

ANNEXURE “E” CIRCULAR X // SECURITY AND SAFETY CODE **(Please note that this document is still a work in progress)**

WORK BOOK

SECURITY SERVICES STRATEGIC PLAN // REVISION

1. STEP ONE: WHERE ARE WE NOW?

- i. What is happening now? Present situation.
 - i. **The stuff that is working . . . what we contracted the Security Services for**
 - ii. **Please rate the services out of 10**
 - iii. **The stuff that is problems and or challenges. Narrow it down to those that create the most negative impact on the Estate.**
- Report to the Estate Manager each morning after the perimeter control rounds
 - Come and sign register in Estate Manager Elisenheim office // Office to open a **PERIMETER FENCE ROUNDS CONTROL REGISTER**
 - Estate Manager Elisenheim to give feedback once a week

The instruction will be re-enforced. Quad bike patrols provide control room each morning with feedback on the different fence zones. Once this is done, the control room will confirm that the information is carried over to the Estate Manager by the supervisor.. To be recorded in **PERIMETER FENCE ROUNDS CONTROL REGISTER**

- Incident reports: reports of importance writing 48 hours requested by Estate Manager Elisenheim

Noticed and will adhere to timelines **REPORTS TO BE RECEIVED WITHIN 48 HOURS**

- Ensure that your post is clean and tidy at all times

Supervisor is responsible to ensure tidiness during his inspections. Strict penalties were imposed on supervisors who fail to adhere. **AGREE // THIS IS UNFORTUNATELY STILL HAPPENING**

- Never lean against any structure i.e. railings, walls, pillars etc. while in uniform.
 - Guards sit on chairs when vehicles approach the gate: they do not stand up until my vehicle is almost at the cone
 - Guards walk slowly towards the cones when they must remove it
 - Guards lean against the entrance wall and do not stand up straight

The above conduct by gate controllers is unacceptable and will be addressed. **AGREE**

- Never take (illicit) money, food or drinks (tips etc.) from public while on duty and in uniform:
 - This happens as residents give them food and drinks as a gesture of good will

The purpose of this clause is to prevent security officers from eliciting money food and drinks from the public in exchange for personal favors. No problem where it is offered to them in goodwill. We can change “take” to “illicit”?
ACCEPTED: ILLICIT IS THE TERM THEN

- Familiarize yourself with the position of all firefighting equipment and with all emergency procedures on site:

To be discussed and finalized with Estate Manager. SINCE THE EVALUATION PROCESS STARTED MY OFFICE ARRANGED FOR THE SECURITY TO COME AND WASH THEIR PATROL VEHICLES AT MY OFFICE EACH FRIDAY USING THE FIRE FIGHTING MACHINE TO “PRACTICE” USING THE FIRE MACHINE

- You will ensure that you are fully informed regarding all Elisenheim rules and regulations,
 - The Elisenheim Rules are not at the gate.
 - No attempt had been made to date to take the guards through the rules of the Estate

Rules of the estate are part of the formal training that officers get once appointed at the estate. Copy of the rules will be put up at the gate and the supervisor will also be in possession of a copy. Regular induction as well as on the job training will be done to ensure all know and understand the rules. MY OFFICE ALREADY PREPARED AND SENT TO THE GATE A FLIP FILE WITH ALL THE NECESSARY DOCUMENTS, RULES, REGULATIONS, RESIDENTS INFORMATION // WE WILL PREPARE AND GIVE A SECOND COPY OF THIS DOCUMENT FOR THE SUPERVISOR

- Both boom gates / road cones must always be kept closed. The only time the boom gates / road cones may be open is when you actively allow a vehicle to pass through.

Noticed and the instruction will be re-enforce THIS DISCIPLINE IS JUST NOT THERE I KNOW BECAUSE I CAN SEE THE GATE FROM MY BALCONY!

