

MONTE CHRISTO ECO ESTATE

INTEGRATED EMERGENCY AND EVACUATION PLAN

Evacuation Plan and Contingency Plan
Hartenbos, Mossel Bay, Western Cape

⚠ DRAFT VERSION 2.1 – FOR RESIDENT REVIEW AND COMMENT ⚠

Version:	2.1 – Draft
Date:	April 2026
Previous Version:	2.0 – March 2026
Location:	Hartenbos, Mossel Bay, Western Cape
Scope:	505 Erven ~450 Occupied Homes Retirement Village Care Facility
Review Date:	January 2027 (Annual)

Signed by Chairperson: _____ Date: _____

IMPORTANT DISTINCTION

This document consists of two interrelated but separate parts:

PART A – EVACUATION PLAN:

The immediate, step-by-step procedure for physically and safely moving residents off the estate or out of a hazardous situation. The Evacuation Plan takes first priority and is the core document with which all role players must be familiar.

PART B – CONTINGENCY PLAN:

The broader framework of preparation, prevention, communication, training and recovery that surrounds and supports the Evacuation Plan. The Evacuation Plan forms an integral part of the overall Contingency Plan for the estate.

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PART A – EVACUATION PLAN

1. ROLE PLAYERS AND RESPONSIBILITIES

The following role players have been identified as core participants in the execution of this plan. Every role player must be familiar with the contents of this document and confirm their specific responsibilities in writing.

ROLE PLAYER	REPRESENTATIVE(S)	RESPONSIBILITY
MC & Estate Manager	Marius de Wet Harry van Bebber	Overall coordination, activation of plan, communication with authorities
Niqua Security	Liana Weiss	Gate control, patrolling, first point of contact outside office hours
MC Retirement Village Association	Chairperson: Gerhard Olivier Village Manager: Eleonora Alberts	Coordination of vulnerable residents; activation of retirement village evacuation team
MC De Caravel	Chairperson: Gerhard Olivier	Coordination of apartment block residents; loading area and transport logistics
Monte Christo Care Facility	Nolan Marsh Mark Teuchert Sr Coetzee (Carers)	Care and evacuation of healthcare patients, including second floor
BiBi's Kitchen	Bianca Harris	[ROLE – INPUT REQUIRED: e.g. emergency shelter, food point, assembly point]
Street / Zone Captains	[MEMBERS – INPUT REQUIRED]	Door-to-door communication; identification of vulnerable and single-occupant residents per sector

RECOMMENDATION: The MC must formally engage with each of these role players to confirm their specific responsibilities in writing and to participate together in a coordinated drill.

2. EMERGENCY CONTACT NUMBERS

IMPORTANT: Print this page and stick it on your refrigerator. Save all numbers in your phone. Make sure every member of your household knows these numbers.

2.1 National Emergency Numbers

SERVICE	NUMBER
General Emergency (mobile)	112

Ambulance (National)	10177
ER24 (Private Ambulance)	084 124
SAPS (Police)	10111
Eskom Faults	08600 37566

2.2 Mossel Bay / Garden Route Emergency Numbers

NOTE: For fire emergencies, residents must use the DIRECT number of the Fire Department: 044 691 3722. Do NOT call the municipal control room first — this causes dangerous delays.

SERVICE	NUMBER
Mossel Bay Fire Department (DIRECT — use this number)	044 691 3722
Mossel Bay Municipality Emergency Services	044 606 5000 / 044 805 5070
Mossel Bay SAPS	044 606 2805
Private Security (Niqua)	079 862 6674

