

SECURITY AND ACCESS CONTROL POLICIES AND PROCEDURES

1. INTRODUCTION

- 1.1. The Earls Court infrastructure and security system has been designed to operate in the following manner:
 - 1.1.1.1. Facial Recognition system for fast entry.
 - 1.1.1.2. Scanning of driver's vehicle disc and licence for fast, one-off visitors.
 - 1.1.1.3. Daily QR codes for one-off pedestrian visitors (incl. Domestic and contractors) at the turnstile.
 - 1.1.1.4. Daily QR codes for one-off cyclist visitors (incl. Domestic and contractor) at the visitor entrance.
 - 1.1.1.5. Multiple-day QR codes for visitors that are not registered on the facial recognition system produced by the estate office.
- 1.2. A 2 m high wall surrounds the estate. Electric fencing above the structure delivers a non-lethal shock if touched and triggers an alarm at the security control centre, in which event a patrol will be sent to investigate. In addition, the estate has erected active deterrent cameras along strategic sections of the wall and estate.
- 1.3. No electric fences will be allowed within the estate perimeter and on individual ERFs and properties.
- 1.4. Specialist security contractors have been retained by the estate to maintain the perimeter electric fence and to monitor the perimeter cameras on a 24-hour basis.
- 1.5. **When granting permission for a person to access the estate the Homeowner and member assumes responsibility for that person and their actions, including not obeying traffic rules, damage to common and other residents' property, criminal actions of the person (including tenants and their family's actions). In this regard they tie the visitor, tenant and family member to the HOA Constitution and its Rules and regulation.**
- 1.6. Access to the estate will only be possible via the main entrance, which will be manned on a 24-hour basis by the security contractor, and the contractors' gate from 07h00 to 09h00. Access will only be granted to those people who have registered with the estate and have followed the correct registration protocols as set out below.
- 1.7. A Service Level Agreement is in place with the security contractor to set the standard of security services required by the estate. Along with the Service Level Agreement, Standard Operating Procedures or Processes have been provided to the security company dealing with how access and security are to be handled on the estate.
- 1.8. A Service Level Agreement has also been put in place with an offsite CCTV monitoring company to ensure that all high-risk cameras are monitored independently by trained security personnel on a 24-hour basis with access to armed response and the police.
- 1.9. The estate has the following types of access levels:
 - Resident Homeowners and Family
 - Non-Resident Homeowners
 - Tenants and Family

- Visitors (Single and Multiple Users)
 - Contractors (drivers and pedestrian staff)
 - Domestic Staff (Cyclists and Pedestrians)
 - GYM
 - Estate Agents
 - HOA staff
 - Other (limited category)
- 1.10. General access permissions to the estate will only be granted through the following access points, which will have facial recognition cameras and software to monitor entry and exit:
- Residents' Entrance and Exit
 - Visitor Entrance and Exit
 - Main Entrance Turnstile: Entrance and Exit
- 1.11. Access to the contractors' gate will be allowed for large and heavy-duty vehicles that cannot move through the main entrance. Drivers and workers will be registered manually by the security personnel prior to the gate being opened.

2. DEFINITIONS:

The following words and expressions shall have the meanings hereby assigned to them:

Constitution	Approved Constitution of Earls Court Homeowners Association, a common law association existing under the George Municipality, Western Cape Province Land Use Planning Ordinance No. 15/1985, Section 29(1).
HOA	The Earls Court Homeowners Association, which is bound by the provisions of this CONSTITUTION
ECHOA	Earls Court Homeowners Association.
House Rule and Regulations	This means the rules and regulations of ECHOA, which govern how Residents and the Association will deal with each other and other Residents.
Access Controls	A security technique that regulates who or what can be allowed on to the estate. It is a fundamental concept in security that minimises risk to the estate.
Residents	A person who lives on the ECHOA permanently or on a long-term basis.
Members	Every registered Owner of an ERF. If a member consists of more than one person, such persons shall be jointly and severally liable in solidum for all obligations in terms of this constitution.
Homeowners	the registered owner of an ERF.
ERF	a plot of land registered in the George Municipal area.
Tenants	A person who occupies land property rented from a homeowner on an ECHOA.
Visitors	A person visiting a resident on ECHOA on a social basis
Contractors	A group or person who contracts with a resident to perform work or provides supplies or services to the resident.
Domestics	A person who performs work or provides services to a resident relating to the running of the house and its property.
Design Guideline	The guidelines, which direct the design and construction requirements, are prepared for and applicable to ECHOA.
Delivery	A person responsible for transporting packages and other goods to a resident on ECHOA
DSS Agile App.	This is a mobile companion for the Dahua Digital Support System that will allow registered and authorised users to log into the

