

 <p><b>STANDARD OPERATING PROCEDURE MANUAL</b></p> <p><b>BS EN ISO 9001-2000</b></p>	COMPILED BY:  PROPERTY MANAGEMENT	PAGE NO.	1 OF 2
		PROCEDURE NO	
		REVISION NO.	
	APPROVED BY	CONTROLLED COPY OF	
	CHIEF EXECUTIVE	EFFECTIVE DATE	
		REVIEW DATE VERSION ONE	

**COMPANY POLICY – EGOLI EAST (PTY) LTD**  
**PROPERTY MANAGEMENT – AFTER HOURS CONTACT PROCEDURE**

## **1. Objective**

- 1.1 To ensure that the correct process is followed for assistance outside of normal working hours and to allow management an opportunity to react accordingly.

## **2. Policy**

- 2.1 The attached procedure needs to be followed to allow the building management an opportunity to ensure that the relevant responsible persons are made aware of any issues and/or incidents outside of working hours. This will ensure that management react accordingly based on the nature of the issue and/or incident.

## **3. Procedure**

- 3.1 Onsite Security / Maintenance related items can be directed to the Security guard based in the reception area of the building on the Ground Floor. A note of the incident / issue will be recorded in the Occurrence Book. The Security officer will immediately contact the Site Supervisor as well as the Building Manager to inform them of the issue/incident.
- 3.2 Security related items can be directed to the Site Supervisor. *(Please refer to General Information – Security Company Contact Details)*
- 3.3 Any Maintenance related items can be directed to the Building Manager. *(Please refer to General Information – Managing Agents Contact Information)*

**Prepared by: Divan Le Roux**  
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- 3.4 Should you require any further or additional assistance please contact the Property Manager (*Please refer to General Information – Managing Agents Contact Information*)

**Prepared by: Divan Le Roux**  
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