2.3 Monte Christo Eco Estate Internal Contacts

ROLE	NAME	NUMBER
Emergency Coordinator (EC) — primary	[NAME – INPUT REQUIRED]	[NUMBER]
Emergency Coordinator — secondary	[NAME – INPUT REQUIRED]	[NUMBER]
Estate Manager	Harry van Bebber	074 347 8955
Security Office / Gate	Liana Weiss	079 862 6674
Retirement Village Liaison Officer	Eleonora Alberts	064 069 2832
Monte Christo Care Facility	Nolan Marsh / Mark Teuchert	[NUMBER – INPUT REQUIRED]
BiBi's Kitchen	Bianca Harris	083 894 5349
Street / Zone Captains	[MEMBERS – INPUT REQUIRED]	[NUMBERS]

3. EMERGENCY COMMAND STRUCTURE

A clear chain of authority is essential during an emergency. Confusion over decision-making during a crisis costs lives. The following structure comes into effect as soon as an emergency is declared:

3.1 Chain of Command

LEVEL	ROLE AND RESPONSIBILITY
LEVEL 1 Emergency Coordinator (EC)	The only person authorised to formally activate the emergency plan. Takes all operational decisions during an emergency and serves as the central communication point.
LEVEL 2 Communications Officer	Responsible for issuing all official messages via WhatsApp, SMS, loudhailer and PA system.
LEVEL 3 Sector Heads / Street and Zone Captains	Responsible for door-to-door communication and support within their designated sector. Identifies and assists vulnerable and single-occupant residents in their area.
LEVEL 4 Specialist Role Players	Retirement Village Liaison Officer, Care Facility team, Niqua Security — each responsible for their specific area and residents.
LEVEL 5 Reaction Force	Role: Management of high-risk and critical incidents. Support and takeover of Level 1–4 responses where required. Coordination with SAPS and emergency services. Members: Anton van Wyk (Owner), Victor Vila (Branch Manager), Liana Weiss (Security Gate), Armed Response Officers (minimum 2–4 members), Optional Medical Support (ambulance services and trained first aid officers). Equipment: Fully equipped response vehicle, vehicle with PA system (public announcement), two-way radios, personal protective equipment, first aid kit, high-intensity torches and tactical equipment.

3.2 When Is the Plan Activated?

Only the Emergency Coordinator may formally activate the emergency plan. Activation occurs when:

- Fire is within a defined risk radius of the estate
- Wind speeds exceed the defined safety threshold
- Floodwater poses a threat to property or access routes
- The security perimeter has been seriously damaged
- An instruction is received from local disaster management authorities or the municipality
- The EC determines in their judgement that resident safety is at risk

IMPORTANT: The security guard on duty is authorised to contact emergency services without first obtaining MC approval if a life is in immediate danger.

3.3 Sector Division

The estate is divided into logical sectors. Each sector has designated Street or Zone Captains:

SECTOR	DESCRIPTION / STREET NAMES	STREET / ZONE CAPTAINS
Sector 1	[INPUT REQUIRED]	[NAME – INPUT REQUIRED]
Sector 2	[INPUT REQUIRED]	[NAME – INPUT REQUIRED]
Sector 3	[INPUT REQUIRED]	[NAME – INPUT REQUIRED]

Sector 4	[INPUT REQUIRED]	[NAME – INPUT REQUIRED]
Sector 5	[INPUT REQUIRED]	[NAME – INPUT REQUIRED]
Retirement Village	Retirement Village area	Retirement Village Liaison Officer
De Caravel Apartment Blocks	Apartment blocks	De Caravel Chairperson
Healthcare Facility	Monte Christo Care Facility	Nolan Marsh / Mark Teuchert

RECOMMENDATION: The MC must issue a call to residents to volunteer as Street and Zone Captains. A clear estate map showing sectors must be compiled and included as Appendix G.