	Visitor Management system to create QR codes for their visitors and preregister them ahead of the visit.
Municipal/Eskom Workers	A person employed by the George Municipality or Eskom.
Emergency Vehicles	A vehicle that is used by emergency services to respond to an incident.
Cyclists	A person who rides a bicycle.
Pedestrians	A person walking.
Gym	A facility on the estate used to provide a range of facilities to improve and maintain physical fitness and health.
Security Guards	Someone who patrols and inspects property against fire, theft, vandalism, terrorism, and illegal activity. They monitor people and buildings to prevent crime.
Security Incident	Is an incident that disrupts the normal operations or indicates a potential threat to the estate. A security incident can cause significant damages or consequences to the Estate and its security arrangements.
Main Entrance	The principal entrance to the ECHOA for use by the public and residents.
Turnstile	A post with arms pivoted on the top is set in a passageway so that persons can pass through only on foot, one by one.
Camera's	A device for recording visual images in the form of photographs, film, or video signals. These are monitored 24 hours per day by offsite surveillance company.
Contractor Gate	A monitored entrance that is used solely for contractors and large vehicles, which is separate from the main entrance.
Pets	A domestic or tame animal kept for companionship or pleasure.
Permanent Resident	Means a person who lives, abides, lodges, or resides for 21 or more consecutive days on an ERF within Earl's Court and uses Earl's Court as their permanent physical abode for such a period.
QR Code or Quick Response Code	A machine-readable code consisting of an array of black and white squares, typically used for storing information for reading by the camera on the Dahua access control camera. Same day QR code is issued by security personal and multiple day QR code is issued by Estate Office.
Scanner	Mobile data terminal and scanner with licensed software. Integrated smart handheld terminal that scans vehicle registration details and driver's licence to help access information required to open the booms.

3. HOMEOWNERS (RESIDENTS AND FAMILIES)

- 3.1. All Permanent Residents (Homeowners and their Families) are required to register on the Estate's Access Control system at the time they first enter the estate and adhere to the access controls put in place by the Estate to gain access to the estate, its facilities, and exit from the estate.
- 3.2. The onus is on the Permanent Resident to inform the Estate Manager in writing should their access conditions change, or they have new family members permanently residing with them on the estate or those family members who are not permanently residing with them. The Estate views this in a serious light and may impose penalties for failing to comply.
- 3.3. To gain access to the estate, each owner will be required to complete a security data sheet when they acquire their property and register for access to the estate.
- 3.4. The information on this data sheet will only be used by the estate to contact the residents of the household in case of emergencies and estate-related communications (the information required will be emergency contact numbers, facial recognition photos, addresses, emails, etc.). In addition, similar information should also be supplied for each family member who is permanently living with the

permanent resident. The information provided on this data sheet will be used to grant permission to other facilities on the estate (such as the GYM) based upon the rules and regulations for that facility and the waivers provided at the time.

- 3.5. All homeowners or permanent residents will be required to ensure that their domestic workers are also registered on the access control system. The homeowner must complete the relevant application form and pay the required fees for each of the domestic workers before access will be allowed to the estate. The fee will be determined by the Trustees from time to time to recover the costs of managing the system. Should the domestic worker no longer work at the residence, then the estate should be advised immediately.
- 3.6. Where homeowners lease out their property, the onus is on the owner to ensure that they make the tenant aware of the house rules and security protocols in place and especially that they must follow the access controls set out below for such persons.

