

Revised as of February 4, 2010

POST ORDERS AND OPERATIONS MANUAL

THE CROSBY AT RANCHO SANTA FE

THE CROSBY NATIONAL GOLF CLUB

AVARON

[LIMITED TO USE AT CAMINO/BING GATE]

THE LAKES

[INCLUDING UNIT 11]

TRAINING LOG

My signature below indicates my understanding of and ability to follow the policies and procedures set forth in the Post Orders for The Crosby, The Golf Club, The Lakes, and Avaron.

Date of Training	Gate Attendant (Print First and Last Name)	Gate Attendant's Signature	Supervisor/Manager's Signature

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GREETING

Greeting to be used when welcoming residents, visitors, buyers and guests into the Communities:

Good Morning / Good Afternoon / Good Evening

Sir / Miss / Madame

WELCOME to our Communities

**How may I be of help to you this morning?
this afternoon?
this evening?**

REMEMBER TO SMILE

SECTION 1

GENERAL POLICIES

1.1 MISSION STATEMENT

Access Control Company is committed to creating an organization that recruits, trains, and retains the highest quality professionals in the industry. Everyone in the organization will help to create "Integrated Solutions" designed to give our customers "Peace of Mind".

1.2 CORE VALUES

To be successful while serving as an access control professional for Access Control Company, all personnel must be able to follow the following five company Core Values:

- A) Everyone always works to present a **professional image**.
- B) Everyone learns to **communicate well**, both orally and written.
- C) Everyone works to become **technically proficient** at his/her job.
- D) Everyone learns to make **sound decisions**.
- E) Everyone works to **develop relationships** with our customers and our company based upon trust and mutual respect.

1.3 INTRODUCTION

The intent of these Post Orders is to provide standard operating procedures and protocol for Gate Attendants stationed at the (i) Del Dios Highway/Bing Crosby Boulevard gatehouse; (ii) the Camino Del Sur gatehouse at Bing Crosby Boulevard; and (iii) the roving patrol. All Gate Attendants are instructed to follow these Post Orders completely and in detail.

Only the Boards of Directors of The Crosby, The Lakes, and Avaron's (collectively, the "Communities") Associations are authorized to make changes or additions to the Post Orders (provided, if an amendment affects only one or two Associations, only the Board of Directors of the affected Association shall be required to approve such amendment.) Gate Attendants are encouraged to provide in writing suggestions and recommendations for changes that may improve the effectiveness of these instructions.

As to Avaron, these Post Orders relate only to the gate operations at the Camino Del Sur/Bing Crosby Boulevard gate (the "Camino/Bing Gate"). Nothing herein shall be interpreted to imply that residents or guests of Avaron have rights of access through the North Gate.

It is understood that the managers of the Communities or Access Control Company may, from time to time, issue additional verbal or written instructions to address matters of urgency. Instructions so issued must also be followed.

All Gate Attendants must read and understand the full content of these Post Orders at regular intervals in order to maintain full and current knowledge of all instructions contained herein.

Privacy. Gate Attendants shall not voluntarily provide information of or about residents to guests or others. For example, Gate Attendants shall not volunteer the name of a resident if a potential visitor only knows the lot number.

Gate Attendants are also not permitted to discuss a resident's guest list with another resident. Guest lists are the property of the resident providing the information.

1.4 EFFECTIVE USE OF THE POST ORDERS AND OPERATIONS MANUAL

These instructions will:

- a) Help you to learn your duties when you start the job.
- b) Provide you with a reference so that you may refresh your memory at any time.
- c) Provide all the information related to your job in one location.

The Post Orders are divided into sections that will allow you to quickly find the information you need. To get the most value from this manual, follow these steps:

- 1) Look through the book quickly to learn what it contains and how it is divided.
- 2) Then read the manual in detail.
- 3) Review the manual regularly for any changes and to refresh your memory. You will be tested by any one of the field supervisors from time to time as to content contained in any of the sections of these Post Orders.
- 4) Gate Attendants will be asked to perform many duties while working at this property. Duties include but are not limited to deliveries, assisting maintenance personnel, escorting residents, and cleaning.

OBJECTIVES

“Gate Attendant” is defined as controlling access to the Communities. Your responsibility also includes basic asset protection duties that will add to the physical safety of the property by reducing the potential for vandalism, fire, and theft, as well as damage due to natural causes.

You are the eyes and ears of the three Communities both during normal hours and after business hours.

You should report all potential hazards, maintenance items, missing signs, equipment not functioning properly, etc.

Remember that as a professional, you are always visible to the public. Your personal grooming, hygiene and overall appearance must be maintained to the highest standards at all times. You must also be in the proper uniform at all times when on duty. It is a requirement of your position as a Gate Attendant to be cheerful, cooperative, alert, attentive and tactful at all times.

1.5 DO'S AND DON'TS

DO...think about the safety and protection of residents and visitors.

DO...think about ways to improve the safety and security of people and property.

DO...bring your suggestions and recommendations to Access Control's management attention.

DO...arrive at your post on time.

DO...follow all instructions given to you carefully and faithfully.

DO...use common sense at all times.

DO...maintain accurate and neat written reports.

DON'T...wear unauthorized jewelry, buttons, or insignias with your uniform.

DON'T...wear unauthorized shoes, belts, shirts, or other clothing with your uniform.

DON'T...use impolite or offensive language, gestures or demeanor.

DON'T...fraternize with visitors or residents of the property.

DON'T...use the client's phone for personal reasons.

DON'T...leave the premises before the end of your shift or without being either properly relieved or having your post properly secured as appropriate.

DON'T...allow your friends or relatives to visit the premises while you are on duty.

DON'T...loiter on the premises either before or after your shift.

DON'T...discuss personal matters or problems with client personnel, residents or visitors.

DON'T...accept tips, gifts or gratuities.

DON'T...sleep while on duty.

DON'T...drink any alcoholic beverage for at least 8 hours prior to going on duty.

DON'T...use drugs---ever.