4. EVACUATION PROCEDURES

Evacuation is the most complex and highest-risk phase of any emergency response. The following step-by-step procedure must be followed:

4.1 Evacuation Phases

PHASE	ACTIONS	RESPONSIBLE
PHASE 1 WARNING (0–5 minutes)	The EC activates the plan. The Communications Officer immediately sends the standard emergency message via WhatsApp and SMS. Niqua Security is notified. Street and Zone Captains begin door-to-door communication. Warning channels: • WhatsApp groups (primary) • SMS chain (secondary) • Loudhailer by EC or Sector Head • PA system on Reaction Force vehicle • Door-to-door by Street / Zone Captains	EC & Communications Officer
PHASE 2 PREPARATION (5–15 minutes)	Vulnerable residents are addressed first. The Care Facility team begins with patients on the second floor. Residents collect their emergency bag and move to the designated point. All gates are opened for emergency services.	Retirement Village Liaison Officer & Care Facility
PHASE 3 EVACUATION (15–30 minutes)	Residents move to the designated assembly point. Street / Zone Captains confirm that all residents in their sector are accounted for. The EC confirms that all vulnerable residents are safe before general departure.	Sector Heads & EC
PHASE 4 CONSOLIDATION	The EC conducts a head count at the assembly point. Missing persons are reported and a search operation is coordinated. Regular updates are issued.	EC

4.2 Evacuation Routes and Emergency Exits

- The main gate (Monte Christo Road) is the primary evacuation route
- During an emergency, both access gates must remain open at all times for unrestricted access by emergency services
- An alternative emergency exit must be identified and formalised [INPUT REQUIRED]
- A formal emergency cross-access protocol with Outeniquasbosch must be established as an alternative evacuation option [see Section 15.2]

4.3 Standard Emergency Message Format

All official communication during an emergency uses the following fixed format:

 EMERGENCY — MONTE CHRISTO ECO ESTATE

TYPE OF EMERGENCY: [Fire / Flood / Security / Medical]

REQUIRED ACTION: [Stay indoors / Prepare / EVACUATE NOW]

LOCATION: [Description of incident]

ASSEMBLY POINT: [If applicable]

NEXT UPDATE: [Time]

Contact: [EC name and number]

4.4 Residents' Individual Responsibilities

- Know this plan and know where your assembly point is
- Keep an emergency bag packed and ready (see Appendix B)
- Keep important personal documents readily available in a waterproof container
- Consider leaving a duplicate key with a trusted neighbour
- Follow instructions from the EC, Sector Heads and emergency personnel immediately
- Help your neighbours — particularly elderly or vulnerable persons — without putting yourself at risk
- Report any hazard immediately to security or an MC member
- Do not return to your home until the EC has declared it safe to do so
- Use a standard signal on the inside of your window to indicate whether you need help or are safe [INPUT REQUIRED — standard signals to be determined and communicated to all residents]

5. ASSEMBLY POINTS

5.1 Internal Assembly Points

Internal assembly points are used for less serious incidents where residents do not need to leave the estate, and for the initial consolidation phase:

ASSEMBLY POINT	LOCATION / DESCRIPTION
AP-1 (Primary)	[Common area — specify — INPUT REQUIRED]
AP-2 (Secondary)	[Common area — specify — INPUT REQUIRED]
AP-3 (Retirement Village)	Within retirement village area — to be specified

5.2 External Assembly Points

For large-scale evacuations where residents must leave the estate:

ASSEMBLY POINT	ADDRESS / LOCATION	EMERGENCY CONTACT
Garden Walk Mall	R102 and Monte Christo Road, Hartenbos, 6520	Marijke Konig: 012 361 7970
BP Service Station	N2 Interchange, Hartenbos, 6520	Johan Claasen: 044 004 0171
Salt & Copper	R102 Road, Hartenbos, 6520	044 150 0054
King's College	Outeniquasbosch Wildlife Village, 6 Oupoot Street, Hartenbos, 6520	Dreyer van Zyl: 044 250 0035
[Additional – INPUT]	[Address]	[INPUT REQUIRED]

RECOMMENDATION: The MC must obtain formal permission and agreements from each of these external assembly points in advance. Their contact details must be confirmed and kept up to date.

