxes. Neighboring driveways may not be used for parking or turnaround. Vehicles must be properly maintained and muffled. **Contractors are not to park trucks, trailers, nor any construction machinery in the LOWER parking lot of Kenmure Country Club without special permission issued by KEI.**
- It is extremely important that our job sites remain clean. The workers are required to clean up the job site after they complete their work.
- Loud music and profanity are prohibited.
- Stop signs and other regulatory signs must be observed for safety.
- NO overnight parking for VEHICLE/EQUIPMENT/or Trailers unless on private property with owners permission.

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SPECIAL TARNHILL RESTRICTIONS (Approved 2/22/08)

1. NO Dump trucks or large vehicles or trucks pulling trailers are allowed to travel up or down Tarnhill Drive or between Kenmure Drive and Tall Oak Lane.
2. THE ONLY EXCEPTIONS to this rule are commercial vehicles that have construction, lawn maintenance, utilities, garbage collection or moving jobs on Tarnhill Drive.
3. The security officers will then use their judgment in regard to the need for an escort with the security vehicle/emergency lights on for these exceptions:
 - Pick-up trucks, small delivery or service vans or trucks (such as AUS, Fed Ex, DHL, Mediacom, Plumbing, Heating and Air Conditioning vehicles) will normally be allowed on Tarnhill, unless, the security officer feels they pose a problem because of size, the trailer they are towing, or any other reason.
4. Security officers will enforce this rule with verbal reminders to all vehicles not allowed on Tarnhill as they pass through the gate. Violations will be handled by the security officers with phone calls to the owners of the business involved and the contractor responsible for hiring as well as with a Traffic Violation letter. The phone call should make it known that another violation will result in a suspension of the business from future entrance into Kenmure.

Patrol Procedures

A Kenmure Property patrol is required every shift. The assigned patrol officer will patrol the entire community, approximately 25 miles on Day Shift and 35 miles on all other Shifts. The patrol should take approximately 2 hours to complete, at 15-20 mph. During each patrol, a foot patrol **might** be required for the KEI Buildings (see current KEI Building requirements). The patrols will be

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complete in the designated zones 1, 2 or 3 as shown on the patrol map at the Gatehouse. Check all locks to make sure they are properly secured. While patrolling, if any abnormal or unusual suspicious activity is observed, take necessary action and note them in your DAR. Patrols will also include a check at each of the fire gates (Argyle Lane and Broadmoor Drive.)

Security officers will perform patrols of all known construction sites Monday – Friday between 5:00 PM and 5:30 PM and Saturday between 4:00 PM and 4:30 PM. Officers will make a log in their DAR with a picture attached for each of these sites.

Handling Work Rule Violations: It is the security officer's responsibility to notify individuals violating the work rules established by KPOA.

- Officers are to politely inform workers they are in violation of rule and inform of rule.
- Officers will collect information of company name and contact information when possible and write a violation to be submitted to KSC.
- Officers will then notify the resident their contractor was in violation of the rule.
- Officers do not need to wait on contractors to comply, but do need to note in violation information on length of time until compliance.
- Security officers should complete an incident report for any verbally abusive or aggressive response to notification of work rules by contractors or residents.

Officers will observe the roadsides while on patrol. Any ruts or roadside damage will be recorded in the officers DAR including a photograph.

The designated patrol driver will be responsible for operating the vehicle and accurately completing the Vehicle Expense and Inspection Report each day. This includes identifying maintenance needs and noting them in the report. After getting gas for the patrol vehicle, make sure you document the necessary information (mileage, total number of gallons, total price) on the Vehicle Expense and Inspection Sheet stored in the Vehicle Log. Also make sure the receipt is attached to the Vehicle Expense and Inspection Sheet and placed in the Vehicle Log.

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- While on patrol, officers are to alternate turns in cul-de-sacs.
- Officers will perform 3-point or K turns in all cul-de-sacs that do not have traffic islands.

