

# **MONTE CRISTO ECO-ESTATE**

## **SECURITY ACCESS CONTROL STANDARD OPERATING PROCEDURE (SOP)**



## 1 DEFINITIONS

<b>Name</b>	<b>Description</b>
<b>Agent</b>	A person or entity appointed by the Owner for the selling, buying or renting of property in the Estate or Retirement Village
<b>Contractor</b>	A person or entity carrying out services, development and building work in the Estate or Retirement Village and shall include but not restricted to building contractors, project managers, building material suppliers, developers, owner-builders, sub-contractors, gardening services, cleaning services etc.
<b>Domestic Servant</b>	A business or person who renders domestic work for a Resident
<b>Employee</b>	A person employed by the Estate Manager, Club House or Restaurant for rendering a service on a regular basis
<b>Emergency Services</b>	An Ambulance, SA Police Services, Sheriff, Fire Brigade and Municipality
<b>Estate</b>	Monte Christo Eco Estate
<b>Estate Manager</b>	Person appointed by the HOA to manage the Estate
<b>HOA</b>	Monte Christo Homeowners' Association
<b>Retirement Village</b>	Monte Christo Retirement Village
<b>Occasional Service Provider</b>	A person and/or entity who renders a service requested by a Resident or Estate Manager on an occasional basis for the supply, installation, maintenance or repairs of a building and or domestic appliances as well as courier or delivery services
<b>Owner</b>	A registered person who owns a property in the Estate or Retirement Village
<b>PDP</b>	Professional Driving Permit
<b>Resident</b>	The registered person who lives in the Estate or Retirement Village
<b>Visitor</b>	A person who visits a Resident of the Estate or Retirement Village

## 2 ACCESS CONTROL PROCEDURE

The following operating procedures for the various groups and transport modes must be followed when entering or leaving the Estate

Group	Mode of Transport	Entrance gate	Procedure
<b>Owners/Residents</b>	Vehicle or bicycle	Resident's gate	<ul style="list-style-type: none"> <li>Access and departure is provided by the driver's fingerprint or access card</li> </ul>
	Taxi	Visitor's gate	<ul style="list-style-type: none"> <li>Gain entry and departure by scanning the motor vehicle licence, driver's licence and PDP,</li> <li>Identification of resident by guard</li> </ul>
	Pedestrian	Eastern pedestrian access	<ul style="list-style-type: none"> <li>Access is obtained by Identity Document/card and address</li> </ul>
		Night-time outside gate	<ul style="list-style-type: none"> <li>Access is obtained by remote control, or</li> <li>Access is obtained by supplying name and address for guard to check</li> </ul>
<b>Monte Christo Employees</b>	Taxi	Turnstile	<ul style="list-style-type: none"> <li>Gain access by fingerprint identification or scanning of the Identity Document/card</li> </ul>
<b>Other Employees</b>	Pedestrian or being fetched	Turnstile	<ul style="list-style-type: none"> <li>Gain access by fingerprint identification or scanning of Identity Document/card</li> <li>Must be fetched by employer at the gate</li> <li>Employees are not allowed to walk to their place of employment</li> </ul>
<b>Domestic Employees</b>	Own vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Access and departure other than taxi's is provided by the driver's fingerprint or scanning of Identity Document/card</li> <li>All passengers, if any, must disembark and gain access through the turnstile by fingerprint identification or scanning of the Identity Document/card</li> </ul>
	Taxi	Visitors Gate	<ul style="list-style-type: none"> <li>Taxi access and exit is provided by scanning the vehicle's license, driver's license and PDP</li> <li>All passengers must disembark and gain access through the turnstile by fingerprint identification or scanning of the Identity Document/card</li> </ul>

