



FRANSCHÉ HOEK

AGRICULTURAL ESTATE

SECURITY POLICY

(25/01/2019)

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SECURITY POLICY

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1. INTRODUCTION

Security at Fransche Hoek Agricultural Estate (FHAE) is a key issue for both the board of the Fransche Hoek Agricultural Home Owners Association NPC (the company) as well as company's executive management. Members expect and deserve to feel secure at all times and to know that their families and visitors as well as their assets are safe and protected against criminal behaviour.

Accordingly the board has studied all aspects relevant to achieving the desired level of security required by members. This policy is a culmination of the on-going work done by the board and the company's executive management and reflects the current thinking and practice as far as security on FHAE is concerned.

The objective of the Security Policy is to provide the context, rules and procedures that govern the security of members on FHAE in accordance with the articles and the rules. This ensures a safe and pleasant environment within FHAE minimising the possibility of Health and / or Safety and Security risks.

This policy forms part of the rules and will be governed in terms of the rules and articles. It should be noted that words have the same meaning as those defined in the FHAE rules and articles.

Regarding security and protection on FHAE it is important to note that:

- Security is an important feature of FHAE and members and their visitors must at all times assist and comply with the security systems and procedures implemented on FHAE by the board, particularly with regard to access control.
- The perimeter security, patrols and access controls serve as deterrent and detection factors only and do not guarantee an intrusion-free Estate.
- Owners and their visitors and employees must adhere to security procedures and respect the security personnel's role. Security guards may under no circumstances be abused or obstructed from performing their functions.
- Members should note that the estate's own security infrastructure and procedures are not infallible and that members' own security systems at their homes form an integral part of the estate's overall security plan. Accordingly, members must ensure that their home alarm systems are activated whenever they are out and at night
- Owners ultimately remain responsible for their own security and must accordingly comply strictly with the rules and security policy requirements as far as home security systems are concerned.

2. WHAT IS REQUIRED

FHAE is unique in many ways when compared to other estates. It has borders which are in total plus minus 9 km long, much of which winds its way through wilderness areas belonging either to the Mont Rochelle nature reserve or adjoining farmland or forming part of the La Cotte River. Furthermore the "Cat se Pad" hiking trail also runs through FHAE. Whilst this all makes for an idyllic and very beautiful Estate it poses very specific challenges when it comes to providing a secure environment free from intruders, criminals and other unwelcome visitors. To add to the problem there is still a lot of construction activity on FHAE which means large numbers of contractors and their workers are present on FHAE on a daily basis. Accordingly, in

order to meet this challenge security cannot be delegated to one single party or service provider but the burden must be shared by all relevant parties the most important of which are:

- The board and the manager
- The members
- The appointed security service provider

It is the responsibility of the board from time to time to set standards of performance and to appoint a service provider to implement and manage the required access control function as detailed above and to change it as needs and experience dictates.

It is the responsibility of the manager to monitor and control on a daily basis and regularly evaluate the level of service provided by the service provider and to advise the board from time to time regarding the competence, and concerns which may exist regarding the performance of the service provider.

It is the responsibility of the member and his family and friends to adhere to the above system and to maintain and operate his/her own home security system in accordance with the rules and security policy.

3. SECURITY SYSTEM

In order to achieve a satisfactory level of security the board has agreed to the following minimum requirements that must be met at all times:

- Access control at all entrances must be in place on a 24hr basis 7 days a week.
- Because of the nature of FHAE's borders access to FHAE cannot be prevented by means of traditional walls, fences etc. Never the less intruder detection anywhere on FHAE's borders must be in place on a 24hr basis 7 days a week.
- An effective ability to respond appropriately to any unauthorised intrusion must be in place on a 24hr 7 days a week basis.
- Individual homes must be protected by proper intruder detection and alarm systems linked to the company's security system.

The company makes use of an independent protection service provider (Dogs & All currently) who needs to ensure:

- Proper access control.
- Perimeter and general property is monitored at all times.
- Provide basic assistance in emergency situations.
- Enforcement of traffic rules, traffic policy and other rules (e.g. building sites) as required by the board from time to time.

The company expects of the Security Service provider (Dogs & All) to:

- Have a complete understanding of the rules and procedures and security policy.
- Follow and apply the rules and security policy without exception.
- In the instance whereby, a situation occurs that requires the service provider to take some form of action that is not covered by the rules, regulations, security policy or procedures the security officers must act in the best possible interest of the members, guests or any other worker or visitor on the estate. Maintaining safe environment takes precedence over apprehending possible criminals at all times.

The company expects of members, guests, workers and contractors to:

- Acquaint them with and adhere to the articles, rules, regulations, security policies and procedures at all times.
- Display tolerance, patience and consideration towards the management and security staff who are exercising the rules and procedures of the company.
- Participate in a constructive manner in the management of security on FHAE.
- Ensure that Individual homes are protected by proper intruder detection and alarm systems linked to the FHAE security system.

4. SECURITY RULES

- 4.1 Security rules and operating protocols concerning access and egress at the entrance gates and elsewhere on FHAE shall be adhered to at all times. It will be considered to be a breach of the Security if any member, tenant, resident or visitor to any member, tenant or resident:
- Gains access to FHAE by walking through the booms instead of the security turnstile.
 - Any member enters the estate by crossing the border other than through the main entrance.
 - Tailgates another vehicle.
 - Collects an unregistered worker outside FHAE and enters FHAE with that person in the vehicle.
 - Provides an entry code to a potential visitor if such person is not visiting the person providing the code.
 - Provides access for a visitor to FHAE by using his/her fingerprint instead of following the appropriate visitor access protocol.
 - Intimidates or attempts to intimidate security personnel at the gates.
 - Provides a personal access/egress tag or entry code to any person to enable such person to gain access to FHAE.
 - Provides employment to any labourer (including domestic) who has not been correctly registered with the company.
 - Permits a contractor to depart FHAE after the hours of business stipulated in the rules.
- 4.2 An ID book / card, tag or biometric identification, valid work permit or identification system of any kind that the board may prescribe for permanent workers, temporary workers and contractor representatives, from time to time, must be conscientiously enforced by every member and tenant or resident with respect to people in his/her employment or contracted to him/her.
- 4.3 Members and residents will abide by, and are obliged to request visitors to adhere to security protocol, especially regarding access to FHAE.
- 4.4 All breaches of security should be reported to a member of the security staff and/or the Security Manager as well as the manager.
- 4.5 As successful security depends on community involvement and attitude, members, tenants and residents should be aware that they need to adhere to security procedures and protocols to ensure its success.
- 4.6 Members, tenants and residents and their visitors may not tamper with any security equipment or installation in any way and shall report any such attempts and/or observed malfunction to security staff and/or the Security Manager and/or the manager.

- 4.7 Security and maintenance personnel will have reasonable access to properties to do required maintenance and installations and to check on alarm activations.
- 4.8 Members, tenants and residents are obliged to familiarise themselves with the security protocols and procedures of FHAE and are encouraged to attend all meetings called by the company to inform residents about security matters.
- 4.9 Owners and residents are not permitted to appoint any private security company or guards to guard their person or property.
- 4.10 Members, tenants and residents must, according to the rules, have a proper alarm system installed and armed when not at home or at night, connected to the company appointed third party monitoring agent, approved by the board, and who alerts the company's security and the member when activation has been detected. Currently the company appointed third party monitoring agent is Pepler Alarms.
- 4.11 Members, tenants and residents who initiate or assist in the initiation by any person or who contribute to the breach of any of the rules and security policy manner will be subjected to the maximum fine that can be imposed in terms of the rules.
- 4.12 Members, tenants and residents are required to ensure that no trees or shrubs or any other object on their erf interferes in any way with FHAE's perimeter security wall / fence / cameras in such a manner as to compromise its effectiveness and when this does occur, they are required to take immediate action to remedy the problem. In the event of the member, tenant or its resident not taking the necessary action, the manager will be required to give the member, tenant or its resident seven (7) days written notice to take the necessary action, failing which, the manager will be required to undertake the necessary action and to charge the cost incurred to the member.

