

Annexure A

KLEINBRON ESTATE ACCESS CONTROL PROCEDURES

Biometric access refers to facial recognition or palm wave scanner

1. **Residents and Owners** with biometric registration may enter and exit through the **RESIDENTS** entrance at the main gate, as well as Sheba gate, without interference from the Security Officer (S/O).
2. Non-resident family with biometric registration for using the biometric reader may enter and exit through the **RESIDENTS** entrance at the main gate only, without interference from the Security Officer (S/O).
3. Residents and Family not registered on the biometric system will be handled as **VISITORS**.
4. No visitor will be allowed to enter Kleinbron Estate with an unlicensed vehicle or without a valid driver's license.
5. Visitors, contractors, and deliveries may use the TAP access system/ QR CODE to enter Kleinbron Estate without the need for telephonic confirmation by the Resident.
6. Any Owner or Resident that contravenes any section of the Access Control Procedures will have his/her biometric access revoked and will be forced to utilise the VISITORS entrance and exit, including having to sign in manually, until his/her biometric access is reinstated. The suspension period will be determined by the Board of Trustees.
7. Only drivers with biometric access may enter and exit Kleinbron Estate through the RESIDENTS entrances and exits. Any person opening a biometric controlled entrance for a non-registered person will be committing a Breach in terms of Access Control Procedures, and his/her biometric access could be summarily suspended, and he/she will be forced to utilise the VISITORS entrance and exit until his/her biometric access is reinstated. The suspension period will be determined by the Board of Trustees.

VEHICLE ACCESS CONTROL

HANDLING OF VISITORS BY THE SECURITY OFFICER (S/O) – NO TAP CODE/QR CODE

1. Greet the Visitor in a polite and friendly manner.
2. Determine the Resident to be visited.
3. The S/O must call the Resident on the intercom system, using the telephone code as per the Resident register.
 - a) If the Resident can be contacted and his/her permission for the Visitor to enter is obtained, go to point 4 and continue with standard procedure.
 - b) If the Resident cannot be contacted, the Visitor will be informed that access cannot be granted.
4. The S/O must scan the vehicle license disc and driver's license with the ATG scanner and the address to be visited will be recorded on the system.
5. Allow the Visitor entry.
6. Vehicles exiting Kleinbron Estate may be inspected before the exit boom is opened. Drivers of suspect vehicles may be requested to open the boot/storage compartment for inspection before exit is allowed.

CONTRACTORS & DELIVERIES – NO TAP CODE/ QR CODE

1. Handle the same as a Visitor, but additionally:
2. Contractors should be in possession of a contractor's permit. The driver must show his/her Contractors permit and the S/O must confirm that the Contractor is registered, and all workers must correspond with the Contractors register.
3. The S/O records non-registered Contractors' detail in the NON-REGISTERED CONTRACTORS REGISTER as well as details of all workers.

For ALL Contractors and Deliveries, the S/O must call the Resident on the intercom system before access is granted.

RULES FOR ALL CONTRACTORS:

- a) **A Contractor must sign in every time he/she enters, even if it is several times during the same day.**
- b) **NO CONTRACTORS ARE ALLOWED TO PERFORM WORK ON SITE ON A SUNDAY, GOOD FRIDAY, EASTER MONDAY, CHRISTMAS DAY AND BOXING DAY, except for deliveries and emergency repairs.**
- c) All exceptions for work on above Public Holidays must be pre-arranged in writing and approved by the Chairman of the Board of Trustees. An INSTRUCTION NOTE will then be issued by the HOA office.
- d) A Senior S/O must give permission for access to perform emergency repairs and record detail in the OB book.
- e) Contractors working times: Weekdays 06:00 - 18:00 & Saturdays 07:00 - 17:00
- f) Individual workers are not allowed to stray from their work site or leave Kleinbron Estate unescorted.
- g) All workers must be collected by the Contractor and may not leave individually.
- h) Wood deliveries, compost deliveries and garden services (other than the appointed Kleinbron Estate contractor) may not be allowed entry unless the Owner or Resident gives permission via the intercom system.

FURNITURE REMOVALS

1. Handle exactly in same way as a CONTRACTOR, but additionally:
2. The S/O may allow entry after confirmation from the Homeowner via intercom, but the Senior S/O must be called to visit the Resident and verify the validity of the removal.
3. The Senior S/O must obtain the details of the Resident moving in or out of Kleinbron Estate and report this to the HOA office with a REPORT NOTE. This is for administrating the Resident registration system.
4. Specific attention should be given to closed vehicles to ensure that no additional persons hide in there. These vehicles should be opened by the driver for the S/O to check before allowing entry.
5. No furniture removal vehicles are allowed between 18:00 and 06:00 unless special permission has been given by means of an INSTRUCTION NOTE from the HOA office.

