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TIBURON ESTATES HOA POST ORDERS

Critical Data that you must know about this post and Cambridge Security:

Fire, crime, or medical emergency-Dial 911

Address of this post: 2562 Tiburon Blvd., Naples, FL 34109

Property Manager's name: Tina Gurtner

Property Manager's phone numbers: Cell- 239-595-9725 or Office 239-494-5410

Property Manager's office hours: Monday – Friday 8.30 AM to 5.30 PM (24/7 for emergencies)

Security services we provide here: Gatehouse Access Control and Exceptional Customer Service

Schedule of security services: 24/7/365

Cambridge Director name: Joe Subic Contact #: 520-665-9855

Director of Operations name: Chad phone number: 786-510-6528

Local Cambridge office phone number: 239-234-7513

Local Cambridge office address: 3655 Bonita Beach Road, Suite 2, Bonita Springs, FL 34134

Local Cambridge office hours of operation: 9 AM – 5 PM

Dispatch Center number (24 hours per day/7days per week): 844-482-7382

Other site specific information of importance: Supervisor: Marcy Trimble 563-219-1130



Our basic expectations of you:

1. All security officers must arrive at least 15 minutes before their shift begins to settle in, debrief the officer you are relieving (if any) to any pass-on information that you need to know, sign-in, and to phone-in that you are on-duty.
2. You must arrive each day ready to go with a clean, pressed, and complete uniform (Cambridge uniform shirt (tucked in), uniform slacks, black belt, badge, company issued ID, pins, and high shine black shoes... some posts also require the wearing of our company issued campaign hat... ask your Supervisors if you are unsure). Also, your grooming standards must be exceptional... neatly styled hair, clean, clean shaven faces, modest amounts of make-up and jewelry, use of deodorants, etc., are keys to looking and feeling great. And when you look great you command more authority and will be given more respect by residents, club members, vendors, and visitors. Cambridge Security places a high premium on impeccable uniforms and projecting professionalism.
3. You must read, and frequently re-read these Post Orders and Do's and Don'ts sheet to insure that you fully understand your duties and functions and how our client wishes you to accomplish your tasks. Our mission is to go above and beyond our client's expectations of us, and your vital role is to be passionately committed to being in command of all the details and executing your duties with efficiency and deliberate speed.
4. Treat all company and client-supplied equipment with gentleness and great care. Report any malfunctions or equipment that is inoperable to your Supervisor immediately. We want you to have all the tools we've given to you to operate at peak performance.
5. Each Security Officer must arrive every day with a warm, gracious personality and serve our client with exceptional professionalism. We are all in the service business. Let your smile and positive attitude be contagious and really impact everyone you come in contact with. Troubles at home or elsewhere? Don't allow them to intrude on your work or the cheerful execution of your responsibilities. Be a great ambassador for Cambridge Security and your opportunities for promotion will grow. Do Not Share your problems with customers/clients, residents, vendors, or visitors.
6. See something? Say something! We live in a dangerous world and must be vigilant and observant for those who wish to do harm to large numbers of Americans. If someone, or something, or some situation seems very odd and potentially injurious to people or property, report it immediately to your Supervisor.
7. If you have thoroughly read these Post Orders and you are unclear about anything, DO NOT HESITATE to call your Supervisor immediately. There is no dumb question and you will never be faulted for asking for clarifications. WE WANT YOU TO SUCCEED! If you need help, or require more one-on-one training, please ask for it right away.
8. All of your colleagues at Cambridge Security are counting on you to give it your all and do your very best every day. But if you have an idea or suggestion that could help us serve our client better, or know of an issue that could impair our ability to serve our client well, please share it with your Cambridge Supervisor as soon as possible. We're listening to you!