4. TENANTS

- 4.1. To gain access to the estate, each tenant will be required to complete a security data sheet that will only be used by the estate to contact the residents of the household in case of emergencies and estate-related communications (the information required will be emergency contact numbers, facial recognition photos, addresses, emails, etc.). In addition, similar information should also be supplied for each family member permanently living with the permanent resident. The information provided on this data sheet will be used to grant permission to other facilities on the estate (such as the GYM) based upon the rules and regulations for that facility and the waivers provided at the time.
- 4.2. All tenants will be required to ensure that their domestic workers are all registered on the access control system. The tenant must complete the relevant application form and pay the required fees for each of the domestic workers before access will be allowed to the estate. The fee will be determined by the Trustees from time to time to recover the costs. Should the domestic worker no longer work at the residence, then the estate should be advised immediately.
- 4.3. The tenant will be required to advise the estate when the lease agreement is terminated so that access can be revised accordingly. A tenant's access will be terminated if the access system has not been used for 92 consecutive days.

5. CONTRACTORS

- 5.1. New contractors to the estate must have a letter of introduction provided by the homeowner whose house that contractor will be working at.
- 5.2. To gain access to the estate, each contractor will be required to complete a security data sheet covering the time when they are required to perform work on the estate. The information on this data sheet will only be used by the estate to contact the Contractor in case of emergencies and estate-related communications (the information required will be emergency contact numbers, facial recognition photos, addresses, emails, etc.).
- 5.3. All Contractors will be required to ensure that their workers are all registered on the Access Control System. The contractor must complete the relevant application form and pay the required registration fees for each of their workers before access will be allowed to the estate. The fee will be determined by the Trustees from time to time to recover the costs. Should the contractor's worker no longer work for the contractor, then the estate should be advised immediately so that access can be removed.
- 5.4. Each contractor's and staff member's access will be terminated if the access system has not been used for 92 consecutive days.

6. OTHER VISITORS

- 6.1. The **Trustees may at their discretion grant long-term** unlimited access to persons, other than owners, who regularly require access to the estate.

- 6.2. Such requests for access must be made in writing with a detailed motivation for such access to be granted.
- 6.3. The Trustees will evaluate the permissions it grants on a regular basis, and such permissions may be removed by the Trustees at any time.
- 6.4. These types of permissions will only be for the visitors' entrance and exit and turnstile but not the residents' entrances and exits.

7. MEMBERS WITH ARREAR ACCOUNTS

Restricted access will be applicable to any member who is in arrears with their levy accounts or is regularly flouting the estate constitution and house rules.

8. PROCEDURES

- 8.1. All owners and tenants must complete the required application form, available from the estate office, to apply for access to the estate. No regular access will be given without the application form being completed and the system updated. Nonregistered residents will have to follow the visitor access control procedures.
- 8.2. **Facial recognition access** will only be granted to residents who have completed the relevant application/registration form for easy access, had **their photo ID taken**, and have registered at the HOA office. Residents will have access to the turnstile and all the resident and visitor access points.
- 8.3. All nonregistered visitors, such as family members, delivery personnel, estate agents, contractors, and domestic visitors, must have their details (vehicle registration and driver's details or valid identity document, host name, and address) noted or scanned at the security gate or, for long-term multiple entries, at the estate office and registered into the access control system before a QR code can be generated or the documents scanned (drivers and motor vehicles), which must be presented on entry and exit.
- 8.4. This registration process will allow for the relevant cell phone(s) and other data to be registered through the documents that can be scanned by the mobile scanners or whose QR codes will be issued to visitors.
 - 8.4.1. Who They Are Visiting.
 - 8.4.2. Company name, if a contractor.
 - 8.4.3. House address if they are a nonregistered domestic worker.
- 8.5. Access will only be granted to unexpected guests (i.e., couriers, delivery personnel, etc.) by means of security calling the resident, whereupon the resident will grant access.
- 8.6. It must be noted that the guards are not allowed to open the entrance and exit boom for any resident, contractor, domestic worker, or visitor arriving or leaving the estate. The boom can only be opened by the supervisor's guards using his facial recognition under exceptional circumstances.
- 8.7. These circumstances will be monitored by the estate and will require further explanation from the security personnel.
- 8.8. Note that the guards have been warned that allowing access through non-sanctioned procedures is an immediate dismissal offence.
- 8.9. Should the Access system be out of order for any reason, the Guards will utilise a manual system (swiping the Supervisor access card), and visitors will still have to sign the security logbook.
- 8.10. Under no circumstance will access be granted to any persons (visitors, domestics, or contractors) from any of the outside complexes without a resident first granting access (pre-approval through the facial recognition system, having their vehicle and driver's licence scanned, or current approval through the QR system).
- 8.11. **All registered residents leaving the estate must utilise the facial recognition system:**
 - 8.11.1. Motor vehicles and motorcycles must go through the boom gates on exit and entry, using the correct path and the facial recognition camera. Should motors and cyclists experience problems due to their safety helmets, then they should approach the HOA office for alternative access procedures.

