



SECURITY MANUAL & STAND OPERATING PROCEDURE DOCUMENT FOR RIVERBEND ESTATE AT KYALAMI

The following regulations are approved by the Trustees of Riverbend Estate.

Any queries or change requests relating to this document should be directed to CSI via email.

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All security guards are instructed to adhere to these regulations and no exceptions shall be granted, unless written permission is provided by the Trustees.

STANDARD ENTRY & EXIT PROCEDURES:

RESIDENTS

ENTRY		EXIT	
1	Enter through the resident's boom (boom on the far left);	1	Exit through the residents boom (boom on the far left);
2	Remote to be used to open the boom;	2	Remote to be used to open the boom;
	If no remote is present/faulty, resident is to enter following the visitors entry procedure (see below).		If no remote is present/faulty, resident is to exit following the visitors exit procedure (see below).

VISITORS

ENTRY		EXIT	
1	Ring the intercom at the visitors entrance boom;	1	Insert the exit code received from the resident;
2	Visitor to announce their name, company if applicable and unit number visiting;	2	If no code is provided, the guard is to call the unit number visited by the visitor and announce that the visitor is leaving;
3	Guard to contact the unit number using the intercom, state the visitor's name;	3	Resident to press #6 on their phone and the boom will open;
4	applicable company, IE: Delivery / Contractor		
5	Resident to press #9 on their phone and the boom will open;		
6	The license disk and driver's license will be scanned;		
7	Visitor to complete the visitor book; Resident will receive an exit code when opening the boom, this code is to be provided to the visitor for exit;		
	If the resident does not answer on numbers provided, the visitor will be denied entry.		If the resident does not answer, the visitor will be denied exit and address with the resident

DOMESTIC WORKERS & PEDESTRIANS

ENTRY		EXIT	
1	<p>PROCESS 1: Domestic worker/pedestrian to announce their name and unit number working at/visiting, at the pedestrian gate;</p>	1	<p>PROCESS: 1 Domestic worker/pedestrian to exit the Estate through the pedestrian gate;</p>
2	<p>Guard to contact the unit number using the intercom, state the domestic worker's name/pedestrian's name and company if applicable;</p>	2	<p>If the domestic worker/pedestrian is carrying a parcel or bag, the guard is to contact the resident and confirm that they may leave with the parcel/bag;</p>
3	<p>Resident to confirm entry; NOTE: Do not</p>		
4	<p>press #9</p> <p>Domestic worker/pedestrian may enter;</p> <p>If the resident does not answer, the domestic worker/pedestrian will be denied entry.</p>		<p>If the resident does not answer, the domestic worker/pedestrian will be denied exit.PROCESS 2: Domestic worker details on file will be granted exit</p>
1	<p>PROCESS 2: Domestic worker details on file will be granted entry. NOTE: It is important to remove the worker details from file if they no longer work at the unit</p> <p>The above applies to residents who are dropped off outside of the Estate.</p>	1	<p>The above applies to residents who exit the Estate through the pedestrian gate.</p>

NO POWER (LOADSHEDDING/PLANNED OUTAGE) ENTRY AND EXIT PROCEDURES

RESIDENTS

ENTRY		EXIT	
1	Standard process applies however if the boom battery is dead, the boom will remain up and the gate is to be closed;	1	Standard process applies however if the boom battery is dead, the boom will remain up and the gate is to be closed;
2	An orange traffic cone to be placed in front of the closed gate, residents to move over to the visitor entrance;	2	An orange traffic cone to be placed in front of the closed gate, residents to move over to the visitor exit;
3	Resident to ring the intercom and announce that they are a resident and their unit number;	3	Resident to announce their unit number to the guard;
4	Guard to call the unit number, resident to open the boom by pressing #9 on their cellphone;	4	Guard to call the unit number and the resident to open the boom by pressing #6 on their phone;

VISITORS

ENTRY		EXIT	
1	Standard process	1	Standard process
2	If the intercom is not working for any reason, the visitor will be requested to contact the resident who is to come to the entrance and open the boom using their remote;	2	If the intercom is not working for any reason, the resident will be required to accompany the visitor to the exit and open the boom using their remote;

GENERAL RULES FOR ENTRY & EXIT

RULE	ACTION	RESPONSIBLE PARTY
Non-residents may not use the residents boom for entry/exit unless the intercom is not working for any reason, the visitor will be requested to contact the resident who is to come to the entrance and open the boom using their remote;	Security will record number plate and time of entry/exit and provide details to the Security Trustee who is entitled to take the necessary action	Security Guard/s
All visitors, contractors, deliveries, school transports and driving services (eg: Uber) are to make use of the visitor entry and exit process		Security Guard/s
Movement of property into/out of the Estate	Written confirmation to the Trustees advising of such movement, at least 24 hours in advance.	Resident/s
No tail gating	Security will record number plate and time of entry/exit and provide details to the Security Trustee who is entitled to take the necessary action	Security Guard/s

The Trustees and Security of Riverbend Estate reserve the right to search any vehicle or person, or their belongings that enters or exits the property.

GENERAL SECURITY RULES, REQUIREMENTS & OBLIGATIONS

RULE/REQUIREMENTS	ACTION	RESPONSIBLE PARTY
No cars to be parked on grass patches or in a non-designated parking areas	Security will record date, time and number plate and photo using the body cam, and provide details to the Security Trustee who is entitled to take the necessary action	Security Guard/s
Garage doors to remain closed at all times	Security will knock on the residents door; If no answer, call from the guard house; Note the open garage door in the security log book;	Security Guard/s

Garden gates to remain closed at all times	Security will close the gate on passing patrol	Security Guard/s
Car window/s noted as open	Security will knock on the residents door; If no answer, call from the guard house; Note the open window/s in the security log book;	Security Guard/s
Car lights noted as left on	Security will knock on the residents door; If no answer, call from the guard house; Note the car lights left on in the security log book;	Security Guard/s
Dog found with a tag that states the unit number	Security will take to the dog to the guard house and give it some water; Contact the unit number to collect the dog from the guard house; If resident is not home, return the dog to the unit through the garden gate; Note the retrieval of dog in the security log book	Security Guard/s
Dog found with a tag that does not state the unit number	Security will take to the dog to the guard house and give it some water; Contact the unit number to collect the dog from the guard house; If resident is not home, return the dog to the unit through the garden gate if known to security; Note the retrieval of dog in the security log book. Contact the Estate Manager with a description of the dog; Estate Manager to send a what's app message on the Estate group; Dog not claimed by the end of the day will be taken to the SPCA	Security Guard/s
Dog found with no tag	Security will take to the dog to the guard house and give it some water; Contact the Estate Manager with a description of the dog; Estate Manager to send a whatsapp message on the Estate group; Dog not claimed by the end of the day, take to the SPCA;	Security Guard/s Estate Manager
Dog roaming in the Estate that cannot be caught	Contact the Estate Manager with a description of the dog; Estate Manager to send a whats app message on the Estate group;	Security Guard/s Estate Manager
No fireworks may be let off inside the Estate	Security will record date, time, unit number and photo using the body cam,	Security Trustee Residents