5. HOW DOES THE SYSTEM WORK AND WHO IS RESPONSIBLE?

5.1 Estate Entrance Access Control

5.1.1 The aim of access control is to ensure:

- The management and security personnel are aware of WHO is on FHAE and WHOM they represent WHY they are on site and WHERE they are at all times.
- No unauthorised persons enter FHAE.
- No harmful or unauthorised items are brought on to FHAE.
- No unauthorised items i.e. assets and / or equipment is taken off FHAE.
- At no time should there be any individual roaming on FHAE that is not accounted for. It is the responsibility of security personnel to ensure this.

5.1.2 *Registration Process*

The registration process takes place in the company's Registration Offices, which are open Monday to Friday from 09h00 to 16h00. (Excluding public holidays). The acceptable documents required for registration purposes are a valid passport, ID book or ID card and a valid drivers' license. For foreign workers a valid work permits as prescribed in 5.1.2 (v) is required. Members, tenants and residents will be registered at no cost. All live-in staff and

contractors are to pay a fee as determined by the board from time to time. In order to gain access to and from the estate, the following procedures are to be followed:

i. Residents and their live-in staff

Vehicle access control is achieved by means of a manned boom. Members, tenants and Residents and their family members and other approved personnel will be able to activate the boom by means of finger print scanning by the driver swiping his/her finger (if his or her finger prints have been activated) in order to drive their vehicles into FHAЕ.

- Residents and their staff must be registered on the company's biometric data system to gain access and/or exit. They will only access FHAЕ via the biometric identification system and where the biometric system rejects the registered information, an access/egress tag applied for, duly approved and issued to a tag holder will allow access.
- All members, tenants and residents and their live-in staff are to be enrolled on the biometric system, based at the company's security registration offices.
- The minimum information, which includes inter alia original identity documents and/or passports and drivers' licenses are necessary for registration. Where non-South African passport holders or asylum seekers seek access as part of owner / resident staff, original documentation relating thereto must be submitted on registration and the period of access will be limited to the expiry date of the work permit. (Refer to 5.1.2 (v) with regard to foreign workers on FHAЕ).
- Only family and their staff living on FHAЕ can be registered. Members and tenants are allowed to have three additional non-residents, per residence, registered on the system. Where members or tenants require more than two non-residents to be registered, this can be done on written application to the company providing fully motivated reasons for which entrance and the times will be required.
- In accordance with the rules members, tenants and residents are not allowed to use their fingerprint to grant access to their workers, contractors or visitors
- Should a member, tenant or resident have problems with his/her fingerprint – he/she must liaise with the/Security Manager to arrange an alternative form of access.
- If a member, tenant or resident is not registered and does not have a valid alternative form of access as provided by the /Security Manager he / she will be subjected to the visitor's procedures in 5.1.2 (ii).

ii. Visitors

(a) Visitors to members who are present in their homes:

Member and tenant visitors in vehicles, not accompanied by the member or tenant, will be required to obtain an access code from the member or tenant prior to their arrival. This code needs to be entered on the system at the entrance gate to allow access. If a visitor did not receive an access code from the member/tenant the visitor such visitor will not be granted access to FHAЕ until such a code has been generated by the member. Prior to proceeding the driver of the vehicle containing such visitors will be required to produce his or her driver's licence for scanning into the data base in order to maintain a record of who is or was on FHAЕ and also to ensure that all such visitors leave FHAЕ as may be required based on the nature of the visit.

- Visitors are required to furnish the security officer with their destination i.e. house number and person they are visiting prior to entering the pin code provided by the member/tenant.

- Visitors must also furnish their driver's licence which will be scanned.
- The members are liable for the conduct of their visitors and must ensure that such parties abide by all rules.

(b) Visitors to members' homes where members are not present in their homes:

We have an increasing member population and house count on the estate. We therefore have no option but to become more formal in the way we manage the estate. The board has a responsibility to ensure that the rules of the estate are complied with and also that the security of members are not compromised at any time. A particular challenge arises when members request estate approval for friends or groups of friends to stay in their homes when they themselves are not present on the estate. The following protocol (approved by the board) should therefore please be adhered to when requesting friends to stay when the member is not present.

The member should in advance as part of his request provide the manager with the following:

- The exact dates the visitor/s will be on the Estate;
- The full names and ID/Passport copies of each individual visitor; (This will be verified against original copies on arrival and registration of the visitor/s on the system)
- Copy of the driver's license of the designated driver;
- A letter from the member confirming that the visitors are not tenants or paying guests, that he has provided them with a set of rules and that he takes full responsibility for any misconduct or damage these guests may cause on the estate as well as in his home and that the manager may evict such visitors and/or levy fines on the member responsible for these visitors.
- Note that the board and its security provider will under no circumstances accept liability for any losses and damage the member may suffer in his home due to actions by his visitors.
- After receiving the information as requested hereto the visitor will be registered on the company's biometric data system to gain access and/or exit.

iii. Domestic workers / gardeners

Member/tenant employed personnel must swipe their fingers if they have security clearance from the member/tenant.

- All domestic workers/gardeners to be registered at the registration office.
- The domestic/gardener must provide the minimum information as prescribed earlier in the Security rules which includes, inter alia, original identity documents and / or passports and drivers' licences (where so applicable). Where non-South African passport holders or asylum seekers seek access as part of owner/tenant/resident staff, original documentation relating thereto and as described in 5.1.2 (v) must be submitted on registration. The period of access will be limited to the expiry date of the work permit.
- As from 1 January 2019 all new domestic workers / gardeners will have to undergo a background check.
- Dogs and All will do the background check and they are allowed to ask a fee for such service.
- No domestic workers / gardeners with a criminal record will be allowed access to the Estate.

- Domestic workers/gardeners must wear ID tags when walking on the Estate.
- ID tags will be issued at the registration office. The first ID tag will be issued free of charge. If it is lost or the worker is replaced the owner will be responsible to pay for a new ID tag.
- Domestic workers/gardeners are allowed to walk from the gate to the house where they are working.
- Domestic workers being driven in / out by residents must disembark the vehicle upon entry and enter/ exit via the turnstile.
- Domestic workers/gardeners who are not live in staff will gain access to or to exit FHAE at the following times: Monday to Sunday (06h00 to 18h00).
- The member/tenant must inform security once a domestic / gardener worker is no longer in his/her employment.
- Person searches will be conducted from time to time and upon request.
- The occupiers of any erf within FHAE are liable for the conduct of their staff, gardeners and employees, and must ensure that such parties abide by all rules. The associated member remains ultimately liable and the board may take action against the member in the case of a violation in addition or in preference to taking action against the transgressor, or his employer.

iv. Contractors and Service Providers

Once contractors have received security clearance in terms of this security policy and finger printing has been enabled, they can swipe their fingers and enter FHAE through the turnstile at the Registration Office. All contractors/service providers and their personnel movements will be monitored and must again present themselves when leaving so that their details can once again be scanned into the data base to ensure that they have left FHAE as required by the rules.

- All contractors and service providers to be registered including single day entries.
- All contractors and service providers will be subject to a mandatory background check.
- Dogs and All Security will take full responsibility for background checks of all contractors and service providers and keep record of such according to relevant laws.
- It is to be noted that no contractor or service provider with a criminal record will be given access to the Estate.
- Dogs and All to provide the Estate Manager of a list of refused entries as well as a copy of the background check result and the reason for denying access to the Estate.
- The Estate Manager and/or Board reserves the right to override the decision of Dogs and All to deny access to a service provider or contractor.
- Dogs and All has the right to charge a fee for providing the background check and no background check will be performed without payment,
- On registration, a confirmation letter is required from the member stating who the main contractor/service provider is, including the company name of the contractor/service provider, their registration details and contact number.
- Where the contract is to exceed three months a confirmation letter will be required from the member to the security manager/estate manager. The member must state, who the main contractor is, the company name of that contractor, their registration details, contact number, names of all workers who will be on site (including the

project manager, supervisor or person in charge), the identity particulars and telephone details of all workers and the time period for the contract. Additional to this and where applicable, the application to register the contractor will include a written approval by the security manager/estate manager.

- All contractors and their staff are to be enrolled on the biometric data system, based at the company's Registration Office.
- To be registered the contractor needs to make an appointment with the security manager at 021 876 2686.
- All contractors and service providers will be required to present themselves in person at the Registration Office together with valid ID documents and/or driver licences and valid work permits as referred to in 5.1.2 (v) for scanning into the data base.
- All drivers of vehicles to provide a copy of drivers' licences endorsed for the type of vehicle he/she is driving.
- All operators of earth moving equipment to provide a copy of their Operating License for such equipment.
- No contractor, operators or service provider will be allowed access to the Estate if they do not have a valid driver's license and/or a valid operating license.
- Operating equipment without a valid operating license will be in contravention of the Security Policy of FHAЕ and will be subject to a penalty fine.
- All passengers on vehicles of contractors or service providers are to disembark and enter or exit FHAЕ via the turnstiles.
- Access to FHAЕ is between 07:00 am and 18:00 Monday to Friday. No working is allowed on Saturdays unless special permission was obtained from the Estate Manager on the Wednesday prior to the Saturday for which special permission is sought. Under no circumstances will work be allowed on public holidays or Sundays.
- Subject to consent being obtained from the manager, heavy vehicles are not allowed access onto FHAЕ on Saturdays, Sundays or public holidays, nor before 08:00 and after 18:00 on weekdays. Vehicles with an axle loading in excess of 8 ton per axle are not allowed access to FHAЕ.
- Contractors and Service Providers are not allowed to walk around or loiter on FHAЕ.
- Contractors and Service Providers may not leave their designated site. Where a contractor is working on more than one site on FHAЕ – walking from site to site is not allowed.
- Contractors and Service Provider employees are not allowed to walk from the gate to their workplace; they must be transported from the gate to the worksite and back.
- When entering the Estate all workers must wear identifiable clothing, e.g.:
 - Printed overalls or work shirts with the company logo or name
 - Printed Hi Visibility Bib with the company logo or name
 - ID card with photo, name of person and company name (to wear at all times whilst working on the Estate).
 - No contract worker or service provider will be allowed access to the Estate without wearing the before-mentioned identifiable clothing.
- Vehicular searches and personal searches will be conducted from time to time.
- No bags are allowed to be left in vehicles when exiting the Estate – each employee to exit the Estate at the turnstile with their own bags.

- Access will be limited to the expiry date of any work permit and access will be granted for a maximum of three months unless the member/tenant applied for an extended period.
- The member/tenant is liable for the conduct of their service providers and contractors and must ensure that such parties abide by all rules. Members are ultimately liable for any transgressions by contractors and their employees and the board may take action against the member in the case of a violation in addition or in preference to taking action against the transgressor, or his employer.
- Every member/tenant must ensure that contractors in their employ have signed the Builders Code of conduct and adhere to the stipulations of the contract which is available at the manager's office.

v. Foreign workers

- The security risks concerning the employment of illegal foreign workers on FHAE has come under scrutiny.
- According to the Department of Home Affairs, the employment of a foreign worker is employer driven. The employer therefore has to make a good effort to ascertain that the worker is fully compliant with the terms as dictated by the Department of Home Affairs.
- The implication of this is that the employer has to obtain written verification from the Department of Home Affairs as proof of this effort as prescribed by the immigration act.
- This verification is an endorsement on the original Asylum Seeker Temporary Permit by the Refugee Office or a confirmation e-mail from same. A certified copy of the **Section 22 permit with "Asylum seeker employment allowed" specified on permit or Dispensation permits** which specify – **"May take up employment"** or Certified copy of **Critical skills work permit** to be supplied.
- Formal recognised refugees will only be registered on the company's Access Control System if they are in possession of a Refugee Identity Document issued in South Africa. All passport work permits need to be verified by the local Home Affairs Office. It is to be noted that only original documents will be accepted at the company's registration office for these workers to be registered on the Access Control System of the company.
- Please note that members/tenants and contractors who are currently employing a foreigner and who has not been legally registered according to the process described above, will be granted one month to rectify their position. All non-compliant foreign workers will be deactivated from the company's Access Control System at the end of April 2017. New applications will only be considered if they are in possession of the legal documents as described above.
- Furthermore, it has to be noted that this policy is binding upon members, tenant, residents, their guests, visitors, contractors and any person employed directly or indirectly by the member, tenant or resident for purposes related to their physical presence on FHAE. The registration of a foreign worker as a frequent visitor or a guest on the company's Access Control System will not be allowed.