Following the guidelines presented in these Do's will bring recognition, commendation and promotion. Engaging in Don'ts will result in disciplinary action that may vary from reprimand to suspension, termination, or potentially criminal prosecution if warranted.

1.6 CLIENT/RESIDENT RELATIONS

Gate Attendants' duties are strongly orientated toward client service. Our clients come first, and keeping them satisfied is our primary task. You must be aware of this and act accordingly at all times. You must show respect and be friendly, even if you feel respect is not been shown to you. It is also important to keep in mind that you receive your instructions only from the designated property management company.

While on duty, you are, indirectly representing the property management company. The property management company is also strongly oriented towards client service. Therefore, from time to time you may be asked to assist residents with additional tasks of incidental service. Cooperate fully with management requests, and make sure to provide courteous, respectful service with a smile. From time to time, you may be confronted or challenged by a resident or guest or otherwise placed in an awkward position. Always remain calm, use tact, and show respect to everyone even if you feel respect is not being shown to you. This may particularly be a problem if you are summoned to ask a resident or guest to reduce noise or to stop engaging in unwise or unauthorized behavior. **Never argue** with residents or non-resident guests or engage in a verbal and/or physical confrontation.

The duties of the Gate Attendant are to communicate, to make tactful requests, to observe and to report. If a resident or guest refuses to cooperate with requests to reduce noise or stop engaging in inappropriate actions, the situation is a task for law enforcement. Contact the police. Have all necessary facts at hand. Be able to provide a clear and accurate report of the situation to peace officers. Then document all the facts in the Incident Report that will be forwarded to the property management company, who will then forward the Incident Report to the appropriate Association.

1.7 GENERAL POST RULES AND DUTIES

- Punctuality should be observed. It is imperative that you are on time and ready to work at the start of your shift. All Gate Attendants are to arrive on post fifteen (15) minutes before the start of their shifts, and remain on duty until properly relieved. Briefings on the status of the post and any special instructions concerning the post must be passed on and understood by the relief Gate Attendant.
- All Gate Attendants will be in complete uniform before their post duties.
- The Communities are private property. Peddlers, solicitors, and people loitering are not permitted.
- As to the Crosby Community only, conduct driving patrols of the entire property's common areas and on a random, irregular basis, covering the entire property. All Gate Attendants patrolling the grounds shall professionally challenge any person or persons in a diplomatic, polite and courteous manner. If possible, obtain the person's name. In the event you question someone and he/she is unwilling to identify himself/herself as a guest, visitor, or resident, inform him/her that they are trespassing. At that time, politely ask them to leave the premises. Traffic patrol and enforcement duties shall apply to all motor vehicle drivers, including Crosby residents, all Club members, Lakes residents, and applicable guests and invitees.
- Gate Attendants shall not leave their post or patrol area for any reason. If an emergency arises, call GMI's Security Dispatcher to speak to a supervisor.
- All Gate Attendants MUST be well versed with the emergency procedures of the post for the safety of the residents, contractors and non-resident guests.
- While patrolling (within The Crosby), be alert, be cautious, and never place yourself in jeopardy. If you sense danger, go to a safe place and call for assistance immediately.
- An Incident Report should be written for all incidents. An incident is defined as:
 - 1) Injury to person
 - 2) Damage to property
 - 3) Disruption of the normal flow of business.

It is imperative that all sections of the Incident Report form be filled out neatly and in ink. A copy of this form should be forwarded as directed by Access Control Company's protocol immediately.

- Gate Attendants shall not use any of the client's equipment, including but not limited to computers, calculators, copiers, tools, etc without authorization. Unauthorized use of the telephone is not permitted. The telephone is for access-related matters or emergencies ONLY.
- When making patrols (within The Crosby), Roving Patrol is **NEVER TO GO INSIDE A RESIDENT'S PRIVATE GARAGE OR RESIDENCE.**
- All company (client) equipment should be in good condition and working properly. Any problems or needed repairs should be reported to your supervisor immediately.
- **NOTE:** Gate Attendants will pay for all repairs/damages resulting from improper use or negligence in which he/she was involved.
- Sleeping on post is prohibited and is grounds for termination. You are responsible to insure you have adequate rest before reporting for your work assignment.
- Gate Attendants should not accept gratuities from anyone, nor should Gate Attendants ask residents for anything such as cigarettes, money, food, etc.
- When investigating an accident, the Gate Attendant (and Roving Patrol within The Crosby) should never admit any liability on the part of the premises. He or she should merely gather the facts, make no decisions on liability and report to the property manager and Access Control Company as soon as possible.
- Gate Attendants shall make no public statements concerning the premises, its residents or guests, especially to the media.

1.8 ROVING PATROL DUTIES *[THESE PROVISIONS APPLY ONLY TO THE CROSBY AND NOT TO THE LAKES OR AVARON]*

- Unlock Mail Room located near the pool facility at 5:30 A.M. and lock again at 9:00 P.M. Unlock Upper Administration Office Parking Lot at 5:30 A.M. and lock at 7:00 P.M. after checking that all staff is not on the premises. If cars are still present, attempt to locate owner and check what their time of departure is. Lock up after they leave.
- Be available to drive the Gate Attendants to their stations from the maintenance yard after parking their vehicles.
- Monitor construction sites to make sure that all construction has departed by 6:00 P.M., Monday – Friday, and Saturday by 5:00 P.M. No construction activities will take place on Sunday.
- Monitor street parking. Fire marshal regulations state that all parking should occur only on one side of any given street. The Roving Patrol should attempt to locate the owners of incorrectly parked vehicles and request that they move their cars to an appropriate parking area. If an owner cannot be located, the North Gate should be notified to attempt to locate through the database and a notice should be placed on the vehicle.
- Monitor realtor signage. Remove unapproved signs and take to The Crosby's administration trailers to hold for Lauren Weaver.
- Monitor the maintenance yard, Golf Club, and Swim & Tennis Club at night.
- Monitor the radio and Nextel at all times.
- Monitor the unmanned and emergency gates; Fruit Stand Gate, Lot 172 Emergency Gate, Southwest Cluster Gate, Santa Fe Hills Drive Gate (off Avaron).
- Respond to possible emergency alarms when requested by the sheriff.
- Act as an escort to emergency vehicles when necessary.
- Respond to resident's emergencies and facility alarms.
- Maintain a visible presence and always observe the 25 MPH speed limit. Keep the vehicle window open to look and listen for persons in need of assistance, and safety items that need attention.

- Conduct a daily vehicle inspection on each shift on the condition of the vehicle, keep it clean and report vehicle maintenance needs to the Security Director.
- AM/FM radio use is prohibited.
- The Security Director will review vehicle GPS reports for patrol and accountability.

SECTION 2

TRAFFIC CONTROL AND MONITORING

2.1 NORTH GATE: 7:00 A.M. CONSTRUCTION TRAFFIC CONTROL THROUGH BUILD-OUT

During the build-out period of The Crosby and The Lakes, one of the duties of the North Gate Attendant during the 7:00 A.M. hour is to facilitate builder construction traffic in a manner to keep the traffic flowing smoothly and safely, and to ensure that there is no impact to the traffic traveling on Del Dios Highway.

The Roving Patrol Attendant will park The Crosby vehicle on the ingress side of Bing Crosby Boulevard, facing the North Gatehouse, directly opposite the gated entrance to the parking lot. The vehicle will never be parked in front of or behind either side of the gates to the parking lot or in the parking lot.

The Roving Patrol Attendant will arrive at 6:30 A.M., park the vehicle on Bing Crosby Boulevard directly opposite the parking lot entrance, get out and stand in front of the center median of Bing Crosby Boulevard. Up until the 7:00 A.M. time, he will direct all traffic into the parking lot and not allow any vehicles to stack up on the ingress side of Bing Crosby. He will attempt to direct vehicles without passes to the far side of the parking lot and advise them that they must wait until the Gate Attendant approaches them to issue a pass.

Ideally, once 7:00 A.M. has been reached, he will allow 15 cars to ingress from Bing Crosby Boulevard, and then 15 cars from the parking lot toward the North Gate, and repeat until all traffic has passed through the North Gate. If at any time he can look up Bing Crosby Boulevard and see that the ingress traffic has stacked up to the point of impacting Del Dios Highway, he will allow the traffic on Bing Crosby Boulevard to flow until the impact has been relieved.

He will direct the drivers to keep the Bing Crosby Boulevard egress roadway clear to allow free flow of exiting vehicles. He will also attempt to direct drivers so they do not block the entrance to the parking lot to allow free flow of traffic and vehicles without passes to enter and park until the Gate Attendant arrives to issue appropriate passes.

Once all traffic has been relieved, he will walk to the parking lot and issue appropriate passes. He will not issue passes until all traffic has passed from the parking lot and Bing Crosby Boulevard. Then he will resume his regular duties.

2.2 CAMINO/BING GATE: TRAFFIC CONTROL THROUGH BUILD-OUT

A) General. To avoid vehicle build-up from the Camino/Bing Gatehouse to Camino Del Sur, any contractor or supplier without a construction pass will be directed to pull forward and park on Bing Crosby Boulevard and walk back to the gatehouse to obtain a pass. If they are not on the list provided by the Superintendent, they will be denied access to The Crosby and asked to leave.

To avoid traffic backup, the gatehouse will not be utilized for question answering, form fill out or problem solving. If someone appears at the gatehouse without a pass and/or starts to ask questions while traffic is backing up, the person will be directed to drive through the gatehouse, park at the curb on Bing Crosby Boulevard, and walk back to wait until the Gate Attendant is free to determine appropriate action.

Under no circumstances will traffic be allowed to back up on Camino Del Sur.

B) Morning Construction Traffic. All Crosby construction traffic with valid passes will be directed to continue on to The Crosby Central Gate. Vehicles will be directed to park in the order they entered at the Central Gate and not impede the traffic flow of the residents' access lane. [Note: Lakes construction traffic is not authorized to use the Camino/Bing gate for access.]

Traffic will not be allowed to stack up at the Camino/Bing entrance or to impede traffic on Camino Del Sur AT ANY TIME.

2.3 VIDEO SURVEILLANCE/EQUIPMENT

Gate Attendants will be responsible for monitoring the video access system.

Gate Attendants will only distribute video material to the police department upon approval granted by the Board of Directors of the affected Community, or the management agent. Video material is not to be provided to residents without written Board or management approval.

Gate Attendants are also responsible for preventing any damage or misuse of any equipment belonging to the Associations. Any necessary repairs or malfunctions must be immediately reported to the management office.

2.4 MONITORING UNAUTHORIZED ACCESS

All Gate Attendants shall watch for traffic entering one gate and exiting the other gate within five (5) minutes. Communication between Gate Attendants at the North Gate, the Camino/Bing Gate and the Old Course Gate is paramount. To the extent possible, Camino/Bing Gate Attendants and Old Course Gate Attendants will alert North Gate Attendants to watch cameras to track potential unauthorized vehicles so that the vehicles can be identified as they proceed to the North Gate.

Gate Attendants shall stop vehicles, inform them that they are trespassing, that their access is denied and if they repeat the trespass, the Sheriff's Department will be notified. The Gate Attendant shall make a note of the vehicle's license plate number, make and model, and maintain a written report on a biweekly basis outlining any recorded information pertinent to trespassing.

If a trespasser is noted for a second violation, the Gate Attendant shall notify the Sheriff's Department.

From the hours of 3:00 P.M. to 5:00 P.M., the Camino/Bing Gate Attendant and the Old Course Gate Attendant will inspect the areas outside each gate where vehicles may "wait" to gain access. Additionally, as these are the hours in which the majority of unauthorized vehicles attempt to gain access, the Camino/Bing Gate Attendants and Old Course Gate Attendants will pay special care to trespassing or unauthorized access.

During down time, Gate Attendants shall review data on vehicles entering the project in one gate and exiting the other gate within 5 minutes.

If Gate Attendants or Roving Patrol observe any suspicious or illegal activity or vehicle, they should report it to the Sheriff's Department and log it in for the Boards' review.

2.5 UTILITIES / NEWSPAPER DELIVERY/NON-RESIDENT VENDORS

The entities listed below must check in with the specific gatehouse and obtain authorization for entrance upon clarification of destination and purpose. These vendors must show appropriate employee identification.

A) Utility Companies – e.g., San Diego Gas & Electric, Cox Cable, Olivenhain Water District, Pacific Bell, street sweeping companies, Coast Waste Management, the City of San Diego and other utilities specific to either of the three Communities.

Please note that utility companies are not allowed onsite after 8:00 P.M., except in an emergency. If a utility provider has entered the community prior to 8:00 P.M. and has not departed by that time, the Roving Patrol should locate the provider and establish a departure time.

Exception: Various utility companies are involved with construction. These vehicles will be supplied with the appropriate construction visitor pass and should adhere to all provisions for construction personnel.

B) Newspaper Carriers – Union Tribune, North County Times, Los Angeles Times, Wall Street Journal, Rancho Santa Fe Review and other authorized carriers. These carriers must show appropriate employee identification.

C) Association Vendors – Currently, JD Richardson Company (Sarah Richardson) manages The Crosby, Merit Management Company manages Avaron, Transpacific Management (Francesca Lasosa) manages The Lakes, Alan Deck of Troon Golf manages The Golf Club, and Guard Management Incorporated (James Montgue) provides access control services.

D) Emergencies – Allowed to enter at any time.

E) Process Servers - Allowed to enter any time with proper employee identification.

F) Fast Food Delivery - A homeowner must call the specific gatehouse to notify the Gate Attendant that they are expecting a delivery from a vendor. If the homeowner does not notify the Gate Attendant and the Gate Attendant cannot reach an adult resident, the vendor will not be granted access.

2.6 RESIDENT CONTRACTOR/VENDOR/MAINTENANCE/ SERVICE PERSONNEL ACCESS

Residents may add the names of vendors who provide services for interior design, remodeling, exterior window treatment or other services not requiring architectural approval, by providing the vendors' names in their personal profile in gatewaysguest.com or in writing to the specific Gatehouse Attendant.

Residents shall provide a list of maintenance service personnel to the gatehouse with the day of the week that the personnel are scheduled on gatewaysguest.com.

All resident requests for a name to be added or removed from their gate access list must be done via gatewaysguest.com or provided to the Gatehouse in writing.

2.7 ENTRY AND DELIVERIES

Door-to-Door mass delivery is not allowed within any of the Communities.

A) Delivery Services. Delivery services such as UPS, FedEx and all appropriately marked delivery vehicles will be given access. If the resident is not at home or unable to accept package delivery, the Gate Attendant will not be authorized to accept packages. There are no exceptions to this provision, as the Associations will not accept any responsibility or liability for receipt of packages or any other delivered materials.

B) Phone Books. Phone Books are to be left at the mail facility for The Crosby, at _____ for The Lakes, or the Camino/Bing Gatehouse for Avaron residents.

C) Late Night Deliveries. For all deliveries occurring after 8:00 p.m., the Gate Attendants will contact the homeowner for approval of entrance.

SECTION 3

ACCESS CONTROL

3.1 THE CROSBY AND THE LAKES RESIDENTS' ACCESS THROUGH THE NORTH GATE

A) Residents in Vehicles. Residents should approach the gate slowly using the right lane, allowing the Gate Attendant to verify that they are a Resident. The Resident's transponder will open the gate or if necessary the Gate Attendant can assist and open the gate for them only after verification of residency.

B) Resident's Lane. Gate Attendants should always ensure that the residents' lane is readily open and easily accessible for all residents' vehicles. Gate Attendants will ensure whenever possible, that all non-resident guests and/or vendors utilize the guest lane for verification and authorization to enter. The exception to these instructions would be oversize commercial vehicles that would not make the clearance of the Gatehouse arch. If a resident approaches the residents' lane for access, but the path is blocked by a commercial vehicle attempting to enter, the Gate Attendant will redirect the commercial vehicle to the verification staging area when possible and immediately allow the resident through after verification. Non-resident guest vehicles are never allowed access before a resident. Gate Attendants will always acknowledge the residents by smiling and waving them through and hold up the traffic of the non-resident guest to allow the resident priority access.

3.2 VISITORS ACCESS CONTROL

Should a visitor wish to gain access, authorization must be obtained in one of the following ways:

A) The Gate Attendants will greet all guests, residents and visitors with a smile and/or wave to let them know that you are alert and ready to provide assistance.

B) All guest vehicles entering through the gate must be issued a pass unless they are a resident.

C) The Gate Attendant will verify that the resident called in the visitor.

D) If previous arrangements were not made, the Gate Attendant will attempt to contact the resident and verify that access is to be granted.

E) The Gate Attendant will make every reasonable effort to try to contact the resident for authorization before turning away a visitor.

F) Upon confirmation that the visitor has proper authorization to enter, the Gate Attendant will issue the pass.

G) If a resident cannot be reached, the visitor will not be granted access.

H) The Gate Attendants are instructed to log all "turn-away vehicles" on the Daily Entry Refusal Form.

3.3 VISITOR (NON-RESIDENT) GUEST ACCESS (For Daily Visitors or Permanent Guests)

Should a visitor wish to gain access, authorization must be obtained in the following ways:

- Residents shall provide guest access information on The Crosby's gateworksguest.com or contact the specific Gatehouse and advise the Gate Attendant of the impending visit. Details to be provided include the name of party, number in party, date, and arrival time and vehicle description. [Note: Lakes residents will utilize the Lakes access system data base]
- When a visitor approaches the gate, if previous arrangements were not made, the gate attendant will attempt to contact the resident and verify that access is to be granted. The resident will be requested to contact the gate attendant to verify that visitor arrived at the resident's home. If no homeowner can be reached, the visitor will not be granted access.
- Each resident may input information in Gateworks or provide a list of permanent guests that have limited access through the Gatehouse. This may include relatives and close friends. Each resident wishing to add a permanent guest shall provide a completed Homeowner's Guest Access Information form listing the permanent guests they would like to add. This list needs to be updated periodically as the resident wishes to add or remove access authority.
- Once authorized, access will be granted for no longer than a 24-hour period. These visitors will be provided with a Daily Visitor's Pass with appropriate information detailed by the Gate Attendants who are responsible for recording all pertinent information into the appropriate security report.

3.4 ACCESS & TRAFFIC CONTROL

A) Sales and The Lakes Traffic Entering through the North Gate. When a vehicle arrives at the North Gate the Gate Attendant will greet them with the normal greeting procedure.

Good Morning / Afternoon

Welcome to our Communities

How may I help to you?

When the person has been identified as a valid visitor or prospective buyer, s/he will be requested to provide photo identification. The Gate Attendant will record the car license plate number, model, make and color on a daily data sheet. In the case of a Lakes visitor or prospective buyer, a courtesy telephone call will be made to The Lakes North Gate Attendant announcing the arrival of the prospective visitor, without delaying entry. The Gate Attendant will then issue a pass.

Information required for the pass will be:

Guest's Name: _____

Guest of: _____

Expiration Date of the Pass: _____

Hours of Sales Operations to show Models: 10:00 A.M. to 5:15 P.M. pursuant to a schedule to be provided to the North Gate in advance.

3.5 CONSTRUCTION WORKERS / CONTRACTORS ACCESS CONTROL

A) Should a construction worker/contractor wish to gain access, authorization must be obtained. The Gate Attendants will greet all construction workers/contractors, with a smile and/or wave to let them know that you are alert and ready to provide assistance. All construction worker/contractor vehicles entering through the gate must have, or be issued a pass. ONLY superintendents and general contractors are allowed to authorize additional vehicles.

B) Gate Attendants will stop contractors and verify current pass, Lot#, job site and address.

- If the contractor does not have a pass, the Gate Attendant will check the updated contractors list for verification prior to issuing.
- If previous arrangements were not made, the Gate Attendant will attempt to contact the resident or the contractor, and verify that access is to be granted. The Gate Attendant will make every reasonable effort to try to contact the resident or contractor for authorization before turning away a worker.
- Upon confirmation that the construction worker/contractor has proper authorization to enter, the Gate Attendant will issue him/her a pass, wish the contractor a good day and remind him/her of the 25 mph speed limit.

C) If no verification can be reached, the worker will not be granted access. The Gate Attendants are instructed to log all "turn-away vehicles" on the Daily Entry Refusal Form. When time permits, contractors are to be stopped and pass information rechecked for proper authorization, including the actual work site.

D) Between the hours of 7:00 A.M. to 8:00 A.M., Gate Attendants should be on high alert. If there are contractor vehicles exiting either gate between those hours, someone may be trespassing.

E) Construction traffic through the Camino/Bing Gate for Avaron is allowed access when they notify the Gate Attendant that they are Avaron contractors.

- No ID or pass is required.
- Avaron construction traffic attempting to enter The Crosby Community through the Center Gate without a valid construction pass will not be allowed access.

3.6 TYPES OF PASSES UTILIZED WITHIN THE COMMUNITIES

Each Pass noted below will be issued at the gatehouse for the specific Community or, in certain instances, for The Crosby at its North Gate.

A) First Time and Return Prospective Buyer / Visitor Pass. For those visiting for the first time and returning prospective buyers, the Gate Attendants will direct those individuals to the appropriate Community developer or manager. Avaron buyers must obtain passes at the Camino/Bing Gate.

- These passes will be issued for one day only.
- Gate Attendant shall request photo identification.
- Gate Attendant shall record all vehicle information such as make, model, color, time and date information on the appropriate Community Log(s) (The Crosby, Avaron, The Lakes, or The Golf Club).
- Gate Attendant shall telephone the respective selling group and announce the prospective buyer's or visitor's arrival.

B) Buyers in Escrow. Gate Attendants will receive a list of all buyers in escrow from the respective sales group. The sales group will provide an estimated date and time of move-in.

C) Outside Real Estate Agent. The provisions outlined for the first-time prospective buyer and/or buyer in escrow will be followed. Gate Attendants at the North Gate, Old Course Gate, or the Camino/Bing Gate will provide these individuals passes. These provisions apply for all open houses, etc. Access must be coordinated through the North Gatehouse staff, Old Course Gate Attendant or Camino/Bing Gate Attendant. These passes will contain an expiration date.

D) One-Day Visitor's Passes (Others). A one-day pass for visitors of residents, golf/sport club members, and custom/guest builders can be issued. The individual inviting said visitor must contact the Gate Attendant to notify them of the visitor. If notification is not received and that individual cannot be reached, the invited party will not be granted access.

E) Event Passes. For any member of the Communities, including the Golf Course, event passes will be granted upon appropriate notification to the Gate Attendants through the generation of a list of guests at least three (3) days in advance of said event.

It is the event planner's responsibility to provide a complete list of invitees to the Gate Attendant. Any invitees who are not included on the list will be denied access.

NOTE: Any Community member or club member responsible for planning an event including 100 or more invitees will be subject to compliance with additional conditions (at the sole cost and expense of the planner and as determined by the Director of Security, at his/her reasonable

discretion) in order to ensure that vehicular traffic does not become congested. Such additional conditions are the responsibility of the planner, including, but not limited to:

- Staffing of additional Gate Attendants and Roving Patrol as required to monitor parking and accomplish orderly ingress and egress;
- Development of a parking plan to ensure orderly parking of vehicles and avoid obstruction of traffic within neighborhood streets;
- Staffing of a valet service to ensure orderly parking of vehicles;
- Publication of a Community notice to inform other appropriate Community members of the planned event.

The Director of Security may implement other reasonable traffic control measures at his/her own discretion. For example, in the case of an event at The Crosby Club, access control and verification of visitor identification may be performed at The Crosby South Gate rather than the Camino/Bing Gate in order to avoid traffic congestion at the Camino/Bing Gate.

