



Shelley Point

Emergency Preparedness Plan





Table of contents

1. Purpose
2. Scope
3. Responsibility
4. Applicable Documents
5. Definitions and Acronyms
6. Emergency Preparedness and Response
7. Disaster Management
8. Site Work Emergency Procedure
9. Assembly Point



Purpose

The purpose of this procedural document is to ensure that all Shelley Point Residents, Employees, Service Providers and Contractors know how to respond to an Emergency Disaster and Emergency Situation which might occur at Shelley Point Estate.

Scope

In emergency situations, only the areas or buildings affected by the imminent risk will be evacuated. If the emergency team deems it necessary to evacuate other areas or adjacent buildings thereafter, those affected areas or buildings will also be evacuated.

Responsibility

Emergency Team

The appointed personal will act as the emergency team and will assist with the evacuation process. Currently this process will be administrated by Servest Security.

Residents / SPHOA Employees / Visitors / Contractors

All Residents, SPHOA Employees, Visitors and Contractors must adhere to instructions given by emergency teams.

Health and Safety Representative and Committee

Responsible for conducting periodic emergency evacuation drills and reviewing these procedures each time after a drill or when an actual emergency evacuation situation occurs.

Applicable documents

- Occupational Health and Safety Act No.85 of 1993
- Occupational Health and Safety Management Standard ISO 45001:2018
- Servest Incident Procedure



Definitions

Emergency – An emergency is an unplanned event that can cause death, loss, or significant injuries to Residents, Employees, Visitors, Contractors or the surrounding public. Such events have the potential to:

- Shut down the business completely.
- Disrupt normal operations.
- Cause physical or environmental damage.
- Threaten the financial standing and public perception of the facilities involved.

Emergency Management – Is the process of preparing for, mitigating, responding to, and recovering from emergencies. It is a dynamic process that involves critical planning, training, conducting drills, testing equipment, and coordinating activities with the community.

Emergency Team – The Emergency Team is responsible for the overall evacuation and controls all emergency related activities.

Emergency Control – The emergency team is led by the Security Site Manager /Security Site Supervisor, who is responsible for commanding and controlling all aspects of the emergency. The controller manages frontline operations, tactical planning, execution, and assesses the need for external assistance, while also relaying requests for internal resources.

Evacuation Controller – Is responsible to ensure that the specific premises /office be evacuated as soon as possible and in an orderly manner.

Alarm – A handheld operated air horn will be used to warn all people present in Shelley Point of the pending emergency. Alarms are strategically placed in the SPHOA buildings (Community centre, new and old gate, workshop, administration building) in different areas of these buildings so that they are easily accessible and operated. Once used, the Emergency controller will replace the portable handheld alarm with a new one and dispose the old one in an environmentally friendly manner.

Roll Call – A process to determine if all personnel have evacuated the building / sites and are accounted for. Roll call registers need to be present at the building reception area and collected during an emergency.

Emergency Assembly Point – A pre-determined area where all Residents, Employees, Visitors and Contractors will assemble after the buildings have been evacuated to take roll call and wait for further instructions.



Emergency Preparedness and Response

Depending on the severity of the risk, the area should be evacuated on the emergency controller's instruction or whenever the area is affected by fumes, heat, flame, smoke, excessive hazardous spillages, chemical leakage or any other threat or condition that may cause harm/illness or injury to persons or property.

Type of Emergencies – Although there are many potential situations that might be classified as an emergency, the following scenarios are possible to occur at Shelley Point Estate: Fire, Bomb Threat (low risk), Industrial Riot, Public / Community/Residents Unrest and Severe Weather conditions.

- **Fire Warning (High Risk)** – If an Employee, Resident, Visitor or Contractor encounters a fire, they should go to the nearest air horn and sound the alarm by raising the air horn above their head and pressing the button for 2 seconds, releasing it, and then pressing it for another 2 seconds. After sounding the alarm, a total of 5 times, the Employee can lower and place the air horn on the ground, then proceed to move to the assembly point. The locations of all air horns are indicated on the emergency plans displayed throughout the various premises. **Residents, Visitors, Employees and Contractors identifying any fire in the Shelley Point Estate to phone / WhatsApp the security control room to report the incident and confirm the location.**
- **Bomb Threat Warning (low risk)** - If an Employee, Resident, Visitor or Contractor encounters a Bomb Threat, they should go to the nearest air horn and sound the alarm by raising the air horn above their head and pressing the button for 4 seconds, releasing it, and then pressing it for another 4 seconds. After sounding the alarm, a total of 5 times, the Employee can lower and place the air horn on the ground, then proceed to move to the assembly point. The locations of all air horns are indicated on the emergency plans displayed throughout the various premises.
- **Industrial Riot Warning (Unrest)** - If an Employee, Resident, Visitor or Contractor becomes aware of a pending riot, they should remain calm and promptly report it to the Security Manager or representative. The Security Manager will then verify the potential for a riot with local authorities and communicate the situation to SPHOA Security Trustee and or the Estate Manager. Subsequently, the Security Manager / Estate Manager will advise office Employees on the necessary actions to be taken.



