



POST ORDERS  
FOR  
BAYTREE COMMUNITY DEVELOPMENT  
207 BAYTREE DRIVE  
MELBOURNE FL 32940  
321-604-1787



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Brenda Nichols, Client Manager Allied Universal Services – Orlando

POST ORDERS REVISIONS

Reason for Revision: Revised POST ORDERS (Allied Universal)

Revision Date: 08/24/17

Revision Number: 1

Post Orders

With any revision to the Post Orders, which are implemented by AUS, at the Clients request, all Security Professionals **MUST** read the new orders, initial and enter date in the spaces provided.

***I acknowledge that I have read and understand the BAYTREE COMMUNITY Post Orders***

Security Professional (S/P) Print	Sign	Date



## **MISSION STATEMENT**

Allied Universal provides unparalleled service, systems, and solutions to serve, secure and care for the people and businesses in our communities. AUS Services consists of individuals dedicated to meeting BAYTREE COMMUNITY security needs. We are committed to safeguarding BAYTREE COMMUNITY assets and being diligent and dependable in discharging assisted duties. We pledge to be receptive to their needs, observantly survey their premises, and use our professional presence to deter unlawful or undesired acts and to report suspicious activities in writing to the manager in a timely manner.

While serving as a Baytree Security Professional, we will:

- \* Track and Monitor ALL Access through Visitor Lanes, **Access MUST NEVER BE RESTRICTED.**
- \* Assist guests and serve as concerned public relations representatives
- \* Protect personnel on the premises
- \* Serve as a deterrent to person's intent on committing criminal acts, including vandalism
- \* Protect proprietary and classified information
- \* Look for and report potential hazards



**Client' Facilities**

**Welcome to Baytree Community Development District. As a client, we are committed to their needs.**

**Your professionalism is paramount and key to our success here at this post.**

**The following guidelines have been developed in cooperation with staff of the BayTree CDD.**

**All duties and responsibilities will be focused in guard shack.**

**This is a "soft gate" community and access shall be granted to the public unless some form of stipulation (legal notice) indicates otherwise.**



### Schedules

A Security Officer will be posed at the gatehouse at the facility 24 hours a day, seven (7) days a week. Security Officers will work three (3) separate shifts; 0700-1500; 1500-2300 and 2300- 0700, Monday - Sunday.

0700-1500

This reporting officer will **"UNLOCK"** the **pool restrooms**.

1500-2300

2300-0700

This officer will **"LOCK"** the **pool restrooms**.

No officers permitted to leave post without authorization of Supervisor or been **relieved** by another officer.



## **1.0 EMERGENCY PROCEDURES**

If you need to call the police or any other Emergency personnel to report an emergency, disorderly conduct, unlawful entry, etc.:

1. Speak Slowly and Clearly
2. Identify yourself
3. Identify Baytree Community and its location 201 Baytree Drive, Melbourne FL 32940.
4. Give the police all essential information and do not hang up until you are sure they understand what you are reporting.
5. Give a factual account of what is happening.
6. If the police will be coming to the facility, explain when and where you will meet them.
7. After calling the police keep the phone lines clear in case the police need to call back to verify information.
8. Fire/police/ambulance do not delay their entry, have gate up and be there to give directions. Log in all vehicles. Write a report on any incident involving emergency service and fax it to the management company at **772-446-5513** and to the **AUS Office** at **407-513-9968** (Note: All Incident Reports are to be faxed first to the Property Management company and AUS Orlando Office, no exceptions.)

### **Emergency Phone Numbers**

Police / Fire / Rescue	911
Sheriff	321-633-7162
AUS Orlando Office	407-513-9961
Robert Schmidlin – Field Supervisor	321-446-0309
Candace Raines – Operations Manager	386-846-9139
Brenda Nichols - Client Manager	772-321-1401
Jason Showe, District Manager	407-841-5524 Office/ cell 407-470-8825
Alan Scheerer Field Manager	Cell 407-398-2890
Animal Control	321-633-7162



## **Notification Order**

Who to call when: Call these people in order when the following situations happen.

### Fire Emergency

- Call 911 or the local fire department
- Call Field Manager Alan Scheerer@ 407-398-2890 for major fire response
- Call Robert (Bob) Schmidlin Field Supervisor and Candace Raines Operations Manager
- Bob Schmidlin @ 321-446-0309
- Candace Raines@ 386-846-9139

### All Other types of emergencies:

- Call Field Manager Alan Scheerer @407-398-2890 for major emergencies only
- Call Robert "Bob" Schmidlin Field Supervisor@ and Candace Raines Operations Manager
- Bob @321-446-0309
- Candace Raines@386-846-9139

### After Hours:

- Contact the Field Manager Alan Scheerer@ 407-398-2890 for any incident that requires an Incident Report or if guidance is required for area not addressed.

### When uncertain of what to do

- AUS Field Supervisor Bob Schmidlin 321-446-0309
- AUS Operations Manager Candace Raines 386-846-9139
- AUS Client Manager Brenda Nichols 772-321-1401

### Administrative Support

- AUS Office Orlando 407-513-9961



As a Security Officer, you have a variety of duties, but none as important as dealing with the public positively and effectively. Often, you may be the only contact a person has with our company. Your public relation skills shape the public's view of both the Client and the AUS organization.

Baytree has visitor access control requirements. Your primary responsibility is to verify the visit with the person being visited.

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

1. For all visitors, walking, riding bicycles, cars, trucks, etc. Greet the visitor courteously but professionally. Present yourself, as a concerned representative and remember to speak in a clear, straight-forward manner. Look directly at the person and say:
  - "Hello, may I help you?"
2. Listen attentively to the person's request. Make sure that you understand what the person is asking.
3. If the visitor is asking for help provide assistance within the limits of your post orders.
4. If the visitor is requesting access to the facility, ask the visitor who they have come to see.

Check the SafePassage computer system to see if the visitor has been previously called in and entered into the system, or if they are on the Approved Visitors List (residents have been instructed to tell the guards if they are on this list. If so, take identification and continue with check-in procedure. All visiting contractors must be pre-approved in the system by the owners. If the visitor has not been pre-approved in the system, call the person the visitor requests to see to verify the visit or appointment.





## **2.0 Post Duties**

Shift: All Shifts

Uniform: Security D License, AUS ID, AUS Military White Shirt, Black pants, Tie. AUS required footwear.

Post Limits: Within the boundary of Baytree Community.

1. Review Log Book, Temporary Post Orders and Revisions to Original Post Orders sections of post orders and Visitor/Contractor Authorization Log. Shift Activity Reports, and Incident Reports from prior 48 hours of shifts.
2. Talk to outgoing Security Professional about previous shift.
3. Receive pass down log from Security Professional being relieved.
4. Ensure that the gate house is clean and tidy.
5. DAR starts of each shift
6. Check computer and ID Scanner to make sure it is working, along with Printer.
7. The primary goal is to permit speedy entry into Baytree Community.
8. The computer hardware is the property of Baytree and will only be used as intended.
9. Access to SafePassage (Gate System) Access system will be primary toll for permitting and recording visitors and guests entering the property.
10. Guest and Visitors: If not listed in system in Owners file, you MUST call resident to grant visitor or guest access.
  
11. Printing of Passes: White for Visitor  
Blue- Vendors  
Green- Golfer  
(Must ask for ID/tag number/destination if possible)



12. Verification of resident guest and vendors (if a guest or vendor is not listed as such, then you MUST call for approval of entry).
13. Recurring Vendors such as UPS/FEDEX/US MAIL/School buses and Emergency/government vehicles do not require a pass. Post on DAR Sheet.
14. Remind each visitor to hang the pass in the proper location and politely ask them to return the pass in the available box.
- 15. NO SMOKING in GATEHOUSE**
16. If you see Criminal Activity notified Police Department and complete Incident Report (copy to CDD office and AUS office).
17. Damage to Baytree Property Gatehouse or Gates: Get all information as possible fill out Incident Report, Name/Tag number/ vehicle or company name/forward to CDD office along with AUS office.
18. Listen attentively to the person's request. Make sure that you understand what the person is asking.
19. If the visitor is asking for help provide assistance within the limits of your post orders.
20. If the visitor is requesting access to the facility, ask the visitor who they have come to see and the reason for the visit or appointment.
21. Once the visitor is approved, take the visitors Driver's License to scan into the visitor's system. The program will automatically generate a 24-hour identification pass and enter that visitor into the system. Instruct the visitor to keep it visible (on the dashboard) while at the facility.
22. Provide the visitor with directions, including parking instructions, if necessary, and allow him into the facility.



## Client Rules Regulations and Specialized Duties

1. This is a **NON SMOKING** post
2. In the event of a power failure, the gates are on battery backup and will automatically open. The gates will remain open until power is reinstated, at which point normal operation should be assumed. Use cones to block off resident drive so all vehicles check in at the gatehouse.
3. If a power failure extends beyond **30 minutes**, contact **Field Manager Alan Scheerer 407—398-2890**.
4. In the event of a natural disaster, at the direction of the **Field Manager Alan Scheerer**, the main gates will be opened, secured and the power turned off.
5. When a vehicle approaches the gatehouse and has a pass, YOU MUST check the pass expiration date! You must exit the gatehouse to check the pass, NO EXCEPTIONS.
6. You must request a **Driver License** and issue a pass to everyone attempting to enter the property,
7. Officers are not to accept any packages to be held for pick up, except at the direction of the Community Manager or AUS Management.
8. Sleeping on post is grounds for removal from property.
9. Changes to the Post Orders can only be made by the Community Manager and/or Association Board in coordination with AUS Management.
10. At no time will the Officer engage in conversation with the media. All media must be referred to the Community Manager. You are to also notify AUS Management of all media contact.
11. At no time are personal guests permitted to be at the gate, except for dropping off food or required equipment. They are only permitted to drive up, drop off and depart. They are not authorized to enter the gate house or loiter on association property.



## **RESIDENT TRANSPONDER ENTRANCE**

1. Approved residents are provided a transponder that is permanently mounted on the vehicle by the office staff, allowing them to enter the community without having to check in with the guard. In cases where a transponder does not function in opening the gate, the vehicle is to be submitted a 24-hour pass through the standard check-in procedure. Residents are to be instructed to **Contact the District Manager** during normal business hours to inquire about the status of their transponder.