vi. Tenants

- Should any member let his property, he must in writing apply to the board and also provide the lease contract for approval. (Refer to the rules and articles with regards to leasing of property).
- The member should advise the manager in advance of occupation, the name of the Lessee and the period of such lease.

- The member must inform the Lessee of the articles and the rules and bind the Lessee to adhere to such rules.
- Tenants will only be registered on the access system on presentation of a signed lease agreement and presentation of written acceptance of the rules of the company by the tenant and (where so applicable) proper accreditation by an approved agent assisting a member or the member him / herself. The registration can take place 14 days prior to occupation, but will be activated at the discretion and approval of the manager.
- The lease period will be entered into the registration system and any extension to this period will require an amendment to the lease agreement, again to be recorded and to be approved by the board. Where the period is indefinite, the member or alternatively its approved agent must inform the board of the termination alternatively lapsing of a lease agreement.

vii. Other

- Delivery vehicles are treated as visitors and are thus subjected to the visitor's procedures – refer (ii).
- Other pedestrian visitors will only be allowed access if they can provide valid reasons for requiring access and can provide proper identification for scanning into the data base.
- Hikers wanting to hike on "Cat se Pad" must be in possession of a valid Mount Rochelle park permit and provide proof of identity (ID Document, Drivers licence or Passport) for scanning into the data base.
- Drivers of vehicles could only be scanned and allowed to enter FHAE on presentation of valid driver's licence as well as a valid registered and road worthy vehicle.

5.2 Access and Exit Procedures and Processes

5.2.1 Access Procedure for residents

Access and exit can be made by placing your finger on the reader at the gate, after which the boom will open. Where a tag is issued, the resident is to scan the tag to allow for access and exit.

5.2.2 Access Procedure for Pedestrians, Domestic Workers and Gardeners

Access and exit between 07:00 and 18:00 at the Registration Office by placing the finger on the reader at the turnstile, after which the turnstile will allow access or egress. Where a tag is issued, the domestic or gardener is to scan the tag at the turnstile reader to allow for access or egress. Exit before 07:00 or after 18:00 will be at the main Entrance gate by placing the finger on the reader at the pedestrian turnstile, after which the turnstile will allow access or egress.

5.2.3 Access Procedure for service providers or contractors

- Service provider/contractor arrives at entrance gate.
- Passengers are to disembark from the vehicle and proceed to the turnstile at the company's Registration Office via the walkway.
- Passengers are to place their finger on the reader at the turnstile, after which the turnstile will allow access.

- The driver of the vehicle is to remain in the vehicle.
- Access is made by placing finger on the reader at the gate or by entering the access code provided by the member, after which the boom will be raised allowing access.
- Driver collects passengers at the company's Registration Office parking and proceeds to the residence/work site.
- When the contractors/service provider and his staff wish to leave the estate, they are to proceed to the parking at the company's Registration Office.
- The passengers are to disembark from the vehicle and proceed to the turnstile. Egress is achieved by placing finger on the reader at the turnstile, which will unlock the turnstile providing egress.
- The driver is to exit from the estate by placing his finger on the reader at the main entrance gate or by being scanned out, after which the boom will open.
- Driver collects passengers outside the main entrance gate of the estate.

5.2.4 When the fingerprint reader(s) is not working

When a biometric finger print prevents access or egress, the driver is to identify himself to the security officer at the gate. Where necessary, the security officer will divert traffic into an alternate lane whilst he deals with the driver of the vehicle concerned. The security official will ask the driver for his driver's license. The security official will contact the Registration Office to confirm if the driver is registered on the system. Once registration has been verified, the Registration Office will record in their OB Book, details of such driver for further follow up and reporting to the Security Manager. The control room will open the boom gate concerned.