Emergency Preparedness and Response

- **Severe Weather Conditions** - When facing severe weather conditions which can include floods, storms or heavy rains, it's crucial to prioritize safety above all else. Report it to the Security Manager (Security Control Room) / Estate Manager or representative. Stay tuned to weather updates through a reliable source like a radio or smartphone app. Always have an emergency kit ready with essentials like water, First Aid supplies, and a flashlight. Stay calm, informed, and prepared to take necessary precautions until the severe weather passes. In some instances, severe weather conditions brings the risks of Visitors or Residents suffering fatalities. Such incidents should follow the same reporting protocol, and all incidents must be reported to the SPHOA Estate Manager and Security Manager. The safety and security team should in turn inform the local authorities to intervene.
- **Illegal activities** - When an Employee, Resident, Visitor or Contractor encounter such incidents the Security team as well as the Estate Manager, or management team should be informed via a phone call or WhatsApp message to the Security Control Room. The team should evaluate the situation and in turn inform the local authorities where required.

Escape Routes – the escape routes run through the Main entrance, Old Gate entrance or one of the Board walks on the Estate.

Roll Call – After the evacuation, the controller will conduct a rollcall. It is essential to provide feedback to the emergency controller confirming that all individuals, including visitors and contractors, have been accounted for. If anyone is found to be unaccounted for, the emergency controller must promptly notify the Security Manager or his representative. The Safety, Health, and Environment (SHE) Officer and the Owner will then take immediate action to locate the missing individuals and update the emergency controller accordingly.

All clear command – Security Manager / Estate Manager is to announce the “All Clear” command as soon as each evacuation controller reports that his/her area of responsibility was declared safe for work and the existing threat was dealt with. The evacuation controllers will notify personnel in their areas that they may return to normal duties as per instruction.

Emergency Assembly Point – During emergency situations, Residents, Employees, Visitors and Contractors should gather at the designated assembly points throughout the Estate. If the assembly point is compromised by danger, such as fire or the presence of an unidentified bomb, the emergency controller will evacuate all individuals from that area to a safer location. The assembly points are indicated on the Estate Master Plan available at - <https://sphoa.co.za/homeowners-residents/estate-master-plan/>



Emergency Preparedness and Response

Awareness Training – All Employees shall be made aware of the contents of this procedure by their respective HOD. Emergency evacuation drills will be co-ordinated by the Safety Manager. This document will be displayed on the SPHOA webpage for Resident's information.

Visitors – By entering Shelley Point Estate Visitors agree to adhere to procedures contained in this document.

Disaster Management SBM Call Centre / NSRI

Possible disasters: Heavy rains and Earthquakes. Action to be taken in case of an "evacuation order" being issued by local authorities. Area Safety Manager will find out if the evacuation order includes Shelley Point Estate. Upon receiving instructions from the Local Authorities swift action must be taken.

Site works Emergency Procedure

The appointed Security Service Provider shall adopt the emergency plan of the Estate and review and improve the plan on a continuous basis. It is expected that the Site Supervisor or Manager briefs all on-site colleagues about the emergency plan, procedures, and contact details provided by the client. This information should be made accessible to everyone by posting it on notice boards or in gathering areas.

Emergency contact details:

Name	Telephone number
SAPS – St Helena Bay	022 -736 8060
NSRI – St Helena Bay	082 990 5966
Shelley Point Security	022 742 1888/ 022 742 1380
Shelley Point Security WhatsApp	066 399 6596
Estate Manager	066 529 5682
Ambulance Service	022 713 4590/ 022 701 6834
Fire Department	022 713 1815
ADT Security	087 131 2020
WES Security	064 891 3906
SBM CALL CENTRE	022 701 61/ 022 701 6974