- 8.11.2. Cyclists must go through the boom gates on exit and entry, using the correct path and the facial recognition camera. Should motors and cyclists experience problems due to their safety helmets, then they should approach the HOA office for alternative access procedures.
- 8.11.3. Pedestrians (and pet walkers) must utilise the turnstile using the facial recognition cameras provided. Should pedestrians experience problems on entry to the estate, then they should obtain a QR code from the security gate and visit the HOA office for alternative access procedures or updates to their control permissions.
- 8.12. All registered contractors and domestics must proceed through an access point provided specifically for their access on the estate.
- 8.13. Non-driver (pedestrian) visitors, contractors, or domestic staff must depart from the vehicle and pass through the turnstile to log their access and authorisation to enter the estate as well as their exit.
- 8.14. Should pedestrian contractors or domestics experience problems when attempting to enter the estate, then they should obtain a QR code from the security gate and visit the HOA office for alternative access procedures or updates to their control permissions.
- 8.15. Should drivers, visitors, contractors, or domestics experience problems when attempting to enter the estate, then they should have their details scanned using the mobile scanners by the security guard.

9. VISITORS

9.1 One-Off Visitors (Drivers)

- Visitors must first visit the security guard house to register their visit.
- Guards will take down their details using the scanners.
- Guards will contact the resident for permission to enter the estate telephonically.
- Upon approval the guards will complete the scanning process and open the booms.
- Security guards are not allowed to issue QR codes to drivers visiting the estate, as these visits must be registered using the mobile scanning system.
- Visitors travelling by car may use the visitor entrance and exit gates.

9.2 Once off-site visitors (pedestrians or cyclists)

- Visitors must first visit the security guard house to register their visit.
- Guards will take down their details, such as the name and ID number, in the DSS visitor access system.
- Guards will contact the resident for permission to enter the estate telephonically.
- On approval the guards will complete the entry and printing of a QR code registration for access to the turnstiles (pedestrians) or visitors' gates (cyclists).
- Security guards are not allowed to issue QR codes to drivers visiting the estate, as these visits must be registered using the mobile scanning system.
- Pedestrian visitors may use the turnstile gates.
- Cyclist visitors may use the visitors' gates.

9.3 Regular Visitors

- Visitors must first visit the security guard house to register their visit.
- Guards will use the same process as per one-off visitors until the person is registered for facial recognition, which will only be granted once the host has completed the necessary forms and approvals.
- Should residents wish to register regular visitors, then an application form needs to be completed, and the visitor must visit the HOA office for facial-recognition registry. Such access will be limited to an annual registration.
- Should a resident wish to register a visitor for a short stay (2 days or more) and not want to register the person for facial recognition, then the resident should contact the estate office to produce a long-term QR pass for that person.

9.4 Residents who require their visitors to be registered for one day pass must send the following details to the HOA office.