5.3 Estate border access control

- i) Besides ensuring access control at the gates or formal entrances of FHAE the borders also need to be secured against unauthorised entry. As has already been discussed the nature of the borders makes traditional wall and fences including electric fences impractical and prohibitively expensive to provide. Accordingly, the board has implemented a system of thermal imaging cameras and, infrared cameras coupled to suitable software and hardware, capable of automatically detecting human movement, which creates a virtual wall. The system currently is capable of detecting any border intrusion and raising a visual and audible alarm in the security control centre. Security personnel are instructed to keep this audible alarm activated on a 24/7/365 basis. All unauthorised access once detected will be automatically relayed to company's response service provider who will intercept and apprehend such intruders.
- ii) It is the responsibility of the board from time to time to set standards of performance and to appoint a suitable armed response security provider.
- iii) It is the responsibility of the manager to monitor and control on a daily basis and regularly evaluate the level of service provided by the service provider and to advise the board from time to time regarding the competence, and concerns which may exist regarding the performance of the service provider. The board must also be provided with a regular report of all incidents and actions taken regarding unauthorised access.
- iv) It is also the responsibility of the manager to ensure that all equipment is properly maintained in working order. If any of the installed equipment ceases to function adequately, the security person on duty during such malfunction must immediately report this to the manager who must immediately make arrangements for the malfunction to be rectified and take suitable steps in the interim to provide adequate protection and to secure the affected area until repairs have been affected.

- v) If any member has a complaint regarding the security personnel or systems, this must be raised with the manager and not under any circumstances with the security personnel themselves.

5.4 Individual home protection

- i) All homes must be fitted with an approved intrusion monitoring system of the owner's choice, capable of detecting any attempt to enter the home via a door or window or other access point as well as detecting unauthorised human movement inside or outside the home. The system must also be capable of relaying such attempt to the company appointed monitoring service provider and the company appointed monitoring provider who will establish from the member or his residents any need to respond by means of a phone call. The monitoring service provider must also provide the company's security office with instant notice of such attempted intrusion, and the company's response security provider will respond and investigate any suspected intrusion, apprehend intruders and provide assistance to the home owner. Under no circumstances will any other response provider be allowed onto FHAE in response to alarm activation, as the response to alarm activations will only be provided by the company's response provider
- ii) The system must also allow the home owner and his family to summons help in the event of an emergency by means of a panic button which when pressed must relay a signal to the appointed response provider who must alert the company's security personnel who will respond accordingly.
- iii) It is the responsibility of the member to install and maintain at his or her expense an alarm system of his choice, capable of meeting as a minimum the standards of the company. Further it is the home owner's responsibility to ensure that the system is in working order and switched on and armed at all times when not at home or during night time.
- iv) The company has arranged for backup support to its on-site response teams which will be summoned by the security officer in charge when required and be under the control of the company's security officer.

6. FIRE MANAGEMENT

6.1 Fire Prevention

- No materials may be burned anywhere in FHAE.
- Dead and waste plant material must be removed from the site to reduce fuel load.
- Ervin should be kept clean from dry, overgrown grass and weeds.
- No fireworks will be allowed in FHAE.
- No open fires are allowed anywhere on FHAE.

6.2 Fire response

- Each owner must familiarise himself/herself with the position of the fire hydrants/extinguishers in FHAE. (A map indicating the location of fire hydrants and fire equipment points on FHAE is included in this document).
- In the case of a fire occurring on site or in the Nature Reserve, the following actions are to be taken immediately:

- Contact the Control Room at 021- 876 2042 and/or the Farm Manager (Natie) at 083 578 7619 and/or the manager (Johanita) at 082 460 3373.
- Warn neighbours of potential danger

7. GENERAL

Security trends and practices are rapidly evolving and needs to be kept abreast of. It is the responsibility of the company's executive management to keep abreast of such developments and trends and to advise the board on a regular basis of any changes or modifications that should be implemented in order to meet the objectives as set by the board. This should include:

