

Grand Isles Guardhouse Procedures

1. Greeting:

- a. Answer the phone with, "Hello, Grand Isles Security"

2. Guest Lane Protocol:

- a. When a guest approaches, ask for Driver's License along with the Name and Address of the resident they are visiting at the same time. This will speed up the guest entry process.
- b. All gates are to be in the "down" position at ALL times.
- c. As long as we have COVID-19 you MUST wear a facemask, gloves, and use a basket to retrieve licenses and to return the license to the driver.
- d. Please stand when greeting all Guests.
- e. EVERY guest, EVERY time, must provide a Driver's License or FL State Identification Card for entry into the ABDI system. We have added a Driver's License reader. Use it for EVERYONE passing through our Guest gate, including Furniture/Appliance Delivery, Uber, Lyft, Instacart regardless of how many times they pass through. *UPS, FedEx, Amazon, DHL, and US Postal Service are EXEMPT from this procedure.
- f. If Driver's License or FL State Identification Card is not presented then Access is to be Denied - No Exceptions.
- g. Guests are to be checked against the Resident's Guest List. If Guests are not on the Guest List, call the Resident. Do not allow unregistered guests Access unless confirmed by Residents.

Grand Isles Guardhouse Procedures (continued)

- h. If Resident Gate malfunctions, you will need to verify the Resident ID before opening the gate. Record their name and address and alert the Property Manager at 561-333-5253 or grandislesmanager@gmail.com that the gate malfunctioned and which Resident and Address had the issue and at what time.
- i. If something improper occurs on your shift you are to report it to the Property Manager within 24 hours. This includes: individuals being disrespectful to our guard, cars running through the gate and/or following the car in front of them, Residents calling the guardhouse and being disrespectful to guards, etc.
- j. ALL NON-GATE related inquiries or ANY ASSOCIATION questions from residents are NOT to be handled by you. Have them call or email the Property Manager. Provide them with the Property Manager's phone # 561-333-5253.

For example: Can I do this? Are we allowed that? Why is this?

We don't want someone to claim they got any incorrect information like permission to park illegally by calling the guard or Realtors® were given permission to put up signs, etc.

3. General Rules

- a) The monitor is for monitoring the cameras ONLY. We do NOT allow our 55 inch screen to be used for any purpose other than viewing our security cameras. No movies, No TV shows, No music videos, etc.
- b) Watch and monitor the Back Gates, Clubhouse Areas, and Carmel Pool area regularly.

Grand Isles Guardhouse Procedures (continued)

- c) Advise ALL Vendors they MUST sign in at Clubhouse before working on property. Scan their ID and register them as Clubhouse Guests. If Clubhouse is not open, then Vendors are to notify the Property Manager at 333-5253.
- d) If someone appears to be a peddler and walks into our community by the guard house, STOP them and tell them we do not allow solicitors.
- e) Immediately notify the Property Manager at 561-333-5253 or grandislesmanager@gmail.com if the Cameras or Computer Go Down or if you have other technical issues.
- f) Keep your work area neat and orderly as a courtesy for the next shift.

Grand Isles has cleaned and painted the guardhouse. We added a new microwave. You have a refrigerator available and a water cooler. You have a private on site bathroom. We are providing you with a good work environment. Should you need anything, please send an email to grandislesmanager@gmail.com.

Your job is to make the residents of Grand Isles feel safe and secure. If you don't want to provide that service please find another job.

Non compliance of any of the above procedures may result in termination.

Grand Isles Property Manager Contact Information:

Jim Pike

11585 Lake Isles Drive

Wellington, FL

561-333-5253

grandislesmanager@gmail.com