Training of new officers:

1. All new security officers must be in contact with the site supervisor, prior to starting at Tiburon-a training schedule will be set up
2. All new officers must receive a minimal starting training of 8 hours with the site supervisor on the weekend or overnight shift (slower times). More training hours will be given with site supervisor based on need.
3. After initial training you will receive 8-16 hours training with supervisor or other employees based on your needs and needs of community. Site supervisor will schedule this training. More training will be given if needed.
4. All new officers will not be scheduled alone on any shift until site supervisor is confident of their abilities
5. New officers will be given a training sheet and training will be documented by site supervisor. You must drive through the community and learn where each property is located that is part of the HOA. You are required to know how to issue passes and how to use them for Escada and Serafina, which is part of initial training; however refresh yourself often.
6. You will not learn database training until after 3 months of employment working at Tiburon.
7. Trainees will not stay at Tiburon if training is not complete or you do not or our unable to perform duties/schedule

OPERATIONAL DETAILS that you must know well and be able to successfully execute each day:

1. Clock into Dispatch Center by calling 844-482-7382, prior to starting your shift. Overnight officers call every hour to check in with dispatch from 11p-6a.
2. Sign in on your time sheet
3. Double check and know your schedule-It is your responsibility
4. Start your activity report and do hourly-This report must include monitoring gate access, hourly traffic detail (light, medium, heavy/steady), and any issues/concerns
5. Check all voicemails and emails-even if it is not your shift-do often at least every 15 minutes-enter in and reply-MANDATORY
6. Make sure all equipment operating efficiently
7. Notify Property Manager 24/7 365 and Supervisor of anything that is unusual, broken or a concern to the property via email (if emergency call)-Know your surroundings
8. Write an incident report if an incident occurs and you can answer who, what, when, and where-Notify Director and Supervisor of incident.
9. Clean gatehouse by sweeping, mopping, cleaning bathroom and sink, counters, and taking out garbage-if it's dirty, clean it
10. Clock out with Dispatch Center at the end of each shift. Sign activity report and place in binder. Sign out on your time sheet and total hours for day. Communicate to next shift pass down information. Leave important information in communication log.



11. Customer service is most important-be courteous always at the gate and on the phone- Positive attitude, attention to detail, tone, volume, smiling, and helpfulness are a must- WE WILL NOT TOLERATE POOR CUSTOMER SERVICE OR PERFORMANCE

Tiburon Gatehouse is part of the HOA (Home Owners Association)

Communities that are part of the HOA include: Marquesa Royale, Norman Estates, Bolero, Marsala-which is not behind gatehouse; however, they are allowed anytime with their transponder or showing ID at gate and verification in computer that they are an owner/resident.

Communities behind the gate that are part of the HOA include:

Escada, which is houses with mailing addresses in the 2500s, located on the left side with a separate gate that requires a pass for entry;

Ventanas, which is condos with mailing addresses in the 2700s, located on the right side-you must get a unit number.

Esperanza I, which is condos with mailing addresses in the 2700s, located on the right side (2nd set of buildings on right)-you must have a unit number.

Esperanza II, which is condos with mailing addresses in the 2700s, located on left side (2nd set of building on left)-you must have a unit number.

Castillo is condos with mailing addresses in the 2800s, located on left and right side past Esperanzas-you must have a unit number; Serafina is houses, mostly with mailing addresses in the 2900s(a few late 2800s), it is located all the way back with a separate gate for entry requiring a pass.

Refer to map on bulletin board or the one you were given from training often. Know how to direct guests to the different communities-Refresh yourself by driving through (without being told).

PEDESTRIANS/BICYCLES ACCESSING VIA SIDEWALK – Pedestrians that are not residents or invited guests of Tiburon residents are trespassing when accessing the private property behind the gatehouse. The Tiburon gate attendant must be vigilant about monitoring pedestrians and stopping them when necessary to inquire about their status. **Guests of the Ritz Carlton are permitted behind the gatehouse if they show a Ritz Carlton guest key or key card; however, not allowed to drive through unless open house times.** The gate attendant may ask questions to ensure that the guest is cordial and cooperative and will not, in the opinion of the gate attendant, cause any disturbance behind the gate. Should the gate attendant determine otherwise, the gate attendant may deny access to a Ritz Carlton guest or ask the PMCDD roving patrol to monitor the Ritz Carlton guest.

Exit lane will open for bicycles automatically.

