

 <p>STANDARD OPERATING PROCEDURE MANUAL</p> <p>BS EN ISO 9001-2000</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 – REPORTING PROCEDURE

1. Objective

- 1.1 By reporting an emergency or potentially dangerous situation to the appropriate responsible person it will allow immediate investigation and assessment, which could result in prompt corrective action being taken.

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 immediately. This will ensure that management react accordingly based on the nature of the situation.

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 are to be directed to the Building Manager. *(Please refer to General Information – Managing Agents Contact Information)*

Prepared by: Divan Le Roux
Control Copy #:

Authorised by:
Date authorised:

- 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
Control Copy #:

Authorised by:
Date authorised: