



THE ALOES
LIFESTYLE ESTATE

SECURITY POLICY

**THE ALOES LIFESTYLE ESTATE MANAGEMENT
ASSOCIATION NPC,
Registration Number: 2012/065761/08
(ALEMA)**

Security Policy

Updated 2023-11-06

Introduction

The largest attraction to Estate living is the protection of one's property price, by ensuring Security is kept at a maximum.

To achieve this there needs to be management from the Home Owners Association, Control from the Security company and buy in from member and residents.

A.

ALEMA HOA Responsibilities

The Aloes Lifestyle Estate, is a lifestyle Estate as a Home Owners Association we try and limit the risk with a Wall, Electrical Fencing with sector Alarms, and monitoring of the Thermal Camera's on the perimeter wall of the Estate. Internal Camera monitoring is a future decision to be made by members.

Although the Directors try and limit the risk as much as possible, they may not take responsibility for individual property or safety. This responsibility still lies with each homeowner to insure their life as well as their assets and to install any other devices that they see fit.

In attaining safety with in the Estate the Directors sub-contract this to registered Security companies registered with XXXXXXXX.

The ALEMA HOA will provide the following facilities and support to the Security Services Provider to assist in the provision of an effective and efficient Security Service:

1. A Security gate-house to serve as a control-center for the security contractor.
 - a. The gate-house will house a 2-way radio system, and the power and alarm system for the electric fence.
 - b. The Access control system will be housed in the Gatehouse.
 - c. All Electrical fence energizers and alarms will be monitored from the gatehouse.
 - d. The Thermal monitoring system will be monitored from the Gatehouse.

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- e. The Camera's monitoring all Entrance and Exit gates will be monitored from the Gatehouse.
 - f. The gatehouse will have upcapped Data for Camera's etc
 - g. There will be a back up system for the gatehouse Camera's etc.
 - h. The gatehouse will contain a toilet and wash basin.
2. A working Cell phone with The Police, Emergency Services and Urban Security contact persons, as well as the Estate Management Company representatives number programmed into.
 3. An operating electric fence around the perimeter of The Aloes and each Sub Estate.
 4. A fully functional access system for monitoring access in and out of the Estate.
 5. A Security Operations Procedures Manual.
 - a. Manual to be kept at gate-house and to include:
 - i. Procedures and forms for operating the access control system;
 - ii. Operation of the Radio communications system;
 - iii. Operation of the in-house communications system;
 - iv. Job descriptions for day & night staff;
 - v. Record of relevant ALEMA policies & procedures;
 - vi. Complaints procedure;
 - vii. Emergency Response procedure;
 - viii. Incident Reporting procedure.
 6. Periodic performance reviews of the Security Service provider.
 7. To Develop a template for the performance review In partnership with the same Security Service Provider.
 8. A provision of cleaning materials for the Guard House and Toilet.

B

Members Responsibilities

1. Security protocol at the gate must be adhered to at all times. Under no circumstances may residents or any person other than the security personnel, Directors or maintenance personnel be allowed into the Gate House and Security perimeter.
2. All owners must ensure that their visitors adhere to security protocol and residents are requested to always treat the security personnel in a co-operative manner.
3. All owners must ensure that contractors in their employ adhere specifically to the security stipulations of the Contractors Code of Conduct.
4. All attempts at burglary or instances of fence jumping must immediately be reported to:

- a. The Security Officer on duty by:
 - i. Using the panic button on the Our Community app
 - ii. Or calling the security office on duty on
 - b. The South African Police a member of the security staff.
 - c. The Estate Management company
5. No property may be secured with razor wire, electric fencing or similar fencing during or after the construction period.
 6. Residents on the perimeter wall are responsible for keeping overgrowth at least 1 meter clear of the electrified fence.
 7. Residents on the electrified perimeter fence must advise any visitor of the dangers pertaining thereto.
 8. No resident may issue instructions to Security Personnel.

C.

Security Service Provider's Responsibilities

1. Provision of a 24 hour security service.
 - a. This will include a continuous presence at the security gatehouse and security patrols where required;
 - b. Provision of continuous 24 hour access control.
 - c. Provision of security patrols, including the patrolling the perimeter fence and reporting malfunction to the estate management when required.
2. A 2 – way radio system to enable reliable communication between the on site Security and the Provider's call centre / management.
3. A fully functional vehicle for the 24 hour armed response official, to be full maintained at the Service Providers cost.
4. The Security Service Provider to report to the ALEMA Estate Management Company on all matters pertaining to management of the Security Services Contract;
5. Provision of competent and reliable security personnel in compliance to all relevant employment laws and regulations;
6. Smart personnel at all times in appropriate uniforms. This will include protective clothing for working in wet and cold weather.
7. Security Personnel to wear name tag at all times.
8. Provision of reflective wear for roaming night guard.
9. Provision of rechargeable torches for night patrol;
10. Training and familiarization of security personnel in the operation of ALEMA and their own security equipment (radios etc.) and the compliance to security policies and procedures as outlined in the ALEMA Operations Manual as provided to the Security Service Provider by the Estate Management Company;
11. Provision and management of a Disciplinary Code & Procedure;

12. Provision of (confidential) security staff personnel records, when staff are appointed, including:
 - i. Full names, addresses and contact numbers;
 - ii. Copies of staff employment contracts
 - iii. Copies of ID;
 - iv. Qualifications & Work Records;
 - v. Police Clearance Certificates;
 - vi. Training Courses/Certificates.
13. Define a regular Security personnel rota plan with the ALEMA Estate Management Company;
14. Reliable transport of day and night security staff to and from ALEMA Security gate-house.
15. Housekeeping of Security Gate-house to ensure it is kept clean and tidy;
16. Provision of a Weekly Security Operations report to ALEMA Estate Management Company. Contents and format of report to be agreed by Estate Management Company;

Personnel Requirements

1. Day Shift
 - a. 2 Guards to man the Access through the Main Gate, and other gates when required.
2. Night Shift
 - a. Shift 1 18h00 – 21h00
 - i. 2 Guards to man the Access through the Main Gate, and other gates when required.

Job Description – Day Shift/Night Shift

1. All Day-shift to report for duty in a smart and clean uniform at the ALEMA Security Gatehouse;
2. Security Supervisor to supervise handover from night to day staff, including function-checking of all equipment;
 - a. Security Supervisor to check daily report book, sign and report any incidents to the ALEMA Estate Management Company, in a weekly report.
3. The day-shift will consist of 2 gatehouse men.
 - a. The gatehouse men will comply to the following:
 - i. One will remain at the gatehouse for the duration of the shift. The should have continuous radio contact with the Patrolman and the Security Supervisor;
 - ii. One may have to go out to help should need arise with in the Estate.
4. To remain alert at all times and to report any concerns or non-compliances to the Security Supervisor;

5. To operate the security gate and to manage all visitors, couriers and deliveries to the estate in compliance to the ALEMA Access Control system. All non-compliances or problems to be reported immediately to the Security Supervisor who will attempt to resolve the issue in an acceptable manner. If not able to resolve, Security Supervisor to report to the ALEMA Estate Management Company for his assistance;
6. To assist all residents and visitors in a polite and cooperative manner;
7. To prohibit access to any Hawkers;

Job Description – 24hour Armed Response Day/Night Shift

1. Night Shift to report for duty in in a smart and clean uniform at the ALEMA Security Gatehouse;
2. Security Supervisor to supervise handover from day to night staff, including function-checking of all equipment;
 - a. Security Supervisor to check daily report book, sign and report any incidents to the ALEMA Estate Management Company in a weekly report.
3. The 24 hour Armed response officer will consist of a fully qualified and registered Driver of the Patrol vehicle.
 - a. The gatehouse man will comply to the following:
 - i. Stationed at various random positions with in the Estate.
 - ii. Will do 2 patrols per day and 2 patrols per night through the 4 separate Sub-Estates.
 - iii. Be in Radio contract with the Gatehouse, control room and supervisor.
 - iv. Be in constant contact with the fence alarm system.
 - v. Be monitoring the thermal Camera's.
4. To remain alert at all times and to report any concerns or non-compliances to the Security Supervisor;
5. To operate the security gate and to manage all visitors to the estate in compliance to the ALEMA Access Control system. All non-compliances or problems to be reported immediately to the Security Supervisor who will attempt to resolve the issue in an acceptable manner. If not able to resolve, Security Supervisor to report to the ALEMA Estate Management Company for their attention and assistance;
6. To assist all residents and visitors in a polite and cooperative manner;
7. To prohibit access to any Hawkers;

In the event of Emergency in the Estate:

Radio the gatehouse and report incident.

Duty personnel in gatehouse House:

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1. Alert SUPERVISOR.
2. Remain with the incident or Emergency until advised.
3. Golf Cart to be dispatched.
4. Supervisor to respond to check Emergency.
5. Supervisor to advise on Calling Police.
6. If Police are called Supervisor to call PropServ management.

7. This MUST be written in Duty book, with time and time taken to find the fault.

In the event of the Fence Alarm going off:

Duty personnel at gatehouse to radio Patrol personnel.

1. Patrol personnel to break route and to go and check the fence line.
2. Alert SUPERVISOR.
3. Supervisor to respond to check Emergency.
4. Supervisor to advise on Calling Police.
5. If Police are called Supervisor to call PropServ management.

6. This MUST be written in Duty book, with time and time taken to find the fault.

**H.
ALEMA Access Control Policy**

Urban Security to adhere to the following policy of ALEMA: