

OPERATING PROCEDURES

PROPERTY OWNERS ASSOCIATION OF SPANISH COVE, INC.

(Revised April 2011)

*The following policies, rules, procedural guidelines
and job descriptions are set forth
by the Property Owners Association of Spanish Cove, Inc.
Board of Directors.*

*Any revisions, alterations, deletions or additions
must be approved by the Board of Directors.*

*Unless specifically noted otherwise,
the Operations Manager is responsible
for administration of these rules and procedures.*

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Property Owners Association of Spanish Cove

OPERATING PROCEDURES

SECTION I

PERSONNEL HANDBOOK

INTRODUCTION AND EMPLOYMENT-AT-WILL DISCLAIMER

The purpose of this employment handbook is to provide a source of information for all employees of POASC concerning the benefits and obligations associated with their employment. Management and contractual employees may have modified or additional benefits and obligations. If you are not sure whether the policies of this Handbook apply to you, please ask the Operations Manager.

YOUR HANDBOOK IS, HOWEVER, ONLY A GUIDE; IT IS NOT A CONTRACT. NEITHER THE PROVISIONS OF THIS HANDBOOK NOR ANY OTHER HUMAN RESOURCE POLICIES OF POASC ESTABLISHES A CONTRACT OF EMPLOYMENT BETWEEN YOU AND POASC. YOUR EMPLOYMENT IS "AT WILL." NEITHER POASC NOR ANY OF ITS EMPLOYEES ARE COMMITTED TO ANY EMPLOYMENT RELATIONSHIP FOR A FIXED PERIOD OF TIME. EMPLOYMENT CAN BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE, AT ANY TIME AT THE OPTION OF THE EMPLOYEE OR POASC. NO ONE AT POASC MAY CHANGE THIS UNDERSTANDING.

No handbook can anticipate every circumstance or question about policy. As we continue to grow and as laws are created or amended from time to time, the need may arise to change the guidance described in the handbook. POASC therefore reserves the right to revise, supplement, or rescind any policy or portion of this Handbook from time to time to comply with changing laws, or for other reasons, in POASC's sole and absolute discretion. POASC will make reasonable efforts to notify employees of changes as soon as practicable, and employees are encouraged to review all posted notices and to read all memoranda concerning such policy changes.

All questions should be directed to the Operations Manager

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ARTICLE 1 - THIS HANDBOOK

SECTION 1.0 WELCOME

We are happy you have chosen POASC as your place of employment. We are glad to have you with us and hope that you will find this a pleasant place to work.

Since we value your service, we are interested in your progress and general welfare. We know that how well you like your job will depend to a great extent upon how well you understand what we expect of you and the guidance you receive from POASC.

The provisions of this handbook have been developed at the discretion of management and may be amended or canceled at any time, at POASC's sole discretion. These provisions supersede all existing policies and practices and all prior handbooks distributed to you or statements made to you. The guidance in this handbook may not be amended or modified without the express written approval of the Board of Directors.

We know that our major asset is people and no one can anticipate every human problem or need that may arise. Therefore, if you have a special problem, concern or idea, are troubled or have a need, please tell us. We appreciate your efforts and the good work you are doing each day to make POASC a success. We look forward to a mutually satisfactory relationship with you.

Again, may we extend our sincerest welcome,

Jay "Sonny" Keigley
Operations Manager

COPIES OF POLICIES UPON REQUEST: A copy is available at the office.

1.1 DEFINITIONS: A statement of meaning for word(s) and phrase(s) used within this handbook.

POASC: Property Owners Association of Spanish Cove, Inc.

Workweek: A period of 168 hours during seven (7) consecutive 24-hour periods.

Pay Period: A period of two (2) consecutive workweeks used to calculate compensation.

Overtime: That time, in excess of forty (40) hours in a workweek, that an employee is required to be on duty or is suffered or permitted to work.

Approved Leave: Where absence from work, has been authorized and wages and benefits will be paid.

Unapproved Leave: Where absence from work has not been authorized and wages will be withheld for the period of absence.

Leave Without Pay (LWOP): Where absence from work has been approved but wages will not be paid for the period of absence.

Regular Employee: An employee whose regular scheduled workweek is five (5) days per week, eight (8) hours per day.

Part-Time Employee: An employee whose regular scheduled workweek is less than forty (40) hours per week.

Temporary Employee: An employee whose duties are required on a periodic basis. Scheduled workweek will vary up to forty (40) hours.

Contract Employee: An employee, whose employment is governed by terms of a contract, either, verbal or written, including, rate of compensation and employee benefits, and work week requirements.

May: Permissive in nature.

Shall: Mandatory in nature.

Should: Obligation, duty, but not mandatory.

Will: Future obligation, determination.

1.2 AMENDMENTS TO THIS HANDBOOK

This handbook sets out some of the basic employment policies and procedures for employees. The handbook policies are not to be read narrowly as "terms of a contract" between you and POASC, but rather as guidelines, which provide a framework for day-to-day practices. The handbook does not alter, amend or change in any way the status of all employees as employees terminable at the will of POASC. No employee or supervisor may alter, orally or in writing, the terminable-at-will status of any employee.

Moreover, POASC reserves the discretion to vary these policies so that specific circumstances may be treated on an individual basis. The handbook policies are subject to amendment or discontinuation as the needs of POASC require. We will make reasonable efforts to keep you informed of all changes. However, occasionally changes must be made immediately to meet unforeseen circumstances or specific situations.

1.3 EQUAL EMPLOYMENT OPPORTUNITY

POASC is an equal opportunity employer. It is POASC's desire to hire, promote, and acknowledge the most qualified person, regardless of race, creed, color, sex, sexual preference, pregnancy, national origin, ancestry, citizenship, age, marital status, religion, unfavorable discharge from military service, or mental or physical disability unrelated to ability to perform the essential functions of the job. It is imperative that all supervisors are aware of and act in accordance with our equal employment policy. If you have reason to believe that this policy is not being followed, please contact the Operations Manager.

1.4 SEXUAL HARASSMENT PROHIBITED.

A. General Policy: ZERO TOLERANCE

POASC is committed to achieving a workplace free from sexual harassment. Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964, as well as state discrimination laws. POASC will not tolerate such misconduct and our objective is **ZERO TOLERANCE**. This policy applies to protect all employees, applicants, guests and other persons visiting our premises. **Sexual harassment is prohibited, whether directed toward men or women.** Reprisals against individuals filing complaints under this policy will not be tolerated. Employees who violate this policy will be subject to discipline, including possible discharge. Other persons who violate this policy will be subject to expulsion from POASC's premises. **Any supervisor or manager who receives a complaint and does not act upon it under the procedures of this policy will also be subject to discipline, including possible discharge.**

B. Definitions

Sexual harassment is unwelcome sexual advances, requests for sexual favors or verbal conduct or physical contact of a sexual nature when:

1. Submission to such conduct is either implied or stated to be a term or condition of employment or a factor in evaluating the individual's job performance, eligibility for promotion, eligibility for an increase in compensation or any other component of employment; or
2. Such conduct interferes either directly or indirectly with an individual's work performance by creating a hostile, offensive or intimidating environment.

Sexual harassment includes but is not limited to:

Unwelcome Social Advances such as repeated uninvited requests for social dates, dinners or any other non-business-related activity where the invitee has indicated that she/he is not willing to accept such invitations.

Verbal Harassment such as sexual innuendo, demands or requests for sexual favors, comments or jokes of a sexually vulgar nature, including threats or slurs, remarks about an individual's physical anatomy, derogatory comments about gender or sexually explicit telephone calls.

Physical Harassment such as sexual advances, touching,(or the threat to touch) in a sexual manner, physical interference with normal work or movement, or otherwise invading the personal privacy of employees inside or outside the workplace.

Distribution or Display of Written or Graphic Sexual Material such as sexually oriented magazines or posters, nude pictures or sexually explicit writings of any kind.

Occasional compliments of a socially acceptable manner or statements or acts that are acceptable to all elements of society are not sexual harassment.

C. Procedure

Any individual who feels sexually harassed by a supervisor, manager, co-worker, subordinate or other person should take the following course of action:

1. Tell the offending individual(s) to stop the harassment. State your objection to the action and the specific behavior to which you object. If this discussion does not resolve the problem or if you fear reprisals will result from such discussion, or if you feel uncomfortable confronting the harassing individual, proceed to step 2.
2. Inform your supervisor of the situation, or if it is the supervisor who is the harasser or if you feel uncomfortable telling your supervisor, inform the Operations Manager or the Chairman of the Board of Directors.

3. All complaints received by anyone in management will be directed to the Operations Manager for investigation unless the complaining employee specifically requests otherwise. During the course of the investigation, the complaining employee's identity, as far as possible, will be withheld from all involved parties. POASC will attempt to do the utmost to protect the privacy of the complaining employee and to protect the integrity of any individual who may have been wrongfully accused of sexual harassment.
4. The investigation will be thorough and will usually be completed within 10 days. The Operations Manager shall present findings and recommend a penalty to the Board, if appropriate. As soon as possible thereafter, the Chairman of the Board and the Operations Manager will tell the harassing employee what, if any, discipline will result.
5. Only the complaining employee and the accused harasser will be told of the final disposition of the complaint.
6. If the accused harasser is not an employee of POASC, upon completion of an investigation, which indicates that harassment did occur, POASC will take appropriate remedial action. Possible remedial steps range from letters of objection to the accused harasser to refusal to allow the alleged harasser on POASC premises.

D. Final Note:

POASC recognizes that in some instances the question of whether a particular action or incident is sexual harassment or a purely personal, social relationship without discriminatory effect requires a factual determination based on all of the circumstances. Given the nature of this type of discrimination, POASC also recognizes that false allegations of sexual harassment can have serious effects on the lives and careers of innocent men and women. While POASC will not tolerate sexual harassment and will discipline any employee engaged in such conduct, POASC asks that all employees continue to act responsibly to establish a pleasant working environment free of discrimination. You are encouraged to raise any questions you may have regarding POASC's sexual harassment policy to the Operations Manager.

1.5 HIRING

No family member of directors or the operations manager may be employed by POASC. No supervisor will direct his/her relatives.

1.6 EMPLOYEE CLASSIFICATIONS

Regular Employee: An employee whose regular scheduled workweek is five (5) days per week, eight (8) hours per day.

Part-Time Employee: An employee whose regular scheduled workweek is less than forty (40) hours per week.

Temporary Employee: An employee whose duties are required on a periodic basis. Scheduled workweek will vary up to forty (40) hours.

Contract Employee: An employee, whose employment is governed by terms of a contract, either verbal or written, including rate of compensation and employee benefits, and workweek requirements.

1.7 PROBATIONARY PERIOD

All hiring is based on a ninety (90) day probationary period. Any employee failing to satisfactorily complete this ninety (90) day probationary period will not be eligible for any fringe benefits.

SECTION 1.8 REASONABLE ACCOMMODATIONS FOR QUALIFIED EMPLOYEE WITH DISABILITY

POASC is committed to making a reasonable accommodation to a qualified employee with a disability who is unable to perform the essential functions of his/her position without such an accommodation, to the extent required by applicable law.

1.9 PERSONNEL RECORDS

Employee personnel records, as required by law, will be maintained by the Operations Manager. Employee files are to be kept individually for each employee and are not available for public viewing.

Employee files should consist of the following information:

1. A completed application form;
2. W-4, Employee Withholding Statement;
3. Any completed evaluations; and
4. Any other information pertinent to the employee.

Employees shall report promptly any change in status of the following items:

1. Name
2. Home Address
3. Telephone Number
4. Person to notify in case of emergency
5. Military Reserve/National Guard status.

Employees may request the opportunity to inspect their personnel records.

1.10 DISCIPLINARY ACTIONS

Disciplinary action may be required for violation of these rules and guidelines. The Operations Manager is empowered to investigate and determine when disciplinary action is required.

1.11 PERFORMANCE EVALUATIONS AND MERIT INCREASES

At the end of the initial evaluation period all employees receive their first formal performance evaluation.

Performance evaluations for employees will occur annually. However, this may not be practicable in all circumstances and annual evaluations may not in all cases be accomplished.

Adjustments in wages or salary are based upon your record of employment and may occur after each performance evaluation, transfer, promotion or demotion, or as POASC otherwise determines is appropriate. A merit increase may be deferred if your job performance is substandard.

Employees transferring from one department and/or one position to another may be evaluated after three (3) months, and such transfers may be accompanied by an increase in pay, at the Operations Manager's discretion.

1.12 OVERTIME COMPENSATION

All overtime earned by employees will be paid at the rate of one and one-half times the regular rate of pay. Compensatory time may be granted to an employee in lieu of overtime pay at the rate of one and one-half (1&1/2) hours for each one (1) hour of overtime worked. All overtime must be authorized.

1.13 HOLIDAYS AND HOLIDAY PAY

The following holidays are holidays on which the POASC office will be closed. All regular employees will receive compensation at the regular rate for the amount of time scheduled to work on these days.

- New Years Day
- President's Day
- Memorial Day
- Personal Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving & Friday following Thanksgiving
- Christmas & the day following Christmas

- A. If a holiday occurs while a Regular employee is on vacation, leave time will not be charged for that day.
- B. Any recognized holiday listed above which falls on a Saturday shall be celebrated on the preceding Friday and paid as any other holiday.
- C. Any recognized holiday listed above which falls on a Sunday shall be celebrated on the following Monday and paid as any other holiday.
- D. If, due to an emergency, a Regular employee is required to work on a holiday, he/she will receive double the regular rate of pay in lieu of holiday pay for that time of duty.
- E. Only Regular employees are eligible for holiday pay. If Part time or Temporary employees are required to work on a holiday, they will receive double the regular rate for time worked on the holiday.
- F. Personal holiday date to be determined by employee and Operations Manager.

1.14 VACATION LEAVE

A. **Regular Employees** whose workweek is scheduled for forty (40) hours per week are entitled to vacation leave time. Vacation leave time shall be granted according to the following schedule:

- Less than one year employment – 2 hours per pay period.
- Between one and six years – 3-1/2 hours per pay period.
- Six years and over – 5 hours per pay period.

B. **Part-Time Employees** whose regularly scheduled workweek is less than forty (40) hours per week are entitled to vacation leave time. Part-Time Employees are entitled to two percent (2%) of work time as Earned Time Off (ETO).

C. **For all eligible employees:**

1. Vacation leave time may be accumulated to a maximum of 200 hours. Any accumulated vacation leave time remaining when employment is terminated will be paid at the regular rate of pay at the time of termination.
2. An employee may request advanced vacation leave in an emergency up to the amount he/she would accrue for the balance of that vacation year. The Operations Manager has the sole discretion to grant this advance. No additional approved leave will be granted until such advanced leave has been accrued.
3. Vacation leave will not be approved for the first ninety (90) days of employment.
4. Vacation leave time may be used in increment of not less than four (4) hours at a time.

1.15 PAID SICK LEAVE

Only Regular employees whose scheduled workweek is forty (40) hours are entitled to Paid Sick Leave.

Sick leave is not paid during probationary period. After probationary period employees, earn one (1) sick day every two (2) months. One-half (1&1/2) of any unused sick pay will be paid in the last paycheck of the year with the balance of the unused time carrying over to the next year. Upon retirement, termination or voluntary leaving all unused sick pay will be compensated for at the current pay rate.

Sick Leave is intended to be used only for absence from work because of illness. If the Operations Manager, requests a doctor's verification of sickness may be required.

If an eligible Regular employee suffers an extended illness or incapacity to work due to on-the-job activities NOT otherwise compensated for by Workmen's Compensation, the POASC Board of Directors may continue this employee on full or reduced salary to up to thirty (30) days after sick leave has been exhausted.

1.16 BEREAVEMENT LEAVE OF ABSENCE

A regular full-time employee, upon notification to the Operations Manager (supervisor), may

be authorized up to two (3) days paid leave for the death of a parent, parent-in-law, spouse, son, son-in-law, daughter, daughter-in-law, grandchildren, grandparents and/or grandparents-in-law. Five (5) additional days may be authorized without compensation.