	and provide details to the Security Trustee who is entitled to take the necessary action;	
Security Guards are equipped panic buttons	Security will engage the panic button in an event deemed dangerous	Tactical Guarding Management
Report faulty intercom	Reboot and test, if still not working, report the fault; Report to the Estate Manager who will make a call to the supplier and arrange a technician to come out; Inform the Security Trustee of the fault in order to communicate the interim process;	Security Guard/s Estate Manager Residents
Report faulty booms	Report to the Estate Manager who will make a call to the supplier and arrange a technician to come out; Inform the Security Trustee of the fault in order to communicate the interim process; Gates to be closed;	Security Guard/s Estate Manager Residents
Report faulty electric fence	Report to the Estate Manager who will make a call to the supplier and arrange a technician to come out; Inform the Security Trustee of the fault;	Security Guard/s Estate Manager Residents
Faulty CCTV cameras	Report to the Estate Manager who will make a call to the supplier and arrange a technician to come out; Inform the Security Trustee of the fault;	Security Guard/s Estate Manager Residents
Report faulty lights in the common areas/street lights	Report to the Estate Manager; Estate Manager to change globe/s within 24 hours;	Security Guard/s Estate Manager Residents
Report burst water pipe	Report to the Estate Manager; Estate Manager to call out a plumber; If residents will be affected by no water, report to the Maintenance Trustee to communicate to the residents;	Security Guard/s Estate Manager Residents
Speeding resident	Implementation of new CCTV system	Security Residents
Speeding visitor	Implementation of new CCTV system	Security Residents
Noise after "noise hours" Sunday – Thursday: 08h00-21h00 Friday – Saturday: 08h00-23h00	Security will knock on the residents door; If no answer, call from the guard house; Note the noise and time in the security log book;	Security Guard/s

Domestic violence	Guards to not get involved unless, physical intervention is required to protect a person from physical harm. Resident to contact the SAPS Note the incident in the OB Book;	
Server room keys are to be kept in the guard house at all times	Suppliers may request the keys and access the server room; The Estate Manager and Trustees may request the keys and access the server room; Residents (who are not Trustees) may not access the server room; Keys are to be signed out, including date and time; Keys are to be signed back in, noting date and time;	Security Guard/s Estate Manager, Trustees, Suppliers
Electrical box keys are to be kept in the guard house at all times	The Estate Manager and Trustees may request the keys and access the electrical boxes; Residents (who are not Trustees) may not have access to the keys; Keys are to be signed out, including date and time; Keys are to be signed back in, noting date and time;	Security Guard/s Estate Manager, Trustees
Swimming pool keys are to be kept in the guard house at all times	No person under the age of 18 may sign out the keys to the swimming pool area; Security to check ID before issuing the keys; Keys are to be signed out, including date and time; Keys are to be signed back in, noting date and time;	Security Guard/s Resident
Clubhouse keys	The Estate Manager and Trustees may request the keys and access the club house; Residents (who are not Trustees) may not have access to the keys without proof of acceptance to use the club house; Keys are to be signed out, including date and time; Keys are to be signed back in, noting date and time;	Estate Manager, Trustees Residents
Clubhouse deposit payable for the use of the clubhouse	Security may not accept the deposit payable for the use of the club house;	Security Guard/s Resident

	Deposit is paid to CSI and upon receipt of the deposit will the keys be released to the resident	
Post delivered for residents (Post box installation to be considered)	Post delivered to the Estate is to be accepted by the Security Guards; Post is to be placed in a box in the guard house; Residents may look through the post outside the server room (no access to the guard house) No post is to be delivered to a resident's front door;	Security Guard/s
Security may not accept an item from a resident/parcel delivery (except post) to be left at the guard house and to be collected by someone later in the day	Security will not accept items from residents to be kept at the guard house;	Security Guard/s

Should any of the below mentioned service providers or emergency services arrive at the premises, the control room must be contacted to authorize entry and incident to be noted in the security log book.

- Ambulance
- Fire Brigade
- Armed Response
- South African Police
- Sherriff Of The Court

IMPORTANT NUMBERS TO NOTE:

SA Police Service	10111
City Power:	011 375 5555
Johannesburg Water	011 688 1500
Ambulance	10177
Fire Department	011 465 5792

PROCESSES TO BE DEFINED IN THE EVENT OF:

Fire
Bomb
Armed robbery inside
Armed robbery outside
Evacuation
Assembly points

Each guard is to be tested on where each unit within the Estate is situated and how they get to each front door (some signage is incorrect).