



**SECURITY ACCESS CONTROL  
STANDARD OPERATING PROCEDURE (SOP)**

# DEFINITIONS

Name	Description
<b>Agent</b>	A person or entity appointed by the Owner for the selling, buying or renting of property in the Estate
<b>Contractor</b>	A person or entity carrying out services, development and building work in the Estate and shall include but not restricted to building contractors, project managers, building material suppliers, developers, owner-builders, sub-contractors, gardening services, cleaning services etc.
<b>Domestic</b>	A business or person who renders domestic work for a Resident
<b>Employee</b>	A person employed by the Estate or Service Provider for rendering a service on a regular basis
<b>Emergency Services</b>	Ambulance, SA Police Services, Sheriff, Fire Brigade and Municipality
<b>Estate</b>	Summervale Lifestyle Estate
<b>Estate Agent</b>	Estate Agents will be granted access to the Estate for marketing and promotional purposes and may view, market and promote properties as mandated by the Owner of the unit or empty plot or free-standing house within the Estate with consent from the Owner or the Resident.
<b>Estate Manager</b>	Person appointed by the Summervale Lifestyle Estate Owner Association (SLEOA) to manage the Estate
<b>NFC ID Card</b>	Near-Field Communication (chip) card used for identity verification
<b>Occasional Service Provider</b>	A person and / or entity who renders a service requested by a Resident or Estate Manager on an occasional basis for the supply, installation, maintenance, or repairs of a building site and or domestic work appliances
<b>Owner</b>	A registered person who owns a property in the Estate
<b>PDP</b>	Professional Driving Permit
<b>Resident</b>	A registered person/s who live on the Estate
<b>Visitor</b>	A person who visits a Resident of the Estate

# ACCESS CONTROL PROCEDURE

The following operating procedures for the various groups and transport modes must be followed when entering or leaving the Estate:-

## CATEGORY SPECIFIC ACCESS POLICIES

### 1. RESIDENTS GATE

GROUP	METHOD	ENTRANCE	PROCEDURAL STEPS / RULES
<b>Owners/Residents</b>	Vehicle	Resident gate	<ul style="list-style-type: none"><li>Access is provided by the vehicle registration number plate recognition system.</li><li>Departure is provided by showing or displaying the <b><u>yellow access disk</u></b> on the vehicle windscreen. The yellow disk can be obtained from the Estate reception.</li></ul>
	Pedestrian	Pedestrian access	<ul style="list-style-type: none"><li>Approval <b>must</b> be obtained from the identified Resident. Identity of the pedestrian and address of the resident will be record.</li></ul>
		Pedestrian outside gate	<ul style="list-style-type: none"><li>Access is obtained by supplying name and address for guard to verify by using the intercom system. Only for use by residents.</li></ul>

### 2. ESTATE EMPLOYEES

<b>Estate Employees</b>	Vehicle	Residents gate	<ul style="list-style-type: none"><li>Access is provided by the vehicle registration number plate recognition system.</li><li>Departure is provided by showing or displaying the <b><u>yellow access disk</u></b> on the vehicle windscreen. The yellow disk can be obtained from the Estate reception.</li></ul>
	Pedestrian	Visitors gate	<ul style="list-style-type: none"><li>Gain access by the scanning of the approved NFC ID card. NFC ID will also be scanned on exit.</li></ul>

### 3. OTHER EMPLOYEES

Other Employees	Vehicle	Residents gate	<ul style="list-style-type: none"><li>Access is provided by the vehicle registration number plate recognition system.</li><li>Departure is provided by showing or displaying the <b><u>yellow access disk</u></b> on the vehicle windscreen. The yellow disk can be obtained from the Estate reception.</li></ul>
	Pedestrian	Visitors gate	<ul style="list-style-type: none"><li>Gain access by the scanning of the approved NFC ID card. NFC ID will also be scanned on exit.</li></ul>

### 4. ESTATE AGENTS

Agents	Vehicle	Visitors gate	<ul style="list-style-type: none"><li>Approval must be obtained from the identified Resident</li><li>The vehicle's license and the driver's license card must be scanned. Only the vehicle's license disk will be scanned on exit.</li><li>Passenger numbers will be recorded.</li></ul>
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#### Note:

Estate Agents will be granted access to the Estate for marketing and promotional purposes and may view, market and promote properties as mandated by the Owner of the unit or empty plot or free-standing house within the Estate with consent from the Owner or the Resident.

No preference or sole mandates exist in terms of which Estate Agents may service their clients in the Estate.

Access must only be granted from 07:00 to 19:00, Saturdays and Sundays included

Only the Agent's vehicle will be allowed in the Estate. Transporting clients on the Estate will be by the car of the agent

Should the number of clients be too many for the Agent's vehicle, the client's vehicle can be used. In this case the client's vehicle must be treated as a visitor, i.e. scanned.

Agents must at all times accompany their clients.