F) Social Club Members. Social Club members will be issued daily passes. The passes will be limited to normal club hours of operation with no Community pass-through. The Social Club will fax an updated list of Social Club members monthly to the North Gate. At any time a Social Club member resigns or is terminated, the Social Club will be responsible for notifying the North Gate via fax. The North Gate will remove him/her from the Social Club approved access list.

G) Golf Employee Access. Golf employee transponders are paid for by the Golf Club and stored at the North Gatehouse.

- The Employee Gate Access Information form must be filled out and faxed to the North Gate. The form must be signed by an authorized golf representative.

The form will include employee name, drivers license number, address, phone, make and model of car and license plate number. An employee must show proof of insurance. The original form will be kept by the golf representative and the faxed copy of the Employee Gate Access Information form will be kept at the North Gate.

- The North Gate will activate the transponder and it will be delivered to the golf representative who will be responsible for distributing it to the employee. Until the employee has received his/her transponder s/he will be required to obtain a daily pass to enter. If the North Gate has not received the faxed copy of the Employee Gate Access Information form from the golf representative, the employee will not be allowed to pass.

- The transponders will activate the North Gate, the Camino/Bing Gate and The Crosby South Gate.
- The Golf Club will email the list of active employees monthly to the North Gate.
- The Golf Club maintenance staff arrives at 5:30 A.M. and will not get transponders, but will be listed as authorized access.
- When an employee is terminated, the golf representative will be responsible for collecting the transponder during the exit interview and a request will be immediately emailed to the North Gate to deactivate the transponder. The transponder will be returned to the North Gate.
- The transponder list shall be audited every three (3) months by the North Gate representative and the Golf Club representative.

H) Passes for Construction Personnel. Each construction worker (other than the General Contractor and Site Supervisor) listed on the lot owner's Authorized Contractor List will be eligible to receive a monthly construction pass. Each monthly pass must be properly displayed on the vehicle on the lower left driver's side area of dashboard in a readily visible manner.

(i) Construction Monthly Pass. This pass is valid for the one-month designated and is provided to construction personnel by the Gate Attendants. These passes are **astrobright** in color and change color on a monthly basis.

Gate Attendants will work with guest builders, custom builders and homeowners to provide an updated list of contractors, vendors and suppliers for the files. The list will be updated on a monthly basis and maintained in the Gateworks electronic database. Contractors must provide an updated list of workers by the 25th day of each month for the next month.

Those contractors, vendors and suppliers who have received a monthly pass may drop off the expiring pass (for the past month) at the Gatehouse in the morning and receive a new pass (for the next month) from the Gate Attendants in the afternoon. New passes will be issued up to five (5) days prior to month end (of one-month period) and any time following the effective date of the pass.

(ii) Construction One-Time Only Pass. This pass is issued as a one-day grace period to be given to construction personnel who have failed to obtain the appropriate construction monthly pass. This pass is good for one day only, is always **white** in color and will include an expiration date. This pass is issued by the Gate Attendants. Gate Attendants will instruct the worker to ask the appropriate project superintendent to notify the Gate Attendant which projects the worker is associated with and how long the worker will require access. The Gate Attendant will add this information to the database.

I) Daily Pass for Visitors, Golf/Sport Club Members, and Custom/Guest Builders.
A one-day pass for visitors of residents, golf/sport club members, and custom/guest builders can be issued. The one-day pass is always **white** in color. Each non-resident visitor (whether a family member, service provider, personal visitor or construction worker), other than a visitor listed on a Resident's Permanent Access List or Authorized Contractor List, will be eligible to receive a daily pass only if the resident notified the Gate Attendant in advance via gateworksguest.com or in writing to permit the visitor to enter; or if the resident authorizes the Gate Attendant to permit the visitor to enter when the Gate Attendant calls the resident's house upon the visitor's arrival at the gatehouse.

Each daily pass must be properly displayed on the vehicle on the lower left driver's side area of dashboard in a readily visible manner.

J) Deliveries by Non-Resident Vendors. These individuals must provide appropriate employer identification to the Gate Attendant prior to entering (i.e., Agency/Utilities/Newspaper representatives.)

3.7 REAL ESTATE VISITORS' RULES AND REGULATIONS FOR THE CROSBY AND THE LAKES

A) General Procedures.

- All listing agents, or owners of houses for sale must notify the North Gate that their residence is for sale, and a Real Estate Access Authorization form must be signed by both the listing agent and the owner and provided to the North Gate. *See attached form.*
- All individuals seeking to view a home for sale between Monday and Friday must be accompanied by a real estate agent. The exception would be Sunday 1:00 P.M. to 4:00 P.M., when visitors would be allowed without a realtor and an open house map would be given to them to view a home on their own.
- All realtors and clients need to be called into the Gate or input into GateWorks by the homeowner or builder, including the listing agent of the property for sale.
- When showing a house, the agent must identify the lot number and/or address of the house for sale. Additionally, the agent must show his/her driver's license and leave his/her business card with the Gate Attendants for identification.
- No real estate visitors are allowed through the North Gate prior to 10:00 A.M. or after 6:00 P.M., unless special arrangements have been made and approved by The Crosby Board of Directors.

B) Caravans. Broker caravan days will be pursuant to the rules of each Community. To allow entry of agents during caravans, Gate Attendants will verify drivers' licenses and take agents' cards as a means of identification. If a realtor does not supply a business card, entry will not be permitted.

C) Open House Procedures. Subject to the below, each Community may establish its own rules for open houses in its respective Community.

- Hours for open houses shall be between 10:00 A.M. and 5:00 P.M.
- Any open house signs placed on Bing Crosby Boulevard will be removed and impounded at the North Gatehouse.
- Gate Attendants will provide one-day passes to open house visitors.

3.8 PROCEDURE REGARDING SERVICE OF PROCESS

Access into the Communities for the purpose of effecting service of process shall be authorized as follows:

- A) The Process Service shall provide the following information:
 - (i) Identification of the person(s) and address(es) to be served;
 - (ii) A driver's license or other identification of the process server;
 - (iii) A badge or other confirmation showing that he/she is a representative of the County Sheriff, Marshal or SD Police or evidence of his/her registration as a professional process server.