Group	Mode of Transport	Entrance gate	Procedure
	Pedestrian	Turnstile	<ul style="list-style-type: none"> <li>Employees gain access through the turnstile by fingerprint identification or scanning of the Identity Document/card.</li> </ul>
			<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>Domestic employees must be registered at Security by the Estate Manager in advance</li> <li>Mode of transport inside the Estate is by taxi or the resident's vehicle</li> </ul>
<b>Visitors</b>	Own vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Approval shall only be obtained from the identified Resident</li> <li>Vehicle's license, driver's license or Identity Documents/card of driver must be scanned, both for access and exit</li> <li>Long term visitors, (2 days or more), will gain access by means of a motor identification disc available, by prior arrangement, from the Assistant Estate Manager.</li> <li>No access is allowed without a valid driver's license or Identity Document/card or Passport. If not, available the vehicle must be parked outside (visitors parking) and access arranged and obtained in collaboration with the Resident</li> </ul>
	Together with <b>Owner's</b> or <b>Resident's</b> vehicle	Residents gate	<ul style="list-style-type: none"> <li>Fingerprint or access card of the driver, both for access and exit</li> </ul>
	Taxi	Visitors gate	<ul style="list-style-type: none"> <li>All taxi passengers must disembark and gain access in the same manner as if they were pedestrians.</li> <li>Vehicle's license, Driver's license or Identity Documents/card of taxi driver must be scanned, both for access and exit</li> <li>Once passengers have been granted access, they must embark the taxi again</li> </ul>
	Pedestrian	Visitors gate	<ul style="list-style-type: none"> <li>Access granted <b>only</b> with resident's approval</li> </ul>
		Night-time outside gate	<ul style="list-style-type: none"> <li>Access granted <b>only</b> with resident's approval</li> </ul>

Group	Mode of Transport	Entrance gate	Procedure
<b>Occasional Service Providers</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>● Approval must <b>only</b> be obtained from the Resident or the Estate Manager</li> <li>●</li> <li>● Vehicle's license and the driver's license of driver must be scanned, both for access and exit</li> </ul>
<b>Contractors and their employees</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>● All occupants, except the driver must gain access through the turnstile by fingerprint identification or scanning of the Identity Document/card or Passport</li> <li>● Driver's fingerprint or vehicle's and driver's license must be scanned</li> <li>● The same procedure must be followed for access and exit</li> </ul>
			<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>● <i>All Contractors must be registered</i></li> <li>● <b>No access must be granted without clear legible signage affixed to both sides of the contractor's vehicle</b></li> <li>● <i>All contractor employees must have a valid Identity Document /card</i></li> <li>● <i>Contractors must ensure that employees do not gain access without the Contractor being present</i></li> <li>● <i>Contractors and their employees must <b>only</b> be allowed entrance during the following times:</i> <ul style="list-style-type: none"> <li>○ <i>Weekdays: Between 07:00-18:00.</i></li> <li>○ <i>Saturdays: Between 08:00-13:00</i></li> </ul> </li> </ul>
<b>Emergency Services</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>● Approval must be obtained from the Estate Manager or Resident where applicable</li> <li>● The vehicle's license, driver's license or Identity Document/card must be scanned, both for access and exit</li> </ul>

Group	Mode of Transport	Entrance gate	Procedure
Agents	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Access and departure is provided by fingerprint or access card/token</li> </ul>
			<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>No access must be granted without an approved HOA access card/token</li> <li>No access must be granted without clear signage affixed to both sides of the agent's vehicle</li> <li>Access must only be granted from 07:00 to 19:00, Saturdays and Sundays included</li> <li>Only the Agent's vehicle must be allowed in the Estate. Transporting clients on the Estate will be by car of the agent</li> <li>Should the number of clients be too many for the Agent's vehicle, the client's vehicle can be used with prior permission from the Estate Manager. In this case the client's vehicle must be treated as a visitor, i.e. scanned.</li> <li><b>Agents</b> must at all times accompany their clients.</li> </ul>

### 3 GENERAL

- Quad bikes and unlicensed off-road motorcycles are not allowed to be driven on the Estate.
- No poultry, pigeons, aviaries, wild animals or livestock are allowed on the Estate.
- All motorised vehicles entering the Estate must be roadworthy and driven by a driver with a valid driver's license.
- Security Guards are not allowed to accept any form of gratuity, food, gifts or favours from Residents and Visitors.
- Security Guards are not allowed to accept or keep any post, parcels, house keys or any delivery on behalf of Residents.
- No tailgating in order to circumvent the boom operation is allowed and must be reported in the Occurrence Book as an incident.
- A vehicle that appears to be overloaded must be reported to the Estate Manager and be treated as an incident against the Service Provider or Driver.
- No vehicle carrying more than 6 pallets (bricks) must be allowed entry onto the Estate.
- Unnecessary hooting at the entrances of the Estate is not allowed.
- All forms of misconduct by any person observed by the Security Guard must immediately be recorded and reported as an incident with as much detail of the transgressor and vehicle as possible.

*Approved by the Management Committee on 13 November 2019.*