

Property Owners Association of Spanish Cove

OPERATING PROCEDURES

(Reprinted April 2008)

POASC OPERATING PROCEDURES

*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

ARTICLE I

PERSONNEL HANDBOOK

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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.

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.

Operations Manager

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

SECTION 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 workweek requirements.

May: Permissive in nature.

Shall: Mandatory in nature.

Should: Obligation, duty, but not mandatory.

Will: Future obligation, determination.

□

SECTION 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.

SECTION 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.

SECTION 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.

SECTION 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 ACCOMMODATION 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.

SECTION 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.

SECTION 1.10 DISCIPLINARY ACTION

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.

SECTION 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.

SECTION 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.

SECTION 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.

SECTION 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.

SECTION 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.

SECTION 1.16 BEREAVEMENT LEAVE OF ABSENCE

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

be authorized up to two (2) 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.

SECTION 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.

SECTION 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

SECTION 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.

SECTION 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.

SECTION 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.

SECTION 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 is 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 on the last day 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.

SECTION 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.

SECTION 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 1. PERSONNEL MANAGEMENT

- a) Hire and terminate POASC employees. Approved 9/28/06
- 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

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 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.

2.0.13 EVALUATION FORM - INSTRUCTIONS

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

10. Form may be used for both hiring candidates and present employees.
11. Insert name, job position, date, and reviewer's name on lines at top of the page.
12. Review sections I through 5 and insert check mark in the proper column.
13. If the particular attribute is not applicable, insert N.A.
14. After completing step 5, summarize the overall rating.
15. Include the areas of excellence and the areas that need improvement.
16. Insert your comments and sign.
17. Let the employee insert his or her comments and sign

Submit the form to the Chairman of the Board or the authorized representative

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.

18.

POASC OPERATING PROCEDURES

SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

SECTION 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.
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 POASC Board)

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 and approval.

2.6.1 MATERIAL INVENTORY

- a) Week before publishing, check paper and ink supply.
- b) Request needed supplies be purchased.
- c) Confirm number of mail-outs and request postage and envelope&
- d) Request completed papers, stamps and envelopes be delivered to Activity Office.

2.6.2 ATTEND PLANNING MEETING

- a) Work with committee to plan articles for next issue.
- b) Assign responsibility for articles.
- c) Discuss improvements or problems.

2.6.3 PAPER COMPOSITION

- a) Compose and type monthly "opinion column".
- b) Type all articles/stories/letters submitted by residents if volunteer not available.
- c) Compose and type general interest items.
- d) Reformat and edit all articles submitted by disk or E-mail.
- e) Assign headlines to each article.
- f) Read and check all articles for fact, composition, libel, etc_
- g) Attend and write reports on events when volunteer not available.
- h) Do layout/composition of new ads or delegate to volunteer (reformat if necessary).
- i) Verify number and composition of ads with advertising coordinator.
- j) Follow up on all anticipated articles with calls when deadline is approaching.
- k) Select appropriate graphics to illustrate articles.
- l) Do all layout/composition of paper.
- m) Print proof *copy*.
- n) The Update in final form must be presented to the Chairperson of the Board and the Manager for review before publishing.

POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

2.6.4 PROOFING RESPONSIBILITY

- a) Assemble original copy and proof with volunteers for accuracy.
- b) Answer any questions concerning articles.
- c) Listen to suggestions and make final decisions from input.
- d) Submit copy to Board Chairman for approval.

2.6.5 FINAL PROOF

- a) Make all corrections from proofing session.
- b) Fill in all spaces with filler copy.
- c) Read again for error&
- d) Separate pages for two-color printing.
- e) Print final proof copy.
- f) Do all "paste up" for ads not scanned or type set.
- g) Make "dummy" for volunteers to use for printing.
- h) Confirm volunteer help to print.
- i) Give "dummy" copy to volunteers and answer any questions they may have concerning the printing.

POASC OPERATING PROCEDURES

SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

SECTION 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.

POASC OPERATING PROCEDURES

SECTION 2—POASC EMPLOYEES — JOB DESCRIPTIONS

SECTION 2.8 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

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POASC OPERATING PROCEDURES
SECTION 2 — POASC EMPLOYEES - JOB DESCRIPTIONS

2.9 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

**OPERATIONS MANAGER EVALUATION
PROCEDURES**

2.10

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 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.

POASC OPERATING PROCEDURES
ARTICLE III — FINANCIAL
POLICIES

SECTION 3.0 HANDLING OF POASC FUNDS

1. All funds are to be deposited into a Board of Directors approved account. Banks to be used for deposit can be designated by the Operations Manager and must be approved by the Treasurer.
2. At no time should any account exceed \$100,000. (FDIC maximum coverage)
3. The Finance Committee shall review the budget at the beginning of the 3^m and 4th quarter of each fiscal year.
4. Those funds which are unused at the end of the fiscal year, must be spent or transferred as per the advice of the auditor regarding IRS rules. Ninety-five percent of the predicted excess to be distributed no later than the 15th of April of each year, and the remainder upon completion of the yearly audit.

3.1 EXPENDITURE OF POASC FUNDS

The Operations Manager, or the designated representative, is empowered to authorize payment of expenses incurred for the operation of the Property Owners Association of Spanish Cove, Inc. as follows:

1. Expenditures for periodically recurring items which are at or below the funding levels in the current budget, need only to be reported in the monthly/quarterly financial statements. These include, but are not limited to, utility bills, County, State, Federal taxes, insurance premiums, wages and salaries, etc. Recurring expenses which exceed budgeted funding levels may be authorized, but must be specifically brought to the attention of the Finance Committee through the Chairman immediately.
2. Expenses of a non-recurring nature which do not exceed \$500.00 per item or service, do not require specific notification or approval. A non-budgeted item which has not occurred in the previous six (6) months and is not anticipated to reoccur in the next ensuing six (6) months.
3. Expenses of a non-recurring nature which exceed \$500.00 but not above \$1,500.00, if funded in the current budget, may be authorized immediately, but the Board of Directors shall be notified at the next scheduled working session of the specific expenditure.
4. Expenses required for extraordinary repairs or replacement of POASC assets due to emergency or natural disaster, regardless of the funding levels or if an unfunded category, may be committed or approved but must be reported to the Chairman of the Board of Directors and the Chairman of the Finance Committee within twenty-four (24) hours.
5. All other expenditures, regardless of nature or current budget funding, require specific Board of Directors approval prior to authorization.
6. In case of disaster related expenses, the Operations Manager shall pursue any available funding from FEMA

POASC OPERATING PROCEDURES
SECTION 3 -- FINANCIAL POLICIES

SECTION 3.2 RESPONSIBILITIES

The Board of Directors must specifically approve:

1. All salary and wage changes.
2. Funding any expenditure from the Reserve Funds.
3. Any expenditure of funds from the Contingency Line Item.

3.3 ASSESSMENTS

1. Annual assessments, as determined by the Board of Directors, will be billed at the beginning of each fiscal year. This mailing consists of a cover letter, quarterly coupons (4), and an invoice, and is to be mailed no later than the 15th of March. Payments may be made Quarterly or *Annually*.
2. In the event of an assessment increase, notice is to be given to the property owners 30 days prior to the date the increase becomes effective.
3. Submission of payment should be made at the POASC Corporate designated bank, or the POASC office.
4. Quarterly payments are due on April 1st, July 1st, October 1st and January 1st and become delinquent on May 1st, August 1st, November 1st and February 1st. All delinquent accounts will receive a notification. A penalty will be assessed on any past due amount each quarter, until the account is paid.
5. Regardless of the payment method chosen, all due dates must be met, as delinquency guidelines will be followed.
6. Funds owed POASC by property owners for dues/assessments, fines, and sale of property, that are not paid when due, will be declared delinquent and subject to this Accounts Receivable Collection Policy.

It is the policy and duty of the Board to aggressively pursue collections of any outstanding amounts owed to the Property Owners Association. The following steps are to be taken by the persons assigned to supervise collections:

POASC OPERATING PROCEDURES
SECTION 3 — FINANCIAL POLICIES

- a) When a property owner's account is identified by the Accounting Department as being delinquent, POASC will send a series of four (4) collection letters of increasing urgency. The first letter will be dispatched no later than the 10th day of the month following the assessment becoming delinquent. The remaining letters will be sent in 10-day intervals. The final letter will be sent via registered mail, and will advise of future collection steps POASC intends to take.
- b) When the property owner's delinquent account reaches an amount equivalent to two (2) quarterly dues assessments, the Board will be notified and will initiate filing of a lien, filing a claim in Small Claims Court, engaging a Collection Agency or granting a short grace period, if appropriate. The delinquent Member will be promptly notified of the Board's decision and given ten (10) days to correct the situation. All costs arising out of this action shall be the responsibility of the delinquent party.
- c) A 4% monthly charge shall be levied against the delinquent balance until such delinquency is satisfied.
- d) POASC will use all legal means to enforce judgments in its favor, including reporting to Credit Bureaus, Commercial Collectors, and enforcement by the Sheriff's Department.
- e) In the event the sum of indebtedness to POASC reaches \$1,000 or more, the case will be brought before the Board with recommendation to foreclose on the property.
- f) All use of POASC's amenities privileges and services may be suspended until the delinquent party's account becomes current.
- g) The Accounting Department shall be responsible for preparing a quarterly report of all delinquencies. This report will be presented to the Board of Directors by the Manager at the board's first working session following the end of the quarter.
- h) On June 30th and December 31st of each year, the person assigned responsibility for POASC's collection effort will present a written report to the Board of Directors on action taken and the status of all accounts over thirty (30) days past due.

7. Removal of uncollectible annual assessment accounts from accounts receivable records:

- a. Uncollectible annual assessment accounts are those that have an unpaid balance after every possible avenue of collection has been followed.
Examples: Balance remaining after closure of a bankruptcy proceeding, when no assets remain; balance remaining after foreclosure through the courts with not enough assets available to pay the full debt; debt remaining when the property owner is a corporation that has been liquidated.
- b. Length of time owed is not a factor in erasing the debt, only uncollectibility.
- c. A memorandum, signed by both the Operations Manager and the Treasurer shall be prepared, setting forth the circumstances in full for recommending removal from the accounts, and presented to the Board of Directors for approval before being finalized. Board approval shall be in resolution form.
- d. The memorandum and resolution shall be placed in the account file and the debt shall no longer be listed as an account receivable.
- e. It is stipulated, that none of the above actions shall be interpreted as forgiveness of the indebtedness, and should altered circumstances allow collection of the debt, it shall be considered due and payable.

POASC OPERATING PROCEDURES
SECTION 3 — FINANCIAL POLICIES

SECTION 3.4 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.

3.5 BUDGET

1. A proposed budget will be prepared by the budget sub-committee in time for presentations specified below.
2. The proposed budget will be presented to the Finance Committee at the December committee meeting, and presented to the Board of Directors, with the Finance Committees recommendations, at the next Board Meeting.
3. A presentation of the proposed budget will then be made to the General Membership as soon as practical. Notification to the residents will be published in the UPDATE and other communications media
4. The proposed budget will then be presented to the Board of Directors for their final review and approval, prior to the Annual Membership Meeting.
5. The approved budget will be presented to the membership at the annual meeting and published in the **UPDATE**.

3.6 CONTRACTS

1. Routine, recurring contracts (cleaning, pest control, equipment maintenance, etc.) which are satisfactorily performed and provided for in the budget, may be renewed one time by the Operations Manager. Where a routine contract results in quotes that are 10% higher than the budgeted amount, the Treasurer shall be consulted and the Operations Manager will present it to the Board of Directors for approval. If a change in specifications is required, the Operations Manager will refer such contracts to the appropriate committee or subcommittee, if any, and then present it to the Board of Directors for approval.
2. Bids are required on all one-time projects or purchases that will result in a total cost of more than \$1,500.00. After the project or purchase approval by the Board of Directors, the Operations Manager will request at least three (3) *bids* if possible/practical.
 - a) Non-budgeted project requirements are to be referred by the Operations Manager to the Treasurer to determine funding availability.
 - b) The Operations Manager will present the findings to the Board of Directors.

POASC OPERATING PROCEDURES
SECTION 3 — FINANCIAL POLICIES

3. The appropriate committee, if any, requesting the bids will be made privy to all specifications and/or drawings as soon as they are available.
4. The bids, as specified in the Request For bids or services, for any POASC business requiring competitive sealed bidding shall be opened in the presence of the Operations Manager and the Chairman of the Board or their designees. If only one bid is received, it will be presented to the Board of Directors without formal opening procedures.
5. The Operations Manager shall make a recommendation to the Board of Directors regarding the award of a contract. The Manager shall provide a summary of the bids to the Board, and shall have a copy of the apparent winning bid and the contract available for review. The Board of Directors shall award the contract to the successful bidder, taking such action by resolution. The Board of Directors may refuse any or all bids and is not obligated to award a bid to the lowest bidder.
6. In the event the awarding of a contract is delayed for more than 45 days from the date of the bid request, or the project is canceled, the Operations Manager will notify the bidder(s).
7. All successful bidders must provide POASC with sufficient liability coverage and name POASC as an additional insured for all contracted insurance.

SECTION 3.7 DISPOSAL OF DURABLE ASSETS

1. Durable assets are defined as land, buildings, equipment and supplies.
2. If the Operations Manager determines that some durable assets are surplus, he shall prepare a list of items and their original cost, if known, and the present estimated value. The Board of Directors shall be requested to declare the items surplus and available for disposal. The Board shall set a minimum bid to be accepted for the item or items, and the Board shall reserve the right of refusal of any or all bids less than the minimum established.
3. For land and buildings, the sale shall be handled as set forth in the BYLAWS, Section 11.5.
4. For fixtures, equipment and supplies, the sale shall be handled as follows:
 - A list of the items with minimum bids listed, the deadline for placing the bids and the time, date and location of the opening of the bids:
 - a) Will be posted at the POASC office, on the bulletin boards in the Clubhouses and the tennis court, for a period of thirty (30) days prior to sale&
 - b) Will be printed in the official POASC newsletter at least thirty (30) days prior to sale
 - c) A Bid Form with the list of items to be sold and their respective minimum bid prices shall be available for persons wishing to bid. Each Bid shall receive a number as it is submitted. Bidders shall receive a receipt upon submitting a bid.
 - Persons wishing to purchase any of the items shall submit sealed bids to the Operations Manager.
 - a) If more than one item is to be sold, bidders must list price for each item to be purchased.
 - b) Lot bids will be accepted, but awarded only if no individual bids are made.

POASC OPERATING PROCEDURES
SECTION 3 — FINANCIAL POLICIES

- c) If individual bids are made and awarded, lot bidders will be notified and allowed to adjust their bids to reflect the removal of the individual item&
- Bids will be opened by the Operations Manager or his designee in the presence of at least one member of the Board of Directors.
 - a) The item or items will then be sold to the person submitting the highest bid.
 - b) If two or more acceptable bids in the same amount are received, a drawing will be held among those with identical bids.
 - c) If no acceptable bid is received by the end of the 30-day period on any item or items, those items shall be disposed of at the discretion of the Board of Directors.
 - d) The Board of Directors may refuse any or all bids below minimum.
 - e) Winning bidders will be notified within three working days from the bid closing.
 - f) If the winning bidder or designee does not pick up the item/items within five working days of notification, the item/items will be disposed of at the discretion of the operations Manager.
 - g) Payment in full is due at the time possession of the item/items is taken.

3.8 REPORTS

1. The Operations Manager will cause the following reports to be submitted to the Treasurer and the Assistant Treasurer monthly:
 - a) A Budget Report of all income and expense accounts, comparing actual income and expense to budgeted line items.
 - b) A Transaction Report of all expense accounts and transfers.
 - c) A Balance Sheet showing all POASC cash assets and liabilities.
 - d) A Year-to-date Budget Report from the beginning of the fiscal year through the last completed month comparing actual income and expenses to the budgeted line items, with an additional column for percentage of variance.
2. The Treasurer will make a report of income and expenses, netting income over (or under) expenses on a monthly, quarterly, and annual basis to:
 - a) The Board of Directors
 - b) The property owners at the Regular Meeting of the Board of Directors.
 - c) The membership at the Annual Meeting.
3. Other reports (interim and/or special) will be prepared by the Operations Manager as required by:
 - a) The Treasurer
 - b) The Budget Subcommittee and/or Finance Committee
 - c) The Board of Directors

POASC OPERATING PROCEDURES
SECTION 3 — FINANCIAL POLICIES

3.9 AUDITS AND REVIEWS

3.9.1 ANNUAL AUDIT

- a) An annual audit of POASC financial records for the preceding fiscal year shall be conducted by (the) a POASC approved outside certified public accountant
- b) The records for audit will be submitted to the auditor, by the POASC staff; within sixty (60) days after the close of the fiscal year.
- c) The audit shall be completed by the CPA and returned to the POASC within six (6) months after the close of the fiscal year.
- d) The POASC Operations *Manager* shall be responsible for submitting records for audit and for audit completion within the allowable time frame.
- e) The completed audit will be submitted to the Board of Directors by the Operations Manager, upon receipt.

3.9.2 PROPERTY TAX BILL AUDIT

- a) An annual audit of POASC property tax bill(s) will be conducted by a sub-committee appointed by the Finance Committee chairman.
- b) It shall be the responsibility of the POASC Operations Manager to deliver property tax bill(s) to the Finance Committee chairman for the purpose of this audit.
- c) The sub-committee will review the tax bill(s) immediately upon their arrival
- d) This audit must be completed and results reported to the Treasurer of the POASC Board promptly.
- e) The Chairman of the Finance Committee, jointly with the sub-committee will take steps to file for appeal whenever appropriate.
- f) The Operations Manager shall maintain up to date property tax statistics.

3.9.3 ASSET, REPAIR AND REPLACEMENT FUND REVIEW

- a) A sub-committee shall be appointed in April, by the Finance Committee chairman to conduct a review of the A R & R Fund analysis annually by November 30.
- b) Any newly identified assets shall be added to the analysis by the Operations Manager as they occur.

3.9.4 MID-YEAR BUDGET REVIEW

- a) Mid year and fourth quarter budget reviews will be carried out by the Budget Subcommittee of the Finance Committee. The revised budget will be submitted to the POASC Board of Directors for approval.

3.9.5 INSURANCE REVIEW

- a) A sub-committee will be appointed by the Finance Committee Chairman. The sub-committee will make recommendations regarding POASC insurance coverage, to the finance committee.

**POASC OPERATING PROCEDURES SECTION
3 -- FINANCIAL POLICIES**

3.9.6 REAL PROPERTY AND TANGIBLE ASSETS INVENTORY REVIEW

Policy to be established and executed by the Operations Manager.

3.9.7 CAPITAL IMPROVEMENT FUND REVIEW

- a) A sub-committee shall be appointed in April, by the Finance Committee Chairman to conduct a review of the Capital Improvement Fund analysis and complete its report the following January.
- b) Any new allocations will be identified and added during this review. (Refer to the LONG RANGE PLAN)

3.10 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:

Owners name, address, license plate #, make, model, and 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.

3.11 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.**

3.12 TRANSFER FEES

1. 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.

3.13 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.

SECTION 3.14 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.

**SECTION 3.15 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.

VIOLATIONS	PENALTY
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 noncompliant 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**

1. * \$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.
2. ** 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 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 and 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 IV — 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 III Financial Policies, 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.

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 Communications Committee will publish the UPDATE monthly to keep the residents informed of POASC Board actions, local, county, state, public utilities, public service and medical organizations laws and/or actions that may affect them. The committee will strive to inform the residents of activities, personalities and other items of interest to the Cove.

**POASC OPERATING PROCEDURES
SECTION 4 -- COMMITTEE**

MISSION STATEMENTS

The UPDATE is the official public voice for Spanish Cove and POASC and any official information released should be done through or by the Committee Chairman.

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. The Finance Committee includes the following Subcommittee.

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.

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;

POASC OPERATING PROCEDURES

SECTION 4 — COMMITTEE MISSION STATEMENTS

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.

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

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.

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

POASC Security will not be on site during a Hurricane that requires mandatory evacuation. The LVFD and the Baldwin County Sheriff's Department will handle emergencies. **Dial 911. Security will return when it is safe to do so!**

Security Guard(s) on duty at the time of re-entry will serve as needed under the Operations Manager / Command Post Team

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 — SECURITY PATROL

GENERAL

SECTION 6

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.

6.0.1 911 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 sheriff's 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 sheriff's 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**

6.05 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

6.06 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.

**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.

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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.

**POASC OPERATING PROCEDURES SECTION 7—
POASC GENERAL POLICIES**

**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. hereof.

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*:

A Temporary Manager is appointed to fill the vacancy by the Chairman with the advice and consent of the POASC Board of Directors, which approves the filling of the vacancy.

The POASC *Officers* meet and establish criteria for the advertisement and the advertising market for a replacement Manager. i.e. Internet, General Circulation Newspapers, Professional Organizations, etc.

The Manager Selection Committee (same as Evaluation Committee or Principle Officers and two Directors) is formed to receive and evaluate the candidate's applications.

All applications are recorded when received, stored separately and a letter is sent to the applicant notifying them of receipt of their applications.

The applications are read and evaluated by the committee members *by any method* decided by the committee and an evaluation form (see file for attachments) is filled out.

A spreadsheet of the evaluations is reviewed by the committee (see file for attachments) and the top candidates are selected for interview. (See file for sample packet sent to top candidates)

Interviews determine the final selection and the top candidate, who is offered the position.

In Executive Session the candidate is presented to the POASC Board of Directors for interview and acceptance.

File in Personnel File Cabinet contains:

1. Sample Advertisement
2. Evaluation Forms and Spreadsheet (Floppy Disc)
3. Candidate packet from POASC

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) Date

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 refuse 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 asap.

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

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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.

IRE 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 excepted.

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