3.9 PARTIES/EVENTS AT THE CROSBY GOLF CLUB

The Golf Club member (adult only) of anyone holding a party at the club must present the North Gatehouse with the following at least seventy-two (72) hours in advance of any event for more than ten (10) persons being held at the Golf Club.

- The date and time of the event;
- A detailed list of attendees. The host of the party must provide a phone number (cell) that the Gate Attendants can call for any guests who arrive who are not listed on the attendee list provided. If the host cannot be reached, guests will be turned away.
- Parking and/or valet plan of the event (if the parking lot cannot accommodate the parking). Plan to include map, and contract for valet service, including all required licenses and proof of insurance.

3.10 Community Rules Compliance Enforcement *[DOES NOT APPLY TO THE LAKES OR AVARON]*

The Crosby intends to use the Roving Patrol for compliance enforcement.

The Roving Patrol will be available to help the North Gate traffic control between the hours of 6:30 A.M. to 7:30 A.M. After that, their second purpose will be to drive (rove) throughout the project to enforce compliance with the Community's rules and regulations. The Roving Patrol's third purpose will be to be available to aid in traffic control at the North and South Gates.

When on roving patrol, the attendant will be looking for The Crosby passes and giving notices regarding the following:

- No homeowner parking on the streets. Residents must utilize their garages and driveways for parking;
- No visitor long-term parking on the streets;
- Visitor and homeowner services (maids, pool cleaners, landscaping, etc.) street parking is limited to two (2) hours;
- Builders must request permission to utilize empty lots for parking. Street parking is limited to one side only;
- Trash cans must not be left in the streets and should be stored out of Community sight in a timely manner;
- Weeds should not be unsightly and must be maintained on a regular basis;
- Athletic play equipment (basketball hoops, slides, bicycles, etc.) should be stored out of sight from the common areas.

3.11 POLICE, FIRE & PARAMEDICS

The Gate Attendant will telephone the specific management company office informing them of entrance of any emergency vehicle during normal business hours. Emergency vehicle entrance should be noted in the **E Log** and highlighted. Entrance by emergency vehicles after business hours should also be noted in the E Log and highlighted.

If possible, without intruding on individual privacy, the Gate Attendant should try to find out the nature of the emergency and the residence involved. This information should be listed on the incident report.

IF A HOMEOWNER NOTIFIES THE GATEHOUSE THAT THEY HAVE CALLED 911 FOR AN EMERGENCY:

Gate attendant should highlight a map showing the shortest route to the residence and attempt to give it to the first emergency vehicle entering the property. The Roving Patrol vehicle may also **offer** to escort any emergency vehicle needing assistance.

3.12 EMERGENCY CONTACTS & PROCEDURES

North Gate Phone: 858-759-3755
North Gate Fax: 858-759-1596
GMI's Security Dispatcher: _____
Roving Patrol Cell: 858-829-9057

Camino/Bing Gate Phone: 858-227-0173

Old Course Gate Phone: _____

Fire Department Station 4: (858-756-7109)
Security key pad panel arm/disarm code: 4321

Keypad panel is used to set motion sensors for burglar alarm and monitor phone lines for fire alarm, control water flow, smoke detector, fire alarm pull and sprinklers.

- To reset Key Pad controls, Command 47 then press Enter.
- To set burglar motion sensors enter 4321 on keypad and leave and lock building.
- To re-enter building press 4321 to disarm.

When fire trouble is detected, an alarm is sounded and a signal is sent out over the primary/secondary phone line to the monitoring station, which automatically dispatches the Fire Dept. out to the location.

If fire is detected and no alarm is sounded, the Gate Attendants are instructed to call 911.

When burglar sensors are triggered, a signal is sent out to the monitoring station and ADT calls us to confirm. If they do not get confirmation, then they dispatch the police.

Emergency Phone #s

J D Richardson 24 hours: 619-234-9884
Transpacific Management (Francesca Lasosa): _____
Sheriff: 858-513-2800
24 hour Nissho: 760-727-9719
Water District: 760-753-6466
SDGE: 800-611-7343
Sewer District: 760-942-5147
Golf Course: 858-756-6310

Important Addresses:

North Gatehouse: 17481 Bing Crosby Blvd.
South Gate: 16448 Bing Crosby Blvd.
Camino/Bing Gatehouse: 15960 1/3 Bing Crosby Blvd.
Administration Trailer: 17481 B Bing Crosby Blvd.
Old Course Gatehouse: _____

3.13 POLICY FOR ISSUING TRANSPONDERS

A) Transponder Inventory. Transponder inventory will be provided by The Crosby HOA, The Avaron HOA, The Lakes HOA and the Golf Club, and will be stored at the North gatehouse until programmed and delivered accordingly.

B) Crosby Residents' Club and Sports Members. The Crosby residents have transponders. *See Crosby Homeowner Policy*.

C) Non-Resident Club and Sports Members:

- The Golf Club manager will provide a new member with the transponder/decal information form. When completed, it will be sent to the security supervisor via fax at (858)759-1596, email at dimorthgate@thecrosby.com, or personal drop off.
- All transponders will be programmed by the North Gate staff.
- Each member will be allowed (2) transponders at no cost, which will operate The Crosby North and South Gates and the Camino/Bing Gate.
- Each member will be given one Crosby vehicle sticker for each registered vehicle.
- With some makes and models of vehicles, a license plate transponder may be required in lieu of the window mounted transponder. This type of transponder will be available at a cost of \$135.00 each and may require adjustment from time to time.
- **Transponders and Decals are for Golf Club Members ONLY.**
- The Golf Club member will be contacted by the security supervisor to schedule the transponder distribution at the North Gatehouse. The Golf Club member will need to provide the following:
 - **Current copy of each vehicles' registration;**
 - **Vehicle information including license plate #, make, model, and year;**
 - **Each vehicle will need to be driven over to the North Gatehouse to confirm data and adhere the transponder to the windshield.**

Please note, the cost of first two (2) transponders will be covered by the Golf Club. Additional transponders can be purchased for \$50.00/each (not to exceed 5 per membership). The Golf Club will be responsible for collecting the money.

