

# **MONTE CHRISTO ECO-ESTATE**

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



## REVISIONS

### 1. Revision 1:

Approved by the Management Committee of the MCEEA on 13 February 2018.

### 2. Revision 2:

Minor amendments approved by the Management Committee on 15 November 2019.

### 3. Revision 3:

Amendments as indicated below, approved by the Management Committee on 11 August 2022.

Group	Mode of Transport	Entrance gate	Amended and read as follows;
<b>Owners/Residents</b>	Vehicle or bicycle	Resident gate	Access and departure are provided by the driver's access card or vehicle's license / driver's license
<b>Domestic Employees</b>	<b>Pedestrian</b>	<b>Turnstile</b>	Employees gain access through the turnstile by access card or scanning of the Identity Document/card
<b>Visitors</b>	Together with <b>Owner's</b> or <b>Resident's</b> vehicle	Residents gate	Access card of the driver, both for access and exit or vehicle's license / driver's license
<b>Contractors / Service Providers and their employees</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Access card of the registered Contractor or vehicles and driver's license must be scanned</li> <li>All occupants, except the driver, must gain access through the turnstile by identification or scanning of the Identity Document/card or Passport</li> <li>The same procedure must be followed for access and exit</li> </ul>
			<b>Note:</b> <ul style="list-style-type: none"> <li><b><i>No access must be granted without clear legible signage affixed to the contractor's vehicle</i></b></li> </ul>
<b>Emergency Services</b>	Vehicle <ul style="list-style-type: none"> <li>SAPS</li> <li>Fire Department</li> <li>Ambulance</li> <li>Sheriff</li> </ul>	Visitors gate	<ul style="list-style-type: none"> <li>All emergency vehicles are allowed access without prior identification, provided that the Assistant Estate Manager will be informed accordingly. Furthermore, the necessary entries will be recorded in the Occurrence Register.</li> </ul>
<b>Agents</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Access card of the registered Agent or vehicles and driver's license must be scanned</li> </ul>
			<b>Note:</b> <ul style="list-style-type: none"> <li><i>No access must be granted without an approved HOA access card.</i></li> <li><i>No access must be granted without clear signage affixed to the agent's vehicle</i></li> </ul>

1     DEFINITIONS

Name	Description
Agent	A person or entity appointed by the Owner for the selling, buying, or renting of property in the Estate or Retirement Village
Contractor	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.
Domestic Servant	A business or person who renders domestic work for a Resident
Employee	A person employed by the Estate Manager, Club House, or Restaurant for rendering a service on a regular basis
Emergency Services	An Ambulance, SA Police Services, Sheriff, Fire Brigade and Municipality
Estate	Monte Christo Eco Estate
Estate Manager	Person appointed by the HOA to manage the Estate
HOA	Monte Christo Homeowners' Association
Retirement Village	Monte Christo Retirement Village
Occasional Service Provider	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 site and or domestic work appliances
Owner	A registered person who owns a property in the Estate or Retirement Village
PDP	Professional Driving Permit
Resident	The registered person who lives in the Estate or Retirement Village
Visitor	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
Owners/Residents	Vehicle or bicycle	Resident gate	<ul style="list-style-type: none"> <li>Access and departure is obtained by the driver's access card or vehicle's license / driver's license</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>
Monte Christo Employees	Taxi	Turnstile	<ul style="list-style-type: none"> <li>Gain access by scanning of the Identity Document/card</li> </ul>
Other Employees	Pedestrian or being fetched	Turnstile	<ul style="list-style-type: none"> <li>Gain access by 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>
Domestic Employees	Own vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Access and departure other than taxi's, is provided by scanning the driver's Identity Document/card</li> <li>All passengers, if any, must disembark and gain access through the turnstile by scanning of the Identity Document/card</li> <li>Employees gain access through the turnstile by 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 scanning of the Identity Document/card</li> </ul>
	Pedestrian	Turnstile	<ul style="list-style-type: none"> <li>Employees gain access through the turnstile by access card 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</li> <li>Mode of transport inside the Estate is by taxi or by resident vehicle</li> </ul>
Visitors	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>No access is allowed without a valid driver's license or Identity Document/card or Passport. If not available, the vehicle must</li> </ul>

			be parked outside (Visitors parking), and access arranged and obtained in collaboration with the Resident
	Together with <b>Owner's</b> or <b>Resident's</b> vehicle	Residents gate	<ul style="list-style-type: none"> <li>Access card of the driver, both for access and exit or vehicle's license / driver's license</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 Document/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>
<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>Vehicle's license and the driver's license must be scanned, both for access and exit</li> </ul>
<b>Contractors / Service Providers and their employees</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Access card of the registered Contractor or vehicle's license and driver's license must be scanned</li> <li>All occupants, except the driver, must gain access through the turnstile by identification or scanning of the Identity Document/card or Passport</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 the contractor's vehicle</b></li> <li><i>All persons 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 hours:</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 <ul style="list-style-type: none"> <li>SAPS</li> <li>Fire Department</li> <li>Ambulance</li> <li>Sheriff</li> </ul>	Visitors gate	<ul style="list-style-type: none"> <li>All emergency vehicles are allowed access without prior identification, provided that the Assistant Estate Manager will be informed accordingly. Furthermore, the necessary entries will be recorded in the Occurrence Register.</li> </ul>

<b>Agents</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"><li>• Access card of the registered Agent or vehicle's license and driver's license must be scanned</li></ul>
			<p><b>Note:</b></p> <ul style="list-style-type: none"><li>• <i>No access must be granted without an approved HOA access card</i></li><li>• <i>No access must be granted without clear signage affixed to the agent's vehicle</i></li><li>• <i>Access must only be granted from 07:00 to 19:00, Saturdays and Sundays included</i></li><li>• <i>Only the Agent's vehicle must be allowed in the Estate. Transporting clients in the Estate will be with the agent's vehicle</i></li><li>• <i>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.</i></li><li>• <b>Agents must at all times accompany their clients.</b></li></ul>

**3 GENERAL**

- Quad bikes and unlicensed off-road motorcycles & vehicles are not allowed to be driven in the Estate.
- No poultry, pigeons, aviaries, wild animals, or livestock are allowed in 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 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 to enter 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 be recorded immediately and reported as an incident with as much detail of the transgressor and vehicle as possible.

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