

CSA Security Department Program Requirements and Standards

- Provide a level of customer service that focuses on maintaining a safe and secure community; while also serving to enhance and reflect the unique private/resort nature of our community.
- Be recognized as the leading private community Security Department on Hilton Head Island and the surrounding area. Maintain a close working relationship with state and local law enforcement agencies. Security Director will maintain current professional certifications.
- Provide professional, courteous and prompt response to all gate access, wildlife management, and law enforcement inquiries and requests.
- Ensure all operations are conducted in accordance with CSA Board policies and all law enforcement actions are in compliance with all applicable SC laws and regulations.
- Respond to emergencies 24 hours a day, 7 days a week.
- Maintain open communications with the CSA Board and the community at large in regards to security alerts/warnings, crime prevention, property protection, crime statistics within and outside of Sea Pines, and gate access policies and procedures. Utilize all available communication venues; POA meetings, Coffee with Cary, CSA website, email broadcasts, Community Newsletter, and the community TV channel.
- Strive to prevent crime through the education, communication and coordination of the community as a whole. Take advantage of every opportunity to meet individually with concerned members or with individual Sea Pines Plantation POA's.
- Establish, maintain and audit strict internal controls over the revenue generated by the guest passes sold at the gates and issued to the Rental management agencies. All passes and monies will be counter signed and reconciled every 8 hours. Conduct an internal departmental audit every 30 days; the CSA Controller will review inventory controls at least a twice every calendar year, and an annual audit will be conducted by the CSA external auditor as part of their annual audit program.

- Install and utilize all available up to date technology to enhance customer service, meet and support all law enforcement requirements, and to provide historical records as necessary to evaluate and improve security department operations.
- Maintain a safe and alcohol and drug free work environment. All potential employees will be screened for alcohol and drugs.
- Apply for and control reentry permits in conjunction with annual Hurricane season, disaster preparation and recovery planning. Maintain a professional relationship with the BCEOC and the Town of Hilton Head Island.
- Annually publish prior to hurricane season a list of essential personnel and equipment that will be evacuated off site and be the initial reentry force following a hurricane event.
- Annually communicate hurricane season preparation information to the community. Also, provide storm monitoring and community updates during hurricane season as necessary utilizing all communications means available.

Welcome Center Guest Pass Office

- Provide courteous and prompt response to all gate pass requests and questions in accordance with the current CSA Board established pass policy. Always strive to be accommodating, within the established rules, to all property owners, their guests and plantation visitors.
- Utilize up to date technology to maintain strict control and accountability of guest pass requests and passes issued. Maintain the same controls as outlined above including audit requirements.
- Conduct and document periodic customer service training for all Welcome Center personnel.
- Document, research and take action quick corrective action when necessary on all customer service complaints. Utilize video and voice recordings of center operations to provide historical background on center operations and to use for employee training.
- Periodically communicate the Centers hours of operations and the centers operational support statistics to the community at large.

- Center personnel will always present a well groomed professional appearance.

Wildlife Management

- Provide professional wildlife management services to the community on an as needed basis. Support services will include deer herd management, capture and release services (raccoons), removal services (alligators), fishing license issuance and enforcement of state department of natural resources regulations within the plantation.
- Conduct annual surveys and apply for applicable permits to manage deer herd to minimize traffic accidents and maintain a healthy deer population within Sea Pines.
- Ensure Wildlife Staff has reoccurring annual training and maintains all required licenses to perform their duties. All Wildlife officers are required to have a SC Law Enforcement Department (Armed) license and meet all patrol officer training requirements.
- Communicate wildlife related concerns and operational requirements to all visitors and the community at large; i.e. license requirements, alligator feeding prohibition, etc.
- Provide courteous and prompt response to all wildlife management requests 24 hours a day, 7 days a week.

Gatehouse Management

- Provide courteous, professional and prompt service at both gatehouses 24 hours a day, 7 days a week.
- Manage access in accordance with the current CSA Board established pass and decal policies.
- Establish, maintain, and audit strict internal controls over revenue generating guest passes and all cash collected at both gates. Maintain the same controls and audit requirements as outlined above.

- Ensure gatehouses are clean, safe and always present the well maintained professional appearance that the community expects while meeting all operational requirements.
- Conduct and document annual customer service training for all gatehouse personnel.
- Install and utilize all available up to date technology to provide the highest level of customer service and gatehouse operations. This will include video and voice recording capability to support access control, law enforcement requirements and provide for historical reference and background for personnel training when customer service complaints are received.
- Periodically communicate access statistics to the community at large and use such statistics to analyze and constantly improve customer service.
- Ensure all gatehouse personnel have appropriate training and licenses required to perform their duties. A SC Law Enforcement Department license (Unarmed) is required for all gatehouse personnel.
- Gatehouse personnel will always present a clean, well groomed, professional, and uniform appearance.

Patrol Officers

- Ensure all patrol officers have met all the appropriate training and licenses required to perform their duties. A SC Law Enforcement Department license (Armed) is required for all patrol officers.
- Provide courteous, professional and prompt service 24 hours a day 7 days a week.
- Enforce all applicable SC laws and regulations within Sea Pines Plantation.
- Be trained and capable of providing additional services such as traffic accident reports, locksmith services, towing assistance to owners and visitors when possible. Maintain a certified advanced accident reconstructionists on staff.
- Patrol vehicles will be equipped with all the latest technology available to support law enforcement duties and operational response requirements.

This will include GPS tracking of vehicles and video and voice recording capabilities which will provide historical documentation that can be used to improve response times, documentation that can be used in court, and also to conduct periodic personnel training to improve overall officer performance.

- Monitor the plantation and file maintenance reports when bike trail lights are not working, street signs are down or damaged, and report any other safety related issues promptly to the maintenance department.
- Conduct and document annual fire arms, law enforcement, and customer service training.
- Provide traffic control during reoccurring annual events; i.e. Heritage Golf Tournament, 4th of July Fireworks etc.
- In the event of a hurricane evacuation order, provide community monitoring and traffic control in accordance with disaster planning and in concert with local and state authorities.

Security Dispatch

- Provide courteous, professional and prompt service in response to all calls and in office requests for service 24 hours a day, 7 days a week.
- Maintain a clean, well groomed and professional appearance at all times.
- Utilize the latest technology to provide the highest level of customer service. This will include GPS tracking of all patrol vehicles, voice recording of all calls made to the dispatch office, computer access to property owner database and guest pass historical data, etc.
- Issue and control Sea Pines Plantation fishing licenses.
- Monitor and have patrol respond to home alarms and 911 hang ups.

Security Administration Department

- Provide courteous, professional and prompt service Monday through Friday, excluding Holidays, from 8am to 4 pm. After hours requests will be addressed on the next working day.

- Control and issue property owner identifications cards, decals, and passes in accordance with the current CSA Board pass and decal policies. Implement, maintain, and annually audit strict internal controls over the passes and decals issued.
- Control and issue Commercial vendor decals and passes in accordance with the current CSA Board pass and decal policies. Implement, maintain and annually audit strict internal controls over passes and decals issued and all resulting revenue received as a result. Maintain all audit procedures as outlined above.
- Install and utilize all available up to date technology to provide the highest level of customer service and administrative services possible. Technology will include computer hardware/software, and video and voice recording equipment will meet all administrative requirements, internal control requirements, and provide for historical reference and background for personnel training when customer service complaints are received.
- Administration offices will be safe, clean, comfortable, and administrative personnel will be well groomed and professional in appearance at all times.

Goals and Objectives

- 1) Goal – To keep our Community safe and secure. Keep the Community informed and encourage proactive actions on their part to support this effort. Maintain the lowest crime rate on Hilton Head Island for a private community the size and diversity of Sea Pines.

Objective – Continue to track, compile, and communicate our community's crime statistics and evaluate operations to reduce occurrences and improve response.

- 2) Goal – Recruit and retain high quality personnel. Maintain an annual turnover rate not to exceed 10%.

Objective – Continue to use employee referrals, adhere to a stringent Drug/Alcohol Policy, and continue with reoccurring annual training and certification programs to include customer service training integrated in annual training. Work closely with the Technical College of the Low Country and Academy for Career Excellence curriculum committees to ensure the education they provide addresses pertinent private community security issues.

- 3) Goal – Always make a positive first impression in appearance and actions. Demonstrate good public relations skills and cooperation at all times. Goal is zero complaints in regards to professional conduct. All complaints will be thoroughly investigated.

Objective – Always present a professional appearance and a customer service orientation; staff will always be friendly, courteous and helpful to property owners, their guests, and plantation visitors. Past examples included providing towing assistance, locksmith services, directions, etc.

- 4) Goal – Ensure gatehouses, admin offices, and patrol vehicles are safe and clean. Goal is no complaints.

Objective – Maintain the high standards of property appearance our members and visitors expect. Work closely with the CSA Maintenance Department to ensure all needs in this regard are continually met on time and up to standard.

- 5) Goal – Maintain a solid and sound working relationship with local and State law enforcement agencies, and the Town of Hilton Head.

Objective – Take advantage of all opportunities for joint projects or training opportunities that will benefit all parties. Keep communication open to ensure our community is immediately aware of issue that may directly impact us. Meet with local Sheriff Command staff and maintain an advisory relationship with the SLED Training and Regulatory standards Executive Committee. Attend quarterly Hilton Head Island Public Safety Council meetings.

- 6) Goal – Be prepared, responsive, and ensure our Community disaster plans are coordinated and work in concert with the Town of Hilton Head's and Beaufort County emergency management department plans. Conduct an annual plan review with all CSA Supervisory personnel and report the results to the Security Committee no later than May each calendar year.

Objective – Ensure that our plans will not conflict with those of outside agencies and will serve to make evacuation and recovery as smooth as possible.