- When a membership is cancelled and/or terminated, the Golf Club Manager will notify the North Gate in writing at least two (2) weeks in advance and the transponders will be deactivated on the effective date.
- The Golf Club will collect the cancelled member's transponder.

D) Issuing Transponders to Avaron Homeowners

- The Avaron Management will provide email notification to The Crosby HOA upon close of escrow.
- **Each residence must submit a completed Homeowners Gate Information Form provided by the Avaron Management, which will be faxed to the North Gatehouse with vehicle information completed, along with proof of address, preferably by a copy of the Close of Escrow statement.**
- **The Security Supervisor will confirm that escrow has closed.**
- **All transponders will be programmed and distributed by the North Gate.**
- **Each residence will be provided with two (2) transponders at no cost, which will operate the Camino/Bing Gate and have the option to buy three (3) more, totaling five (5) transponders per residence.**
- **Avaron will be responsible for providing Avaron vehicle stickers to their residents.**
- **Transponders and Decals are for Residents ONLY**
- Additional transponders will be available to homeowners and residents only with valid proof of vehicle registration and the Homeowner Gate Access Information form for \$50.00 each. Payment must be submitted with each request for an additional transponder. Avaron's Management will collect the completed Homeowner Gate Access Information form and send to the North Gate. They will also be in charge of collecting any required fees. A maximum of five (5) transponders will be issued per residence.
- With some makes and models of vehicles, a license plate transponder may be required, in lieu of the window mounted transponders. This type of transponder will be available at a cost of \$135.00 and may require adjustment from time to time.

- All transponders for Avaron residents will be programmed to access the Camino/Bing Gate at Avaron.
- The North Gate will deliver the transponders to the Camino/Bing Gate and contact the homeowner when they are ready to be distributed. The Avaron homeowner will need to provide the following:
 - **Current copy of each vehicles' registration;**
 - **Vehicle information including license plate #, make, model, and year;**
 - **Each vehicle will need to be driven over to the North Gatehouse to confirm data and adhere the transponder to the windshield.**
- The Avaron HOA will notify The Crosby HOA when a home is resold. The Crosby HOA will notify the North Gate and the transponders will be deactivated. The new owner must follow the process listed above.

E) Issuing Transponders to The Lakes Homeowners.

- The Lakes Management will provide email notification to the Crosby HOA upon close of escrow.
- Each residence must submit a completed Homeowners Gate Access Information form provided by The Lakes Management, which will be faxed to the North Gatehouse with vehicle information completed, along with proof of address, preferably by a copy of the Close of Escrow Statement.
- The Security Supervisor will confirm that escrow has closed.
- All transponders will be programmed and distributed by the North Gate staff.
- **Each residence will be provided with two (2) transponders at no cost, which will operate the North Gate and the Old Course Gate and have the option to buy three (3) more, totaling five (5) transponders per residence.**
- **The Lakes will be responsible for providing resident Vehicle Stickers (decals) to their residents (if so desired).**
- **Decals are for Residents ONLY (if The Lakes issues decals).**
- Additional transponders will be available to homeowners and residents only with valid proof of vehicle registration and the Homeowners Gate Access Information form for \$50.00 each. Payment must be submitted

with each request for an additional transponder. The Lakes Management will collect the completed Homeowners Gate Access Information form and send to the North Gate. They will also be in charge of collecting any required fees. A maximum of five (5) transponders will be issued per residence.

- With some makes and models of vehicles, a license plate transponder may be required, in lieu of the window mounted transponders. This type of transponder will be available at a cost of \$135.00 and may require adjustment from time to time.
- All transponders for The Lakes residents will be programmed to access the North Gate and the Old Course Gate.
- The Lakes Homeowner will need to provide the following:
 - **Current copy of each vehicles' registration;**
 - **Vehicle information including license plate #, make, model, and year;**
 - **Each vehicle will need to be driven over to the North Gatehouse to confirm data.**

The Lakes HOA will notify The Crosby HOA when a home is resold. The Crosby HOA will notify the North Gate staff. The new owner must follow the process listed above.

F) Policy for Issuing Transponders & Decals to The Southwest Cluster/Cost Center.

- Each residence must submit a completed Homeowners Gate Information form provided by The Crosby Management, which will be faxed to the North Gatehouse with vehicle information completed, along with proof of address, preferably by a copy of the Close of Escrow Statement.
- All transponders will be programmed and distributed by the North Gate staff.
- **Each residence will be provided with two (2) at no cost and have the option to buy three (3) more, totaling five (5) transponders per residence.**
- **The North Gate Staff will be responsible for issuing/affixing Decals to resident vehicles.**
- **Transponders and Decals are for Residents ONLY.**
- Additional transponders will be available to homeowners and residents only with valid proof of vehicle registration and the Homeowners Gate

Access Information form for \$50.00 each. Payment must be submitted with each request for an additional transponder. The Crosby Management will collect the completed Homeowners Gate Access Information form and send to the North Gate. They will also be in charge of collecting any required fees. A maximum of five (5) transponders will be issued per residence.

- With some makes and models of vehicles, a license plate transponder may be required, in lieu of the window mounted transponders. This specific type of transponder will be available at a cost of \$135.00 each and may require adjustment from time to time.
- All transponders for The SouthWest Cluster/Cost Center residents will be programmed to access all Crosby gates.
- The SouthWest Cluster/Cost Center Homeowner will need to provide the following:
 - **Current copy of each vehicles' registration**
 - **Vehicle information including license plate #, make, model, and year**
 - **Each vehicle will need to be driven over to the North Gatehouse to confirm data and adhere the transponder to the windshield.**

The Crosby Management will notify the North Gate Staff when a home is resold. The North Gate staff will deactivate all previously issued transponders. The new owner must follow the process listed above.