Coosaw Creek Security Procedures
Gate Access

The intent of these procedures is to guide Allied-Barton Security personnel in controlling access to the community. While these do not cover every circumstance which will occur at the gate, the basic concepts outlined below should be applied at all times.
Effective: 08/01/2013

Category		*SECURITY GUARD PROCEDURE*
RESIDENTS		
1)	Has valid Decal	No action required
2)	Has Decal, but gate won't open	Verify name and address against master residents' list
		Record Decal number
		Advise resident to contact POA for replacement Decal and grant access
3)	Has no Decal	Verify name and address **and confirm identity with drivers license before granting access**
CONTRACTORS		
1)	Pre-authorized by resident	{Scan Drivers License,} Collect applicable fee and issue visitor pass
2)	Not authorized by resident	Deny access and advise him/her to contact resident for authorization
3)	Has monthly or annual pass	Allow access

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Additional procedures for certain contractors (**in addition to above procedures**):

DOMESTIC HOUSEHOLD HELP	Pass must be re-authorized every 90 days	
Taxis and Limos	When entering Coosaw with a resident, you must see the resident's Drivers License	

VISITORS/GUESTS

1)	Non-permanent and authorized	{Scan Drivers License and} Issue pass per resident's instructions
2)	Permanent pass	Verify pass and allow access
3)	Permanent with expired pass	Verify individual is on permanent guest list and confirm identity with Drivers License
		{Scan Drivers License and} Issue new pass through end of quarter

DELIVERIES AND UTILITIES

Vehicle well marked with recognizable Logos (UPS, Knology, FedEx, SCE&G, Pizza deliveries, Charity pick up, Airline lost bag, etc)		Verify delivery address (not always applicable; i.e. meter readers) and allow access

'Unmarked' vehicle

1)	Pre-authorized in by resident	Verify delivery address, {scan Drivers License and} issue pass
2)	No authorization	Check delivery paperwork and verify delivery address
		If everything is in order, {scan Drivers License and} issue pass

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COUNTRY CLUB VISITORS

    1)   Social or Golf functions and swim

                                Verify guest is attending function, issue meets pass

Note: for functions/events with > 35 guests, Club will provide advance info so passes can be printed in advance.

    2)   Individual golfer or diner   Determine purpose of visit, issue pass
Verify hours of operation of Club function (posted in guardhouse for golf course, driving range, restaurant)

REAL ESTATE AGENTS/ACTIVITIES

1)   In general   Determine purpose of visit and obtain business card
                                              Allow client vehicles only with agent escort
2)   Real Estate Open House   Verify Open House address, {scan Drivers License} issue pass

COUNTRY CLUB EMPLOYEES and Non-Resident Club Members

    1)   Has Decal, but gate won't open   Call Club to verify status **and confirm identity with drivers license before granting access**
                                              Advise individual to contact POA for Decal replacement

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2)	Has no Decal	Call Club to verify status **and confirm identity with drivers license before granting access**

EMERGENCY VEHICLES

In general	Record address and grant access for non-emergency calls Email Board Liaison and Chairperson(s) of Safety and Security Committee
Flashing light (911) entries	Open gates and allow access

PEDESTRIANS and BICYCLES

1)	Recognized as resident	Allow access
2)	Not recognized	Ask identity/nature of business; if resident or authorized by resident, allow access

NOTE: These procedures are intended to manage access to the Coosaw Creek community while balancing community concerns/needs, security guard workload and cost.

As of June 2013, scanning of driver's license is not in effect until further notice. References have been commented as symbolized by { } parenthesis.

Online: http://coosawcreek.com/golf/emailer2020/img/coosawcreek/Gate_access_procedures_-_FINAL_08-01-2013.pdf