THERE IS NO EXIT TO ANY MAIN ROADS PAST OUR GATE – THIS IS A CUL DE SAC – THE ONLY WAY OUT IS THE WAY THEY CAME IN - YOU CANNOT



GET TO MARSALA FROM OUR GATE AND THERE IS NO SECURITY BEHIND GATE - YOU ARE NEVER ALLOWED TO LEAVE GATEHOUSE

Cabs and Car Services are not allowed to drop their patrons off at the gate for any reason-if someone is denied entry the patron must remain in vehicle. NO ONE IS ALLOWED TO EXIT ANY VEHICLE AT GATEHOUSE FOR SAFETY/SECURITY PURPOSES

NO SOLICITORS ALLOWED

Each Property has a different Property Manager-Refer to Property mgmt contact sheet on bulletin board and in Tiburon book-Tina Gurtner is property manager for gatehouse and Master Association-which means our first contact-**UNDER NO CIRCUMSTANCES DO YOU CALL A BOARD MEMBER (except for their property or their guests)**

Voicemails

Residents and tenants can leave automated voicemails by calling 239-513-0052. A message will be on the green screen of computer if there is a phone number, a name, and a second phone number. If says for pin there is no message.

- a. Retrieving voicemails-you hit phone on computer, enter the phone number not including area code-example gatehouse is 239-593-3872 so you hit phone and enter 5933872. The person's page will come up or click on the person. At the bottom there is red buttons it will say today's date and time of message hit right arrow to play-put in guests by doing new guests and + for advancing past today-then save guest-double check message and the guest to verify you have it right
- b. If more than one message from same resident do steps above but hit left back button for first message then follow same steps above till you have completed entering messages
- c. Each shift is to review all messages and double check guest/vendor is entered correctly (ie spelling, first and last name, and correct dates)
- d. You can only enter guests/vendors in main computer for up to 14 days unless you have been here for 3 months.
- e. Do Not Delete Voicemails-Ever
- f. If you do not enter messages-1st time you will be reminded, 2nd time retraining, 3rd time disciplinary action will occur.

Please remember communication is key in your role and we are a team!!!!

Emails

- a. Residents, Cambridge, Site Supervisor, Tenants, and Property Managers email on a regular basis
- b. You are to refresh emails by pushing ½ circle on upper left of page at least hourly
- c. If it pertains to a guest or vendor you must enter it in the computer correctly like you do for all messages prior to responding-double check yourself
- d. You are to respond to each email on your shift only by hitting reply at bottom-typing a simple message (I have entered your guests in computer, thank you, your name)-ask questions if you do not understand



- e. DO NOT REPLY TO EMAILS THAT DO NOT CONCERN YOU (IE EMAILS ADDRESSED TO SUPERVISOR OR EMAILS SUPERVISOR TAKES CARE OF)
- f. Do not delete emails-Supervisor will move them to correct category
- g. Do not reply you have done something if you have not-if you do this will be automatic disciplinary action.

Phone Calls

- a. Answer the phone by pressing the green talk button.
- b. Greeting “Thank you for calling Tiburon Gatehouse this is (your name)”
- c. Take down message-name, address, phone number will be on caller id, and message-know the correct dates
- d. Ask questions prior to hanging up if you do not have all information-Remember we are a team working together-and no such thing as a stupid question-especially if you do not understand-Residents have requested you ask them till you understand
- e. Put in guests in computer or answer their question if you are able(refer to supervisor if unable) If referring to supervisor make sure you leave supervisor a note
- f. If you are busy at gate ok to let go to voicemail if the phone does not say E Gatehouse or Tiburon Pro (because these are people pushing call button for entry-so you need to answer)
- g. Do not call resident back unless you do not understand message or they request it
- h. Do not tell anyone on phone it is entered or done unless it is-Remember your word is everything!!!!!!!!!!!!**