6. VULNERABLE RESIDENTS AND THE HEALTHCARE FACILITY

CRITICAL PRIORITY: The presence of the retirement village and the Monte Christo Care Facility within the estate represents the greatest challenge of this evacuation plan.

Vulnerable residents are addressed FIRST in all evacuation scenarios.

No other evacuation takes place until all vulnerable residents are safe.

6.1 Identification of Persons Requiring Assistance and Single-Occupant Residents

The following categories are identified for inclusion in the confidential register:

- Residents with physical limitations (bedridden, wheelchair-bound, walking-aid dependent)
- Residents with sensory limitations (vision, hearing)
- Residents with cognitive limitations
- Residents requiring medical equipment (oxygen, etc.)

- Single-occupant residents — a specific list so that Street / Zone Captains check these persons first
- Residents in the Monte Christo Care Facility, particularly on the second floor

The register must ensure compliance with the Protection of Personal Information Act (POPIA) and must be accessible only to designated emergency personnel.

6.2 Evacuation of the Healthcare Facility — Second Floor

The evacuation of patients on the second floor of the Care Facility, as well as residents in apartment blocks and double-storey homes, requires specialist equipment and procedures.

The availability of a vehicle-mounted aerial platform or hydraulic crane from the Mossel Bay Fire Department must be formally investigated and confirmed. The MC must:

- Confirm with the Fire Department what equipment is available and what the response time is
- Ensure that access routes for such vehicles are kept clear and accessible at all times
- Formally document this information in Appendix E

[INPUT REQUIRED — confirm specific equipment, response times and procedures with the Mossel Bay Fire Department and Care Facility management]

6.3 Confidential Register of Vulnerable Residents

The register contains, per unit:

- Erf number and street address
- Name and contact number of resident(s)
- Nature of limitation and medical conditions / allergies
- Type of mobility aids (wheelchair, oxygen equipment, walking frame, etc.)
- Contact details of next of kin / emergency contact person
- Key-holder information
- Access notes: door widths, stairs, path from home to vehicle
- Transport requirement: Can the person sit up? Or do they require a lying-down transport arrangement?

6.4 Evacuation Team and Key Access

- At least two dedicated helpers per vulnerable unit, assigned to specific addresses in advance
- Training in the use of wheelchairs, stretchers and evacuation chairs is compulsory
- The team is activated first upon any declaration of evacuation
- A key safe at the main entrance of each vulnerable resident's home is strongly recommended

- The code must be available to the security office and the EC, with the written consent of the resident
- All residents are also encouraged to leave a duplicate key with a trusted neighbour

6.5 Medication and Medical Documentation

- Vulnerable residents must keep a 72-hour supply of medication ready at all times
- Medical records must be kept in a waterproof container
- All medical equipment must be labelled with the resident's name
- Patient information (allergies, conditions, medication) must be available on the register for emergency services

7. COMMUNICATION DURING EVACUATION

7.1 Communication Channels — Layered System

LAYER	CHANNEL	RESPONSIBLE	USE
1	WhatsApp groups	Communications Officer	All official emergency messages
2	SMS chain	Communications Officer	Where WhatsApp fails
3	Loudhailer	EC / Sector Head	Local announcements
4	PA system (Reaction Force vehicle)	Reaction Force	Wide-area announcements
5	Door-to-door	Street / Zone Captains	Confirmation, vulnerable residents

7.2 Communication Outside Office Hours

- Security guard on duty identifies the emergency and immediately contacts the EC
- EC assesses the situation and activates the appropriate plan
- Communications Officer sends the standard emergency message (see Section 4.3)
- Sector Heads are notified and begin door-to-door communication if required
- The Retirement Village Liaison Officer and the Care Facility are notified separately and immediately
- Emergency services are contacted

