
SECURITY AND ACCESS CONTROL POLICIES AND PROCEDURES

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1. INTRODUCTION

1.1 The security system has been designed to operate in the following manner:

1.1.1 A 2m high wall surrounds the estate. Electric fencing above the structure delivers a non-lethal shock if touched, and triggers an alarm at the Estate Security Office, in which event a patrol will be sent to investigate.

1.1.2 No electric fences will be allowed within the Estate around individual stands.

1.1.3 A specialist contractor retained by the Board of Directors shall maintain the perimeter fence. Access will only be possible via the main entrance, which will be manned on a 24-hour basis by the security contractor.

1.1.4 A Service Level Agreement will be in place with such security contractor at all times. Standard Operating Procedures or Processes will be provided to such security company on how access and security is

handled. These procedures will be a result of a two way conversation between the security company and the Board of Directors and it will be expected that guards are trained on these procedures.

- 1.1.5 Upon becoming a resident in the estate, each owner will be required to complete a security data sheet (to record details of the residents of the household, emergency contact numbers, specific medical conditions, etc.) in order to apply for access cards as well as registering of biometrics.
- 1.1.6 The Board of Directors may at their discretion grant access to persons other than owners who regularly require access for purposes of maintaining the estate and contractors collecting and delivering residents children to and from school.
- 1.1.7 It is recommended that owners install their own personal Security System purchased from a reputable supplier, and linked to 24hrs on-site response, the costs of the alarm system and the reaction cost will be for the Owners Account.
- 1.1.8 All Owners are required to purchase an Access Card for Entry and Exit of the Estate at a fee determined by the Board of Directors from time to time, Biometrics systems have also been installed and all pedestrians must make use of the turnstile when walking in and out the estate.
- 1.1.9 The onus is on the Owner to inform the Estate Manager in writing should an access card be lost or misplaced. The Owner must complete a “replacement application form” for each and every card lost. This must be accompanied by a sworn affidavit.
- 1.1.10 Owners will be required to complete an application form for domestic workers and gardeners, before an access card will be issued. This will also be used to register them on the biometrics system so that they can make use of the turnstile to either enter or exit the estate.
- 1.1.11 All Contractors working in the Estate will also be required to either purchase Access Cards or register their staff on the Biometrics System for Entry and Exit
– refer to section 6 below.
- 1.1.12 Restricted Access will be applicable to any Owner and their Household which are in arrears with their Accounts and in order to gain entry to the estate will need to follow the visitor procedures.

2. PROCEDURES

- 2.1 All Owners must complete the required application form, available from the Estate Manager, to apply for an access card. No access card will be issued without the application form been completed in full. All Owners can request to be registered on the Biometrics System which will enable them to make use of the turnstile to enter or leave the estate. Under no circumstances will they be allowed to exit or enter the estate by walking past the booms and spikes.
- 2.2 This will allow for the relevant cell phone(s) to be registered through which access codes will be issued to visitors. If this has not been done, the owner will not be able to request Access codes for scheduled Visitors.
- 2.3 Access cards will be issued to Owners who have completed the relevant application form for easy Access.
- 2.4 Owners or Tenants not in possession of an Access Card at the time of entry must request an Entry code from the Secsyst System and normal visitor’s procedures will be followed.
- 2.5 Owners or tenants must apply for access codes for their visitors, which will enable the visitors to gain access into the estate by using the access code procedure via cell phone(s). Please note that there could be time delays for the granting of codes, so please request codes at least 5 minutes before expected guest’s arrival. Scanners have been implemented to record the details of all visitors entering the estate and they would need to produce valid driver’s licence and vehicle licence disk will be scanned.