## 5. EMPLOYEES OF RESIDENTS

<b>Employees of Residents</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Approval must be obtained from the identified Resident.</li> <li>Access is gained, other than taxi's by scanning the vehicle license disk AND drivers' license card. Only the vehicle's license will be scanned on exit.</li> <li>Passenger numbers MUST be recorded.</li> </ul>
	Taxi	Visitors gate	<ul style="list-style-type: none"> <li>All passengers must disembark.</li> <li>Access will be gained as a pedestrian by the scanning of the approved NFC ID Card. NFC ID Card will also be scanned on exit.</li> <li>Taxi's will not be allowed to enter the Estate.</li> </ul>
	Pedestrian	Visitors gate	<ul style="list-style-type: none"> <li>Access will be gained through the visitor's gate by the scanning of the approved NFC ID Card. NFC ID Card will also be scanned on exit.</li> </ul>
<p><b>Note:</b></p> <p><i>All employees of residents must be registered at the Estate office and will be issued with an NFC ID card.</i></p>			

## 6. EMERGENCY SERVICES

<b>Emergency Services</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"> <li>Emergency vehicles (Police, Ambulance, and Fire Brigade) will be allowed immediate access into the estate by Security. Security will accompany such emergency vehicle to the property in question and will then confirm identity and obtain all necessary information to complete the security documentation. Thus, access first.</li> </ul>
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## 7. VISITORS

<b>Visitors</b>	Own vehicle	Visitors gate	<ul style="list-style-type: none"><li>• Approval must be obtained from the identified Resident</li><li>• The vehicle's license and the driver's license card must be scanned. Only the vehicle's license will be scanned on exit.</li><li>• No access is allowed without a valid driver's license card.</li><li>• If not available, the vehicle must be parked outside, and access arranged and obtained in collaboration with the Resident.</li></ul>
	Pedestrian	Visitors gate	<ul style="list-style-type: none"><li>• Approval <b>must</b> be obtained from the identified Resident.</li><li>• Identity of the pedestrian and address of the resident will be record.</li></ul>

## 8. SHUTTLES / UBER / DELIVERY DRIVERS

<b>Shuttles / Uber / Delivery Drivers</b>	Own vehicle	Visitors gate	<ul style="list-style-type: none"><li>• Approval must be obtained from the identified Resident</li><li>• The vehicle's license and the driver's license card must be scanned. Only the vehicle's license will be scanned on exit.</li><li>• No access is allowed without a valid driver's license.</li><li>• If not available, the vehicle must be parked outside, and access arranged and obtained in collaboration with the Resident.</li></ul>
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## 9. CONTRACTORS

<b>Contractors and their Employees</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"><li>Access is gained by the scanning of the vehicle's license and the driver's license card. Upon exit only the vehicle license will be scanned</li><li>Passenger numbers will be recorded.</li></ul>
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**Note:**

- No access must be granted without clear legible signage affixed to both sides of the contractor's vehicle**
- All persons must have a valid Identity Document /card*
- Contractors must ensure that employees do not gain access without the Contractor being present*
- Contractors and their employees must only be allowed entrance during the following times:*
  - Weekdays: Between 07:00- 18:00.*
  - Saturdays: Between 08:00- 13:00*

<b>Occasional Service Providers</b>	Vehicle	Visitors gate	<ul style="list-style-type: none"><li>Approval must be obtained from the Resident or the Estate Manager</li><li>The vehicle's license and the driver's license card must be scanned. Upon exit only the vehicle's license will be scanned.</li></ul>
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## 10. GENERAL RULES

- a. Quad bikes and unlicensed off-road motorcycles are not allowed to be driven on the Estate.
- b. No poultry, pigeons, aviaries, wild animals or livestock are allowed on the Estate.
- c. All motorized vehicles entering the Estate must be roadworthy and driven by a driver with a valid driver's license.
- d. Security Guards are not allowed to accept any form of gratuity, food, gifts or favors from Residents and Visitors.
- e. No tailgating in order to circumvent the boom operation is allowed and must be reported in the Occurrence Book as an incident in RED ink.
- f. A vehicle that appears to be overloaded must be reported to the Estate Manager and be treated as an incident against the Service Provider or Driver.
- g. No vehicle carrying more than 6 pallets (bricks / paving bricks) must be allowed entry onto the Estate.
- h. Unnecessary hooting at the entrances of the Estate is not allowed.
- i. All forms of misconduct by any person, observed by the Security Guards must immediately be recorded and reported as an incident with as much detail of the transgressor and vehicle as possible. All such reports are in RED ink.

## 11. **POWERS OF SEARCH**

Security Staff, who are on duty on a contracted site of deployment have inherent powers of search directly associated with the mandated mission of the Security Service for which they are contracted.

To protect residents, guests, personnel and property within the clients Premises; Security Staff are therefore empowered to search persons, articles in their possession and the motor vehicles of persons, who are either entering or are about to enter or who are either leaving or are about to leave the clients premises.

The searches are designed to prevent the entry into the client's premises of contraband / weapons / explosives or other items which could be used for unlawful purposes or could be injurious to persons or property within the client's premises and also prevent the unauthorized or unlawful removal of client's property from inside the premises.

In all cases **random** searches will be initiated and implemented by the most Senior Officer in charge who has the discretionary powers to select and subject vehicles and pedestrians to searches.

Ideally every vehicle or person entering or leaving the Premises should be searched, in the circumstances however this can only be implemented when the threat against the client is considered high level.

Searches can be carried out at any time, particularly if the security staff or any resident, employee or staff member at the premises believe or has reasonable grounds to believe any person may be removing client property without the proper authorization.

## 12. **DISCLAIMER**

While every effort will be made to provide a safe and secure environment, the Summervale Lifestyle Owners Association and the Summervale Body Corporate are not responsible or liable for any claims which any resident / owner / visitor his/her family or invitees, or any contractor may have for personal injury, loss of or damage to property, arising from any breach of security or the failure of, or inadequacies of, the security system within Summervale Lifestyle Estate.

Such member or contractor hereby waives the rights accordingly and, in so far as is necessary, such member hereby indemnifies Summervale Lifestyle Estate Owners Association and the Summervale Body Corporate against any claim.

## **BOARD OF TRUSTEES**

1 December 2024