

## ANNEXURE E

### ACCESS AND EGRESS PROCEDURES

#### VISITORS TO DOMESTICS / GARDENERS

- Visitor arrives at the gate and states who he / she wants to visit.
- The residence is phoned to confirm the domestic / gardener information.
- If access is granted, the visitor completes the register in the gate house.
- The visitor leaves his / her ID documentation at the gate house.
- The visitor is issued with a visitor card on signature and his / her ID document or passport document is handed in at the gate.
- The security officer at the gate opens the turnstile with his / her fingerprint and the visitor enters the Estate.
- When the visitor exits the Estate, he / she hands back the visitor card and receives his / her ID document or passport document.
- The visitor signs the applicable register.
- The security officer opens the turnstile with his / her finger.
- The visitor exits the Estate.

#### VISITORS TO RESIDENTS OR CBC DEPARTMENTS

- The visitor phones the resident / department from the gate via the clickon system.
- Should the resident / department allow access, he / she must press "9" to confirm this transaction, and this will open the boom.
- The visitor must obtain an exit code from the resident/department that granted access.
- Residents/departments may also obtain an access code from the system via SMS. This access code can then be forwarded to the visitor by means of SMS by the resident/department. The visitor will then use this access code to access the Estate. An exit code has to be obtained from the resident/department.
- If the visitor doesn't receive any reply or if access is denied, the control room will open the first boom to allow the visitor to make a 'U' turn.

#### ACCESS PROCEDURES OWNERS/TENANTS

- All owners/tenants must register on the Estate's biometric system.
- An ID document must be produced on registration, a copy of which will be kept on file in the HOA offices.
- Proof of ownership has to be produced.
- Tenants have to produce the lease agreement, a copy of which will be filed by the HOA.
- Only family and direct family may be registered.
- No friends may be registered and they must follow the procedures pertaining to visitors, to gain access to the Estate.
- All children not in possession of a valid drivers licence or learners licence, may only be registered to gain access via the pedestrian turnstiles at the entrances.

- It is a known fact that certain people's fingerprints fail to register. In such cases with the approval of the CBC HOA Operations Manager, these people may be issued with an access disk. The access disk will only open the booms after a unique pin code is entered on the key pad. No two people will have the same pin code.

#### ACCESS PROCEDURES DOMESTICS/GARDENERS

- All domestics/gardeners must register at the HOA offices on the Estate's biometric system.
- ID documents must be produced, a copy of which will be filed by the HOA.
- Domestics/Gardeners must be registered on the biometric system so as to gain access and exit to the estate via the pedestrian turnstile.
- Domestics/Gardeners will only be able to gain access or to exit the Estate during the times that were approved for this purpose.
- Domestics/Gardeners whose fingerprints fail to register will be issued with a CBC ID card, which will state the name of the person, ID number, stand number, and owner's telephone number. A photo of the person will also be reflected on the card.
- The Domestic/Gardeners must produce their ID card to the security personnel at the Garsfontein or St. Bernard entrances.
- Once the guard has confirmed identity, the guard will activate the turnstile with his fingerprint to allow the Domestic/Gardener access.
- The same procedure is to be followed when exiting the Estate.

#### SERVICE PROVIDERS

- They must enter the Estate at the contractor's gate.
- The resident must be contacted via the clickon system.
- The same procedure is followed as with visitors to the Estate.
- Contractor must obtain an exit code from the resident. And must exit using this code.
- The contractor or service provider must be in possession of a valid ID at all times.
- The guard at this gate must ensure all documentation is completed.

#### CONTRACTORS

- DAY CONTRACTOR:
  - Same procedure as with service providers.
  - Contractors must return his/her temporary permit to the security guard on duty at the gate upon exiting the estate.
  - Contractors may only enter via the contractor's gate.
- CONTRACTOR LESS THAN 14 DAYS:
  - All contractors must be in possession of a valid SA ID document, a copy of which will be kept by the HOA.

- Names, ID no's, stand number, owners of property's name, validity period of the permit, and contracting company name is entered on temporary contractor registration document.
- Owner must confirm whether the contractors may be granted access.
- One copy of the registration document gets filed at the HOA offices and the contractor also receives a copy with copies of the
- ID's of all the workers on the permit.
- The contractor must present the permit when accessing and leaving the Estate.
- Security must verify that only the people indicated on the permit gain access.
- Security must verify that on exit, the amount of people exiting the estate corresponds with the amount gaining access.
- Contractors must return his/her temporary permit to the security guard on duty at the gate upon exiting the estate.
- Contractors may only enter via the contractor's gate. ○
- Contractors longer than 14 days.
  - All contractors must be in possession of a valid SA ID document, a copy of which will be kept by the HOA.
  - Numbered contractor ID cards will be made per contractor containing a photo of the worker, ID number, stand number, and HOA registration number.
  - This card has to be produced when entering and leaving the Estate.
  - On completion of the contract the ID cards get handed back to the HOA office, and they are destroyed.
  - Contractors may only enter via the contractor's gate.
  - Upon completion of the task within the estate, the contractor must return all access cards issued to him/her.