- Ensure that the Entry Register is fully and correctly completed before opening the boom gate:

Noticed and the instruction will be re-enforce Tephcor TO ALSO MAKE A COLUMN FOR THE DRIVER'S ID NUMBER

- Update the Occurrence Book at the main gate to reflect all incidents on site
 - The problem here is that EVERY OCCURRENCE should be written in the book

- The guard/supervisor cannot decide which occurrence is important and which one is not

Noticed and the instruction will be re-enforce THE OFFICE OF THE Estate Manager Elisenheim SHALL SCHEDULE A WEEKLY "INSPECTION" OF THE OCCURRENCE BOOK AND SIGN IN THE BOOK AS HAVING BEEN CHECKED

- Be specifically on the lookout for any tampering with the fence while patrolling it.
 - For some reason they do not report warthog and baboon dugouts under the fence

Patrol vehicles give at least two reports per shift on the condition and voltage of the fence. They also test the alarms of each zone. Dugouts must also be reported and the matter will be addressed. IDEALLY THIS IS WHAT SHOULD HAPPEN. MY OFFICE ALSO DOES A PERIMETER FENCE ROUND ONCE A WEEK.

- Your patrolling speed should not exceed 15km/h:

Noticed and the instruction will be re-enforce // AGREED BUT NOT HAPPENING YET!

iii. What are the challenges we think is about to happen in future?

The expansion of the estate and development of future phases will increase the need for security. Current challenges such as access control and the ignorance of residence regarding home alarm monitoring might cause crime to escalate in future. THE FOLLOWING ASPECTS OF THE Estate ARE POSING CHALLENGES

- EXPANSION OF THE Estate AND DEVELOPMENT OF FUTURE PHASES
 - RESIDENT VEHICULAR TRAFFIC: +/- 1900 RESIDENT VEHICLES ARE TRAVELLING THROUGH THE MAIN GATE EVERY DAY
 - CONSTRUCTION VEHICLE TRAFFIC: +/- 600 CONSTRUCTION VEHICLES TRAVELLING THROUGH THE CONSTRUCTION GATE AT LEAST TWICE A DAY
 - THE ENTRANCE AND EXIT FACILITIES OF THE Estate IS BY FAR NOT ADEQUATE ANYMORE, CAUSING BOTTLE NECKS AT THE GATES RESULTING IN GREAT FRUSTRATION WITH RESIDENTS SPECIFICALLY
 - SECURITY CHECKS ARE BECOMING VIRTUALLY UNMANAGEABLE RESULTING IN "WHAT SEEMS TO BE A LACK OF SECURITY"
 - PROVIDING THE GENERAL SECURITY SERVICES FOR THE Estate AT LARGE IS COMING UNDER SO MUCH PRESSURE // PHASE ONE IS ALMOST COMPLETED
 - GENERAL RESIDENTIAL UNITS: THE HIGH CONCENTRATION OF PETTY CRIMES I.E. VANDALISM OF VEHICLES, SOCIALLY UNACCEPTABLE BEHAVIOR
 - PHASE THREE IS RIGHT NEXT TO THE NORTHERN PERIMETER FENCE WHICH IS POSING A HIGHER SECURITY RISK