Messages and Lists at Gate

- a. Residents, tenants, Cambridge, and property managers may leave messages, give you messages or lists when they walk by or drive thru. You may be busy but you need to stop what you are doing or tell them nicely you will be with them in a minute
- b. Obtain all information-their name, guest/vendor first and last name, phone number, their address, dates, arrival time
- c. If transponder info write down their name, address, make, model, year of vehicle, transponder number which is last 5 numbers, and leave for 1st shift or Supervisor
- d. If other message-obtain all info-their name, phone number, address, time, and message-write in communication log
- e. Enter information as given-inexcusable if you do not follow-call them if you forgot something and need to clarify



COMMUNITY RESTRICTIONS: That you must know and follow

Escada at Tiburon – All home exterior/interior services/ and deliveries are to be confined to Monday-Friday 8am-5pm. Only workers allowed in Escada on weekends are home watch services. Anyone needing exception to this rule may contact the Association and make a request. We do not make requests or call for exceptions-the homeowner needs to do this. Only allowed outside of times if emergency (homeowner says it's an emergency) and officer must document this under guest in special tab when logging it in.

Castillo at Tiburon – All WORK and Deliveries IS CONFINED TO MONDAY-SATURDAY 8A-5P. This includes furniture moving. Refer to moving trucks on bulletin board.

Serafina at Tiburon – All work and deliveries is confined to Monday-Saturday 7am-5pm.

Ventanas at Tiburon – All work and deliveries is confined to Monday-Saturday 7am-5pm.

Esperanza I & II at Tiburon – All work and deliveries is confined to Monday-Saturday 7am-5pm.

APPROVED UNRESTRICTED ACCESS VENDORS FOR ALL COMMUNITIES:
FedEx, UPS, US Mail, DHL, Hotwire, Comcast, FPL, Centurylink, Teco Gas & Electric, Collier County Utilities, Golf Course Employees, Laser Shipping, Homewatch, Caters, Food Deliveries, Housekeeping (except Escada), Emergency Work for residents or communities, Gatehouse Vendors

****NO WORKERS ON SUNDAYS OR HOLIDAYS ANYWHERE****



RULES OF THE CLIENT/COMMUNITY that are relevant to your duties, which you must know: id everyone who does not have a pass every time-unless you can state who they are

1. **Regular Hours** (7am to 5pm) and after hours (5pm to 7am)-Except Escada and Castillo are 8a. All vehicles, not gaining access via a transponder, are required to be logged in, including but not limited to the following:
 - a. Vehicles with “District Services”/Construction Permit Stickers
 - b. Emergency Vehicles (EMS, FD, CCSO)
 - c. Mail (UPS, FED EX, DHL, US MAIL)
 - d. Common Services (HOTWIRE, COMCAST, CENTYRYLINK, FPL)
 - e. All construction traffic
 - f. All vendors
 - g. All resident guests including permanent guests
 - h. All realtors
2. **Procedures for “Logging In”** – The following procedures shall be followed for residents without a transponder.
 - a. Check driver’s license unless the guard knows the resident. Verify name and address in computer. ***If you do not you will be asked out of Tiburon by the site supervisor immediately.***
 - b. Print a “homeowner” pass unless the resident already has a pass and presents it
 - c. Thereafter, homeowner can show “homeowner” pass only. If pass says owner or homeowner you do not have to log it in-just let through
3. **Procedures for Logging In-Everyone that is not a homeowner-you must log in every time**
 - a. Greet them and ask how you can help them
 - b. Follow community restrictions times/days
 - c. Obtain driver’s license if no pass, unless you know them and can state their name-(***if you do not you will be asked out of Tiburon by the site supervisor immediately***) check if they are listed in the computer as a guest-if they are does owner want to be called before entry which will be listed under more information in middle of computer-if so follow, if not click on guest name-verify against drivers license or scan license-verify days staying and update as needed based on owners request(don’t have to do this for permanent guests), enter license plate, save guests if you change days, log and print-give back id and pass
 - d. If guest or vendor not in computer you must call resident to verify entry-if okay to enter then scan license or enter in manually as a new guest, verify dates with owner on phone, put in license plate, save guests. Then go back into guests and log/print. Give back Id and issue pass.
 - e. How to scan drivers license hit new guest or click on existing guests then put drivers license face down in scanner hit green button, light will go off when scanning, when comes up on computer hit get, enter down to tag enter license plate, update dates if longer than today by hitting plus, save guest if change date (if you do this go back into the guest name), log and print-Give back drivers license and issue pass.