Patrol Vehicle Use

The AUS patrol vehicle assigned to KPOA is to be used only by AUS personnel for official business within the Kenmure Community. This generally includes routinely scheduled patrols during each shift, patrols specifically to identify speeders and stop sign violators and patrol officers dispatched to answer emergency calls within the Community. **Furthermore, only authorized persons are allowed passengers in the patrol vehicle:**

- **On-duty AUS personnel other than the assigned security officer**
- **Security Committee or Road Maintenance Committee member (Snowman) or Emergency Management Committee member who has a special need to be transported to a location within Kenmure by an on-duty security officer**
- **A resident in need of emergency transportation to his/her home or personal vehicle. In the very unusual circumstance of a catastrophic event within Kenmure, the patrol vehicle may be used to transport an emergency management employee from outside Kenmure to the site of the emergency event (law enforcement officer, fire and rescue employee, or EMT official).**

Vehicle Maintenance

It is important that we maintain the cleanliness of the vehicle.

- ✓ Officers working 3rd shifts on weekends are to vacuum and use ArmorAll wipes to wipe the interior vehicle. See the cleaning sign off sheet.

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- ✓ Officers who fuel vehicle will periodically wash the vehicle with provided Auto bell gift card.

(Record this cleaning in your Daily Activity Report).

Traffic Enforcement Policy

Part of the patrol duties as a security officer at Kenmure is to adhere to driving rules and enforcement of traffic rules and regulations. Patrol officers will perform Radar and Stop Sign monitoring duties according to the following schedule (*Document this in your DAR*):

- Officers working three or more days a week on 1st or 2nd shift will monitor 2 hour per month per officer.
- Officers working one or two days a week on 1st or 2nd shift will monitor 1 hour per month per officer.
- Officers working only 3rd shift will monitor 30 minutes per month per officer.

This monitoring includes all construction personnel, service and delivery providers, employees of Kenmure Enterprises, family or guests of family, and residents in violation of KSC-01 Rules. All violations will be documented. First time offenders receive a verbal warning with completion of driving violation form. The site supervisor will forward forms to the appropriate committee for review and action. It is important to accrue statistics on violations for publication to the community.

NOTE: The information collected by the officer must be accurately recorded on the traffic log. All fields on the traffic log must be completed for any recorded violation. The violations that cannot be processed are to be recorded and used for statistical purposes.

A traffic monitoring/maintenance schedule has been created and is a tool to help officers ensure traffic monitoring is complete by the end of the month.

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Gatehouse Cleaning and Maintenance

See the Gatehouse Cleaning Sign Off Sheet for each shift's cleaning responsibilities.

Flying the US and NC Flags

Half-staff

Kenmure flags are to be flown at half-staff on the following days in remembrance of special events or in our history or in recognition of special groups.

1. Peace Officers' Memorial Day (May15) from sunrise to sunset
2. Memorial Day (last Monday in May) from sunrise to noon
3. Patriot Day (September 11) sunrise to sunset
4. National Firefighters' Memorial Day (typically a Sunday during Fire Fighters' Week) sunrise to sunset
5. Pearl Harbor Day (December 7) sunrise to sunset

The flags will also be lowered to half-staff on any day(s) as ordered by the President of the United States.

High winds

Kenmure flags are to be properly removed and stored during periods of extremely high winds as indicated by the US Weather Bureau (c.f. winds in excess of 20 mph sustained and gusting).

KSC-01 Rules

1. All vehicles shall maintain liability insurance certificates within the vehicle always.
2. No cell phone use is permitted while driving a vehicle in Kenmure.
3. Maximum speed limit on all roads is 25 mph.
4. Slow to 10 mph in areas of construction and maintenance.
5. All vehicles are to be operated on the right side of the road. Crossing the center line is prohibited.
6. Passing another vehicle is prohibited.

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7. Only adults can drive golf carts, no children can drive them.
8. Only licensed and insured drivers can operate motor vehicles.
9. Parking is not permitted on roadways within Kenmure community or within right of ways.
10. ATVs, Segway-type vehicles, and *non-licensed* mopeds or other motorized vehicles, are prohibited from use on Kenmure roads.
11. During severe weather conditions Kenmure roads may be closed until the area is cleared and made safe.

KEI Buildings

Lighting

The patrol officer should note any defective street lighting, or defective lighting on the clubhouse or other service buildings, and include information on the DAR.

Clubhouse, Cart Barn, Maintenance Building

Drive by, note any unusual activity. Respond as you would to any unusual activity that is observed during routine patrols. Report any unusual activity.

Photography

Kenmure Enterprises, Inc. will at their discretion, share professional and amateur photography that has been purchased by Kenmure or been given to them, to benefit the club and the membership base.