- RESIDENTS ARE UNDER A FALSE IMPRESSION ABOUT THE **REAL ROLE OF THE SECURITY SERVICES!!!** THE SECURITY SERVICES HAD NEVER BEEN INTENDED TO BE FOR THE MONITORING AND ARMED RESPONSE OF **INDIVIDUAL HOUSEHOLDS.**
- WHAT HAPPENED IN ACTUAL FACT WAS THAT THE SECURING OF THE PERIMETER FENCE, THE FOOT PATROLS IN THE Estate, THE GENERAL RESPONSE VEHICLE ROUNDS IN PHASES ONE AND TWO AS WELL AS THE ENTRANCE AND EXIT MONITORING WAS SUCCESSFUL ENOUGH TO MAKE Elisenheim ONE OF THE SAFEST NEIGHBORHOODS IN THE CAPITOL
- THE REALITY IS HOWEVER THAT IF AN INDIVIDUAL HOUSE OR FLAT IS NOT HOOKED UP WITH A RESPONSE ALARM, Tephcor DO NOT HAVE TO RESPOND TO THAT PROPERTY BECAUSE THE SECURITY LEVY DOES NOT INCLUDE THE TRANSMITTER FOR AN ARMED RESPONSE TO THE ADDRESS. **IN FACT THE SECURITY WILL NOT KNOW THAT THERE IS A CRISIS AT ANY GIVEN ADDRESS WHO DOES NOT HAVE A TRANSMITTER!**
- WHY IS THE INSTALLATION OF A TRANSMITTER NECESSARY IF THE SECURITY IS WORKING SO WELL?
 - INDIVIDUAL / PERSONAL CRISIS'S WILL BE ATTENDED TO WITHIN MINUTES
 - HEALTH CRISIS'S: E.G. HEART ATTACKS ETC
 - HOME FIRES
 - DERANGED PEOPLES TRYING TO GET UNLAWFUL ACCESS TO HOMES AND VEHICLES
 - WILD ANIMAL SCARES: SNAKES, WILD CATS, ROGUE LEOPARDS
 - DOG ATTACKS: DOGS RUNNING FREE ON THE Estate
 - DOMESTIC VIOLENCE
 - ATTEMPTED BURGLARIES
 - SAFE KEEPING OF YOUR HOUSE AND PEACE OF MIND WHEN YOU ARE NOT THERE
 - IN ALL OF THE ABOVE POSSIBLE INCIDENCES HOMEOWNERS MUST FIRST FUMBLE AROUND FINDING AN EMERGENCY NUMBER OR THE SECURITY AT THE GATE TO CALL: IN ALL INCIDENCES, **Tephcor WILL HAVE TO TELL YOU THAT THEY WILL NOT RESPOND BECAUSE YOU DO NOT HAVE A RESPONSE TRANSMITTER INSTALLED:**
 - IF YOU HAVE A PANIC BUTTON SECURITY SERVICES ARE RIGHT AT HAND WITH A RESPONSE LEAD TIME OF THREE MINUTES
 - RESPONSE VEHICLE ROUNDS ON THE Estate WILL INCREASE TEN FOLD
 - IF YOU HAVE A PANIC BUTTON RESPONSE TRANSMITTER YOUR OVERALL SAFETY ON THE Estate WILL BE RAISED WITH A 100%!

- Provide residents with a secure and safe facility without compromising the peaceful environment of the estate.
- Ensure that no escalation in the number of serious crimes such as burglary, theft of vehicles/out of vehicles and robbery will occur in the next 12 months.
- Ensuring that Elisenheim Lifestyle Estate continues to be the safest neighborhood in the Capital.
- Houses that are not connected to an armed response service also pose a challenge the overall security of the estate. It is necessary that individual home alarm monitoring **should be compulsory**. Once all the houses in a designated security area are connected to and monitored by our central control room, additional security resources can be utilized to ensure a higher level of safety. Resources such as street and perimeter cameras; number plate recognition systems; biometric monitoring etc. can be utilized to double the security level in a specific neighborhood. A dedicated response vehicle for each enclosed area (phase) will also add to a much higher level of security.

○

iv. **Which of these will have the most negative impact on our Estate?**

Both of the above

2. STEP TWO: WHAT IS OUR VISION?

- i. **While problems and challenges drive the need for strategic thinking, it is the vision that drives the rest of the strategic process.**
- ii. **Nothing happens until we have a vision. The clearer and compelling our vision, the more powerful and imaginative our strategy will be.**

THAT THE ELISENHEIM OWNERS ASSOCIATION, THROUGH THE APPOINTMENT OF Tephcor SECURITY SERVICES, ENSURES A SAFE AND SECURE NEIGHBORHOOD, 24/7 BY:

- PROVIDING A WELL KEPT AND SECURE PERIMETER FENCE ENSURING A ZERO PERCENT SECURITY BREACH FROM THE OUTSIDE
- A WELL MANAGED ENTRANCE AND EXIT PROCEDURE TO MONITOR AND CONTROL ALL RESIDENT AND VISITORS AS WELL AS CONTRACTOR VEHICLE MOVEMENT
- A 100% SUBSCRIPTION TO ARMED VEHICLE RESPONDERS INSTALLED IN HOUSES SO THAT EACH RESIDENCE HAS A PANIC BUTTON

iii. **Our vision should include:**

i. **Tangible targets**

- ZERO% SERIOUS CRIMES I.E. BURGLARIES, THEFT OF VEHICLES/OUT OF VEHICLES, ROBBERIES ETC OVER A 12 MONTH PERIOD
- ZERO% BREACHES OF THE PERIMETER FENCE OVER A 12 MONTH PERIOD

- 100% TRANSMITTER INSTALLATIONS IN ALL RESIDENCES OVER A 12 MONTH PERIOD

ii. Intangibles like values, culture and purpose

Provide residence with a secure and safe facility without compromising the peaceful environment of the estate.