- f. If pass scan pass by pressing yellow button on gk access control and scan pass-if invalid or denied look into why-don't allow entry unless you verify with owner allowed-then you have to follow issue pass new steps above-You can manually enter pass by reviewing pass, getting name of guests, checking expiration date then going to guests on computer, locating name, entering license plate, and log.
- g. All guests should have a pass
- h. The guest may print a pass if an invite is emailed by the homeowner to the guest from the online Tiburon Gatehouse Access System
- i. Once someone is in the computer you cannot delete you can change it to something else but cannot delete
- j. All passes roll off at midnight along with voicemails-so be sure you have correct days in-everyone should double check and verify to avoid issues/confusion
- k. If going to a community and not a residence-log in following same procedures above under community name.
- l. ANYONE LOOKING FOR THE RITZ, GOLF SHOP, TIBURON GOLF CLUB, CLUBHOUSE, RESTAURANT, GIFT SHOP, OR GOLF COURSE IS TO TURN AROUND AND GO TO RITZ

ALL GUESTS AND VENDORS ARE TO BE LOGGED IN, LICENSE PLATES ARE TO BE LOGGED IN, THIS MUST BE DONE EVERYTIME FOR EVERYONE IN THE GUEST LANE TO ENSURE SECURITY AND TO AVOID PROPERTY DAMAGE-IF YOU DO NOT AND THERE IS A PROBLEM YOU WILL BE CALLED IN WITH THE SUPERVISOR TO REVIEW THE CAMERA FOOTAGE AND WILL BE GIVEN DISCIPLINARY ACTION

4. **PARTY GUESTS/Events/Charity Events/Fundraisers** – Gatehouse staff takes driver's license and car license plate prior to access. Owner notifies gatehouse in advance either online through Tiburon Gatehouse Access System, email, or directly providing the gatehouse with a guest list. Residents are encouraged to provide a guest list at least 24 hours prior to the event. If a large event which are more than 20 people a 7 day notice is required to ensure the gatehouse is properly staffed. The homeowner may also visit the Tiburon Gatehouse Access System to update their guest list at www.isncommunity.com/tiburon
5. Homeowners may log-on and allow guest or vendor approvals for entry through the gatehouse without having to call the gatehouse. There is also an option for owners to update their information via the internet. Other features include automated voice mail, which allows users to leave audio messages that are stored and then entered on the Resident's page for efficient retrieval when the visitor arrives at the gatehouse. Also you mail email guests to tiburongatehouse@gmail.com
6. **KIOSK ENTRY** – Visitors or vendors calling from sub-associations remote entrance gate kiosks behind the gatehouse (WHICH IS ESCADA AND SERAFINA) will be granted access through the remote gate if the gatehouse has the capability of opening the gate. This means the phone will ring and for Escada it will say E Gatehouse and Serafina it will say Tiburon Pro. The officer will answer the phone, verify the person attempting entry should



be allowed access, then hit ** and hang up. Visitors or vendors calling from sub-association remote entrance gates outside the main gatehouse will not be granted access through the remote gate unless approved by the homeowner and the gatehouse has been given such capability by the sub-association.

7. **DELIVERIES** – REFER to COMMUNITY RESTRICTIONS

8. **OVERSIZED VEHICLE TRANSPORTS & OVERSIZED DELIVERY TRUCKS – No Oversized Vehicles Transport Carriers are to deliver vehicles or pick-up vehicles at homes or condominiums beyond the Tiburon main gate.** Instead, the Tiburon gatehouse attendant is to call the homeowner to make arrangements to have the vehicle picked-up or delivered outside the Tiburon main gate. Homeowners are responsible for knowing this policy and making advance arrangements for pick-up and delivery outside the Tiburon gatehouse.