Kenmure Enterprises, Inc. will not share photography or videography that is copyrighted.

Photography and or videography of the clubhouse and Kenmure Enterprises Inc. private property is allowed during club events and private events approved by Kenmure Enterprises, Inc. such as weddings, receptions, etc.

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Kenmure Enterprises, Inc. will not allow photography or videography of the clubhouse private grounds including the golf course, Gatehouse and sports complex if it will be used for personal or professional gain without expressly granting permission in advance.

Note: It is not officer's responsibility to enforce this rule; we will inform and report any violations to this policy to KEI.

Fitness Center/ Indoor Pool

In addition to drive by patrols, the patrolling officer is to enter the Fitness Center at 5:00 AM to turn on the lights in each building as labeled and again at 10:00 PM to turn off the lights that are on in both buildings. Please enter and exit the Fitness Center, making sure all doors and windows are locked and secured. Report any unusual activity. Officers will perform foot patrols of tennis courts and outdoor pool and report any peculiar events. Officers are to check maintenance building and cart barn between 5:00 PM and 7:00 AM and report any open doors or windows.

NOTE: Drive-by of the Clubhouse, Cart Barn and Fitness Center should only be conducted during the 2nd and 3rd shifts. A key to secure the pool doors is located on top of the double doors in the pool room if needed.

Administrative Information

1. Emergency response calls (Police, Fire, Medical, Etc.) are handled as follows: Residents are responsible for calling 911; security officers should not call 911 on the resident's behalf since only the resident will be able to answer the questions that will be asked by the 911 Operator. If a resident or caller to the security office is unable to call 911, he/she may be asked to

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remain on line with the security officer while he/she calls 911 for that resident.

2. Security officers will maintain a high level of visibility to the public by periodically patrolling the interior, exterior and parking areas of building locations throughout the property.
3. When in the facility, the officer should position himself/herself in plain view of the public, greeting all residents and visitors from the doorway.
4. If the officer suspects an impending situation or incident – immediately notify 911, and when time allows notify the AUS Site Supervisor; if he/she is not available, notify the AUS Operations Manager.
5. Report any complaints or problems to the AUS Site Supervisor or AUS Operations Manager.
6. Officers are not to accept personal telephone calls on the Gatehouse telephone during their tour of duty. Personal cell phones may be used for these calls if required by an urgent personal situation.
7. Vehicles abandoned in the parking lot, or vehicles with unattended children left in them will be immediately reported to local authorities for disposition, to the Facility Manager and to the Allied Universal Site Supervisor.
8. Officer will keep legible field notes and logs, and fully document any incidents using the Cy-Cop reporting program.
9. Questions and concerns should be directed to the immediate Allied Universal Site Supervisor.
10. Residents requesting assistance up from a fall should contact 911 and request assistance from the Fire Dept. if EMS is not required. Do not assist residents that have fallen without help and better trained personnel to do so, as we have no way of knowing what injuries may have occurred or resident has had previously.
11. Officers will check the pass on log at the beginning of each shift for any information from previous shifts
12. Officers will write all information needing to be passed on to following shifts on the Pass-On Log. This will be completed even if the information has been passed on verbally.

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Procedure for Lost/Nuisance Animals inside Kenmure

Security officers will occasionally receive reports of a lost/stray animal or an animal which appears aggressive, either to humans or other animals. Our policy is to understand the scope of the situation and inquire of the person calling:

- The Last location/sighting of the animal(s);
- The description of the animal(s) including the size, color, breeds (if known).
- Any identifiable markings.
- Obtain the caller's name, address and telephone number.
- Attempt to determine the risk the animal(s) might cause to residents or their pets.

If there is no immediate danger to residents or other animals, it is Kenmure's policy ***NOT*** to act. We will collect information on the animal to assist owner in locating the animal if they come forward in search of the pet.

If the caller reports the animal as a STRAY, the security officer shall recommend to the resident that they attempt to safely determine if there is any identification on the animal and, if so, contact the owner. Security will assist with contacting if possible.

If the animal belongs to a resident, phone the pet's owner. After a reasonable amount of time (generally 30-60 minutes), if the pet owner cannot be contacted, the resident can transport the pet to the Animal Shelter or keep it in their care until the owner is notified or they can no longer care for it.