3. STEP THREE: WHAT ARE THE OBSTACLES?

- The moment your vision is formulated, your obstacles become apparent.
- The purpose of looking at obstacles is not to look for excuses and reasons not to pursue the vision: - it is to look at what our strategy must overcome so that it can be as effective as possible!!!
- Looking at big scary obstacles realistically gives the imagination the fuel it needs to craft innovative strategies for victory!!!

One of our biggest challenges is access control. The estate expands constantly and the entrance facility makes it almost impossible to properly control access to and from the estate. Individual access control to each phase becomes inevitable. This entails that each phase is enclosed with own perimeter and gate control system.

Houses that are not connected to an armed response service also pose a challenge the overall security of the estate. It is necessary that individual home alarm monitoring should be compulsory. *Once all the houses in a designated security area are connected to and monitored by our central control room, additional security resources can be utilized to ensure a higher level of safety. Resources such as street and perimeter cameras; number plate recognition systems; biometric monitoring etc. can be utilized to double the security level in a specific neighborhood. A dedicated response vehicle for each enclosed area (phase) will also add to a much higher level of security.*

4. STEP FOUR: WHAT ARE OUR RESOURCES?

- Only after you know what the dangers are, what your vision for the future is, and what are standing in the way to realize your vision are we ready to look at our resources. A resource is often not a resource until a vision gives it meaning and use let me explain:
 - A rock at a campsite is not a resource until you discover that you had forgotten your hammer to pound on the tent stakes
 - In the same way, we have got “rocks” lying around that we would never think to use until our compelling vision gives them meaning as a resource.
 - Identify the following two major elements:
 - What resources do we have to help us achieve our vision?** And
- Tephcor THE SECURITY COMPANY
 - Tephcor’s STANDARD OPERATING PROCEDURES
 - Tephcor’s Elisenheim SEKURITEIT VOORLEGGING
 - The Office of the Estate Manager Elisenheim
 - Articles of Association

- Rules of the Estate
- Circulars regarding security issues
- Budget for security services including December and January's extra services
- Money in trust available for extra services
- The active members of the Security Committee
- EPDC
 - Engineering plans and costing available for closing of river crossings
 - Town planning done for upgrading of entrance gate
 -

ii. What resources do we need to achieve our vision?

- Money
- 5. STEP FIVE: WHAT IS OUR STRATEGY?
 - i. The strategy exists to serve the mission
 - ii. The vision and resources answer the following questions:
 - i. Where do we want to go: We should always begin with the end in mind
- Our strategy should be to look carefully at the STANDARD OPERATING INSTRUCTIONS and find the issues that are preventing us from 100% effectiveness!
 - ii. Where are we now? The present situation?
- This part had been discussed in the first four steps.
 - iii. The strategy answers the question, "How do we get there"
 - i. During this step you will take a good look at your resources, mix in some imagination, and create a path around, under, or over your obstacles to take you to your vision in the fastest way possible.

6. STEP SIX: WHAT ARE OUR TACTICS?

- i. Now that we know our major strategic direction, it is time to get specific with the details, time tables and accountabilities.
- ii. Nothing will happen until you complete this step in the strategic thinking process.
- iii. It is time to make something happen! The easiest way is to write down seven steps to follow in order to reach your goal:

7. STEP SEVEN: WHAT WILL WE MONITOR AND HOW WILL WE MEASURE IT?

- i. Be careful to take into account that THINGS WILL CHANGE and you HAVE TO adapt to them
- ii. The vision is about the future, and the strategy is how to get there. No person knows the future – nor will any amount of intense data gathering fully reveal the future.
- iii. NB! To constantly monitor our strategy and tactics, making adjustments where necessary to keep us driving towards our vision.
- iv. Monitoring and measuring the right things is the only way to keep you on track and on time.
- v. Dandridge Cole said: - "We cannot predict the future, BUT WE CAN INVENT IT AS WE GO ALONG THE WAY.

STEP ONE:

HOW WILL IT BE MONITORED?

STEP TWO:

HOW WILL IT BE MONITORED?

STEP THREE:

HOW WILL IT BE MONITORED

STEP FOUR:

HOW WILL IT BE MONITORED?

STEP FIVE:

HOW WILL IT BE MONITORED?

STEP SIX:

HOW WILL IT BE MONITORED?

STEP SEVEN:

HOW WILL IT BE MONITORED?