- 2.6 Access will be granted to unexpected guest (i.e. Courier, delivery, etc.) by means of Security calling the resident via the intercom system, the owner will grant access by means of pressing 9 on the their phone which will provide the visitor with entry code. The visitor will then need to provide the code to security staff and produce a valid driver's licence and vehicle licence disk so that it can be scanned as the scanner will then open the boom gate. Should the system be down they would need to then complete the access register. Security slip will be handed to the visitor and must be signed by resident and then handed back to Security Officer on exit of the estate.
- 2.7 Should a resident allow an unexpected visitor into the estate by means of - point 2.6 above, the resident must then request an exit code for his visitor by following the normal procedure. Failure to do so will result in the visitor having to turn back to stand number visited in order to obtain an exit code.
- 2.8 It must be noted that the guards are not allowed to open the boom for any guest or resident. The entry booms can only be opened by swiping the access card, or following the visitor procedure and scanner will then open the boom, exit of the estate will be via swiping access card or entering the access code which was issued to visitor.
- 2.9 Should the Secsyst system be out of order for any reason, the guards will utilize a manual system and visitors will be required to complete the visitors slip which needs to be signed by the resident been visited and handed back to security on exit of the estate.
- 2.10 Access will be granted to Armed Reaction Officers of any Security Company which the residents make use of, however the Reaction Officer will be escorted by JC Security. It is the owner's responsibility to inform the Estate Manager of the company they utilize, so that we can inform Security which Companies are working in the Estate, so they do not delay the reaction.
- 2.11 Usual protocol for Armed Response Companies is to phone the owner once an alarm has gone off. It would be helpful for such owner to contact the Estate Gate Office telephonically and inform them of the reaction company that will require access – just an extra measure not to delay the reaction.
- 2.12 Under no circumstance will access be granted to any persons from any of the outside complexes without an Owner within the estate granting access.
- 2.13 **Normal Visitor procedures** are as follows, owner will provide the visitor with an access code. Visitor will arrive at the visitor's entrance of the estate and produce valid driver's licence to the guard on duty. Guard will capture the drivers licence with the scanner as well as the vehicle licence disk, guard will ask visitor for cellphone number and the access code. Once captured into the scanner, the scanner will open the entry boom and visitor can the gain access into the estate. To exit the estate the visitor will enter the access code into the keypad and exit boom will allow. Under no circumstances will security be able to grant either access or exit from estate for visitor while the systems are operation. Should system be down, visitors will be required to complete the visitors book and slip needs to be signed by owner and presented to security guard who will the allow visitor to exit the estate.

3. GARDENER AND DOMESTIC WORKERS

- 3.1 All Owners must apply for the new Access Cards or Biometrics for their Gardeners and Domestic workers.
- 3.2 It must be understood that the Owner remains the responsible person at all times and that they inform their workers of the rules regarding security within the estate. Application forms for Access-cards can be collected from the Estate Managers office or obtained from the estates web site.
- 3.3 Access into the Estate will only be granted to the workers who are in possession of an Access Card or registered on the Biometrics System.
- 3.4 All pedestrians will gain entry and exit from the estate via the pedestrian turnstile.

- 3.5 The resident must complete the Access Control form in full and hand it in together with copy of workers Identity Document to the Estate Manager. The worker must also report to the Estate-manager's office in order for a photo to be taken which will be utilized on the access-card as well as the Biometrics System.
- 3.6 The residents should make sure that they indicate on the form the days and times the worker needs access to the estate.
- 3.7 In the event that workers are working for other residents in the estate, this must be indicated on the application form; only one access card needs to be purchased for the worker.
- 3.8 It must be noted that the turnstile has a "pass-back" protection. This means that once a worker passed through the gate (entry), they can only go back through the gate to exit after 30 minutes. (This protects the estate from unlawful entry if a worker passes his card back to someone not authorized to enter).
- 3.9 Workers visitors will need authorization from the Owner to enter the estate. If by car, they will either require an access code or will be handled in the same manner as unexpected guests. Normal Visitor procedures will be followed and they would be scanned on entry into the estate. If on foot, they would need to get a code from the owner and follow normal visitor procedures to gain entry via the turnstile by providing identification and once they have been scanned into the system access will be granted via the scanner opening the turnstile.