During their probationary period, Regular employees are not eligible for bereavement benefits, but may be granted unpaid time off for this purpose upon request in accordance with these procedures, at the Operations Manager's discretion.

1.17 JURY DUTY

Regular employees, whose scheduled workweek is 40-hours per week, who are elected for jury duty will be granted approved leave for the day or days required in serving as a juror in any court. Any compensation received (excluding transportation reimbursement) for jury duty will be deducted from his or her normal pay. Employees must provide a certification from the court, which indicates the dates of jury duty and the amount of compensation received for such duty.

1.18 LEAVE WITHOUT PAY

Employees may be granted Leave without Pay (LWOP) for up to ninety (90) days. Any requests must contain the reason for the leave request and the beginning and ending dates of such leave. If the LWOP period exceeds fifteen (15) working days, the employee's continued employment may be in another position and wage rate.

Except in an emergency, the Operations Manager must approve all LWOP at least two (2) weeks in advance.

ARTICLE 4 - EMPLOYEE RESPONSIBILITIES

1.19 EMPLOYEE RESPONSIBILITIES, GENERALLY

All employees are expected to observe POASC's policies and procedures and to perform their assigned duties in a satisfactory manner. Such observance would include, but not be limited to, work as scheduled; being at your place of work during working hours; following the instructions of your Supervisor; and, obeying safety regulations and other policies and practices of POASC.

1.20 ATTENDANCE AND PUNCTUALITY

Regular and on-time attendance is required of all POASC employees. If an absence is necessary, it is the employee's responsibility to notify the Operations Manager or his/her direct Supervisor prior to starting time.

When an employee must be absent from work for personal reasons, absences must be approved in advance by the Operations Manager. Approved absences are recorded as Approved Leave or LWOP. Failure to get approval for an absence will be recorded as Unapproved Leave. Three (3) consecutive days of Unapproved Leave will result in termination.

1.21 ALCOHOL, DRUGS, FIGHTING

All employees are prohibited from distributing, dispensing, possessing or using any illegal drugs or alcohol while on duty. Violations of this rule will result in discipline up to and including termination.

Engaging in fighting while on duty is prohibited and subject to termination.

1.22 DRESS CODE

All employees are required to wear appropriate attire for the duties they are required to perform. The Operations Manager or direct supervisor will inform new employees of attire requirements.

An employee who appears for work in inappropriate attire may be asked to leave and will not be paid for time missed from the workday as a result. Disciplinary action, in the discretion of the Operations Manager, may be imposed as appropriate under the circumstances.

1.23 RESIGNATION; REHIRE

An employee who wishes to resign should give at least two (2) weeks advance written notice of resignation to their supervisor or the Operations Manager. An employee who is terminated may not receive prior notice of termination.

An employee who resigns, is discharged, retires, or fails to return after an authorized leave of absence, will be regarded as permanently separated from employment. Should such separated employee be rehired, he/she will be re-employed as a new employee.

Terminating employees will receive their final paycheck on the first regularly scheduled payday following their termination date.

1.24 FIRE, SAFETY AND HEALTH POLICY; EMERGENCY CODES

The personal safety and health of each employee of POASC and the residents of POASC is of primary importance. The prevention of work related injuries and illnesses are of such significance that it will be given precedence over operation productivity whenever necessary and feasible. POASC will make every effort practicable to assure the personal safety and health of all employees by providing a healthy and safe working environment.

For POASC's Fire, Safety and Health Program to be successful, all employees must comply with the following rules at all times:

1. All employees are responsible to ensure that their work areas are maintained in a dean, neat and orderly fashion.
2. While in a course of daily activities, employees are to be constantly watchful for any condition that appears abnormal.
3. If an employee observes any unsafe conditions such as broken or frayed electrical wires, or smells leaking gas, unusual odors, etc., he/she should report it immediately to the Operations Manager or other managerial employee, in their absence.

4. Employees should not use any materials in their work area that are labeled Flammable, unless instructed by their Supervisor in the proper use of same.
5. If smoke is detected coming from any area, the alarm should be sounded and POASC's standard fire fighting procedures followed.
6. Smoking is not permitted in our facility. Smoking is only permitted in designated areas outside.
7. In the event of a fire: unless otherwise directed by his/her Supervisor, the employee will follow the fire procedures, which have been established and/or posted.
8. Employees should exercise good fire prevention practice at all times.
9. Employees should remember that they are the most important part of POASC's Fire, Safety and Health Program. Without their help and full cooperation, the program cannot succeed.

1.25 GRIEVANCE PROCEDURE

Definition: Grievance: An actual or supposed circumstance regarded as just cause for protest or complaint.

Procedure:

1. Employee describes in detail the occurrence, which he or she believes should be addressed. Signs, dates and submits form to their immediate supervisor.
2. Within five (5) days the supervisor should return the record with an answer to the employee. If the answer is unsatisfactory to the employee, the records should be submitted to the Operations Manager (If the Operations Manager is not the employee's immediate supervisor).
3. Within five (5) days the Operations Manager should return the record to the employee with an answer. If the answer is unsatisfactory to the employee, the record should be submitted to the Board of Directors, c/o the Chairman. The records will be reviewed at the next meeting or at the Chairman's discretion a special meeting or executive meeting will be scheduled. The decision of the Board is final.
4. See grievance record pg. 13 (a)

1.26 WORK SCHEDULE; LEAVING THE PREMISES

Work schedules may differ and the Supervisor or Operations Manager will determine each employee's hours and work schedule. You will be expected to record your own time worked in accordance with established POASC policies and procedures. POASC may change the starting time of any work shift.

Other than lunch, leaving the premises during your working hours without the express consent of your Supervisor is not permitted.

1.27 TIMECARDS; TIME RECORDS; PAY PERIODS, PAYCHECKS; WAGES

Timecards are the basis for computing employee pay.

The regular pay period covers a two-week period. The workweek begins on Wednesday at 12:01 a.m. and ends seven (7) days later on Tuesday at 11:59 p.m. Changes in job title,

rate of pay, etc. will be effective at the beginning of the next regular pay period following the date of the change.

Paychecks are issued the Wednesday following the end of the pay period.

If an employee thinks an error has been made concerning his/her pay, this matter should be brought to the attention of the Supervisor, and a correction will be made as soon as possible. Pay stubs should be examined by the employee as soon as received and any errors or discrepancies reported immediately to the Business Office.

1.28 SAFETY, ACCIDENTS AND ILLNESS ON THE JOB

POASC assumes no responsibility for damage to personal vehicles or theft of articles from vehicles while on POASC property.

Employees shall notify the Operations Manager concerning any situation that is a safety or health hazard. Any accident involving POASC property or employee must be reported to the Operations Manager immediately, and may be subject to drug testing.

Any injury suffered by a POASC employee during working hours must be reported to the Operations Manager as soon as possible. All injuries must be documented and all such documentation will be retained on file in the POASC office.

POASC employees are expected to wear appropriate attire for the duties they are required to perform.

1.29 POASC PROPERTY

Employees must exercise due care in the use of POASC property and utilize such property only in authorized work-related duties.

All employees operating a POASC vehicle will possess a valid state operator's license and are responsible for the care and operation of the vehicle.

1.30 CONFIDENTIALITY

POASC employees may have occasion to deal with information, which is of a confidential nature, or concerning Spanish Cove residents which is of a personal nature. Employees are expected to respect confidentiality of that information. Failure to do so may result in termination.

1.31 EMPLOYEE ACKNOWLEDGMENT

(This signed acknowledgment will be detached and included in the employee's personnel file.)

I acknowledge the receipt of POASC's Employee Handbook, which describes many of my employee benefits and obligations. I agree to read it and study its contents and abide by POASC's written and unwritten policies, procedures, rules and regulations.

Since the information, policies, and benefits described here are necessarily subject to change, I understand that revised information will supersede, modify, or eliminate existing policies. Only the Operations Manager and Board of Directors have the ability to adopt any revisions to the policies in this handbook.

THIS HANDBOOK IS ONLY A GUIDE; IT IS NOT A CONTRACT. NEITHER THE PROVISIONS OF THIS HANDBOOK NOR ANY OTHER HUMAN RESOURCE POLICIES OF POASC ESTABLISHES A CONTRACT OF EMPLOYMENT BETWEEN POASC AND ME. MY EMPLOYMENT IS "AT WILL." NEITHER POASC NOR ANY OF ITS EMPLOYEES ARE COMMITTED TO ANY EMPLOYMENT RELATIONSHIP FOR A FIXED PERIOD OF TIME. EMPLOYMENT CAN BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE, AT ANY TIME AT THE OPTION OF THE EMPLOYEE OR POASC. NO ONE AT POASC MAY CHANGE THIS UNDERSTANDING.

Employee Signature

Date

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

SECTION 2.0 OPERATIONS MANAGER – DUTIES AND RESPONSIBILITIES

2.0.1 PERSONNEL MANAGEMENT

- a) Hire and terminate POASC employees.
- b) Administer disciplinary action as provided for in POASC Employee Operating Procedures Guidelines.
- c) Conduct Performance Evaluations for all POASC employees under his/her direct supervision at least semi-annually.
- d) Recommend salaries and salary increases to the Board of Directors.
- e) Establish personnel work schedules for those employees under his/her direct supervision.
- f) Perform supervision of all POASC personnel.
- g) See 2.0.13 Evaluation Form

2.0.2 FINANCIAL MANAGEMENT

- a) Oversee the billing and collection of POASC assessments and moneys from other revenue sources, as provided in the POASC Operating Procedures.
- b) File liens, initiate judgment and/or foreclosure actions as necessary and as provided for in the POASC Operating Procedures.
- c) Prepare specifications, solicit bids, review proposals, make recommendations to the Board of Directors for all contracts for goods and services approved in the current budget or as requested by the Board of Directors in accordance with procedures in the POASC Operating Procedures.
- d) Supervise preparation of financial reports as required by the Board of Directors and/or the Treasurer.
- e) Draft an annual budget request with input from the Board of Directors, the Staff, the Treasurer, the Board Committees and membership.
- f) Review and certify requests for payment of approved expense incurred in the operation of the corporation.
- g) Certify the accuracy of employee time cards and personal expense reimbursements.
- h) Accountability for following good business practices.
- i) Review Budget with POASC Treasurer once a month. Time and date to be mutually agreed upon.

2.0.3 PROPERTY AND EQUIPMENT

- a) Accountable for the safekeeping and maintenance of all POASC real property and equipment. Inform the Board of Directors of any abnormal conditions regarding POASC property such as vandalism, theft, misappropriation, etc., or where repairs/replacement would exceed budgeted provisions.
- b) Accountable for all maintenance work required on POASC property and equipment.

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

SECTION 2.0.4 RECORDS AND REPORTS

- a) Be responsible for the maintenance of records required by law and/or the policies of the Board of Director. These records shall be current and accessible to all Board members.
- b) Prepare and present a written monthly Operations Manager's report to the Board of Directors and at the Working Sessions of the Board.

2.0.5 GENERAL

- a) Enforce the POASC Covenants, BYLAWS, and Rules and Regulations. Initiate actions as provided in the Rules and Regulations under "Administrative Procedures" when alleged violations are reported or observed.
- b) Receive complaints and suggestions regarding POASC property, directing those to the appropriate standing committee chairman, Chairman of the Board or the entire Board of Directors as appropriate.
- c) Represent the Board of Directors in meetings and negotiations when specifically authorized by the Board.
- d) Represent the Board of Directors as required in day-to-day execution of contracts between the POASC and other parties, reporting any deviations under agreements directly to the Chairman of the Board of Directors immediately.
- e) Perform other duties and assume other responsibilities as assigned by the Board of Directors.

2.0.6 ISSUANCE OF POASC PERMITS

- a) Work in conjunction with office personnel in all phases of permitting.
- b) Review all requests for permits required by the POASC Covenants, BYLAWS and Rules and Regulations for compliance.
- c) Issue building permits. Review variance requests and assist members filing for permits and variances.
- d) When the requested permit may require a Baldwin County permit, examine County permit for compliance with appropriate POASC requirements; and, if it conforms, issue a POASC Building Permit for display at site.
- e) Retain a copy of permit issued and any Baldwin County permits and documentation in member's file.

2.0.7 SITE INSPECTIONS

- a) Inspect all sites to assure accuracy of request&
- b) When possible and/or deemed necessary, inspect site with contractor/owner to ensure their knowledge of restrictions and requirements of POASC Covenants and Rules and Regulations.
- c) Weekly, inspect building sites for continuing compliance with site clean up and restrictions.
- d) When it appears work at the site has been completed, perform a final inspection to ensure compliance with restrictions, document this inspection, and indicate conformity to permit requirements in member's file.

POASC OPERATING PROCEDURES
SECTION 2 -- POASC EMPLOYEES - JOB DESCRIPTIONS

SECTION 2.0.8 VARIANCE REQUESTS

- a) Assist members when filing for a variance.
- b) Ensure "Variance Request" sign is displayed at site.
- c) Follow Variance Guidelines as directed in Rules and Regulations for Covenants. Section 4.09
- d) See Appendix K

2.0.9 COORDINATION

- a) Perform such coordination as maybe required between owner/contractors and POASC to ensure compliance with current POASC Covenants, BYLAWS, and Rules and Regulations, with regard to activities requiring permits. When conflicts arise, document all meetings and discussions, retaining same in members' files.
- b) Coordinate with Baldwin County Building Department personnel to ensure POASC restrictions remain in compliance with County requirements and restrictions. When changes are necessary to POASC restrictions make recommendations to the Rules Committee as necessary.
- c) Oversee performance of contract work by outside contractors.

2.0.10 VIOLATIONS AND CHANGES TO POASC DOCUMENTS

- a) As time permits, drive through POASC properties looking for and recognizing Covenant violations.
- b) Initiate documentation when potential violations are reported or observed. Perform such duties as are required by the Administrative Procedures (Section I A) of the POASC Rules and Regulations.
- c) Initiate recommendations for changes to appropriate POASC Covenants, BYLAWS and Rules and Regulations, as may be required by changes to County or State Building Codes or as a result of new technology or products available affecting buildings.

2.0.11 MEMBERSHIP RELATIONS

- a) As time permits, drive through the Cove and talk to our residents as to determine the pulse of the populous.

2.0.12 GOALS/OBJECTIVES

- a) Shall present a list of goals/objectives by September 30 of each year for the next Fiscal year to the Board of Directors. The report shall include a time frame, cost and methods of accomplishment, including staff and/or volunteer requirements
- b) Shall submit quarterly progress reports to the Board of Directors.
- c) See Appendix F

2.0.13 ELECTRONIC SECURITY SYSTEM

- a. Provide electronic control devices (fobs or equal). The Operations Manager shall issue, upon request of any property owner in Spanish Cove, up to two (2) devices per property paying full assessment at no charge.
- b. That the following rules of procedure shall apply:
 1. That lost or damaged fobs may be replaced at POASC cost to the property owner.
 2. Renters (non POASC property owners) who are qualified, see rental/lease agreement, may be issued one (1) only device with a \$10.00 refundable deposit. No additional devices will be issued.
 3. Property owners not in good standing will not be issued a device. No exceptions.
 4. Only the POASC Operations Manager or his delegate is authorized to issue devices.
 5. Devices are not transferable.
 6. Misuse or abuse of the device will cancel the privilege and may result in monetary fines.
 7. Only the Operations Manager or his delegate may activate or de-activate any devices. Any attempt to over ride, interface with, or alter any portion of the control system will be considered abuse and may be subject to monetary and/or civil (legal) penalties.
 8. No property owner will be allocated more than three (3) key devices at anytime.
 9. Anyone who loses their key device and fails to report this will be held solely responsible for any misuse or abuse of the device.
 10. No one under 16 years of age may apply for a fob.
 11. If there is an emergency, contact your security personnel.