#### GOLFERS (Golf days) / FUNCTIONS

- A golf / function list will be provided to security for the following day.
- When the golfer / guest enters the Estate, he / she will enter with an entry code supplied by the Estate.
- The entrance code will be supplied to the guests / golfers by the organiser upon receipt from the golf co-ordinator or functions co-ordinator.
- Upon exit, the pro-shop (golf day) or the functions co-ordinator (function) will issue exit codes to all guests.

#### CITY COUNCIL

- The control room will allow access by means of an escort.
- The escort will at all times be with the council personnel.
- Upon exit, the control room will only open the gate on confirmation from the escort that all is in order and their tasks were completed.

#### EXTERNAL ARMED RESPONSE VEHICLES (CHUBB, COIN, ADT, etc)

- The same procedure to be followed as with City Council.

#### ALL TRUCKS OR HEAVY MOTOR VEHICLES.

- Should a truck arrive at any other gate but the Contractors gate, the driver must be re-directed to the contractor's gate.
- The same procedure is followed as for contractors.

#### ACCESS PROCEDURES DELIVERIES AND SERVICE PROVIDERS.

- Service providers and deliveries use the contractor's gate to enter.
- The same procedure is followed as for contractors.

#### ACCESS PROCEDURE REGARDING WARRANTS.

(Applicable to SAPS, Metro police, Sheriff and SARS)

- Escort this person/s to the HOA office where a copy will be obtained of all documentation, ID's etc. and filed for future reference.
- Security control room must ensure that an OB entry is made regarding the vehicle registration number, person/s involved, make and colour of the vehicle, security officer who escorted the person/s, time in and time out of the Estate and cross reference these entries.
- After completion of the documentation, the person/s must then be escorted by security (armed reaction) to the applicable address indicated on the court documentation.
- After the documentation is served, security (armed reaction) must then escort the person/ persons from the Estate.
- Should this warrant be served after hours or on weekends the security control room duty manager must follow the same procedure as above.
- The contract and operations manager must always be informed accordingly.

#### IN THE EVENT OF A BANK REPOSSESSION. OR PERSON TO VALIDATE A PROPERTY

- The person must be escorted to the office.
- If documentation is available, a copy must be obtained.
- The contract or operations manager must make the decision if this person may enter or not.
- If access is granted, he must be escorted to and from the property.
- Should the Bank employee have no objection the home owner must be informed.
- This procedure is only carried out during normal office hours. No entry outside of office hours.

#### ENTRY/ EXIT SANDY LANE GREEN KEEPING PERSONNEL AT THE WORKSOP GATE.

- All personnel must be dressed in the prescribed uniform and can only gain access to the Estate via the workshop entrance.
- All personnel must be in possession of an HOA issued ID card when they enter at the workshop gate.

#### ENTRY/ EXIT SANDY LANE GREEN KEEPING PERSONNEL AT THE WORKSHOP GATE OVER WEEKENDS OR AFTER HOURS.

- The employee must contact the control room to exit or enter the premises from the installed microphone at this gate.
- The duty manager will then send the reaction vehicle to assist.
- Before the reaction officer opens the Workshop gate to allow this person to enter or exit, he must identify the person by means of his CBC ID.
- The personnel at the control room must make an OB. entry with this person's particulars.
- For after hour's entry, the control must be informed in writing beforehand.
- No ID. – No entry or exit at this gate.

#### DEFECTIVE FINGERPRINTS OR UNREGISTERED RESIDENTS

- When a resident arrives at the gate to enter/ exit and his fingerprint does not read on the reader:
- Security at the gate must assist this person and ensure that his/ her finger was placed correctly on the reader.
- Should the problem prevail, the gate manager must complete an incident report and inform the person to report at the control room during working hours to investigate the nature of the problem.
- After the incident has been recorded, the control room will open for this resident to enter / exit the premises.
- The control room must be informed and the necessary OB and applicable register entry's made.
- All such matters must be reported via the daily incident report to the operations manager, with all reference numbers and full particulars of the resident.

#### VISITORS TO THE CLUB HOUSE, AFTER HOURS

- Visitors may only be granted access by a resident. The resident will be responsible to supply the visitor with an exit code.