4. EMERGENCY VEHICLES (AMBULANCE, FIRE, POLICE) AND LOCAL GOVERNMENT

- 4.1 Emergency vehicles (Police, Ambulance, and Fire Brigade) will be allowed into the estate by Security. Security will accompany such emergency vehicle to the property in question and will then confirm identity and obtain all necessary information to complete the security log book. Thus, access first then obtain log book details – this is not to delay the entry process.
- 4.2 Police patrol vehicles will also be allowed access, but in cases of non-emergency, identity will first be confirmed and the log book filled in.
- 4.3 Local government as per legislation must be allowed access to the Estate, however all Log Book details will be filled in first and identity confirmed by security.
- 4.4 Security will make note of each incident in the OB Book and utilize the override card for these vehicles to enter and exit the estate.

5. TRANSPORT COMPANIES

- 5.1 Owners must apply for an Access Card for the company which they use for the transportation of their children.
- 5.2 It must be understood that the Owner remains the responsible person at all times and they need to inform the contracted company of the estate rules regarding driving within the estate.
- 5.3 In the event that the said contractor works for more than one owner, this must be indicated on the form.
- 5.4 The owner should make sure that they indicate on the form the days and times the contractor needs access to the estate.

6. BUILDING CONTRACTORS, MAINTENANCE CONTRACTORS AND GARDEN SERVICES

- 6.1 Owners must apply for either Access Cards or Biometrics for the all contractors if he/she will be working within the estate from day one, all completed forms must be handed to the estate manager 2 days prior to commencement of work, so that the workers can be registered onto our systems prior to starting to work on site, this is required to minimize the delay on entry to estate.

- 6.2 Access Cards for contractors will be given to the contractor upon payment of a refundable deposit (amount determined as per the Board of Directors). Deposit refunded upon return of the card once work is completed. Biometrics will be made available at a rate determined by the board from time to time.
- 6.3 Contractors which are used for emergency repairs, like plumbers, electricians, glass repairs will gain entry into the estate via normal visitor procedures and owner would need to issue codes to the contractor and all their workers for the day in concern. It must be noted that this will only be for contractors who carry out emergency repairs and not contractors building or doing alterations in the estate.
- 6.4 The Main Contractor (vehicle) will enter the estate with the access card.
- 6.5 Each worker of the contractor would need to be registered onto the system in order to gain entry into the estate. Forms will have to be completed and signed by the owner and workers need to produce an acceptable form of valid identification (ID, driver license, passport, work-permit). No worker will be registered onto the system without an acceptable form of valid identification. Should their work permits or passports be expired they would not be registered.
- 6.6 Contractor workers will gain entry and exit the estate via the turnstile. No worker will be allowed to walk to site of work, they would need to be transported to the site, and returned to the gate the same way. Contractor must provide the workers with the transport to and from site.
- 6.7 It remains the owner's responsibility to ensure that their contractors and staff are aware of the estates Building and Security Rules of the estate.
- 6.8 Contractors must proceed directly to the building site and their staff may not walk around the estate, they need to be on the stand they are working on at all times. Should they be found wondering around the estate, security will escort them back to site and inform Estate Manager of said transgression and penalties will be imposed on the owner.
- 6.9 All contractors must be out of the Estate prior to 17:30 Monday to Fridays.
- 6.10 No Contractors will be allowed entry into the estate on Weekends or Public Holidays without prior approval from the Board of Directors. Such request must be made in writing to the Estate Manager by the Wednesday prior to work. The Estate Manager will inform all directors of such request and if approved by directors, official letter granting access to said contractor will be handed to security. Letter will be signed by Estate Manager or a Director. Security will not accept hand written notes or verbal instructions.
- 6.11 Should there be a need for emergency repairs to be carried out such as indicated above, please contact either security director firstly, should they both not be available you can contact the chairman who will instruct security to allow the contractor access.