2.0.14 EVALUATION FORM - INSTRUCTIONS

These are instructions for use of the Manager in evaluating employees. Additional instructions will be provided for evaluating the Manager.

1. Form may be used for both hiring candidates and present employees.
2. Insert name, job position, date, and reviewer's name on lines at top of the page.
3. Review sections I through 5 and insert check mark in the proper column.
4. If the particular attribute is not applicable, insert N.A.
5. After completing step 5, summarize the overall rating.
6. Include the areas of excellence and the areas that need improvement.
7. Insert your comments and sign.
8. Let the employee insert his or her comments and sign
9. Submit the form to the Chairman of the Board or the authorized Representative

Adopted 9/28/06

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

SECTION 2.1 ADMINISTRATIVE DIRECTOR —DUTIES AND RESPONSIBILITIES

1. Promote a positive image of the POASC and Spanish Cove.
2. Provide information and assist property owners.
 - a) Answer questions or direct queries to other appropriate persons.
 - b) Make copies of documents for property owners.
 - c) Receive assessment payments.
 - d) Open, date and distribute mail.
 - e) Answer telephone
3. Design and print signs for signboards and reader board at Entrance #2.
4. Direct messages and instructions to security patrol and other POASC employees.
5. Type correspondence for POASC employees and Board of Directors.
6. File correspondence.
7. Maintain a follow-up system for the administrative documents.
8. Enter basic documents - Covenants, By-Laws, Rules and Regulations, etc., on POASC computer system and update as required.
9. Maintain files on:
 - a) Questions and Concern Forms
 - b) Administrative Records and Corporate Files
 - c) Work orders
 - d) Rules Violations
10. Input and maintain schedule of Preventative/Predictable Maintenance Schedule.
11. Collect data for Spanish Cove Phone Directory.
12. Update and maintain.
 - a) Website
 - b) Update advertising and sales billing
 - c) E-Mail List of POASC members and notify of special events/activities.
13. Assist Director of Accounting.
14. Perform other duties and responsibilities as assigned by the Operations Manager.
15. Maintain the property owner files; recommend changes as needed.
16. Prepare reports, labels and other material for the assessment billings, election ballots and other mailing as required.
17. Prepare annual department budget request.

2.2 ACCOUNTING DIRECTOR — DUTIES AND RESPONSIBILITIES

1. In conjunction with the Operations Manager, modify and follow internal procedures for the control of all business activities; including but not limited to:
 - a) The computer database
 - b) Billings
 - c) Budget reports
 - d) Banking
 - e) Accounts payable
 - f) Accounts receivable
2. Prepare and process payroll and file required payroll tax forms.

POASC OPERATING PROCEDURES

SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

3. Be responsible for all computer data entry and printing of reports
4. Prepare and record all checks for accounts payable.
5. Initiate, receive and respond to correspondence concerning accounts regarding property.
6. Answer the telephone and man the business office counter when needed.
7. Perform other duties and responsibilities as assigned by the Operations Manager.
8. Prepare annual departmental budget request.

POASC OPERATING PROCEDURES

SECTION II — POASC EMPLOYEES - JOB DESCRIPTIONS

2.3 MAINTENANCE SUPERVISOR- -DUTIES AND RESPONSIBILITIES

1. Assist Manager in areas of issuance of POASC permits, site inspections, variance requests, and with monthly activity reports for the Board of Directors.
2. Directly supervise POASC maintenance employees and all on-office employees.
3. Plan and coordinate work schedules for the maintenance employees.
4. Organize and supervise all maintenance functions pertaining to POASC common properties, including but not limited to the following items:
 - a) Maintain grounds at both clubhouses, swimming pool, shuffleboard courts, tennis courts, main office and all entrances to Spanish Cove.
 - b) Remove trash and garbage from both clubhouses and from main office.
 - c) Empty all dehumidifiers at both clubhouses.
 - d) Check all lighting, interior and exterior, at both clubhouses and office.
 - e) Check all showers and restrooms for proper operation.
 - f) Clean and maintain pool and pool area.
 - g) Clean all sidewalks and patios.
 - h) Inspect, clean or replace all air conditioning and furnace filters as required.
 - i) Maintain and operate all POASC equipment, i.e., pickup trucks, dump trucks, backhoe, mowers.
 - j) Remove trash from County Road 99 right-of-way adjoining Spanish Cove property.
 - k) Inspect and maintain drainage system within Spanish Cove.
 - l) Maintain adequate supply of cleaning materials for both clubhouses and main office, if cleaning is done by maintenance personnel.
 - m) Oversee performance of contract work by outside contractors.
 - n) Repair and maintain all POASC equipment, including tools and furnishings.
 - o) Repair and patch streets.
 - p) Maintain road berm including filling and sodding
 - q) Trim underbrush as required in green areas.
 - r) Keep streets clear of accumulated dirt and silt build-up.
 - s) Perform other duties and responsibilities as assigned by the Operations Manager.
5. Conduct employee performance evaluations at least semi-annually for all employees under his/her direct supervision.
6. Delegate assignments as required.
7. Prepare annual departmental budget request.

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

2.4 MAINTENANCE PERSONNEL - - DUTIES AND RESPONSIBILITIES

Perform all maintenance functions pertaining to POASC common properties, including but not limited to the following items:

1. Maintain grounds, equipment and buildings at both clubhouses, swimming pool, shuffleboard courts, tennis courts, main office and all entrances to Spanish Cove.
2. Remove trash and garbage from both clubhouses and from main office.
3. Empty all dehumidifiers at both clubhouses.
4. Check all lighting, interior and exterior, at both clubhouses and office.
5. Check all showers and restrooms for proper operation.
6. Clean and maintain pool and pool area.
7. Clean all sidewalks and patios.
8. Inspect, clean or replace all air conditioning and furnace filters as required.
9. Maintain and operate all POASC equipment, i.e., pickup trucks, dump trucks, backhoe, mowers, etc.
10. Inspect and repair streets, roads and road signs within Spanish Cove.
11. Remove trash from County Road 99 light-of-way adjoining Spanish Cove property.
12. Inspect and maintain drainage system within Spanish Cove.
13. Repair and maintain all POASC equipment, including tools and furnishings.
14. Maintain road berm including filling and sodding.
15. Trim underbrush as required in green areas.
16. Keep streets clear of accumulated dirt and silt build-up.
17. Perform other duties and responsibilities as assigned by the Maintenance Supervisor.

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

2.5 ACTIVITIES COORDINATOR -- DUTIES AND RESPONSIBILITIES

2.5.1 SCHEDULE ACTIVITIES

- a) Schedule use of clubhouses
- b) Supervise loading of motor trips and paying drivers.
- c) Collect fees for those activities which require payments.
- d) Maintain Activity Fund records, facility usage, and accounts, which may include computer entry.
- e) Prepare a monthly activities calendar for display in the activities office, located in the Clubhouse
- f) Prepare an activity column for publication in the Newsletter.

2.5.2 RESERVATION OF CLUBHOUSE

- a) Tour the clubhouse and explain privileges.
- b) Call POASC office and get property owner's dues status.
- c) Fill out reservation form and collect deposit check.
- d) Arrange for property owner to pick up key.
- e) Show property owner location of equipment that is available for use.
- f) Return deposit if no problems were detected and key has been returned.
- g) Refer to Appendix G

2.5.3 GENERAL

- a) Attend Activities Committee meeting.
- b) Periodic check of supplies (paper products, coffee supplies, etc.) which the Activity Fund pays for various functions and arrange for purchases as needed.
- c) Water plants. Keep kitchen in order.
- d) Monitor notebook and bulletin board to keep ads and notices current
- e) Answer questions from property owners regarding general Cove activities.
- f) Make coffee available for all activities conducted in the building.
- g) Perform other duties and responsibilities as assigned by the Operations Manager.

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

2.6 UPDATE EDITOR — DUTIES AND RESPONSIBILITIES

- Part Time Position (Hours as established by Operations Manager).

In compliance with the Mission Statement of the Communications Committee, the UPDATE Editor will prepare a monthly publication which will keep the residents of Spanish Cove informed of matters which may affect them, as well as relate items of general interest. Although under the supervision of the Operations Manager, the UPDATE Editor shall advise the Communications Committee Chairman and the Chairman of the Board of all material to be in an issue before it is published, for their review.

2.6.1 MATERIAL INVENTORY

- a) Request needed supplies to be purchased.
- b) Confirm number of mail-outs and request postage and envelope and blank labels.

2.6.2 ATTEND MEETINGS

- a) Board meetings/Working board meetings or any other meetings that may be called by the Operations Manager request.
- b) Attend communications meetings to plan articles and discuss problems.
- c) Pictures will be taken at some of the events.

2.6.3 PAPER COMPOSITION

- a) Compose monthly "opinion column".
- b) Edit articles/stories/letters submitted by residents.
- c) Compose general interest items.
- d) Assign headlines to each article.
- e) Follow up on all anticipated articles when deadline is approaching.
- f) Do all layout/composition of paper.
- g) Print proof copy.

Revised 01/21/2010

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

2.6.4 PROOFING RESPONSIBILITY

- a) Assemble original copy and proof for accuracy.
- b) Answer any questions concerning articles.
- c) Listen to suggestions and make final decisions from input.

2.6.5 FINAL PROOF

- a) Make all corrections from proofing session.
- b) Print final proof copy.
- c) Get disk (paper) to printer, in time for delivery by first of the month.
- d) Data base for mailing list shall be maintained from POASC office. It will be coordinated with office to discard names who no longer own property.
- e) Print labels and mail issues, on or before the 1st of the month.
- f) Labels and mail issues shall be maintained from POASC office.
- g) Complete postal forms and confirm balance of Bulk Mail Account.
- h) Supervise the distribution of all papers delivered in the cove.

Revised 01/21/2010

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

2.7 POOL ATTENDANT - DUTIES AND RESPONSIBILITIES

1. Check and record chemical balance of pool water daily (or more frequently as needed)
2. Daily or more frequently as needed, add chemicals to attain the correct chemical balance.
3. Daily clean skimmers, straighten furniture, sweep/hose deck and patio, clean tiles on pool sides and renew water in the footbath.
4. Every other day or more frequently if needed, brush sides and bottoms of pool.
5. As needed, rake leaves and pine straw, clean furniture, check chlorine tablet holder, add water and pick up park area.
6. When necessary, ask those not observing the pool rules to comply. Report to the business office those who refuse to comply with the rules.
7. Maintain a daily attendance log.

2.8 POOL MANAGER – DUTIES AND RESPONSIBILITIES

1. The Pool Manager shall be a Certified Pool Operator, within six (6) months of hire.
2. Ensure proper chemical balance of pool daily.
3. Be responsible for daily maintenance and cleanliness of the swimming pool, bathrooms and pool area.
4. Directly supervise all pool attendants.
5. Prepare weekly work schedules.
6. Order pool supplies and chemicals following proper purchasing guidelines.
7. Maintain Pool Log-in Sheets and reports required to ensure only authorized patron are using the pool.
8. Maintain a healthy working relationship with the Baldwin County Health Department in regard to Pool Inspections.
9. Conduct on the job training for all pool attendants.
10. Diffuse any conflict in a positive manner.
11. Maintain a healthy relationship with pool patrons.
12. Work with the office staff regarding Key FOBS with an emphasis on being updated with most current information.
13. Ensure attendants use their best judgment when applying pool rules given each situation in a positive and discrete manner, with safety foremost.
14. Perform other duties as assigned by the Operations Manager.

POASC OPERATING PROCEDURES

SECTION 2—POASC EMPLOYEES — JOB DESCRIPTIONS

SECTION 2.9 RECORDING SECRETARY - DUTIES AND RESPONSIBILITIES

1. Attend and tape record all meetings of the Board of Directors, Working, Regular, Special and Executive.
2. Type minutes in a timely manner.
 - a) Type motions in bold
 - b) Provide space at bottom of minutes for date of approval.
3. Present to Board Secretary for approval.
4. After approval by Secretary, make two-sided copies for distribution to all Board Members, Operations Manager, Assistant Operations Manager and Update Editor.
 - a) Three-hole punch copies
 - b) Mark original for approval at next meeting.
 - c) Stamp "COPY" on all minutes to be distribute
5. After approval by the Board, make seven copies of minutes and addenda.
 - a) Three-hole punch copies.
 - b) File original and meeting agenda in plastic sleeve in "Original Minutes" binder.
 - c) File one copy in "Copies Folder" and one in black "Organizer" book.
 - d) Provide one copy to receptionist.
 - e) Provide four copies to Board Secretary for posting at two clubhouses, the bulletin board at the tennis courts and Secretary's binder.
6. File taped cassettes of meetings in fireproof filing cabinet.
7. Perform other duties and responsibilities as assigned by the Board Secretary
8. See Also By-Laws art. 9 Section 9.5.3 par.2

2.10 UPDATE ADVERTISING SALES PERSON - DUTIES AND RESPONSIBILITIES

1. ACTIVITIES

- a) Sell advertising space in the UPDATE
- b) Maintain records and accounts
- c) Collect fees for those advertisements
- d) Prepare monthly invoices
- e) Submit monthly income statement to POASC internal accountant.

POASC OPERATING PROCEDURES
SECTION 2—POASC EMPLOYEES-JOB DESCRIPTIONS

2.11 OPERATIONS MANAGER EVALUATION PROCEDURE

In compliance with POASC BYLAWS ARTICLE IX, Section 9.5 Duties and Responsibilities of Officers, A. Chairman of the Board, 2, the following procedures should be followed by the Chairman, Operations Manager Evaluation Committee and the Board:

1. At the October Regular Session of the Board, the Chairman of the Board will distribute Evaluation Forms to all members of the Board.
2. The Board Members will turn in their completed Evaluation Forms (See Appendix L) to the Chairman at or before the November working session. The Evaluation Committee in the evaluation process will use these forms as an aid.
3. The Chairman will make copies of these completed forms available to members of the Evaluation Committee, and working with that committee complete a final evaluation at a meeting held no later than December 15th. At this meeting the committee will determine any salary adjustment recommendations within the budget allocation. The Manager's contract will also be reviewed and updated if necessary.
4. On the 2nd Monday in January, the Chairman will review with the Manager the results of the Evaluation Committee's findings. Any contract adjustments will also be discussed at this meeting.
5. The Chairman will schedule an Executive meeting of the Board within one week after this review for the purpose of presenting the Evaluation Committee recommendations and the results of the Manager's performance review. At this executive meeting, the Board will draft a resolution for any pay adjustments; contract changes or other benefits it has determined are necessary. The Chairman and/or the Board will review the contents of this proposed resolution with the Manager either during this Executive session or immediately thereafter. At the next regular session of the Board the Board Secretary will submit this resolution.
6. The Chairman will schedule quarterly meetings in the form of a workshop to re-evaluate the goals of both the POASC and the Manager. These meetings may be held independently or during a Working Session of the Board.
7. All Board members will treat all information regarding the evaluation in the utmost confidentiality.
8. The Board may elect to waive an evaluation for a period of time if the Manager has been on the job less than six months.

2.12 PROPERTY INSPECTOR – DUTIES AND RESPONSIBILITIES

1. Assist the BOD and Operations Manager in issuance of POASC permits, conduction site inspections and handling variance requests.
2. Act as liaison between the BOD and Baldwin County Planning and Zoning concerning County Building Permits and variance requests.
3. Inspect all residential and POASC property and roads (to include road signs, etc.) within Spanish Cove. When required, issue work orders and/or report to Operations Manager for appropriate action. Send violation letters when required. Coordinate with front desk on issuance of fines.

