

**ACCESS AND EGRESS PROCEDURES**

## GENERAL

- The Estate makes use of numbered coloured magnetic cones for different categories of guests. The purpose of the cones is to provide security with a visual means of establishing that vehicles are out of place. Namely – in an area where they are not supposed to be or have not been given permission.
- Contractors – Yellow
- Golf – Green
- Restaurant - Blue

## VISITORS TO LIVE-IN 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 register is completed by security in the gate house.
- The visitor leaves his/her ID documentation at the gate house.
- 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 the ID document or passport document is returned.
- The security officer opens the turnstile with his/her finger.
- The visitor exits the Estate.

## VISITORS TO RESIDENTS OR CBC DEPARTMENTS

- Security phones the resident/department from the gate via the Click-on system announcing the visitor.
- Should the resident/department allow access, he/she must press “9” to confirm this transaction, and this will open the boom.
- The visitor will be given an access code on a slip of paper issued by Security at the gate before entry. Visitors must retain the slip as this code is to be used when visitor exit.
- The visitor must have a valid drivers’ licence. The drivers licence and vehicle licence will be scanned before entry is permitted. If the driver has no drivers licence then access will be denied.
- 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 is generated at the gate before entry and handed to the visitor by Security.
- If the visitor doesn’t receive any reply or if access is denied, Security will open the boom to allow the visitor to make a ‘U’ turn or if there is no queue at the gate request him to reverse and turn around outside the guard house.

## ACCESS PROCEDURES OWNERS/TENANTS

- All owners/tenants must register on the Estate's biometric system. (Registration Form E1 and E2 for Owners see: Annexure J for Tenants forms)
- An ID document must be produced on registration, a copy of which will be kept on file in the HOA offices.
- Proof of property ownership has to be produced.
- Tenants have to produce the lease agreement, a copy of which will be filed by the HOA. (see: Annexure J for procedure).
- In the case of Owners, only family and direct family may be registered. In the case of tenants only occupants recorded on the lease will be registered).
- No friends may be registered and they must follow the procedures pertaining to visitors, to gain access to the Estate.
- Any family member (children included) not in possession of a valid drivers' or learners licence will be registered to gain access via the pedestrian turnstiles at the main entrance.
- It is a known fact that certain people's fingerprints fail to register. In such cases with the approval of the CBC HOA Administration Manager, these people may be issued with an access card. The access card will open the boom.
- Access cards create a vulnerability if lost by the legitimate owner or handed to another person. As a result the recipient has to sign a liability document when receiving the card and acknowledges that there are severe penalties and conditions attached to the issuing of such a card. (see: Liability Form E3 attached)

#### ACCESS PROCEDURES DOMESTICS/GARDENERS

- All domestic workers have to be registered at the HOA office. The registration form has to be completed by the resident for whom the domestic will be working. If the domestic works for more than one resident then a separate form must be completed by each employer. The employer has to provide the date or dates the employee will be working. (Registration Form E4)
- All domestics/gardeners must register at the HOA offices on the Estate's biometric system in order to gain access and exit the Estate via the turnstile.
- ID documents must be produced, a copy of which will be filed by the HOA. All employees must be in possession of a valid South African ID or valid Work permit. The estate is able to identify fraudulent documents. Fraudulent documents are handed over to SAPS.
- First time registrations will require a SAPS Conduct background screen report and only once that report is provided to the HOA and is acceptable by the HOA may the person commence work on the estate.
- Domestics/Gardeners will only be able to gain access or to exit the Estate during the times that were approved for this purpose by the employer.
- 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 and the date or dates that person will be allowed on the estate. A photo of the person will also be reflected on the card.
- The Domestic/Gardeners must wear the provided Estate ID tag at all times when not on the employers property.

- 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.
- Domestic workers' registration expire every six months at which point the worker is denied entry and escorted to the office to re-register.

#### SERVICE PROVIDERS

- Service Providers/Delivery Vehicles must enter the Estate at the main gate through the visitors lane.
- The resident is contacted via the click-on system.
- The same procedure is followed as with visitors to the Estate.
- Service Provider will receive an exit code from the system that is to be used when exiting.
- The service provider must be in possession of a valid ID at all times.
- The ID is retained at the gate and returned on exit.
- The guard at the gate must ensure all documentation is correct.