PART B – CONTINGENCY PLAN

8. RISK ASSESSMENT

8.1 Risk Profile Overview

RISK	LIKELIHOOD	POTENTIAL IMPACT	PRIORITY
Veld Fire / Fire	High	Critical	1
High Winds / Storm	High	High	2
Medical Emergency	High	High	2
Flooding	Moderate	High	3
Power Failure	High	Moderate	3
Security Threat	Moderate	High	3
Structural Damage	Low	High	4

8.2 Seasonal Risks

SEASON	PRIMARY RISKS
Summer (Dec–Feb)	Veld fires, heat exhaustion, drought
Autumn (Mar–May)	High winds, early rainfall, stormwater
Winter (Jun–Aug)	Heavy rain, flooding, storm conditions
Spring (Sep–Nov)	Veld fires (dry conditions), high winds

9. FIRE EMERGENCY

9.1 Preventative Measures — Resident Responsibility (“Firescaping”)

- Remove dry vegetation, wood piles and flammable material away from the home
- Maintain a fire-free zone of at least 3 metres around all structures
- Prune trees and shrubs that reach the roof edge or eaves
- Keep gutters clear of leaves and debris
- Keep garden hoses in good working order, connected and accessible
- Ensure fire extinguishers are current and accessible — checked annually
- Install smoke detectors in all rooms of the home
- Keep a fire blanket available near gas burners and in the kitchen
- Do not store gas cylinders in exposed heat zones
- Ensure that the maintenance and tidiness of your property is kept up to date

9.2 Estate-Level Fire Preparedness

- Firebreak maintenance along the perimeter — annually
- Regular servicing of all fire extinguishers, fire hydrants and hoses in common areas
- Water tanker testing and confirmation of service availability — Monte Christo Eco Estate, available 24 hours — Contact Gert Vermaak
- Maintenance of common areas and removal of fire-hazardous material
- Monitoring of tidiness of vacant erven — notices issued to owners
- Map of fire hydrant locations available at the security office
- Backup power generator for gates and security systems
- Fire safety briefings by the Mossel Bay Fire Department (MBD) for staff and residents — scheduled regularly

9.3 Procedure During a Fire

1. Call the Mossel Bay Fire Department DIRECTLY: 044 691 3722 — do NOT call the control room first
2. Warn neighbours immediately
3. Contact the Emergency Coordinator
4. Activate the evacuation plan if the fire threatens to spread
5. CLOSE all windows and doors before leaving — this significantly slows the fire
6. Turn off the gas supply
7. Keep your vehicle ready and your emergency bag at hand
8. Depart via the designated evacuation route to the assembly point

USE OF GARDEN HOSES AND FIRE EXTINGUISHERS:

The use of garden hoses is limited to the very first phase of a fire. Fire extinguishers are limited to fires smaller than chair height. Once a fire exceeds this size, EVACUATE IMMEDIATELY. LIFE TAKES PRIORITY OVER PROPERTY — Do not return to retrieve belongings.

10. HIGH WINDS / STORM

10.1 Preventative Measures

- Store all loose outdoor items: garden furniture, pots, bins, children's play equipment
- Secure loose items or bring them inside
- Prune weak or diseased trees that pose a hazard
- Ensure roof tiles and roof sheets are firmly fastened — check annually

10.2 Procedure During High Winds

9. Close all windows and doors firmly
10. Bring all outdoor items inside immediately or secure them
11. Stay indoors during the worst of the wind — avoid windows
12. Park vehicles in a sheltered area if possible, away from large trees
13. Monitor weather reports actively
14. After the storm: inspect property for damage before going outside
15. Report damage to common property to the MC immediately

11. FLOODING AND STORMWATER MANAGEMENT

11.1 Preventative Measures

- Ensure that all drainage channels, pipes and outlets on your private property are cleared regularly — this is the resident's responsibility
- Ensure that stormwater redirection on private properties does not obstruct the estate's common drainage system [INPUT REQUIRED — specific guidelines to be provided]
- Ensure that boundary walls have a water outlet at the lowest point of the property
- Keep sandbags available for homes in low-lying areas