7. ESTATE AGENTS

- 7.1 All Accredited Estate Agents must apply for Access Cards from the Estate Manager.
- 7.2 Forms can be collected from the estate Manager and must be completed in full, together with valid identification.
- 7.3 Only one access card will be issued to each accredited estate agent working within the estate.
- 7.4 On show days, the owner of the property must provide the estate agent with access codes for prospective buyers. Maximum of 30 codes can be requested. Estate agent will then provide the code to prospective buyer, who in turn will follow normal visitor procedures and produce drivers licence and be scanned into the system, scanner will then open the boom, and visitor will enter the code to exit the estate.
- 7.5 Under no circumstances are estate agents allowed to use their access cards to grant access to prospective

buyers, should such transgression take place, access card will be de activated at the discretion of the board.

7.6 Any other viewing, namely Monday to Saturday, confirmation of the appointment must be made with the owner and the owner must apply for the codes for Estate Agents to give to the prospective buyer.

7.7 Estate Agents must accept the responsibility for all prospective buyers which they have issued access codes to for entry into the estate and they need to inform the prospective buyer of the rules of the estate regarding security and speed limits prior to the prospective buyer entering the estate. (same principle as when the Secsyst system is down)

8. RESTRICTED ACCESS

8.1 Residents who are in arrears with their levy account will have the following restrictions applied once they have received final notice from the accounts department. All Access Cards linked to the stand will be suspended until account is in good order.

8.2 Gardeners and or Domestic workers access cards and biometrics will also be suspended and the owner will have to collect and sign them in at Security. They will not be allowed to enter the Estate on their own.

8.3 Owners and tenants will have to apply for access codes and all rules applicable to visitors will be applied. Valid driver's licence and vehicle registration will be scanned into the system in order to gain entry into the estate. Exit will be by entering the code into the keypad at exit of estate.

8.4 Visitors of owner with arrear accounts will have to park outside the estate and owner would need to collect visitor from the gate.

8.5 Security will not be able to call owners whose account is in arrears as the systems will not allow them to. The visitor would need to call the owner using their own cell phone.

8.6 All the above will also be applicable to any contractor or delivery coming to the applicable owner.

9. SECURITY INCIDENT HANDLING PROTOCOL

9.1 Breach of Security Parameter

9.1.1 Each reported incident will be investigated by the security company and a log of each incident will be maintained by the security company and will be available to the party who has reported the incident.

9.1.2 The security directors must be informed within 24hours either telephonically, in person or via e-mail that the parameter has been breached.

9.1.3 The log (OB) book will be reviewed and discuss at the monthly security meetings

9.2 Burglary or Incident of Crime

9.2.1 Armed response to react (if contracted), outside security companies be allowed access as per 2.11 and 2.12 Above

9.2.2 Security directors to be informed as soon as possible

9.2.3 Police to be called by the owner or in their absence the Security Company

9.2.4 Estate Security to investigate the matter (i.e. How access was gained, where breach occurred etc.) and detailed report provided to Security Directors within 48 hours after the incident.

9.2.5 The case is then closed.

9.3 Breach of Security Rules or Vandalism

9.3.1 Security will assist in this matter where necessary or possible should a perpetrator be reported to security or spotted by security, security will investigate and log the matter.

9.3.2 It should be confirmed to which stand number it can be linked to (i.e. vandalism by kids, security to confirm which stand the kids live in, Speeding – which stand the car belongs to or which stand was visited by the driver).

9.3.3 The matter will be reported to the security Directors.

9.3.4 The Board of Directors will make a decision on how to pursue the matter further (i.e. Fine the resident, criminal case, etc.)

9.4 Video Surveillance

9.4.1 The Estate has installed new Cameras at the entrance and exit to the estate. Should there be any incident at either the entrance or exit of the estate, the resident can request access to the video footage of such incident. It must be noted that the resident would need to contact either security director in writing indicating the date and time of such incident. The resident will then be provided access to the video footage.