POASC OPERATING PROCEDURES

SECTION 2—POASC EMPLOYEES-JOB DESCRIPTIONS

4. Monitor performance of contract work for outside contractors anywhere in Spanish Cove to insure compliance of POASC Covenants, By-Laws, Rules and Regulations, etc. Ensure all POASC work is completed according to contract specifications.
5. Work with property owners and contractors on permitting.
6. Assist property owners and contractors finding estimated property lines. This does not mean to actually locate and officially mark any lines, this is only accomplished by professional surveyors. Any assistance will be accomplished within a reasonable amount of time.
7. Provide Property Owners with copies of PLATS as required.
8. Respond to complaints from property owners concerning violations of covenants and coordinate with the Operations Manager for resolution.
9. Work with all committees on issues pertinent to Rules, Safety, Roads and Drainage, as well as Planning and Development.
10. Review tax bills with the Operations Manager and POASC Finance Committee Director when received from Baldwin County.
11. Conduct annual property audit and verify proper assessments are being paid.
12. Troubleshoot WIFI at both clubhouses, coordinating with Internet Service Provider as necessary.
13. Coordinate with contractors and assist Operations Manager in collecting bids for work to be done by outside contractors for POASC projects.
14. Advise Operations Manager and BOD regarding historical interpretations of the Covenants, Rules & Regulations and their application in various circumstances.
15. Adhere to all Federal, State and local laws and ordinances.
16. Provide researched information on pricing and products obtained via the Internet or other means for consideration by Operations Manager and BOD.
17. Provide photography of property for BOD Proposals or other reasons as needed.
18. Perform other duties as assigned by the Operations Manager.

POASC OPERATING PROCEDURES
SECTION 3 — FEES, FINES AND PENALTIES

3.1 RESIDENTIAL BUILDING FEE

Effective October 3, 2006, the POASC Board of Directors voted to increase the Residential Building Fee to \$500 from the \$250 fee implemented March 1, 1996. This fee applies for each permanent residence, constructed, or mobile or manufactured home installed, on lots purchased after March 1, 1996.

This Residential Building Fee shall not apply to recreational travel trailers, motor homes, 5th wheels, sheds, garages, additions or other capital improvements. It must be paid prior to the issuance of a Building Permit by Spanish Cove.

3.2 BUY-IN FEES

A Buy-In Fee of \$300.00 will be charged to each buyer of new property in Spanish Cove after April 1, 2005. After April 1, 2007, if the buyer is a current owner resident of Spanish Cove in good standing, sells the original residence property and establishes residence at the new property within one year* after the new property is purchased, the Buy-In Fee will be refunded. The buyer must apply for this refund by the first anniversary of the closing date on the new property, and only the original amount will be refunded. Funds collected from this Buy-In Fee go directly to the AR&R Fund.

- The Operations Manager may consider unexpected delays in determining if the one year condition is met.

3.3 TRANSFER FEES

A transfer Fee of \$100.00 will be charged to each buyer of new property in Spanish Cove effective June 1, 1997 per Resolution 97-27 adopted by POASC Board of Directors while in Regular Session on April 24, 1997. This Transfer Fee is determined by the Board of Directors in accordance with the By-Laws Article IV, Section 4.1.

3.4 NEW DEVELOPMENT IMPACT FEE

Effective October 3, 2006, the POASC Board of Directors approved implementation of an Impact Fee of \$2,000 for each new dwelling constructed on developments located within Spanish Cove boundaries.

This Impact Fee is necessary to help offset increased expenditures due to increased usage of Spanish Cove streets, clubhouses, swimming pool, tennis and badminton courts and other facilities.

This Impact Fee will not apply to individual lots currently existing in other sections of Spanish Cove.

Revised October 2010

SECTION 3.5 SPANISH COVE PERMITS

FEEES FOR PERMITS ARE AS FOLLOWS:

RESIDENTIAL BUILDING PERMIT.....	\$500.00
CONTRACTOR PERMIT.....	\$ 35.00
BLDG. IMPROVEMENT PERMIT.....	\$ 30.00
SHED PERMIT.....	\$ 10.00
FENCE PERMIT.....	\$ 10.00
DRIVEWAY PERMIT.....	\$ 10.00
TREE PERMIT.....	\$ 10.00
WELL PERMIT.....	\$ 10.00
VEHICLE PERMIT.....	NO CHARGE

Payment is due when application for permit is submitted. Failure to obtain permit will result in possible penalty and/or fine for non-compliance

Revised October 2010

SECTION 3.6 POASC GUIDELINES FOR NON-COPLIANCE WITH POASC COVENANTS, BYLAWS, RULES & REGULATIONS, PERMITS, DIRECTIVES

The following is a list of noncompliant acts with their suggested penalties acts with their suggested penalties which may be enacted by the POASC Board of Directors. The list is to be considered as a guide only. It is by no means a complete list of potential violations, and the penalties suggested may be more or less, solely at the discretion of the Board of Directors.

<u>VIOLATIONS</u>	<u>PENALTY</u>
Yard sale or unauthorized activity or land use	\$ 50.00
Improper or unauthorized use of a sign	\$ 50.00
Fireworks	\$ 200.00
Misuse of pier, beach area, pool or any Cove Facility	\$ 500.00
Open burning	\$ 200.00
Junk motor vehicles abandoned or stored	\$ 100.00
Discharging of firearms, hunting	\$ 200.00
Pet Violations	\$ 100.00
Failure to secure proper permit for structure	\$ 200.00
Unauthorized tree cutting	\$ 200.00
Wilderness area – cutting, clearing, altering	\$ 500.00
Temporary occupancy of recreational vehicle w/o permission	**
Occupancy of other buildings	\$ 50.00**
Undeveloped lot – erosion control, refuse disposal	\$ 500.00
Failure to comply with POASC directives to remove, restructure and/or improve	
Non-compliant structure or land improvement	\$ 1000.00
Improper placements of RV's, boats w/trailers, utility trailers	\$ 100.00
Improper storage or careless disposal of waste or litter	\$ 200.00
Changes made to grade, culverts or drainage ditches which may adversely change of impede the natural flow of storm water	\$ 500.00
Imprudent or careless use of a motor vehicle within Spanish Cove Jurisdiction	\$ 50.00**
Solicitation Violation	\$ 500.00
Occupied property that is disconnected from sewer service	\$ 500.00

* \$50.00 per day for each day of continuing violation after seven (7) days from the receipt by the property owner of the Board's notification that such a determination has been reached by the Board.

** A warning letter sent to either, the property owner, guest/visitor, or tradesman/vendor, which states the violation(s) and date of occurrence. It would also advise the offender of possible future actions that would be pursued if continued violations were observed.

POASC OPERATING PROCEDURES
ARTICLE IV — COMMITTEE MISSION STATEMENTS

SECTION 4.0 ORGANIZATION AND PROCEDURES FOR THE STANDING COMMITTEES.

The chairperson of the Board of Directors shall, with the approval of the board, (a) appoint a member of the board of directors to chair each standing committee of the board of directors. See Article DC Officers Section 9.5(a) of the BYLAWS.

The Standing committee shall consist of at least seven members, two of whom shall be board members. One board member is to act as chairperson and the other as vice chairperson. Any committee may continue to function on a temporary basis with less than seven members. The chairperson of each standing committee shall be responsible for the appointment of the remainder of these members. Members of such committees shall be in good standing with the POASC. See VI6.9.1 of the BYLAWS.

Depending on the size and complexity, some committees may consist of several subcommittees. The subcommittees shall make no final decisions. All proposals shall go to the standing committee for their approval. The standing committee chairperson shall take any approved proposal from a subcommittee to the Board of Directors for any direction and/or final decision.

Any issues not resolved or approved in committee shall be presented by the standing committee chairperson to the Board of Directors with request that spokesmen from both sides present the issues in question with alternatives and any pertinent discussion. The final direction/decision shall then be the decision of the Board of Directors.

4.1 PROCEDURES FOR RECORDING ALL MEETINGS OF STANDING COMMITTEES AND SUBCOMMITTEES

Each committee chairman will sign out from the business office a recorder and tapes. The chairman will be responsible for the recording' equipment and ensure that all meetings (scheduled or specially called) are properly recorded.

The following will be recorded at the beginning of each tape:

- Committee name
- Date, time and place of meeting
- List of members present/absent
- Guests attending

The recorded tapes will be exchanged for new tapes at the business office and the business office will be responsible for the labeling and storage of recorded tapes. Synopsis minutes or an index is to be stored with the tapes. On March 31 of each year, all recorded tapes which have been in storage for at least 12 months shall be purged and returned to service.

Minutes and other paper records of a committee shall be transmitted to the new chairman by the outgoing chairman.

POASC OPERATING PROCEDURES
SECTION 4 -- COMMITTEE MISSION STATEMENTS

SECTION 4.2 ACTIVITIES COMMITTEE MISSION STATEMENT

The objective of the committee is to promote and encourage the use and enjoyment of our recreational and social amenities.

4.3 A.D.A. - - ACCOMMODATIONS COMMITTEE MISSION STATEMENT:

The duty of this Committee is to investigate a requested accommodation to a disability and bring their finds to the POASC Board in the form of a Resolution.

4.4 A.D.A. - - DISABILITY DETERMINATION COMMITTEE MISSION STATEMENT:

The duty of this Committee is to investigate and to advise the POASC Board of Directors as to whether or not a resident who is requesting an accommodation has a disability as defined by the Federal and State Fair Housing Acts and the Americans with Disabilities Act.

4.5 ADMINISTRATIVE COMMITTEE MISSION STATEMENT:

Responsible for the organization, preparation, and modification of, operating procedures relating to POASC employees. This responsibility will include, but is not limited to, compliance with Federal and State of Alabama statutes relating to fair labor practices. Additionally, periodic review of employee job descriptions and salary ranges, employee rules and regulations, employee disciplinary policy, employee performance reviews, operations management guidelines for handling day-to-day affairs with the employee staff. Responds in a timely manner to all other administrative and personnel matters properly referred to the subcommittee for action.

In addition to Section I Personnel Handbook and Section II Job Descriptions as listed above, Administrative Committee responsibilities include the organization, preparation and modification of Operating Procedures relating to, Section IV Committee Mission Statements and Record Keeping, Section V Natural Disasters Emergency Plan, Section VI Security Patrol, and Section VII General Policies, Procedures, Guidelines and Plans.

Revision

10/21/10 Majority of members present must agree on all proposals of the committee. No business of the committee will be performed without prior approval of the chairman of the committee.

4.6 COMMUNICATIONS COMMITTEE MISSION STATEMENT:

The purpose of the Communications Committee is to inform the POASC membership and/or the public of official POASC business and events. The UPDATE, Town Crier, and www.spanishcove.org are the official public voices for Spanish Cove and POASC. Any official information should be released through any or all of the a fore mentioned. The Communications Committee in cooperation with the Operations Manager produces the following:

POASC OPERATING PROCEDURES

SECTION 4 -- COMMITTEE MISSION STATEMENTS

1. UPDATE: The printed monthly publication to inform property owners of Spanish Cove about Committee and POASC Board actions and of social activities.
2. Town Crier: The official email notification to POASC members about official business and events around the Cove.
3. www.spanishcove.org: Official website containing pertinent and extensive information including official POASC documents.
4. Spanish Cove Welcome Packets: A compilation of information pertinent to daily life in Spanish Cove, distributed to new property owners.

Revision 2/18/10

Revision 6/28/11

4.7 FINANCE COMMITTEE MISSION STATEMENT

The Finance Committee is a standing committee of the POASC, Inc. Its mission is to act as an advisory committee to the Board of Directors in fiscal matters, and in updating and revising Financial and Accounting Policies and Procedures. The Finance Committee includes the following Subcommittee.

Revision 10/20/10

1. Budget Subcommittee: Responsible for the preparation of the annual P.O.A.S.C, budget, mid-year and fourth quarter budget review.
2. Tax Bill Audit Subcommittee: Responsible for reviewing yearly tax bills on common property, comparing them to the previous year and making sure the assessments are appropriate.
3. Insurance Review Subcommittee: Responsible for making recommendations to the Finance Committee regarding insurance coverage.
4. Asset, Repair and Replacement Fund Review Subcommittee: Responsible for reviewing and updating line items in the ARBOR fund.

4.8 NOMINATION AND ELECTION COMMITTEE MISSION STATEMENT

This Committee shall be responsible for the handling of the election of Directors for the Board of POASC and shall also handle any other election as directed by the Board of Directors.

Following the guidelines set forth in the POASC By-Laws Section 5.7.1, a slate of candidates for the office of Director shall be prepared in a timely fashion, with proper notices to the membership. In the election of Directors, as well as in all other POASC balloting, the Committee shall take all measures possible to protect the integrity of the ballot and ensure that an unbiased election is held

The Secretary of the Board of Directors shall serve as the liaison between this Committee and the Board, fulfilling certain duties as outlined in the BYLAWS and the Rules and Regulations; however, no Board member shall be a member of this Committee.

POASC OPERATING PROCEDURES
SECTION 4 — COMMITTEE MISSION STATEMENTS

4.9 PLANS, DEVELOPMENT, AND MAINTENANCE COMMITTEE MISSION STATEMENT

Continually review current and future needs, regularly solicit P.O.A.S.C. membership ideas, and identify candidate projects for action in a timely manner,

Assure that current and future facilities/structures/general use areas are adequately maintained and improved or replaced, when feasible.

Develop standards for homes/buildings/structures, etc. and for environmental preservation and conservation.

Develop P.O.A.S.C Operating Procedures to cover activities of continuing task forces, study groups, or subcommittees established under this Committee which require joint participation with the office of the Operations Manager, and/or other Committees to include such things as the review and approval of P.O.A.S.C. Building Permit Requests, P.O.A.S.C. Variance Requests, environmental impact assessments, qualified contractors lists, standard competitive contracts and awards, and maintenance.

Propose changes to BYLAWS, Rules and Regulations, and Covenants to the Board, when analyses, studies, or assessments so indicate.

4.9.1 BUILDING AND ENVIRONMENTAL MISSION STATEMENT

To assure that the maintenance and development of current and future property (homes/buildings/facilities/structures/general use areas, etc.) within Spanish Cove preserves and enhances the quality of the living environment of the P.O.A.S.C. membership, and reflects careful consideration of the cost effectiveness and environmental impact of proposed projects or changes.

4.9.2 LONG RANGE PLANNING MISSION STATEMENT

To continually review future needs (nominally 2 or more years away), regularly solicit P.O.A.S.C. membership ideas, propose candidate concepts/projects/-studies/analyses for further action by the Building and Environmental Subcommittee, other Committees, or by the Board, and provide information to the Board and the membership which will contribute to the enhancement or improvement of the quality of life in Spanish Cove.

4.10 ROADS AND DRAINAGE COMMITTEE MISSION STATEMENT

To organize the sub committees so that they can constructively make cost effective decisions and reports to maintain their assigned areas of responsibility in a manner consistent with the goals of good management.

To constantly be on the lookout for danger signs of road and drainage potential areas or failures, safety or emergency weaknesses, and regular or required utility needs that should be addressed for the residents of Spanish Cove. To report any potential failures to the Board of Directors along with recommended suggestions to alleviate the possible areas of concern.

POASC OPERATING PROCEDURES
SECTION IV — COMMITTEE MISSION STATEMENTS

All submissions to be addressed to, the Standing Committee Chairman, with proposals to the Board of Directors.

SECTION 4.10.1 ROAD MAINTENANCE AND DRAINAGE SUBCOMMITTEE MISSION STATEMENT

Develop plans and overall policy for the repair and maintenance of the roads in Spanish Cove. Investigate drainage problems and try to find a satisfactory solution.

SECTION 4.10.2 SAFETY AND EMERGENCY RESPONSE COMMITTEE MISSION STATEMENT

Assure that current and future safety regulations for general use areas are adequately maintained and adhered to.

When necessary and/or at the request of management, investigate potential safety hazards and recommend a satisfactory solution.

To analyze and recommend safe and effective procedures for traffic control within Spanish Cove.

Maintain contact with the Spanish Cove Security Patrol and the Lillian Volunteer Fire Department.

SECTION 4.11 RULES COMMITTEE MISSION STATEMENT

To recommend rules for the management of and regulations for the affairs of the corporation called the Spanish Cove Property Owners Association.

To study the need for change in the Covenants and BYLAWS, and recommend any change to the Board of Directors.

Interpret the meaning or intent of existing Covenants and BYLAWS.

When necessary and at request of management and/or Board of Directors investigate the severity or extent of violations to the codes and recommend a resolution or enforcement procedure to the Board of Directors for final disposition.

The chairman will be the spokesperson of the committee unless another member is designated to speak for the chairman.

POASC OPERATING PROCEDURES

SECTION 5 NATURAL DISASTERS

SECTION 5.0 EMERGENCY PLAN

5.0.1 BASIC PLAN

The purpose of this plan is to develop a course of action to deal with the results of hurricane, tornado or other disasters. It may be necessary for property owners, on a volunteer basis, to aid in carrying out the Plan **IT IS TO BE NOTED THAT ONLY POASC EMPLOYEES ARE COVERED BY POASC INSURANCE, AND VOLUNTEERS ARE NOT CONSIDERED TO BE EMPLOYEES.**

This Plan is to provide residents access to their property after a disaster, and to return Spanish Cove to normal operating activities.

5.0.2 PROCEDURES

In a disaster, the Lillian Volunteer Fire Department (LVFD) and the Baldwin County Sheriff's Department will handle emergencies. Call 911. The POASC will establish a **Command Post** after the disaster **WHEN IT IS SAFE TO DO SO!**

This Command Post will be established at the Spanish Cove Office, if usable, or at another surviving building (**LOOK FOR THE BANNER**). By this time it is safe to return to our homes.

As soon as the **Operations Manager** or a **Member of His Team** arrives at the office, a Banner will be displayed in front of the building indicating the Post is open. From this time forward, all local information and/or questions pertaining to Spanish Cove can be filtered through this Post (Phone # 961-1129 Local or 1-877-795-7887 Long Distance with a message). If phone is down, Residents must go to the Post for information.

[REMEMBER YOU CAN SHARE INFORMATION WITH YOUR NEIGHBORS]

COMMAND POST TEAM: (In order of command)

- **Operations Manager**
- **Maintenance Supervisor / POASC Board Chairman**
- **POASC Vice Chairman**
- **Designees**

5.0.3 RE-ENTRY

As soon as it is safe to return, The Spanish Cove community will be accessible **ONLY** to those residents who have a proper identification decal.

Identification decals are required on all vehicles for re-entry to Spanish Cove. Those who do not have a decal will be required to obtain one, with proper identification, from the Command Post.

Any commercial vehicle seeking access to Spanish Cove will be required to secure a Working Pass from the Command Post. Such Pass will be displayed in the company's vehicle so as to be readily seen. The permit form to be filled out will require the company's name, the driver's name,

the vehicle's license plate number, verification of required liability insurance, the driver's signature and the date.

5.0.4 OPERATIONS MANAGER

1. Responsibility for all phases of this Plan shall rest with the Operations Manager. In the event of a Hurricane he will be responsible for securing the RV and Bayside Clubhouses, the pool, the office and maintenance buildings and all incidental property, including office equipment, furniture, outside equipment and mechanical equipment.
2. Routine checks of Emergency Equipment availability and readiness should be made and periodic Staff training in the location of the Emergency Storage Building and use of the equipment should be scheduled.

5.0.5 SECURITY

Mission Statement

The Security Officer is responsible for assuring the privacy and safety of all property owners, renters, visitors, and employees of POASC while within the registered boundaries of Spanish Cove.

A. Security/Officer

1. The POASC provides a 24 hour Security Service. The primary duties of the Security Officer are to observe and report regarding: Traffic-Parking-Identification-and Safety, and other violations as set forth in Rules and Regulations Document of Spanish Cove.
2. The Security Officer is responsible for preparing reports and other duties as described in these Post Orders, and/or directed by the Operations Manager.
3. Leaving the Cove.

B. Shared Responsibility

The Board of Directors, Operations Manager, and Security Force will work together with one goal in mind:

To make Spanish Cove a Safe, Peaceful, Friendly Community.

1. POASC will provide a suitable daily operation of the Security Officers to exchange requirements, new orders, changes and update current conditions.
2. Security Officers will document information maintaining an accurate and complete security log book.

SECTION II

Introduction to Spanish Cove

Spanish Cove is a private, protected, Covenant Restricted Community located in the community of Lillian, Alabama. The Baldwin County Sheriff's Department is the official law enforcement. Fire protection and Emergency Medical Services are provided by the Lillian Volunteer Fire Department.

A. Facilities/Common Areas/Residential Areas.

1. POASC Office	Located on County Road 99	
2. Cove Club	Located on Clubhouse Drive	Bayside
3. Swimming pool	Located next to Cove Club	Bayside
4. Shuffleboard Court	Located next to Cove Club	Bayside
5. Beach Are	Located behind Cove Club	Bayside
6. Playground	Located next to pool	Bayside
7. Playground	Located next to RV Clubhouse	Land Harbor
8. Pier	Located behind Cove Club	Bayside
9. Tennis Court	Located on N. Spanish Cove Drive	Spanish Oaks
10. RV Clubhouse	Located on Elberta Loop	Land Harbor
11. Laundry	Located in RV Clubhouse	Land Harbor

Spanish Cove has (4) different residential areas. Located West of County Road 99 are Spanish Oaks, Perdido Pines, and Land Harbor. Located east of County Road 99, Bayside, as well as lots 1 through 19 to the East.

B. Roads/Parking

All Spanish Cove roads, facilities, and paved parking areas are owned and maintained by POASC. Paved parking at the Cove Club, RV Clubhouse, Tennis Courts and directly in front of the Office are to be used by property owners, renters, and visitors for temporary parking of personal vehicles only. All personal vehicles must have a valid identification decal of Spanish Cove or a Visitor's pass.

SECTION III

Specifications

The Security Officer must present a neat, clean and proper attire at all times.

A. Uniforms:

- 1) Supplied by POASC will consist of a Security Cap or Safety Vest.
- 2) The Security Officer may have a "surname" name tag.

B. Equipment:

- 1) Keys/Fobs will be supplied by POASC management as necessary.

- 2) The patrol vehicle will be supplied by POASC with the following:
 - a. Flashing light bar with alley lights
 - b. Cell phone
 - c. Flashlight
 - d. Scanner
 - e. Public Address System
 - f. other as required
- 3) The Security Officer must have the following:
 - a. Property Owners and Renters list
 - b. Absent owner's file box
 - c. Emergency phone numbers
 - d. Evacuation plan
 - e. Check point list and locations
 - f. Spanish Cove telephone book
 - g. Log Book and other forms supplied by POASC
- 4) The security Officer will perform a brief inspection of the patrol vehicle prior to Starting a shift for proper operations of the following:
 - a. Brakes, horn, lights, steering, wipers and tires
 - b. Leaks of engine or transmission fluids
 - c. Recode of mileage
 - d. Check gas and oil
 - e. Inspection of vehicle will be documented in the Security log book at the beginning of each shift

C. Rules of Conduct as an Employee of POASC:

1. The Security Officer must interact with the Operating Manager and all Spanish Cove employees, residents, renters and visitors in a professional, polite and diplomatic manner.
2. The Security Office must answer calls promptly.
3. The Security Office must follow the policies and procedures of POASC documents.
4. The Security Officer must not use foul or abusive language.
5. The Security Officer must not use alcohol or any debilitating prescription or illegal drugs prior to or during assigned shift.
6. The Security Officer must not conduct personal business and must remain alert during shift.

D. Physical Requirements:

Each Security Officer shall meet the following standards:

1. Have eyesight correctable to 20-30 vision.
2. Have the ability to lift 30 pounds.
3. Possess high school level reading, writing and communication skills.
4. Possess a valid driver's license.

SECTION IV

Personal Safety

Members of POASC Management and Board of Directors are concerned for the safety of all Security Officers. Security Officers must exercise sound professional judgment in the performance of their assigned duties.

- A. If law enforcement is needed, call the local Baldwin County Sheriff's office, 24 hour non-emergency and dispatch line **(251-972-6802)**.
- B. Security Officers must not engage in a high speed chase.
- C. Security will not try to capture any animal.

SECTION V

Emergency and non-emergency phone numbers. (**Serious Injury or Fire call 911**).

The Security Officer will call and notify the proper authorities.

Operations Manager

POASC Chairman

Spanish Cove Office 961-1129

Spanish Cove Maintenance Office 961-2059

Baldwin County Sheriff 972-6802

Non-Emergency

Baldwin County Animal Control 972-6834

Med-Star Ambulance 943-8388

Lillian Fire Department 962-2696

Emergency Preparedness 947-3911

Riviera Utilities 943-5001

Perdido Bay Water 987-5816

Baldwin County Sewer 971-3022

Baldwin County Sewer Emergency 979-8589

Mediacom Cable Television 1-800-239-8411

SECTION VI

Duties and Procedures

1. Security Officers on patrol must not exceed the posted speed limit and must stop at all STOP signs except during an emergency.
2. The responsibility of the Security Officer is to update information and current conditions to their shift replacement.

3. Security Officers will spend their time in the vehicle patrolling as assigned and be aware of traffic and order within Spanish Cove boundaries.
4. If there should arise a situation that is not clear, the Security Officer must call POASC Management for instructions.
5. Security Officers are to be notified and instructed to check out clubhouses after all events. Clubhouses are to be left in good order. Checkout forms are to be completed and all doors locked.

A. Log Book

1. All Security Officers must document All unusual conditions during their shift, including calls and requests by owners. Log book documentation shall be compiled and easily read. Each page of the log book shall be consecutively numbered.
 - a. Caller's name or names indicate property owner, renter, or visitor.
 - b. Visitor's name or names indicate property owner, renter, or visitor.
 - c. Time, date, location.
 - d. Type of incident, violation, or accident.
 - e. Disposition of incident..
2. Reported information is confidential and considered to be the property of POASC.
3. Security Officer must not provide any confidential information or offer opinion to any person or news media.
4. Refer all inquires to POASC Management.

B. Rules and Regulations

The Security Officer will document the violations of the following:

- 1.) Disregarding STOP signs.
- 2.) Reckless driving.
- 3.) Open fires.
- 4.) Noisy, obnoxious, or offensive behavior.
- 5.) Discharging a firearm or fireworks.
- 6.) Animal complaints or nuisance.
- 7.) Stripped down vehicles or junk motor vehicles.
- 8.) Dumping trash or garbage onto common grounds or in Perdido Bay.
- 9.) Pier violation (see Rules and Regulations).
- 10.) Construction sites. All waste must be contained in receptacles.
- 11.) Permit signs to be posted in clear view at job site.
- 12.) Swimming in pool outside of posted time.
- 13.) All types of skating, skate boarding and bicycling on walkways, pier, tennis court, shuffle board courts and club houses is prohibited.

C. Check Point Locations

The Security Officer must visit each location as instructed by the POASC Manager.

D. Traffic Regulations

1. Driving: Alabama vehicle laws apply in Spanish Cove. The Security Officer must be alert and aware of traffic in Spanish Cove.
2. Parking (Legal): Temporary parking is allowed on the grass easement along the right of way during the following events:
 - a. Social event at a private residence.
 - b. Construction vehicles at a property owners home (orange cones are required).
 - c. Emergency and utility vehicles.
 - d. A funeral being conducted at either of the cemeteries.
 - e. Large item delivery trucks or vans with caution (orange) cones.
 - f. Advance permission to park overnight in the Cove Club parking lot. Security will be notified.
3. Parking (Illegal): Long term and overnight parking on the grass easement of the right of way is Prohibited unless prior approval of Manager is given.
 - a. No parking of a personal vehicle, boat, RV trailer, or utility trailer.
 - b. No long term parking on POASC property unless with Manager's permission.
 - c. No parking or blocking roadways, driveways, any entrance to a legal parking lot, activity area or private residence (other than your own).
 - d. No parking within 10 feet or blocking from view a fire hydrant at any time.
 - e. Services vehicles parking in right of way or on easement must display caution (orange) cones.

E. Other Violations

1. Yard sales or other unauthorized activity or land use.
2. Improper or unauthorized use of signs.
3. Misuse of any Spanish Cove facility.
4. Unauthorized use or storage of a commercial vehicle.
5. Clearing, altering or cutting in a wilderness area.
6. Unauthorized occupancy of recreational vehicles.
7. Unauthorized occupancy of other buildings.
8. Heavy construction equipment must protect against road damage.

F. Traffic Enforcement

It is imperative for the Security Officer to record all pertinent information in the POASC log book.

1. Failure to stop at a STOP sign: Observe the violator and log all pertinent information.

2. The Security Officer will challenge any questionable person or driver.

G. Identification

1. All Spanish Cove residents must have an identification decal sticker on the rear window, Unless authorized by the Manager.
2. Long term visitors (more than 12 hours) should have a Visitor's sign, located on front Dashboard, (visible through window) at all times while in the Cove.
3. All pertinent information must be logged prior to issuing a Visitor sign. Including dates of arrival and departure.
4. A renter is required to have the rear window decal sticker.

H. Medical Emergencies

1. Make certain 911 has been called.
2. Document name, location, and nature of problem.
3. Offer assistance as requested.
4. Log all pertinent information for POASC, including deposition of incident.
5. Secure the scene of the incident, if applicable.

I. Fire

1. Respond to location; call 911 Fire Department, if necessary.
2. Escort fire and rescue units to scene **"if requested."**
3. Offer assistance **"if requested."**
4. Log all pertinent information for POASC, including disposition of incident.

J. Minor Accidents

1. Respond to location.
2. Offer assistance **"if requested."**
3. If necessary, call 911.
4. Log all pertinent information for POASC, including disposition of incident.
5. Security shall fill out an incident report.

K. Theft/Break-Ins

1. Respond to location.
2. Call 911 Sheriff's Department.
3. DO NOT DISTURB A CRIME SCENE.
4. Wait at scene until deputy arrives. Secure the area.
5. Inform deputy of all pertinent information. Offer assistance.
6. Log all pertinent information for POASC, including disposition of incident.

L. Spanish Cove Hurricane Emergency Plan (Hurricane Season June 1 through December 1)

Storm Preparations
Listen to Local Weather Advisories
Spanish Cove Hurricane Emergency Plan

- a. Mandatory evacuation orders from the Governor when issued (Lillian Fire Department notifies Spanish Cove community). Security Officer will make two passes through Cove announcing it before securing his vehicle.

SEE HURICANE PLAN.

5.0.6 COMMUNICATIONS

After the disaster, residents may dial toll-free 1-877-795-7887 to receive recorded information regarding conditions in Lillian and Spanish Cove.

5.0.7 UTILITIES

CAUTION DANGER: ASSUME ALL WIRES ARE “HOT”! Only **AUTHORIZED** Electrical and Emergency Personnel may move or repair electrical lines. The LVFD will monitor water, sewer, electric and telephone services and keep the Command Post informed on restoration of interrupted services.

5.0.8 ROADS

Local Authorities or its, designates will be responsible for clearing all roads for single vehicle passage. Subsequent clearing of roads will be the responsibility of the POASC Maintenance program.

SECTION 5.0.9 EMERGENCY NEEDS INVENTORY

An Inventory of emergency equipment shall be provided by the **POASC Maintenance Department**. This listing is to be made available to the Command Post Team Members.

SECTION 5.1 POASC DISCLAIMER

It should be noted that the Cove Clubhouse and the RV Clubhouse are not designated Shelters. The POASC disclaims all responsibility of liability for any person tacking refuge in either the COVE CLUBHOUSE or the RV CLUBHOUSE (in Land Harbor) or any other POASC Common Properties during or after a Hurricane or any disaster. The POASC Insurance Carrier has advised that they would not consider liability exposure for the use of, these facilities for a shelter for residents. Only the American Red Cross can designate a shelter.