11.2 Procedure During Flooding

16. Monitor weather reports and flood alerts actively during winter months
17. Report blocked drainage channels immediately to the Estate Manager
18. Move personal belongings to higher levels within the home
19. SWITCH OFF electricity at the main breaker if water may reach the electrical system
20. Do not walk or drive through floodwater — even 15 cm of water can sweep a person away
21. Move to higher ground if floodwater continues to rise

12. MEDICAL EMERGENCIES

12.1 Life-Threatening Emergencies

For life-threatening emergencies (heart attack, stroke, serious accident, loss of consciousness, seizure, snake bite):

22. Call IMMEDIATELY: Ambulance 10177 or ER24: 084 124
23. Contact the security guard at the gate to ensure access for the ambulance
24. Stay with the person and provide first aid if trained to do so
25. Notify the EC so that further support can be organised

12.2 First Aid Readiness

- At least one registered First Aid Officer per sector is recommended
- First aid kits available at the security office and in common areas
- Contents of first aid kits are checked and replenished quarterly
- At least two residents per sector should be trained in basic CPR (Cardiopulmonary Resuscitation)

13. SECURITY THREATS AND LOCKDOWN PROCEDURE

13.1 Break-in / House Robbery

26. Call the private security company (Niqua) immediately
27. Call SAPS: 10111
28. DO NOT CONFRONT — safety first
29. Notify the EC and the security office

13.2 Lockdown Procedure

30. Security personnel close ALL gates immediately
31. Communications Officer sends: “LOCKDOWN — Stay indoors. Lock your home. Await updates.”
32. Residents lock their homes, draw their curtains, stay indoors and monitor the WhatsApp group
33. No residents may leave or enter the estate until the EC declares it safe
34. EC coordinates with SAPS and Niqua Security
35. EC issues regular updates — at least every 15 minutes

14. POWER FAILURE

- All security gates and systems must have a backup power supply (UPS or generator)
- Communication equipment must be kept charged at all times
- Every household is recommended to keep a torch, emergency candles and a power bank for phones
- A portable battery-powered radio is valuable when power and internet are unavailable
- Extended power failures must be reported to Eskom: 08600 37566
- Emergency lighting in common areas is tested regularly

15. ACCESS CONTROL AND COOPERATION WITH OUTENIKUASBOSCH

15.1 Emergency Access

- During an emergency, both access gates must be open for unrestricted access by emergency services
- The main gate (Monte Christo Road) is the primary evacuation route
- An alternative emergency exit must be identified and formalised [INPUT REQUIRED]
- GPS coordinates of all entrances must be available at the security office and provided to emergency services on request

15.2 Formal Cooperation with Outeniquasbosch

A formal written protocol must be established with Outeniquasbosch covering:

- Emergency cross-access if the main gate is blocked
- Mutual support during a crisis
- Shared evacuation corridors if required
- Contact details of Outeniquasbosch's emergency coordinator

RECOMMENDATION: The MC must establish a formal written agreement with Outeniquasbosch, signed by both Management Committees and reviewed annually. [INPUT REQUIRED — contact the Outeniquasbosch MC to initiate negotiations]

16. AWARENESS AND RESIDENT RESPONSIBILITY

16.1 Care Groups — “Buddy System”

Every resident is encouraged to establish an informal care network with neighbouring residents. The buddy system means that residents actively look out for one another — particularly single-occupant residents and vulnerable persons. Street and Zone Captains facilitate these networks within their sectors.

