

 <p><b>STANDARD OPERATING PROCEDURE MANUAL</b></p> <p><b>BS EN ISO 9001-2000</b></p>	COMPILED BY:  PROPERTY MANAGEMENT COMPANY	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**  
**DEPARTMENT – PROPERTY MANAGEMENT – SECURITY SERVICES**

## 1. **Objective**

- 1.1 To ensure a safe and secure facility for all tenants and visitors to the property.

## 2. **Policy**

- 2.1 The following procedure will be strictly followed by the security staff situated at Egoli East.

## 3. **Procedure**

- 3.1 Daily access control of the entrance area to be done by the guard. *(Please refer to PnP's – Tenants Access control and PnP's – Visitors Access control)* The entrance guard will also be used to relieve the receptionist from time to time.
- 3.2 Visitors to the property will be greeted by the guard in reception via the intercom system and will be asked to park in the open parking area and to proceed to the reception. Visitors will also be notified that they will need to bring with their ID card or drivers licence in order to gain access into the building.
- 3.3 The "At the gate scanner" unit will be used at all times to scan in pedestrians, visitors and unknown persons at the Reception desk. *(Please refer to PnP's – Visitors Access control)*
- 3.4 The receptionist will be on duty 24 Hours 7 days a week.

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- 3.5 Both the entrance and exit gate will be shut between 20:00 and 06:00 Monday to Friday and on a Saturday from 14:00 until 06:00 on the Monday. Tenants will gain access to the property via their access cards and visitors will have to ring the intercom for access. *(Please refer to PnP's – Visitors Access control)*
- 3.7 The night shift officer will situate himself in the reception area. The main entrance doors to the building will be locked at 20:00 and access will be via the guard.  
The following areas will have locks on them:
- Pad Lock 1- Back perimeter gate along Albertina Sisulu
  - Pad Lock 2- Garden gate situated at the smoking area
  - Pad Lock 3- Garden gate situated along South Boulevard
- 3.8 Patrols, daily audits and monitoring:
- One General patrol will be conducted at the time of shift hand over and take over between the guards Monday to Friday.
  - This patrol will focus on the perimeter fence and perimeter of the building e.g. doors and windows.
- During the patrols, the following items will be checked:
- Boom positions
  - All gates are locked/unlocked
  - Basement gates
  - All padlocks/ locked or unlocked
  - Doors
  - Leaking pipes
- General patrols of the ground floor foyer will be done by the guard in the reception area between 18:00 and 06:00.
- 3.9 Any incidents are to be reported to the security site manager and building manager immediately. All incidents need to be noted in the occurrence book and need to be reported on within 24 Hours. *(Please refer to PnP's – After Hours Contact procedure)*
- 3.8 A list of the tenants' after hour emergency contact details needs to be included in the site instructions and needs to be updated quarterly. *(Please refer to General Information – Tenants contact details)*
- 3.9 Should there be any incidents during normal working hours or after hours the site supervisor and the building management needs to be contacted immediately. *(Please refer to General Information – Managing Agents contact details)*
- 3.10 Security are to familiarise themselves with the Fire evacuation processes and procedures. *(Please refer to the following documentation – Egoli East House Rules / PnP's – Fire Evacuation / General Information – Emergency Assembly Points / General Information – Evacuation Routes)*

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