Name
Phone No
ID or Driver's Licence No. (if applicable)
Car Registration No (if applicable)
Transport mode
Time of Entry
Duration of visit

9.5 The HOA Office will then produce a QR code for the visitor and send it either via WhatsApp or via messenger.

10. GARDENER AND DOMESTIC WORKERS

- 10.1 Domestic workers and gardeners must go through the security protocols notwithstanding that they are accompanied by the homeowner, and as such, if by car, they must alight from the car and pass through the turnstile readers on entry and on exit.
- 10.2 **All residents must register their gardeners and domestic workers with the HOA**, notwithstanding that the domestic works for other residents on the estate, and pay the required registration fee approved by the Trustees each year.
- 10.3 Nonregistered domestic workers and gardeners will need **pre-authorisation** from the resident (phone call authorisation) to enter the estate each time they arrive at the gate (like an unexpected visitor) and receive a single-day QR code for that day.
- 10.4 The **resident remains the responsible person for their domestic staff on the estate** and should inform their workers of the rules regarding security within the estate and their access times. Registration forms can be completed online using the Estate's web page.
- 10.5 Access to the estate will only be granted to the workers who are registered for that day only. Multiple access will be granted if the worker works on multiple days for the resident or if the resident requests such access.
- 10.6 Domestic staff will gain entry and exit from the estate via the pedestrian turnstile. However, if they utilise a bicycle, then access to the Visitors Booms can be applied for by the Resident.
- 10.7 The resident must complete the **Access Control form in full and email it** to the office (admin.echoageorge.co.za), together with a copy of the worker's identity document, to the HOA office. The domestic must also report to the HOA office for a photo to be taken and the registration on the facial recognition system to be completed.
- 10.8 The residents should make sure that they **indicate on the form the days and times** the domestic needs access to the estate.
- 10.9 Generally, domestic and garden workers should depart from the estate by 17:30 each workday and 13:30 on Sundays and Saturdays (public holidays) unless prior approvals have been obtained from the estate. Note that on each workday the security gates will be opened at 6:45 am.

11. EMERGENCY VEHICLES (AMBULANCE, FIRE, AND POLICE) AND LOCAL GOVERNMENT

- 11.1 Emergency vehicles (police, ambulance, and fire brigade) will be allowed into the estate by security. Security will accompany such emergency vehicles to the property in question and will then confirm identity and obtain all necessary information to complete the security logbook. Thus, access first, then complete logbook details—this is not to delay the entry process.
- 11.2 Police patrol vehicles will also be allowed access, but in cases of non-emergency, identity will first be confirmed and the logbook filled in later.
- 11.3 Local government, as per legislation, must be allowed access to the estate; however, all logbook details will be filled in first, and identity will be confirmed by security.

12. TRANSPORT/DELIVERY AND COURIER COMPANIES

- 12.1 All delivery companies will be treated as unexpected visitors to the estate.
- 12.2 All delivery drivers must have their details scanned at the gate, such as vehicle disk and licence no, which must be presented on entry and exit.
- 12.3 Drivers must advise who they are visiting.
- 12.4 The company name.
- 12.5 House address visiting.
- 12.6 Access will only be granted to unexpected guests (i.e., couriers, delivery personnel, etc.) by means of security calling the resident, whereupon the resident will grant access.

13. BUILDING CONTRACTORS, MAINTENANCE CONTRACTORS, AND GARDEN SERVICES

- 13.1 Residents must apply for registration of a contractor if he/she will be working within the estate for more than three days.
- 13.2 Contractors will be registered at the HOA office on the facial recognition system upon payment of a registration fee.
- 13.3 If the contract duration is less than **three days** (or initially), the contractor will require an access **QR** code or will be handled as an unexpected visitor (see 2.6) each time the Visit. Guards will not issue OR code for such visits. Security guards only have authorization to issue same day passes.
- 13.4 The Main Contractor Driver (vehicle) will enter and leave using the facial recognition (if registered) or scan through the Visitors' entrance and exit (or scanners (for Drivers) if the contract duration is less than 3 days. Other contractor staff must alight from the vehicle and pass through the turnstile using either the preregistered facial recognition system or a QR code that will have to be issued if not preregistered (OR code will only be for same day access).
 - 13.4.1 Each nonregistered worker will have to sign in at the guardhouse and present an acceptable form of identification (ID, driver licence, passport, or work permit). No worker will be allowed into the estate without an acceptable form of identification.
 - 13.4.2 Upon signing in, the guardhouse will present the worker with a "QR code", which will allow him/her through the turnstile. The "QR Code" must be kept with him/her within the estate.
 - 13.4.3 Upon exit, the worker will show the QR code to the reader.
- 13.5 The resident is responsible for all contractors and must ensure that the main contractor and all his staff are aware of all the building and security rules of the estate.
- 13.6 Contractors must proceed directly to the building site, and their staff may not walk around the estate. The contractor staff must always be on the property of the house that they are working on.
- 13.7 All contractors must be out of the estate prior to 17:30 Mondays to Fridays. Working on Saturdays up to 13:30 will only be allowed subject to approval by the Trustees. No working on Sundays unless it is an emergency.