- Maintaining contact with other estates in the surrounding areas.
- Regularly meeting with the manager of the company's security service provider (Dogs and All for updates on new trends, crime in the area, technology and practices.
- Keeping close contact with the SAPS and other security forums in Franschhoek and attending community policing forums.
- Remember: **“Every time you break security policy, rules, protocol and regulations, you are making it easier for criminals to do the same”**.
- FHAE is manned 24 hours a day. All members, tenants, residents, visitors and contractors are required to adhere to the access control procedures.
- The security guards have a difficult job to perform. Members, tenants and residents are requested to treat security personnel with the necessary respect and courtesy and provide co-operation.
- The member remains responsible for the conduct of tenants, visitors, contractors, service providers and staff or employees to his / her erf and on FHAE. An express condition of admittance to FHAE is that should a visitor / employee /staff / contractor / service provider be found to be in contravention of the rules and or the security policy, the board reserves the right to refuse access to such a person.
- Every member/tenant must ensure that contractors in their employ adhere in all respects to the security stipulations of the Builders Code of Conduct, the rules and the security policy.
- All attempts at burglary or instances of fence jumping must be reported to the Security Manager and the manager.
- **SECURITY IS AN ATTITUDE:** be aware that you need to enforce and apply security to make it work. Do not hesitate to question suspicious persons.

8. TARGETED PERFORMANCE LEVELS

The objective of this policy is to aim to meet the following targeted responses:

- Less than 1% of all entrants via FHAE entrances should gain entrance without going through the normal security clearance process ie should be unauthorised entrances.
- More than 99% of all border violations must be detected and appropriately dealt with.
- Zero unauthorized entries should take place in homes on FHAE without the security system detecting and responding appropriately.
- Response times to any unauthorized entry signal or panic signal should be less than 2 minutes in 95% of all events.

9. IMPORTANT CONTACT NUMBERS

SECURITY	
Dogs & All – Offices	021 873 5764
Dogs & All – Jacques Lume (Guarding Manager)	082 511 2752
Dogs & All – Jacques van Rensburg (Site Security Manager)	074 492 2225
FHAE – Control Room	021 876 2686 or 021 876 2042
FHAE - Cell	061 334 0772
	079 191 7640
ESTATE MANAGEMENT	
Estate manager – Johanita Henning	082 460 3373
Estate office	021 876 2686
EMERGENCIES	
Estate Medical Services – Medicare (Garth)	074 363 7744
South African Police Service	021 876 8060/ 10 111
Paarl Provincial Hospital (24hr Emergency Centre)	021 860 2500
Paarl Medi Clinic	021 807 8000
Ambulance Medicare	074 363 7744
Paarl Med ER24	084 124
Fire Department Stellenbosch	021 808 8888
Winelands District Municipal Fire Services	021 887 4446
La Motte Fire Station Cell	072 874 8992

MUNICIPAL SERVICES	
Winelands District Municipality	021 808 8809
Eskom	080 012 2455
Eskom – National	086 003 7566
Fallen Trees	021 807 6301
Poison Crisis Centre	021 931 6129
Rape Crisis Centre	021 447 9762
Childline	080 005 5555
Crime Stop	086 001 0111

10.A MAP INDICATING THE LOCATION OF FIRE HYDRANTS (YELLOW) AND FIRE EQUIPMENT (RED) IN FHAE



EMERGENCY EVACUATION PROCEDURE AND MAP

In the event of a fire or other disaster where owners need to evacuate the Estate the following evacuation procedure should be followed: (Please refer to the map included below)

- RIVERSIDE residents should exit at the main entrance gate (EXIT 1) via the slipway route as indicated with the blue line
- WERWE residents should exit at the main entrance gate (EXIT 1) via the Serruria entrance to the main entrance as indicated with the green line
- FYNBOS residents should exit at the hotel entrance (EXIT 2) via Bergsig road or via the small dirt road at the end of Heron street as indicated by the orange line
- All residents should gather on the open field at the Huguenot Monument to enable management to do a “roll-call” to make sure all residents evacuated the Estate