Animal Shelter (See Appendix Attachment VIII for Phone #)

828 Stoney Mountain Rd. NC 28791
M-F 10:00 A.M. to 04:30 P.M.
Sat 10:00 A.M. to 02:00 P.M.

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If there is NO identification on the animal, the security officer can recommend that the person calling may transport the animal to the animal shelter as well.

A valid ID is required to turn the animal over and a release form saying the animal is not stolen must be completed.

It is Henderson County Animal Enforcements policy to not respond to lost/stray pets within Kenmure due to a county ordinance that prevents them from doing so. Due to legal constraints, animal enforcement will respond only to matters of public safety from aggressive or rabid animals.

If the animal appears to be angry, aggressive, and showing signs of harm to residents or other animals, instruct the resident to call Animal Enforcement. and they will respond if it is a matter of public safety.

Henderson County Animal Enforcement (*See Appendix 7*)

(This is the Henderson County Sheriff dispatch and you can request the Animal Control).

Henderson County Sheriff's Dept. Animal Control may be called **only if it is an emergency involving public safety.**

For wildlife related issues the NC Wildlife Resource Commission may be able to resolve these issues. Wildlife would be considered for any animals other than domestic pets. For injured animals a local wildlife rehabilitator for the area can be found online through the website or the receptionist can assist you accordingly. Depending on circumstance the NCWRC may or may not be able to assist.

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Wildlife Resources Commission (See Appendix 7)

www.ncwildlife.org

NOTE: If any of these activities become an impediment to the normal duties of the security officer(s), they should inform the KSC person On-Call.

AUS Policy and Procedures

Mission Statement

“We provide unmatched service and security solutions by creating and cultivating partnerships with our security professionals and Clients”

Dress Code/Personal Appearance

You are expected to display a professional and well-groomed appearance always. As a representative of AUS, the standards of the Company must be maintained. These standards involve presenting a clean, professional image to all you meet including management, co-workers, and residents.

You are expected to be in your proper uniform and appropriately groomed during work hours or when representing AUS. Each manager or department head is responsible for establishing the dress code appropriate to the job you perform and the client location to which you are assigned.

Uniform requirements may change from post to post depending on client requirements. Often, our clients also have specific grooming requirements that must be met to be assigned to their property. Any deviations from the Company standards will be communicated when you are assigned to such a post.

- You must dress in the uniform provided to you by AUS that is appropriate for the post at which you are assigned.

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- You must wear black or navy-blue socks. White or light-colored socks are not permitted.
- You must wear black, non-slip soled, closed-toe or steel-toed shoes with no more than a ½ inch heel. Other specific footwear may be prescribed by the post at which you are assigned.
- Your hands must be washed, and your nails must be clean and trimmed. outlandish colors, designs or excessively long fingernails are not permitted.
- Your ID badge, if assigned, must be worn on your outermost garment so it is visible always.
- You may wear a nametag, small tie tack or similar button, and one ring. A single set of earrings (stud type or similar small style) is allowed for female officers only. No other jewelry, accessories or garments are permitted without prior authorization from the Company.

Kenmure Site Specific

Goatee may not extend more than one inch and must not extend down the neck. Sideburn may not extend past the bottom of the earlobe.

Facial hair must be fully grown in at the time of hire (no skin showing through), or fully grown while on vacation or leave.

Facial hair will be deemed acceptable or not at the discretion of the Site Supervisor. Should facial hair be deemed unacceptable, the officer will be expected to trim it in order to return to work.

HAIR - Must be clean, conservatively colored, styled and neatly combed so that it will not hinder vision, work performance or cause a safety hazard. The length of the hair must not extend past the top of the shirt collar, and it must be above the ears. No Mohawks, pony tails, dread locks of any kind will be accepted.

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- Outlandish or extreme hairstyles or hair colors are not permitted. Men must maintain short, neatly trimmed hair styles (no ponytails, braids or other non-professional styles); certain reasonable accommodations may be made for religious reasons upon request for consideration to your branch operations staff; assignment with such reasonable accommodations is limited to availability of applicable open posts).

If the Site Supervisor feels your uniform or grooming is not up to standard, you will be asked to leave (without pay) and may return to work when you are properly attired and/or groomed. The Company reserves the right to make discretionary judgments on acceptable grooming standards and follows all applicable laws regarding enforcement of these policies.