When Oversized Delivery Trucks, such as moving vans, are allowed behind the Tiburon gatehouse, the Tiburon gate attendant must have the truck driver complete an Oversized Truck Delivery Form at the Tiburon main gate. The trucking company will be responsible for any damages to the association property or owner's property. The Tiburon gate attendant must let the truck driver know there is no exit at the end of Tiburon Boulevard East. They must return through the Tiburon gatehouse. Only one delivery truck at a time to the same location-meaning the other must back up and wait.

Delivery trucks cannot block traffic without board approval. Delivery trucks are only allowed based on community restriction times.

9. **TRANSPONDERS** –REFER TO TRANSPONDER PAGE-ATTACHED AT BACK OF POST ORDERS

10. **Cameras-** There is a license plate camera, 3 cameras out front, and 2 cameras by front exits. Monitors inside-you do not do any changes to cameras-View cameras constantly to know when traffic is coming and going, for vehicle information/plate-Only need password for cameras which will be given to you during training for the purpose of power outage. Overnight shift is to be watching the cameras regularly to protect property from trespassers and ensure your safety along with everyone else's.

11. **Pelican Marsh-**Pelican Marsh patrols the property normally twice a shift-their function is to identify things that might be a safety issue-if problem they will notify gatehouse or police-they also do transponders-see transponder paper attached-Anything before gatehouse is considered Pelican Marsh property and not the responsibility of gatehouse or Tiburon

12. **Open Houses-**Open house is allowed Saturday and Sunday from 1p-4p for all communities except Escada. No open houses are allowed during tournament weeks for Ladies and Men golf. Normally, no open houses during holidays but no set rule. When entering go to Name, 9, 1. Enter public people for open house by drivers license full name and license plate, do not issue pass unless Serafina - because passes are good till midnight and they cannot come back after 4pm on designated day. If general realtor who is not showing house do name, 9, 2 realtor and enter like you do the general public. Hand out flyers. If Serafina have to enter under that particular homeowner like a guest and give pass for gate. Realtors are allowed anytime for their listing. Private showings of one car plus



realtor are allowed anytime. More than one car is an open house not a private showing and must follow Sat/Sun 1-4 rules. Brokers wanting meetings of all their realtors at their listing-not allowed except open house days of Sat/Sun 1-4p

13. **Waving at residents- You are to open the door unless overnight shift and smile and wave at each resident that goes through the resident lane-unless you are helping someone in guest lane. NO SITTING AND WAVING IS ALLOWED. NO EATING AND WAVING.**
14. **When using the restroom-** Lock front and back door and put sign in between doors-if honking occurs obtain the name of the person and leave a note with name for supervisor.
15. **If yelling or swearing at gate or on phone occurs -** obtain full name of person, company if applicable, time, date - leave note for supervisor who will give property manager, Tina Gurtner information to handle. It is Mandatory that you acquire name of person who is being inappropriate.
16. **Uber procedures -** Residents are to call the gatehouse 15 minutes prior to Uber arriving. When Uber arrives if they have been called in, log them in using log in procedures, full name, id, plate/tag number, and no pass issued unless Escada or Serafina. If Uber not called in, never take Uber driver's word - 9 times out of 10 the address they give you is wrong and they only have first name and no unit. Make Uber call back the person, put on speaker, verify with guests or resident on phone the address, name, and unit - then do log in procedures.
17. **MBA, Naples Transportation, or other car service -** if resident or guest is in vehicle obtain their ID and verify name in computer-issue pass if need to - follow log in procedures for guests - If driver alone get driver's ID - follow log in procedures
18. **Party Buses-**Must be called in by resident and approved by community association prior to admittance. Follow same log in procedures as above once approved. Tour buses are not allowed. **Tiburón is private property.**
19. **In an emergency-call police if you need to, call supervisor, call director, call property manager - In that order. Non emergencies leave note in communication log and email appropriate parties.**

Lastly we appreciate you and everything you do!! Communication, Safety, Security, Customer Service, and Procedures are at the heart of what we do.

THESE POST ORDERS ARE NOT INCLUSIVE TO EVERYTHING THAT IS NEEDED OR REQUIRED