- 13.8 No contractors will be allowed entry into the estate on weekends or public holidays without prior approval from the trustees. Such a request must be made in writing to the estate manager by the Wednesday prior to work, as all directors must approve such applications.

14. ESTATE AGENTS

- 14.1 All registered estate agents must be registered at the HOA office if they would like easy access to the estate. Only registered estate agents who have had their photos taken and registered on the facial recognition system will be allowed to access the estate without having to register as a visitor on the estate and gain access via the mobile scanners at the entrance.
- 14.2 Registration forms are available on the HOA website for completion and emailing back to the admin officer.
- 14.3 On show days, show-house visitors will sign in at the guardhouse. They will have their details scanned on the mobile scanners for access to the estate. The QR code will be for the whole day only.
- 14.4 For any other viewing, namely Monday to Saturday, confirmation of the appointment must be made with the resident, and the resident must apply for the codes for estate agents and prospective buyers.
- 14.5 Estate agents must accept the responsibility for all prospective buyers, whom they grant access to the estate, and they need to inform the prospective buyer of the rules of the estate regarding security and speed limits prior to the prospective buyer entering the estate.

15. RESTRICTED ACCESS

- 15.1 Residents who are in arrears with their account will have the following restrictions applied once they have received final notice from the accounts department.
- Access will be limited to the visitors' entrance and exit gates.
 - Gardeners' and/or domestic workers' registration will also be suspended, and the resident will have to collect and sign them in at security. They will not be allowed to enter the estate on their own.
 - Security will not call residents whose accounts are in arrears, as the systems will not allow them to do this and will be suspended. The visitor would need to call the resident using their own cell phone.
 - The resident will then have to collect his/her visitor in his/her own vehicle.
- 15.2 All the above will also be applicable to any contractor or delivery coming to the applicable resident's house as well.

16. SECURITY INCIDENT HANDLING PROTOCOL

16.1 Breach of Security Parameter.

- 16.1.1 Each reported incident will be investigated by the security company, and a log of each incident will be maintained by the security company.
- 16.1.2 The log will be available to the party who has reported the incident.
- 16.1.3 The security directors must be informed within 24 hours, either telephonically, in person, or via e-mail, that the parameter has been breached. The log (OB) book will be reviewed and discussed at the monthly security meetings.

16.2 Break-in or Incident of Crime.

- 16.2.1 Armed response to react (if contracted), outside security companies are allowed access as per 12.1.2 and 12.12 above.
- 16.2.2 Security company directors are to be informed as soon as possible.
- 16.2.3 Police are to be called by the resident or, in their absence, the security company.
- 16.2.4 Estate Security will investigate the matter (i.e., how access was gained, where the breach occurred, etc.) and provide a detailed report to Security Directors within 72 hours after the incident.
- 16.2.5 The case is then closed.

16.3 Breach of Security Rules or Vandalism.

- 16.3.1 Security will assist in this matter where necessary or possible.
- 16.3.2 Should a perpetrator be reported to security or spotted by security, security will investigate and log the matter.
- 16.3.3 It should be confirmed to which stand number it can be linked to (i.e., vandalism by kids – security to confirm which stand the kids live in; speeding – which stand the car belongs to or which stand was visited by the driver).
- 16.3.4 The matter will be reported to the security trustees.
- 16.3.5 The Trustees will decide on how to pursue the matter further (i.e., fine the resident, pursue a criminal case, etc.).