CONTROL OF EMERGENCY VEHICLES

1. Ambulances, firefighting, SAPS, and armed response vehicles are regarded as Emergency vehicles. They may use both the Main gate and Sheba gate entrances.
2. On arrival at the entrance the person in charge of the Emergency vehicle must provide the reason for entry and destination address.
3. If the VISITORS access lane is not busy, the S/O will immediately allow access through the VISITORS access.
4. If the VISITORS access lane is busy the Emergency vehicle must be granted access through the RESIDENTS lane by using the Emergency access remote.
5. All access granted to Emergency vehicles must be recorded in the OB book.
6. An emergency access remote must at all times be available at both gates for use by the S/O. The use of this remote must be monitored by the Estate Manager and any misuse of this remote must lead to severe disciplinary action.

TAP ACCESS MANAGEMENT SYSTEM

If a Visitor, Contractor, or Delivery service driver presents a TAP CODE the S/O will proceed with the normal validation and scanning of the vehicle and driver's license, and if in order the S/O will grant the person access to Kleinbron Estate without contacting the Resident, by input of the TAP

CODE on the keypad. The access boom will automatically be opened. A TAP CODE expires at midnight of the day issued.

QR CODE SCANNING

If a Visitor, Contractor, or Delivery service driver presents a QR CODE the S/O will proceed with the normal validation and scanning of the vehicle and driver's license, and if in order the S/O will grant the person access to Kleinbron Estate without contacting the Resident, by scanning the code. The access boom will automatically be opened.

PEDESTRIAN ACCESS CONTROL

1. **Residents and Family** registered on the biometric system may enter and leave through the PEDESTRIAN GATE without interference from the Security Officer (S/O). This gate must also be used by **cyclists and joggers**.
2. Visitor/s may accompany a Resident without interference from the S/O. A green light will identify a Resident.
3. Residents and Family without valid biometric registration on the biometric system will be handled as a **VISITOR, including any person accompanying him**.

HANDLING VISITORS (All pedestrian visitors must be validated via intercom)

1. The S/O greet the visitor in a polite and friendly manner.
2. Determine the Resident to be visited.
3. Call the Resident on the intercom system, using the telephone code as per the Resident register.
 - a) If the Resident can be contacted and he his permission for the Visitor to enter is obtained, go to point **6** and continue with standard procedure.
 - b) If the Resident cannot be contacted, then the Visitor will be informed that access cannot be granted.
4. The Visitor/s must look into the Visitors camera and supply their name and the address to be visited.
5. The S/O will trigger the recording manually by pressing a record button after which entry is granted.
6. All Pedestrian Visitors will exit Kleinbron Estate after reporting at the Guard house, but if accompanied by a Resident the Visitor may exit via the PEDESTRIAN GATE.
7. Upon leaving Kleinbron Estate, any parcels/bags carried by any Pedestrian who is not accompanied by a Resident, may be searched.

DOMESTIC WORKERS AND GARDENERS (or hereafter referred to as "Workers")

1. Domestic workers and Gardeners must be registered on the biometric system and will be allowed entry through the PEDESTRIAN GATE.
2. Visitors MAY NOT accompany a Domestic worker or Gardener. These visitors must be treated as a normal Visitors.
3. **If a Domestic worker's or Gardener's biometric scan fails:**
He/she must go to the Guardhouse, and the guards will handle as follows:

If this happens during office hours:

The Worker must be referred to the HOA office to investigate the reason for the biometric reader failure.

If the HOA office is closed:

The S/O must call the Resident on the intercom system, using the telephone code as per the Resident register.

- a) If the Resident can be contacted and his/her permission for the Worker to enter is obtained, the S/O will allow the Worker access.

- b) If the Resident cannot be contacted, the Worker will be informed that access cannot be granted. The Worker must then contact his/her employer (the Resident) to fetch him/her at the Main Gate.
- 4. Gardeners **may work on Sundays** but are not allowed to use power tools.

USE OF SHEBA GATE

The Sheba Gate is designated for use by **Residents only**, 7 days per week between 05:00 and 21:00. No pedestrian entrance or exit will be allowed.