KPOA Security Committee reserves the right to make changes to these rules and regulations as they see fit.

Attendance and Reporting Absences

Allied Universal Protection Service understands that a Security Professional will have an emergency, illness or pressing personal business that may arise that cannot be scheduled outside of the Security Professional's normal work hours. If a Security Professional is unable to report to work or will arrive late, they must contact their immediate supervisor directly at least four (4) hours prior to the start of their regularly scheduled shift.

The Security Professional SHOULD NOT CALL THE POST OR THE CLIENT. Calling the post or the Client to report an absence can result in disciplinary action. The Security Professional is expected to give as much time, no less than 4-hours, to arrange for someone to cover the post until the Security Professional arrives. Failure to report for duty without calling the office, (considered a "no call, no show") is grounds for termination.

If a Security Professional is unable to call in because of an illness, emergency, or some other valid reason, the Security Professional must have someone call on his/her behalf within four hours of the Security Professionals shift reporting time. If the Supervisor is not available when the call is made, leave the information with the next person in the Security Professional's chain of command. Leaving a voice mail is not adequate notification.

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A Security Professional is required to call the office the next day following their absence to notify Allied Universal Protection Service whether they will be returning to work that day. If the Security Professional fails to notify Allied Universal Protection Service, a replacement will be scheduled and the Security Professional will forfeit the schedule for the day, even if the Security Professional is available for work

Absence from work without notifying their Manager or the next person in their chain of command will be considered a voluntary resignation. Three or more unexcused absences during any 90-day period may lead to disciplinary action, up to and including termination. It is the responsibility of each Security Professional to keep their supervisor or manager informed of their status.

If a Security Professional is absent because of illness, their Manager may request that they submit written documentation from a doctor as proof of illness. If a Security Professional is absent for three (3) or more days because of illness, the Security Professional may be required to provide written documentation from a doctor that the Security Professional is able to resume normal work duties before being allowed to return to work. The Security Professional will be responsible for any changes from their doctor for this documentation. All documentation shall be treated confidentially always and will be maintained accordingly. The Security Professionals attendance record will be considered when evaluating requests for promotions, transfers, leaves of absences and approved time off. (Pulled from Universal Protection services Supervisor training manual revised September 2014 page 56)

In the event you are unable to report to work for your scheduled shift you should.

Attempt to notify your supervisor on the site phone number provided first. (See Appendix 3 for Phone Numbers)

This notification should be made with a phone call to the Gatehouse. In the event you are unable to contact the Gatehouse contact the Site Supervisor to make arrangements for your shift to be covered. It is the employee's

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responsibility to cover his/her shift and he/she should attempt to arrange to have their shift covered if circumstances allow.

If you are unable to return to work for additional shifts, you should notify the Site Supervisor as soon as you are aware of this.

Any request for scheduled shift changes are to be done verbally and not by texting before your shift can be covered.

Report Writing

All reports are generated on the Cy-Cop reporting program via the site smart phone or the internet log in. When writing reports, security officers are responsible for including the required fields/formatting and entries set forth by management and the client.

Fields should have at least one entry per hour block and include but not be limited to records of:

- Shift Assignments (1st, 2nd, split and 3rd)
- On/Off duty information, including relief personnel
- Broadmoor and Argyle gate checks and status
- Fueling vehicle
- Vehicle Maintenance/Cleaning
- Patrol beginning / End times
- Fitness center open and close times: Note windows left open and lights not working
- Job sites cleared of workers and pictures attached
- Any Police, Fire Department., or EMS response; arrival and departures on to property (Incident report)
- Any property-damage
- Resident and guest complaints
- Traffic monitoring and violations

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- Anytime the security on-call is contacted or approval for work related or other activities granted

Loitering

Officers are not to remain on post for extended amounts of time after the end of their shift.

Driving/Patrol Program

All officers are to complete the Driving Patrol Program and meet all company standards/guidelines set forth within AUS policy.

NOTE: FOR MORE DETAILED INFORMATION CONCERNING THESE AUS RULES AND REGULATIONS PLEASE REFER TO THE CURRENT AUS EMPLOYEE HANDBOOK. *(Updated February 1, 2016)*