SECTION 5.2 YARD DEBRIS PICKUP

The POASC will pick up yard debris as a result of an act of nature. Specifically excluded is construction debris resulting from damage to personal residence. Yard debris must be brought by the property owner to the curb and packaged as required by the yard debris pickup service employed by POASC. Yard debris cleanup costs may necessitate a special assessment.

POASC OPERATING PROCEDURES ARTICLE VI
SECTION 6 SECURITY PATROL GENERAL

Answer all calls courteously and promptly, no matter how trivial, and whenever possible respond in person. Be constantly alert to all movement of traffic within the Cove especially those vehicles without the Cove bumper sticker. The security of Spanish Cove depends on challenging all vehicles not displaying a sticker.

Use the card system advising of absent residents and be familiar with the file of cards kept in the vehicle. Purge the file when residents return.

Due to frequent changes occurring in the Cove, some of the daily routing would be impossible to outline. Make frequent checks during the night shift, Bayside Clubhouse, RV Clubhouse, and laundry, pool area, fishing pier, shuffle board court, RV storage area, maintenance yard, tennis court and any other area where vandalism may occur. Log each point checked as well as the time a round is completed. Report lift station alarm alerts to Baldwin County Sewer Company. Routinely check for door-to-door solicitors, suspicious vehicles or activity in the Cove.

6.01 911 RESPONSE

Respond only to those in the Cove area:

1. Go first to the address of the emergency.
2. Ask if an ambulance has been called (if first on scene)
3. Go to nearest entrance and await the arrival of medical unit and escort to the scene.
4. Return to entrance to await arrival of ambulance and lead to scene.
5. Ask ambulance if they will require help in returning to County Road 99.
6. Ask fire unit and/or ambulance if additional assistance is required, i.e. traffic control, holding doors, assisting with stretcher, etc.
7. In the case of fire be prepared to lead the units to the scene if unfamiliar with location.

6.0.2 DOG PROBLEMS

Use common sense. Should it be obvious that physical contact with the animal could result in an attack, notify base requesting the sheriffs department to be notified. If the dog is from areas adjacent to the Cove and is frequently running loose, notify management.

6.0.3 SPEEDERS

All drivers on road in Spanish Cove should observe the 25 MPH speed limit. Wherever possible stop speeders using the red light and politely advise them of the speed limit. Log the time, place, tag, and name.

6.0.4 THEFTS /BREAK-INS

Take notes on log sheet from the property owner. Investigate scene do not disturb the crime scene. Call security base to notify the sheriffs department if the property owner has not already done so. Remain on scene until deputy arrives to protect area. Inform deputy of any pertinent information and offer assistance.

POASC OPERATING PROCEDURES
SECTION VI — SECURITY PATROL

6.0.5 OTHER FUNCTIONS AS REQUESTED BY POASC MANAGEMENT:

1. Unlock and lock the secure storage area for property owners.
2. Daily mail runs.
3. Deliver messages to property owners and contractors.
4. Make special checks for POASC as requested.
5. Perform other functions as assigned by POASC

6.0.6 QUIET HOURS

Quiet hours are from 10pm to 7am as established by the POASC Board of Directors. When loud activity is reported or observed during these hours, investigate and inform the violators of the regulation in a polite manner.

6.0.7 VEHICLE STICKERS

On January 1, 2005 we implemented a new vehicle decal system. This system requires each owner to come into the office to receive their new decal. Each owner will need to fill out a form to receive this decal, and we will be requesting the following information:

1. Owners Name
2. Address
3. License Plate #
4. Make
5. Model
6. Year of Vehicle

We also want to know if you are an owner or renter so we can issue the proper decal. Each owner will be requested to do this as soon as possible. If you are not a full time resident, you need to stop in the office when you are in Spanish Cove. If our Security notices an old decal, they will leave a notice on your vehicle advising you to stop by the office for your new decal.

In addition, on January 1, 2005 we started to issue each contractor a work pass to display in their vehicle. If the owner does not see this pass, they should turn the contractor away or tell them to apply at the office for a work pass.

POASC OPERATING PROCEDURES
ARTICLE VII - POASC GENERAL POLICIES

SECTION 7.0 INSPECTION OF DOCUMENTS AND RECORDS

As required by Alabama Code Section 10.3A.43, Books and Records, and POASC BYLAWS Section 13.1, any matters of record which are on file in the POASC office shall be made available for review in that office by POASC members. Response to such request shall be accomplished within a reasonable time period. No records prior to formation of POASC will be researched. Requests for review or copies by non-members shall be at the sole discretion of the Operations Manager.

If a copy of any material is requested, that request will be honored at a charge as determined by the property manager.

The following information will be furnished and entered into a log provided by the POASC staff

1. Name and lot number of requesting property owner;
2. Brief description of records or documents requested;
3. Date and time of request and completion of request;
4. Identification of responding staff member; and
5. Charge and receipt number, if applicable.

Revised 07/01/07

POASC OPERATING PROCEDURES
SECTION 7 — POASC GENERAL POLICIES

B. NOTICE OF CALLED MEETINGS

SECTION 7.1 See BYLAWS Section 5.5 Notice of Meetings

Special Board Meeting. The Chairman or Secretary or any Members of the Board of Directors of POASC calling a special meeting shall give notice to Directors of any special meeting session, as well as to those others whose presence is necessary at such meeting. Required procedures must be followed for setting such meeting, and the notice shall state the time, place and purpose of the meeting. Such notice shall be delivered by hand by the security person on duty. In addition, notice may also be given by telephone through the Administrative Office or through a Member of the Board. The intent is to make sure the Directors or those others whose presence is necessary at such meeting shall have at least 24 hours' notice. Attendance at a meeting without objection shall constitute waiver of notice, as set forth in BYLAWS Section 7.3, Special Meeting. The general membership, should be apprised of the special meeting by general communication methods available; however, if such publication is impossible because of the time factor, such lack shall not affect the validity and legality of such special meeting of the Board.

Executive Session. The Chairman of the Board of Directors of POASC, or his designee, shall give notice to the Directors of any executive session which he may call, as well as to those others whose presence is necessary at such meeting. Required procedures must be followed for setting such meeting, and the notice shall state the time, place and purposes of the meeting. Such notice shall be delivered by hand by the security person on duty. In addition, notice may also be given by telephone through the Administrative Office. The intent is to make sure the Directors or those others whose presence is necessary at such meeting shall have at least 24 hours' notice. Attendance at a meeting without objection shall constitute waiver of notice, as set forth in BYLAWS section 7.4, Executive Meeting.

SECTION 7.2 RECORDKEEPING OF EXECUTIVE SESSIONS

Ref By –Laws Sec 7.1 Par 3 Executive Session Meetings

The Secretary shall keep accurate written records of the acts and proceedings of any Executive Session of the Board of Directors of POASC; however, no tape recording shall be made of any such acts and proceedings of an Executive Session, without explicit approval of the sitting Board.

In order to approve the minutes of an Executive Session, the following procedure shall be followed:

The Recording Secretary shall transcribe the minutes of an Executive Session from his/her handwritten notes and a recorded tape, if taping is directed by the sitting Board; the Board Secretary shall then review the minutes and make any corrections necessary; thereafter, the Board Secretary will present the corrected minutes to the Chairman of the Board for his/her review and approval, after any correction the Chairman may make, at which time the Secretary will attest the Chairman's signature. If the minutes are prepared on a computer or word-processor, any tape, disk or other type of electronic storage shall be erased by the Recording Secretary after the minutes are approved, as outlined in 2. here of.

An ad hoc committee composed of three (3) Board Members (other than the Chairman or the acting Board Secretary) shall be appointed by the Chairman at the beginning of such Executive Session, using a rotation system through the other ten (10) Members of the Board, depending on availability. If there is a conflict of opinion in the decision of the members of the committee, the majority shall rule. If there is a three-way split of opinion, a new committee shall be appointed. If a tape is recorded in taking the minutes, the Board Secretary shall erase the tape of that meeting after the minutes are approved.

Since the minutes of an Executive Session are confidential, only an original of the minutes shall be created; that original. Once approved, shall be stored in a fireproof box purchased for that purpose and stored in the Administrative Office. Only the Chairman of the Board and the Board Secretary shall hold the keys.

POASC OPERATING PROCEDURES SECTION VII—POASC GENERAL POLICIES
SECTION 7.3 HIRING AN OPERATIONS MANAGER

Outline for hiring a new manager after a vacancy occurs:

1. A Temporary Manager is appointed to fill the vacancy by the Chairman with the advice and consent of the POASC Board of Directors.
2. The POASC Executive Officers meet and establish criteria for the advertisement and the advertising market for a replacement Manager, such as, but not limited to, the Internet, General Circulation Newspapers, Professional Organizations, present employees etc.
3. The Manager Selection Committee chosen by the Chairman and composed of two Officers and two Directors is formed to receive and evaluate the candidate resumes.
4. All resumes are recorded when received and forwarded to the Manager Selection Committee.
5. The resumes are read, evaluated and scored by the Selection Committee members by any reasonable method determined by the committee.
6. A compilation of the evaluations is reviewed by the committee (see file for attachments) and from qualified candidates the top candidates are selected for interview. (See file for sample packet sent to top candidates)
7. Interviews by the Manager Selection Committee determine the final candidate(s) of which there will be no more than three, and at this time the top candidates will be asked to fill out an application form.
8. The board, with a quorum present, will have the option of interviewing one or more of the final candidates and may choose by majority vote to accept one candidate. When the most suited applicant has been determined, the Chairman will meet with the applicant and negotiate salary and benefits within the guidelines agreed upon by the board. Subsequent to successful negotiations the Chairman will present a formal written offer of employment contingent upon a successful background check and drug test. When all conditions have been met and the offer has been accepted the results of the candidate selection will be released to the membership.
9. Roberts Rules of Order will prevail throughout the entire hiring process.

Revised January 2010

SECTION 7.4 ACCEPTING DONATIONS OF EQUIPMENT

1. The Manager must approve all donations.
2. All donations become the property of POASC.
3. Repair or replacement of donated equipment shall be at the discretion of the BOARD OF DIRECTORS.
4. Description of item to be donated.
5. Accepted by (Manager) and date.

APPENDIX A

Permit# _____

Lot # _____

PROPERTY OWNER'S LAND USE PERMIT

POASC PERMIT MUST BE OBTAINED BEFORE APPLYING FOR BALDWIN COUNTY PERMIT

APPLICATION & REQUIREMENT FOR BUILDING PERMIT

NAME OF OWNER _____

PHONE # _____

MAILING ADDRESS _____

CONTRACTOR _____

CONTRACTOR'S PHONE # _____

PROJECT DESCRIPTION FOR SINGLE FAMILY

LOT SIZE DIMENSION _____ X _____

(CHECK ALL THAT APPLY)

- New Construction (home)
- New Manufactured Home
- New Carport
- New Garage
- New Shed
- New Fence
- New Deck
- New Accessory Structure
- New Pier/Boat House
- New Porch
- Alterations/Repairs
- Other (Explain) _____

NOTE: It is the property owner's responsibility to contact Baldwin County for any additional building permits they may require for any of the above listed construction. **Also** it is the property owner's responsibility to contact the Baldwin County Land Use office regarding additional permits for any marine construction, bulk head, sea walls, piers, etc.

Avoidance of changing the existing natural drainage into or from neighboring building sites is solely the responsibility of the applicant. Issuance of a Building Permit by POASC does not assume any responsibility by POASC for drainage problems.

When an application for Building Permit is for construction of, or an addition to a building, upon completion of staked layout of foundation work is started, a survey of the lot for a verification of correct setback allowances shall be made by a licensed Alabama surveyor. Proof of such survey shall be presented to the Operations Manager or his agent. HOWEVER, if the permit requested is for an accessory building or an addition to an existing building, the Operation Manager, within his discretion, may waive need for a survey as required by this paragraph.

A \$500 cash performance bond is required from the contractor for the job. See POASC Rules and Regulations Article IV. Section 4.05 (page 6), Revised March 25, 2002.

A \$500 Residential Building Fee is due and payable at the time of Permit issuance. (Applies to new residences on lots purchased after March 1, 1996-adopted by POASC Board on February 11, 1996).

I, property owner/agent, acknowledge I have read, understand, and agree to abide by and assume all responsibility for compliance with all POASC Restrictive Covenants and Rules & Regulations in effect on this date.

Any property owner/agent who violates (or ignores) POASC restrictions/regulations will be required to remove or modify the existing construction to comply with the Building Permit as approved. The owner may be assessed fines and charges.

Contractors must be registered and on file with the POASC office. Contractor vehicles are required to obey speed limits, stop signs and parking regulations within Spanish Cove. Daily cleanup of construction site will be enforced.

Some POASC Restrictive Covenants and/or Rules and Regulations may vary, depending upon where (in which section of Spanish Cove) the property for which you are seeking a permit is located. Be certain you read and understand all restrictions applicable to your site location.

Exterior construction and lot cleanup must be completed in six months. If this can not be done due to extenuating circumstances, you must receive as extension, in writing, from the Operations Manager.

*****All applications for Building Permit must have a detailed, to scale drawing of work to be performed, attached to the application*****

Remarks _____

Property Owner's Signature/Agent Date

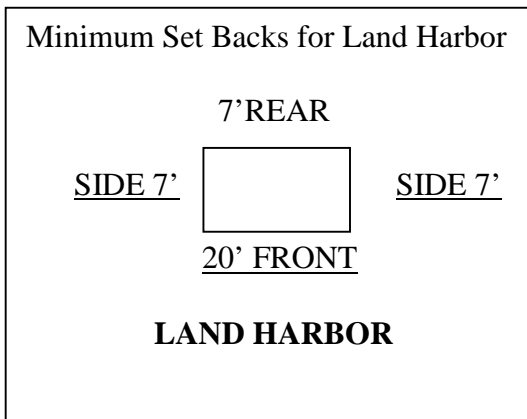
POASC Building Coordinator Date

APPLICATION: __Granted __Disapproved

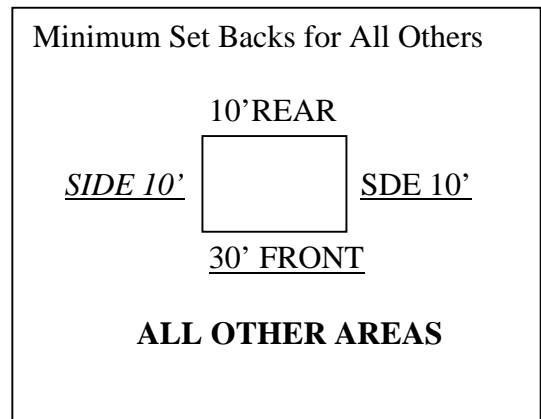
POASC Operations Manager Date

DISCRIPTION OF WORK & PROPOSED USE: _____

FEET



FEET



This Permit is valid for a 6 month period after the date of issuance. I hereby certify that the information stated on and submitted with this application is true and accurate. I also understand that the submission of incorrect information will result in the revocation of this permit and any work performed will be at the risk of the applicant.

Signature: _____

Date: _____

APPENDIX B

Document Request Fees & Charges

1. Spanish Cove Covenants	\$10.00
2. Spanish Cove Operating Procedures	\$10.00
3. Spanish Cove Rules & Regulations	\$ 5.00
4. Spanish Cove By-Laws	\$ 5.00
5. Copies	\$.10
6. Fax-Incoming/Outgoing-Per Page	\$ 1.00

APPENDIX C

PROPERTY OWNERS ASSOCIATION OF SPANISH COVE GUIDELINES FOR BIDDING ON DURABLE ASSETS

1. Sealed bids must be presented to the POASC office, 2129 Clubhouse Drive, Lillian, AL 36549 _____ . A bid number and date will be placed on the envelope when it is submitted.
2. Bids will be opened at (a.m.-pm.) on at the POASC office.
3. List a price for each item to be purchased.
4. Lot bids will be accepted but awarded only if no individual bids are made.
5. If individual bids are made and awarded, lot bidders will be notified and allowed to adjust bids to reflect the removal of the individual items.
6. Items will be sold to the highest bidder, but the Board of Directors may re-fire any or all bids below the minimum.
7. If two or more acceptable bids in the same amount are received, a drawing- will be held among those with the identical bids.