16.2 Signals and Signs

A standard signal or sign system will be developed so that residents can indicate from inside their front door or window whether they are safe or need help. [INPUT REQUIRED — standard signals to be determined and communicated to all residents]

16.3 Regular Awareness Notifications

The MC regularly issues notifications to residents regarding:

- Fire season warnings and “firescaping” of gardens

- Stormwater management on private properties
- Maintenance and tidiness of properties and vacant erven
- Updates on the emergency plan and new procedures

16.4 Individual Household Readiness

- Keep an emergency bag packed and ready (see Appendix B)
- Keep important personal documents readily available in a waterproof container
- Leave a duplicate key with a trusted neighbour or friend
- Install smoke detectors in all rooms
- Keep a fire blanket available near gas burners and in the kitchen
- Ensure fire extinguishers are current and accessible
- Know the direct number of the Fire Department: 044 691 3722

17. TRAINING AND DRILLS

A plan that is never practised will fail in a real emergency. Regular drills are not optional — they save lives.

ACTIVITY	FREQUENCY	RESPONSIBLE	STATUS
Fire and emergency training session for staff	Annually	MC / MBD	[INPUT REQUIRED]
Fire safety briefing by MBD for residents	Annually	MC / MBD	[INPUT REQUIRED]
Equipment training for vulnerable resident team	Annually	Retirement Village Liaison Officer	[INPUT REQUIRED]
Tabletop exercise with all role players	Annually	EC	[INPUT REQUIRED]
Full-scale evacuation drill	Every 2 years	MC / EC	[INPUT REQUIRED]
Communication test (WhatsApp / SMS)	Bi-annually	Communications Officer	[INPUT REQUIRED]
Review of this plan	Annually (January)	MC	[INPUT REQUIRED]

After every drill or actual emergency, a written report and debriefing must take place to identify lessons learned. This plan must be updated immediately if shortcomings are identified.

18. RECOVERY AFTER AN EMERGENCY

The recovery process begins as soon as the immediate danger has passed and the EC has declared the estate safe:

36. Damage assessment — EC and MC conduct a walk-through of the estate
37. Insurance liaison — MC contacts the estate's insurer
38. Perimeter and security repairs — first priority after immediate safety is restored
39. Utility restoration — electricity, water and drainage checks
40. Resident debrief — information session to answer questions and address concerns
41. Written incident report to the MC — fully documented
42. Review of this plan — lessons learned are incorporated immediately

19. STRATEGIC RECOMMENDATIONS FOR MC DISCUSSION

ACTION	RESPONSIBLE	TARGET DATE
Identify and appoint Emergency Coordinator (primary and secondary)	MC Chairperson	[INPUT REQUIRED]
Recruit Street and Zone Captains; assign sectors	MC	[INPUT REQUIRED]
Compile confidential register of vulnerable and single-occupant residents	Retirement Village Liaison Officer + MC	[INPUT REQUIRED]
Identify and formalise alternative emergency exit	MC	[INPUT REQUIRED]
Confirm external assembly point agreements (Garden Walk Mall, BP, etc.)	MC	[INPUT REQUIRED]
Initiate negotiations with Outeniquasbosch on cross-access protocol	MC Chairperson	[INPUT REQUIRED]
Confirm availability of Fire Department aerial platform for Care Facility	MC + Care Facility	[INPUT REQUIRED]
Schedule fire safety briefing by MBD for staff and residents	MC	[INPUT REQUIRED]
Determine standard signal / sign system for residents	MC / Communications Officer	[INPUT REQUIRED]
Finalise Appendix G (estate map with routes and assembly points)	MC	[INPUT REQUIRED]
Establish formal agreement with Care Facility regarding evacuation procedures	MC + Nolan Marsh	[INPUT REQUIRED]
Investigate fire and emergency training sessions open to residents	MC	[INPUT REQUIRED]

20. APPENDICES

NO.	CONTENT	DESCRIPTION	STATUS
A	Quick Reference Card	Print and stick on refrigerator	Below
B	Emergency Bag Checklist	Household readiness	Below
C	List of Appendices	This table	Complete
D	Confidential Register of Vulnerable Residents	For EC and Retirement Village Liaison Officer only	[INPUT REQUIRED]
E	Equipment and resources (incl. Fire Department equipment)	Vehicles, emergency equipment	Fire-fighting equipment at estate office store
F	Formal protocol with Outeniquasbosch	Emergency cross-access	[To be finalised]
G	Estate map with evacuation routes, sectors and assembly points	Evacuation map	[To be finalised]
H	Review history	Version control	Below

Appendix A — Quick Reference Card

Print this page and stick it on your refrigerator alongside your emergency contact numbers.