#### 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 10 WORKING DAYS (excluding Saturdays, Sundays and Public Holidays when contractors are not allowed on the estate):
  - All contractors must be in possession of a valid SA ID document, a copy of which will be kept by the HOA each day upon entry and handed back on exiting the estate.
  - 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 contractors' rules.
  - 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 LONGER THAN 10 WORKING DAYS.

- All contractors must be in possession of a valid SA ID document, a copy of which will be kept by the HOA on a daily basis and returned upon exiting the estate.
- The owner has to complete the contractors form. (Form E5 attached)
- All contractors have to have a personal SAPS background check. Only persons with no serious record may enter the estate. There is a charge for this service and an invoice will be issue to the home owner's levy account for each check requested.
- The contractor or his staff may not commence work until the background check has been received by the Office. Usually not more than 72 hours and then only if there are no serious reports.
- Each contractor employee will be issued with a "contractor" card with his name and the site where he is working. A charge is made for the issuing of the contractor card to be paid by owner. An invoice will be issued and charged to the owner's levy account.
- The "contractor" card is issued to the worker on entry and he hands in his ID has to hand it back when leaving and receives his ID. This is a daily process for the duration of the contract.
- On completion of the contract the ID cards get handed back to the HOA office, and they are destroyed.

#### 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 entry each entrant will receive an exit code on a slip of paper from main gate security to be kept and used on exit.

#### CITY COUNCIL

- The control room will allow access by means of an escort.
- The escort will at all times be with the council personnel/vehicle.
- 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.
- No articulated vehicles whatsoever shall be permitted on the estate.
- The maximum allowable weight for a truck is 6 (six) tonnes.

ACCESS PROCEDURES DELIVERIES AND SERVICE PROVIDERS.

- Service providers and deliveries use the contractor's gate to enter.
- The resident or service provider is contacted and only upon receipt of permission from the relevant person will access be granted.
- If a service provider, the same access procedure is followed as for contractors. If merely a delivery vehicle it will be escorted to the resident unless a regular delivery for one of the service providers.

ACCESS PROCEDURE REGARDING WARRANTS.

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

- The person is escorted to the HOA office by the Security Duty Manager where information will be verified. Should any credentials be required they will be copied and held on file for instances where regular entry is likely.
- 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 Duty Manager to the applicable address indicated on the court documentation/warrant.
- After the documentation is served, security Duty Manager 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 administration manager must (or Security Site Manager after hours) 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 administration or security site 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 before proceeding to site.
- 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 TURNSTILE.

- All personnel must be dressed in the prescribed uniform and can only gain access to the Estate via the turnstile.
- All personnel must be in possession of an HOA issued ID card.

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 main gate will open for this resident to enter/exit the premises.
- The necessary OB and applicable register entries made.
- All such matters must be reported via the daily incident report to the security site manager, with all reference numbers and full particulars of the resident.

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

- Outside public are entitled to patronise the restaurant.
- Upon arrival the drivers licence and vehicle licence will be scanned prior to entry.
- The restaurant will be advised of the visitor and requested to grant entry.
- A coloured numbered cone indicative of a restaurant visitor will be placed on the roof of the vehicle and the restaurant will be advised of the number.
- The restaurant, having been alerted to the visitor will be in attendance in front of the restaurant to welcome the guest.
- Upon granting entry the restaurant will press "9" on their phone and the guest will be given an exit code.
- When the guest leaves the restaurant he will proceed to the gate where the cone will be removed.
- The purpose of the coloured cone is to provide security with a visible indicator that the vehicle is in fact a visitor while the colour clearly shows that it is only allowed to travel between the main gate and the restaurant and back.

#### BOAT YARD ACCESS

- Access to the boat yard is controlled by an electric automated driveway gate system.
- Access is only provided to staff, security and residents who have a right to enter.
- The right to enter is provided granted the Administration governed by the rules applicable to the boat yard.
- The drive gate access is operated by the resident cell phone by dialling the provided access cell number and that the residents cell phone number is loaded onto the system by Administration when all "rights" criteria have been completed.
- The operating hours for this access is only between 07:00 to 18:00 year round.
- There is a pedestrian gate access available during the same above hours.