Winning bidders will be notified within three working days or a.s.a.p.

Items must be picked up and paid for within five working days of notification or they may be disposed of at the discretion of the Operations Manager.

APPENDIX D
SPANISH COVE HURRICANE EMERGENCY PLAN
SAVE AND KEEP HANDY FOR FUTURE REFERENCE
HURRICANE SEASON-JUNE 1 TO DECEMBER 1

TO GO OR NOT TO GO

Take these points into consideration before making a decision:

- All hurricanes are extremely dangerous.
- Don't be lulled into a false sense of security by a storm's category number. Storms can up-grade (or downgrade) in a hurry.
- Hurricanes spawn tornadoes.
- Manufactured homes, especially older units, and RVs tend to be not as safe as most site-built homes.
- Spanish Cove elevation is extremely low and may be prone to flooding.
- There are NO authorized shelter structures included among the POASC common property buildings. POASC does not assume any responsibility or liability for such use. The POASC insurance carrier does not provide coverage for such use.
- The Lillian Community Club is NOT a Red Cross authorized Shelter.
- The closest Red Cross authorized emergency shelter (at the time of this revision) is the Elberta Middle School in Elberta, AL.
- Electrical power and/or water outages can be expected.
- Spanish Cove streets and/or county roads may be impassable during and after a storm.
- School evacuation may be necessary if an emergency occurs during school hours. Check the policy with your local school administration.

STORM PREPARATION

Be sure you have a full tank of gas, proper air pressure in your tires and a POASC hurricane sticker affixed to the lower left corner of your windshield.

Secure doors and windows against damage from wind or flying objects. Wedge sliding glass doors so they do not lift off the track Anchor all loose objects around the outside of the house.

Make arrangements for boat security. Make arrangements for pets.

Make motel reservations early or have other plans for lodging.

If you have an emergency generator, read and understand its use prior to an emergency. Do not cross connect to existing house wiring.

- Include in your storm/shelter/travel supplies:
- Identification
- Cash (ATMs may not be working) and credit cards
- First aid supplies and special medications
- Raingear with spare boots or shoes
- Blankets and pillows
- One flashlight per person with extra batteries
- Drinking water

APPENDIX D

- Food including any special diet food required
- Weather/portable radio or television
- Important papers in a weather-proof container
- Plastic trash bags
- A sharp knife and a spoon
- 25 feet of nylon rope
- Extra clothes and personal items
- Maps, Spanish Cove Telephone Book
- Mechanical can opener
- Matches, candles/camping lanterns
- Disposable paper/plastic products, paper towels, toilet tissue
- Roll of duct tape

WHEN TO EVACUATE

In case of a hurricane, when our area may be in extreme danger, evacuees should leave the area as early as possible to avoid traffic congestion and delays. Persons with special medical needs should assess their requirements and make necessary arrangements well in advance of the hurricane season, June 1 to December 1.

Listen to local weather advisories. Watch Channel 11 (Cable TV only) for POASC announcements.

HURRICANE STAGES:

TROPICAL STORM WATCH: A threat within 36 hours

TROPICAL STORM WARNING: Winds 39 to 73 mph within 24 hours

HURRICANE WATCH: Hurricane conditions threat within 36 hours

HURRICANE WARNING: Hurricane is expected within 24 hours

By the time a hurricane warning is issued for the area, all precautions and preparations should be completed. Due to the erratic nature of hurricanes, a warning may be issued only a few hours before hurricane conditions exist in the area.

Stay in touch with your neighbors who live in a structure similar to yours.

If the Governor orders a mandatory evacuation, the Lillian Volunteer Fire Department will give notification.

EVACUATION ROUTES

A test drive of the evacuation routes before an actual emergency is recommended for all residents, but especially for new or part timers who may not be familiar with the local highways. Note especially any bridges or low areas subject to flooding and record the miles between the various route changes, turn-off places, etc.

Evacuation of Spanish Cove to County Route 99:

"Bayside" residents can only exit via Clubhouse Drive.

"Spanish Oaks" residents may exit via North Spanish Cove Drive or South Spanish Cove Drive. "Perdido Pines" exits via Caney Loop/Ridgewood Drive or South Spanish Cove Drive. "Land Harbor" exits via Buena Vista Drive.

APPENDIX D

Spanish Oaks, Perdido Pines and Land Harbor have interconnecting roads and evacuation may vary due to local flooding. Spanish Cove maps are printed in the Spanish Cove Telephone Book and are available at the POASC office.

Evacuation East into Florida is omitted from this plan. It is assumed the bridge across Perdido Bay will be closed.

Evacuation North on CR 99:

- Turn North on Route 99 (left from Spanish Oaks, Perdido Pines, Land Harbor, Right from Bayside) to US Highway 98 then West (left) on US 98 to CR 87).
- Turn North (right) on CR 87 to CR 112. Turn North (left) on CR 112 to Bay Minette, AL where a number of alternate routes are available for your choice of destination.
- Use your car radio for up-to-date instructions on path of storm and traffic conditions.

If the bridge on CR 99 between South Spanish Cove Drive and Ridgewood Drive is flooded or otherwise unusable, evacuation may proceed South (right) on CR 99 to its junction with CR 91 North, then North on CR 91 to junction with US 98 West, then proceed as above.

- Travel in daylight if possible.
- Notify the POASC office of your departure.
- Disconnect electrical appliances. Turn off automatic lawn sprinkler systems

IF YOU STAY

Stay indoors. The eye of the storm is only half of the storm. Stay tuned to radio or television for bulletins. Collect and store supplies, including water, for at least a week's duration. Turn refrigerator to coldest setting to allow food to keep longer if there is a power failure. Keep telephone use to a minimum.

POASC Security will not be on site during a hurricane. They will leave Spanish Cove four hours after mandatory evacuation is announced. The Lillian Volunteer Fire Department and Baldwin County Sheriff's Department will handle emergencies. Dial 911 for all emergencies.

Provide for your pets. No authorized shelter will accept pets. Aid dogs for the blind and hearing impaired are accepted.

AFTER THE STORM

State authorities will decide when residents may return to Spanish Cove.

Dial toll-free 1-877-795-7887 to receive recorded information regarding conditions in Lillian and Spanish Cove. POASC will establish a Command Post with an Emergency Coordinator. The coordinator will have POASC authority to act on all emergency matters in Spanish Cove not under state jurisdiction.

The water in your home may not be safe for drinking. The Command Post will have information regarding potable water.

Identification hurricane decals will be required on *your* vehicle for re-entry to Spanish Cove. If you do not have a decal, you will be required to obtain one, with proper identification, from the Command Post before being permitted to return to your residence.

APPENDIX D

The Lillian Volunteer Fire Department or its designate will be responsible for clearing all roads for single vehicle passage.

Residents wishing to assist in general clean up of the common areas should contact the Emergency Coordinator for information or instructions. The Command Post will be in the office building if usable, or another surviving building.

Assume all wires are "hot" electrical and leave them for emergency personnel to repair or move them. Do not sightsee. Sometimes staying out of the way is the best help you can give.

Before entering your home, check for hazards, such as downed power lines and/or broken water lines. Report such to the Command Post for notification to the proper authorities. Do not over exert yourself doing cleanup.

AREAS TO BE EVACUATED

Category 1 or 2 Storm

- All residents living in mobile homes.
- All low-lying areas: Fort Morgan, Gulf Shores, Orange Beach and Mobile Bay Causeway.

Category 3, 4 or 5 Storm

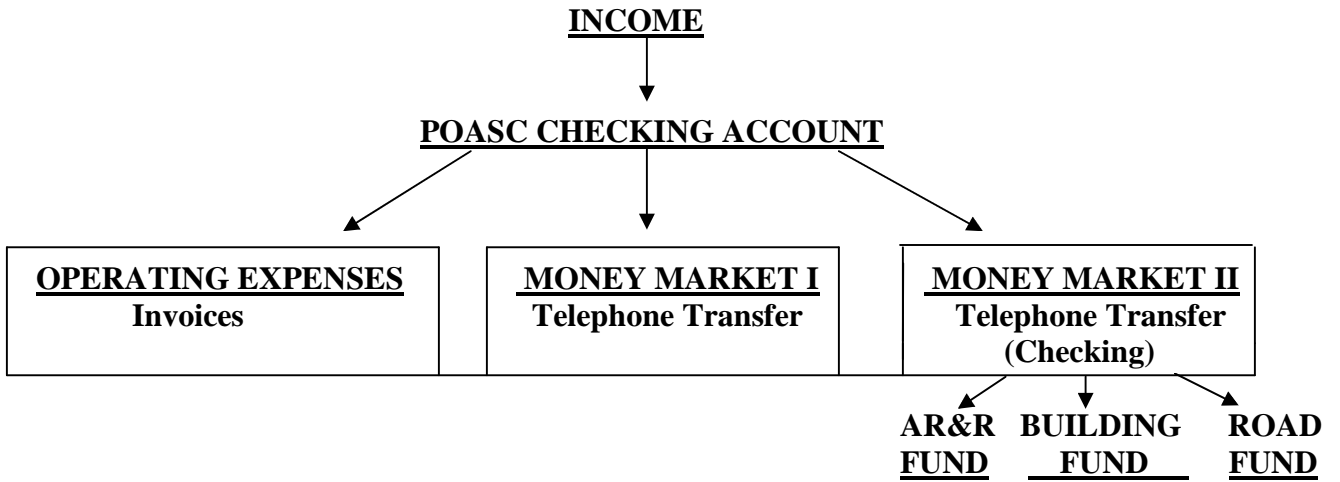
- All areas listed in Categories I & 2.
- All areas south of US Highway 98.

Revision 2- February 1997

Revision 3-March 1999

APPENDIX E

POASC MONIES FLOW CHART



EXPENDITURES OF POASC FUNDS

All checks require two (2) signatures

- | | | |
|---|---|---|
| Periodic recurring items within Budget | - | no report |
| Non-recurring which do not exceed \$500 | - | no report |
| Non-recurring budget item \$500-\$1500 | - | report to Board at next meeting |
| Emergency | - | notify Board Chairman & Finance Chairman
Within 24 Hours or ASAP |

All other expenditures require the prior approval of the Board

APPENDIX F

MANAGER'S GOALS

POASC Board of Directors requires the Operations Manager to submit annually a set of written goals. (See POASC Operating Procedures, Section II, POASC Employees, Job Descriptions, Operations Manager, Par 2.0.12).

These written goals must be presented to the Board of Directors by April 1. The goals shall complement the goals of the POASC Board of Directors.

Goals may be added, modified or deleted during the 12-month duration, however, such changes must be explained to the POASC Board of Directors.

The manager's goals shall be Challenging, Achievable and Measurable. Goals accomplishment shall be reported to the Board of Directors on a quarterly basis as a percentage of completion of each goal.

Any goal not completed on time should be explained by one (1) of the following:

- a) Lack of funding
- b) Lack of manpower
- c) Change of priority
- d) Extended beyond 12 months
- e) Other - explain

APPENDIX G

CLUBHOUSE(S) RESERVATION FORM

Name of Applicant _____ Phone () _____
(Please Print)

Spanish Cove Address _____ Phone() _____

Other Address _____

Date of Application _____
Month/Day/Year Time of day

Date of Use _____ Hours _____ to _____
Month/Day/Year

Purpose of Reservation: _____

Space Reserved (a) Main Auditorium _____ (b) Pool Side Room _____

(c) Both _____

Kitchen facilities will _____ will not _____ be used.

RV Clubhouse _____

Qualifications for use and/or utilize the amenities

A-The party requesting the reservation must be a **Spanish Cove property owner and POASC member in good standing, prior to the date of the usage.** Good standing shall mean current on all POASC fees and dues, with no outstanding fines, charges or warrants due to POASC.

B-Tenants, Renters or other non-POASC property owners (visitors, etc.) **cannot** reserve the facilities.

C-The party reserving the facilities agrees to be responsible for the actions of all parties, attendees and non-Spanish Cove residents attending the function and their actions until they depart the event.

D-Only the two (2) clubhouse spaces can be reserved. Other amenities such as, but not limited to, swimming pool, pier, tennis courts, shuffle board courts, laundry, etc., **cannot be reserved** or closed without the Operation Manager’s written approval.

Rules Pertaining to use of POASC Clubhouse(s) when reserved for any Private Use

- A. The “**responsible**” property owner must be present for the entire duration of the event to assure no POASC or Civil rules or laws are disobeyed.
- B. User shall make sure all exits are unblocked and relevant doors are unlocked. Become familiar with the location of light switches and fire extinguishers.
- C. Occupancy of the Cove Clubhouse is limited to 125 persons.
- D. Occupancy of the R V Clubhouse is limited to _____persons.
- E. Alcoholic beverages cannot be sold either by direct or indirect charges. They can be given away at no charge or BYOB is permitted. **The person reserving the facility bears sole responsibility.**
- F. Paper products, beverages or other POASC properties normally stored in the clubhouse(s) are **not** part of this contract. If use of these items is desired, purchase details must be arranged through the Activities Coordinator in advance. Trash bags will be provided.
- G. The user is responsible for installation of “special” decorations if required. User must remove such decorations as part of the post event cleanup. Damage to paint or walls may be deducted from deposit. Permanent wall decorations can not be removed or rearranged.
- H. All facilities must be cleaned after use. The Activities Coordinator will show you location of all cleaning tools and supplies. Kitchen and rest rooms must be left clean. All trash must be bagged, ready for pickup from the east porch.
- I. All furniture including portable tables and chairs must be returned to their storage positions.
- J. Call Security services for a final inspection and lock up **prior to 10:00pm**. Exceptions must have prior approval.

NOTE: The Activities Coordinator and/or Operations Manager will determine any deposit deductions, **not** Security.

- K. For RV clubhouse, the user must make verbal arrangements with the Activities Coordinator for alternate rules that may differ from this listing.
- M. All facilities must be ready to use, **clean and totally restored by 7:00 a.m. the following day. No exceptions.**

I have received a copy of form CH/R1 Pages 1 Thru 5.

I have read, understand, and agree to all conditions and restrictions of this contract.

Signed _____ Date_____

POASC Clubhouse Kitchen Instructions

1. All leftover food from an event must be taken home or discarded. Do not leave food, condiment or beverages in the refrigerator, freezer or in the bar area.
2. Activity committee items in the refrigerator are not to be used without Activity Committee approval. If you must shift items around, please return those items to the original location before you leave.
3. Wash, dry and put away all dishes, utensils and other relative items used for the event. Return them to the designated drawers, cupboards and cabinets.
4. Wipe off all tables, table covers, counters and the bar area.
5. Sweep area, mop up all spills and vacuum the carpet if applicable.
6. Turn off all appliances. Check coffee pot, discard used grounds, wash pot and wipe down maker. Put lid on water reservoir. Do not unplug the coffee maker!
7. Return all tables and chairs to the original locations. There is a diagram on the right wall of the entrance door to the kitchen.
8. If dish cloths and/or towels are used, take them home, launder them and return them ASAP for the next user.
9. Bag all trash and place in the "Rubbermaid" storage cabinet located just off the east (facing the water) porch. Trash bags are supplied and are in the bottom of the trash containers.
10. When you are finished, call security for the inspection and lock up.

APPENDIX H

Permit # _____
Lot# _____

**Tree Permit Requirements
Contractors Must Remove All Debris**

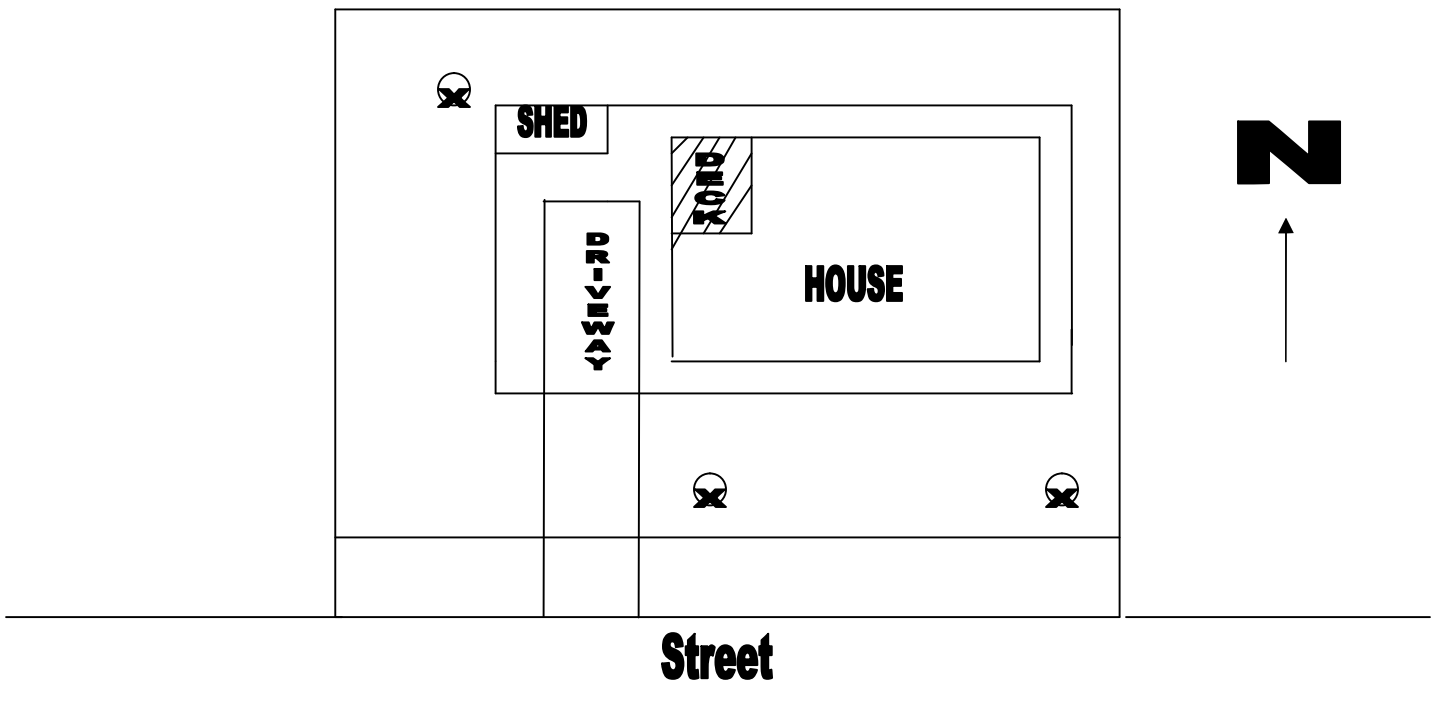
Required items which must be shown on site plan before permit will be approved.

1. North marker.
2. Name and location of street frontage.
3. All dimensions and locations of main structure and all accessory structures.
4. Trees to be cut must be identified by ○
5. Date of applications and purpose of application.

The data submitted is true and accurate to the best of my beliefs.

Signed _____ Date _____

EXAMPLE:



POASC TREE PERMIT APPLICATION

Owner's Name _____ **Lot #** _____
Address _____ **Phone #** _____

Permit required for any tree larger than 2 1/2 inches in diameter as measured 12 inches above natural grade.

Five (5) working days should be allowed for the issuance of a POASC Permit. Tree Services are required to have a copy of their Liability Insurance on file in the POASC Office.

Guidelines for Tree Removal

Approval will be granted:

1. When the roots conflict with foundations, walkways or driveways.
2. If located in close proximity to any driveway or parking area where the pine cones drop on parked vehicles thus causing damage to their surface. In this case it is necessary, within a six month period, to replace with another live tree, the size of which is within permitting requirements, i.e., 2 1/2 inches in diameter 12 inches above grade.
3. When located within ten (10) feet from any structure or another live tree. The latter would depend on the size of the tree, and is allowed so that trees may spread normally and mature.
4. When it conflicts with power lines from the right-of-way pole to service mast on the house.(this area is not the responsibility of the power company.
5. In addition, dead or diseased trees can be removed with the approval of the Building Coordinator. A Permit will be issued and a record kept for accountability purposes.

I, property owner/agent, acknowledge I have read, understand, agree to abide by, and assume all responsibility for compliance with all POASC Restrictive Covenants and Rules & Regulations in effect on this date.

Signed _____ **Date** _____

Contractor's Name _____
Address _____
Insurance on file _____

REMARKS: _____

POASC Building Coordinator

Operations Manager

Application is granted _____

Application is NOT granted _____

APPENDIX I

Contractor requirements for Spanish Cove

Effective May 1, 2004, the following will be required of all contractors building conventional homes, modular homes, installing mobile homes or park models, tree removal, additions, sheds, roofing, driveway and fences, in Spanish Cove.

1. Contractors to insure that all appropriate Spanish Cove and Baldwin County Permits have been obtained.
2. Contractors may be required to provide proof of Commercial General Liability Insurance of at least \$300,000.00.
3. In addition to the above, each building contractor shall be required to furnish a performance/cash bond in the amount of \$500.00 to assure compliance with POASC Covenants, By-Laws or any Rules and Regulations. One bond shall be furnished for each job or home under construction. Performance Bonds may be forfeited wholly or in part to pay for minor damage or expenses incurred by POASC. If no expenses are incurred, Bond will be returned at completion of construction.
4. Care shall be taken to prevent excavations from eroding into Perdido Bay or any waterway or street in the Spanish Cove subdivision. For lots that border on Perdido Bay, bales of hay or plastic shall be used to prevent eroding. Contractors must also use whatever methods necessary to prevent erosion on adjacent properties and the roadway.
5. When appropriate, contractors shall furnish temporary, on-site toilet facilities during the entire construction period.
6. Contractors shall provide **DUMPSTER TYPE** waste containers for the deposit of construction waste. One dumpster shall be provided for each construction site. **WIRE CAGE**, type containers **ARE NOT** acceptable as they do not contain small pieces of waste.
7. Contractors shall conduct a daily cleanup of the construction site during the entire construction period. Failure to do so could result in forfeiture of Performance Bond.
8. Both traffic lanes shall be kept open at all times, except for short periods of time necessary to deliver bulk loads or perform construction work that can only be done from the road.
9. Any time the roadway is to be blocked (temporary only) or crossed by moving equipment or materials, a flagman must be provided on both sides to safely move traffic through construction areas.

10. Cones must be provided and placed to the front and rear of any vehicle or equipment used by contractors if any part of vehicle or equipment is on a paved portion of the roadway.

11. Contractors and all subcontractors will observe Spanish Cove maximum speed limit (25 mph) and obey all stop signs.

THE ABOVE REQUIREMENTS WILL BE A CONCITION OF ALL PERMITS ISSUED AND COMPLIANCE IS MANDATORY. PENALTIES FOR THE FIRST INFRACTION TO THE ABOVE WILL START WITH A WARNING PLACED IN THE CONTRACTOR'S FILE. A SECOND INFRACTION WILL RESULT IN A FINE. IF THE FINE IS NOT PAID IN THE TIME PERIOD ALLOWED, THE FINE WILL AUTOMATICALLY DOUBLE AND THE CONTRACTOR WILL NOT BE ALLOWED TO DO BUSINESS IN SPANISH COVE UNTILL PAID. REPEATED INFRACTIONS MAY INCLUDE NOT BEING ALLOWED TO DO BUSINESS IN SPANISH COVE FOR 90 DAYS TO INDEFINITELY.

Contractor's Signature

Date

APPENDIX J

REQUEST FOR VARIANCE

_____, hereby request a variance in accordance with
(Name of Property Owner)
Section II K of the Covenant. The variance I seek is to Section ___ of the 2002 Amended and
Restated Declaration of restrictive Covenants and Conditions Applicable to Spanish Cove.

Description of requested variance and/or drawing:

I understand a POASC FORM OM-2A describing the Variance requested will be sent to each property owner within 100 feet of my property line (s) for their consideration and their suggestion to the Board of Directors regarding this request. Furthermore, I shall place the Variance Request sign in the front of the property upon which the variance is requested for 30 days after this request is submitted.

(Signature)

(Date)

APPENDIX K

Date: _____

**PROPERTY OWNERS ASSOCIATION OF SPANISH COVE
P.O. BOX 388
LILLIAN, ALABAMA 36549**

P.O.A.S.C. IS AN EQUAL OPPORTUNITY EMPLOYER AND IN COMPLIANCE WITH ALL FEDERAL AND STATE CIVIL RIGHTS LAWS, EMPLOYS AND PROMOTES THE MOST QUALIFIED PERSONS WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, DISABILITY, VETERAN STATUS, OR MARITAL STATUS.

Full Name _____
(Last) (First) (Middle)

Address _____
(Street) (City) (State) (Zip)

Phone _____ Emergency Contact _____ Phone _____

Education
High School _____ Diploma/G.E.D. Received Yes ___ No ___
Presently Attending School Yes ___ No ___

School Name (Business, Trade,	Location (City/State)	Major Degree (Area of Study)	No of Years	Degree Received	Grade Avg.
----------------------------------	--------------------------	---------------------------------	----------------	--------------------	---------------

Employment History: (List most recent or current job first. List all jobs; attach additional sheets if necessary).

Company Name	Address	Phone
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From / To	Supervisor or Manager	Rate of Pay	Job Title
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Any other Positions Held	Reason for Leaving	May we Contact Yes/No
--------------------------	--------------------	-----------------------

Company Name	Address	Phone	
From / To	Supervisor or Manager	Rate of Pay	Job Title
Any other Positions Held	Reason for Leaving	May we Contact	Yes/No

Company Name	Address	Phone	
From / To	Supervisor or Manager	Rate of Pay	Job Title
Any other Positions Held	Reason for Leaving	May we Contact	Yes/No

Did you work for any of these employers under a different name? Yes _____ No _____

If yes, which employer(s) and under what name(s)? _____

Have you received any written reprimands or disciplinary suspensions during any previous employment? Yes _____ No _____

If yes, please explain _____

Have you ever been discharged, laid off or asked to resign from employment?

Yes _____ No _____ If yes, please explain (include by whom and for what): _____

Why would you like to work for P.O.A.S.C.? _____

Position Desired _____ Salary requirements _____

What date can you start? _____ Are you legally eligible to work in this country? _____

Will you be able to work Saturdays, Sundays, Holidays? _____

Have you worked for P.O.A.S.C. before? _____ If yes, when? _____

Name then if different _____ Do you have relatives employed by P.O.A.S.C.?

Yes _____ No _____ . If yes, who? _____

Have you ever been convicted of a crime? Yes _____ No _____. If yes, give details (date, place, offense(s), disposition) (A conviction may not exclude you from employment).

Do you have a Valid Driver's License? Yes _____ No _____. Class _____

License # _____ Have you had a suspension or probation of your license within the last five (5) years? Yes _____ No _____.

How many speeding or other moving violations have you received in the last three (3) years? _____.

By Signing this application, I authorize P.O.A.S.C. to check my Driving Record.

References: Minimum of **Three** References

Name	Address	Phone	Email
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

P.O.A.S.C. CERTIFICATION STATEMENT AND AGREEMENT

I certify that all of the facts and information listed on this application are true and complete. I understand that any false, incomplete, or misleading information given by me on this application may lead to rejection of my application or termination, whenever discovered. I hereby authorize P.O.A.S.C. to investigate all statements contained on this application, to interview references and previous employers listed on this application, and to obtain a report from a consumer reporting agency to be used for employment purposes in accordance with the fair credit reporting act. I authorize all references and previous employers to give P.O.A.S.C. all information and opinions concerning me and my previous employment. I release all such parties from any liability which may arise from furnishing such information to P.O.A.S.C., including but not limited to any liability for defamation or invasion of privacy. If employed by P.O.A.S.C., I understand and agree that I will be required to comply with the policies and procedures set forth in P.O.A.S.C. employee's handbook. I also understand that I will be required to serve a (90) day probationary period, and that I may be discharged at the end or any time during that period for unsatisfactory performance or any other reason as determined by P.O.A.S.C.. I further understand that my employment and compensation can be terminated with or without cause or notice, at any time regardless of the successful completion of my probationary period at the option of P.O.A.S.C. or myself. I understand that no supervisor or other representative of P.O.A.S.C. other than the Chairman and/or President of P.O.A.S.C. (in writing) has any authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the foregoing. I further understand and voluntarily agree as a condition of employment or continued employment, that I will be required by P.O.A.S.C. to submit to a urinalysis or other drug screen test and that my failure to take test(s) when requested to do so, or unsatisfactory results, will disqualify me from consideration for employment, or if I am then employed, will result in immediate dismissal.

I acknowledge and agree that if at any time I am subjected to any type of discrimination and/or harassment, or have any other employment related disputes or claims, I will contact the Operations Manager immediately to obtain assistance in resolution of such matters, and agree to allow P.O.A.S.C. the opportunity to resolve any such claim or issue prior to seeking resolution through the courts, governmental agencies, mediation or arbitration.

I certify that I have read, fully understand and agree with the forgoing certification statement and agreement.

Signature _____ Date _____

Revised April 15, 2010

PROPERTY OWNERS ASSOCIATION OF SPANISH COVE MANAGER'S PERFORMANCE APPRAISAL

P-POOR, F-FAIR, G-GOOD, E-EXCELLENT

	P	F	G	E
PERSONNEL				
KEEPS STAFF POSITIONS FILLED				
ADJUSTS STAFF SIZE AS REQUIRED FOR SEASONAL AND/OR EMERGENCY REQUIREMENT				
KEEPS GOOD WORKING RELATIONS BETWEEN STAFF AND BOARD/PROPERTY OWNERS				
EFFECTIVE IN KEEPING GOOD BALANCE BETWEEN EMPLOYEE NEEDS AND BUDGET RESTRAINTS				
MECHANICAL				
HAS GOOD KNOWLEDGE OF LOCAL VENDORS, CONTRACTORS, AND PROFESSIONAL SERVICE PROVIDERS				
PROVIDES LEADERSHIP IN THE AREAS OF ROAD UPKEEP, DRAINAGE UPKEEP, COVE BEAUTIFICATION, SECURITY, COVE REMODELING, A R USEAGE, ETC.				
MAINTAINS WORKING RELATIONSHIP WITH PUBLIC SERVICE PROVIDERS, LOCAL GOVERNMENT, REAL ESTATE SERVICES, LOCAL LAW ENFORCEMENT AND THE LIKE				
BUSINESS				
EFFECTIVE IN TRACKING AND STAYING WITHIN BUDGET				
SUGGEST WAYS TO ECONOMIZE WHEN REQUIRED				
EFFECTIVE IN WORKING WITH BOARD MEMBERS, OFFICERS, COMMITTEE CHAIRMAN AND PUBLICATION STAFF				
WORKS WELL WITH FINANCE TO PREPARE ANNUAL BUDGET				
PERSONAL				
GOOD WORK HABITS, WORK HOURS, MEETING ATTENDANCE (REGULAR AND SPECIAL), ETC.				
LISTENS TO OWNERS AND FOLLOWS THROUGH WHEN POSSIBLE				
POSITIVE ATTITUDE				
EMERGENCY LEADERSHIP				
INTERPRETATION AND ENFORCEMENT OF RULES AND REGULATIONS				