EMERGENCY	IMMEDIATE STEPS
FIRE 🔥	1. Call Fire Department DIRECTLY: 044 691 3722. 2. Warn neighbours. 3. Call EC. 4. CLOSE windows and doors. 5. EVACUATE if fire spreads. 6. Gather at assembly point.
MEDICAL 🚑	1. Ambulance: 10177 or ER24: 084 124. 2. Notify security for gate access. 3. Stay with person. 4. Provide first aid if trained.
SECURITY 🚔	1. Call Niqua Security. 2. SAPS: 10111. 3. DO NOT CONFRONT. 4. Stay indoors. 5. Notify EC.
LOCKDOWN 🚫	1. Stay INDOORS. 2. Lock your home. 3. Draw curtains. 4. Monitor WhatsApp group. 5. Await updates from EC.
FLOOD 🌊	1. Switch off electricity. 2. Move belongings upstairs. 3. DO NOT move through floodwater. 4. Report to MC.
HIGH WINDS 🌀	1. Close windows and doors. 2. Bring outdoor items inside. 3. Stay away from windows. 4. Report damage after storm.
POWER FAILURE ⚡	1. Use emergency lighting. 2. Charge phone. 3. Eskom: 08600 37566. 4. Monitor WhatsApp for updates.

Appendix B — Emergency Bag Checklist

Pack these items and keep them in a fixed, accessible location. Check the list annually.

	ITEM	DONE	DATE
1.	Identity documents and passport (in waterproof container)	[]	_____
2.	Medical card and medical history information	[]	_____
3.	Emergency medication (72-hour supply of all chronic medication)	[]	_____
4.	Cash (small denominations — banks and payment systems may not work)	[]	_____
5.	Mobile phone and charger / charged power bank	[]	_____
6.	Torch and extra batteries	[]	_____
7.	Water (at least 2 litres per person)	[]	_____
8.	Non-perishable food (energy bars, dried foods)	[]	_____
9.	Spare keys (home and vehicle)	[]	_____
10.	Warm jacket and raincoat	[]	_____
11.	Emergency contact list (printed — not only on your phone)	[]	_____
12.	Medical aids and equipment (glasses, hearing aid, etc.)	[]	_____
13.	Pet essentials (food, water, collar, lead)	[]	_____

Appendix H — Review History

VERSION	DATE	DESCRIPTION OF CHANGES	AUTHOR
1.0	February 2026	Initial draft version compiled for MC discussion	MC
2.0	March 2026	Document restructured into Part A (Evacuation Plan) and Part B (Contingency Plan). MC meeting decisions of 5 March 2026 incorporated. New role players added: Niqua Security, Care Facility, De Caravel, BiBi's Kitchen. All key contact numbers confirmed. Reaction Force (Level 5) fully described. External assembly points with addresses and contacts completed. Firescaping guidelines, fire blankets, smoke detectors, fire extinguisher limitations, Buddy System and signal/sign system added.	MC
2.1	April 2026	Resident comments received before 24 April 2026 deadline incorporated. Fire tanker details updated (Gert Vermaak). English version published alongside Afrikaans version.	MC
3.0	_____ 2027	Annual review	_____

MONTE CHRISTO ECO ESTATE – HARTENBOS, MOSSEL BAY, WESTERN CAPE

Version 2.1 | April 2026 | 505 Erven | ~450 Occupied Homes | Retirement Village | Care Facility

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