

# Mooikloof Glen

Version 2.1

22 July 2010

## Tactical Edge: Service Level Agreement

1. Tactical Edge will provide the following services to the Homeowners Association (HOA) of the Mooikloof Glen Estate with effect from 15 July 2010, against the tariffs quoted by Tactical Edge on 17 May 2010 and as amended by mutual agreement from time-to-time:
  - 1.1. 24-hour (2 shifts) access control and estate perimeter patrolling, utilising 1x B-grade and 2x C-grade guards;
  - 1.2. Permanent radio contact between the Estate's guardhouse and the Tactical Edge Control Room;
  - 1.3. 24-hour armed reaction vehicle response from the JFT Response Control Room in Olympus (External Contractor);
  - 1.4. Bi-weekly electric fence inspections by Tactical Edge with reports to the Estate Manager; Maintenance of the electric fence infrastructure and energisers when required, including an energiser exchange programme;
  - 1.5. IT support for the electric fence fault/alarm monitoring system, the fingerprint reader, gates/booms and turnstiles.
2. Minimum service levels for the above are:
  - 2.1. 2x guards (1xC-grade and 1x B-grade or 2x C-grades ) must be available for 24-hour access control at the Estate's main gatehouse at all times;
  - 2.2. 1x guard will perform hourly physical patrols on the road network inside the Estate either by foot, quad-bike or vehicle, in compliance with the real-time electronic patrol monitoring system, and will provide assistance with access control duties when not on patrol duty as per Annexure A;
  - 2.3. Gate Time Schedule: Gates open 07:00 till 09:00 & 16:00 till 18:00; Gates closed 09:00 till 16:00 & 18:00 till 07:00;
  - 2.4. All guards on the Estate will be registered and trained with the applicable regulatory authorities for the private security industry. Copies of such certificates will be lodged by Tactical Edge with the Estate Manager;

- 2.5. Guards will always be properly dressed in the Tactical Edge company uniform, their appearance will be neat and presentable at all times, and they will communicate and interact professionally and courteously with residents and visitors at all times;
- 2.6. Guards will enforce the Estate's contractor rules and visitor protocols (see separate documents) at all times with respect to access control and contractor/visitor behaviour inside the Estate;
- 2.7. Estate Contractors will have the following working hours; Summer (1 September to 30 April) from 07:00 to 18:00, Winter (1 May to 31 August) from 07:00 to 17:30, Monday to Saturday. No contractors are allowed to work on Sundays as per house rules. Contractors exceeding the above times, that did not request for special extension, are to be escorted out of the Estate;
- 2.8. No contractors will be allowed to walk around the Estate and should stay within the surrounding area of their working environment at all times. Contractors that do not adhere to the given time schedule or rules will be escorted out by the Security guards on duty;
- 2.9. Domestic workers (arriving on foot) must display their Estate identification card and sign the Domestic worker book before entering the Estate. Note: casual labourers are not allowed to enter the Estate on foot.
  - 2.9.1. Domestic workers accompanied by a property owner must be declared by the owner entering the Estate, the worker must display the Estate identification card and sign the Domestic worker book before entering the Estate. Casual labour should display positive identification (Passport or ID book) and sign the Domestic worker book before entering the Estate;
- 2.10. The Occurrence Book (OB Book) will be signed every morning by the Estate Manager;
- 2.11. Guards will be available for cell-phone contact (cell-phone supplied by Tactical Edge Tel: 076 422 4566) with the Estate Manager and HOA Directors at all times; All visitors will be confirmed via cell phone with the relevant resident from the main gate before access is granted;
- 2.12. Repairs to the electric fence and access control equipment will be performed by Tactical Edge's service providers within 48 hours of any breakdown being reported, once a written quotation has been accepted by the Director of Security;
- 2.13. Guards will immediately report any security-related incident or breach to the Tactical Edge Control Room who will follow-up with Supervisor and/or armed reaction vehicle

support as soon as possible. The HOA Director for security will also be informed about any such security breach and/or incident as soon as possible;

- 2.14. In the case of electric fence alarms occurring, the senior guard will immediately physically inspect the fence for the cause of the alarm, reset the energiser where required, and report back to the Control Room and the Estate Manager as/when required for any corrective action that may be required;
  - 2.15. Guards will report any visible damage to the infrastructure (electric fence, gates/booms, fingerprint reader, faulty streetlamps, water leaks, etc.) noticed during the daily patrols to the Estate Manager as soon as possible;
  - 2.16. Should any person attempt to make an open fire on any undeveloped stand on the Estate Property be it for leisure or any other reason, the guards on duty will report the incident immediately to the Estate Manager and Director of security;
  - 2.17. Tactical Edge's guards will keep the guardhouse facilities in a neat and clean condition at all times. Any abuse, personal usage or negligent and wilful damage to the guardhouse facilities and equipment by any guard must result in disciplinary procedures being instituted by Tactical Edge management against such guard(s) and may result in a claim for any damages by the HOA of the Estate against Tactical Edge ;
  - 2.18. Monthly meetings will be held between the Tactical Edge management and the HOA Director of Security to discuss the service levels and any other relevant issues.
3. The Directors of the HOA of Mooikloof Glen Estate reserve the right to amend any of these service levels in prior consultation with Tactical Edge from time-to-time. Any queries in respect of these service levels should be referred to the Mooikloof Glen Estate Manager, Mrs Charlotte Bloemhof Tel: 082 471 7770 [charlotte.bloemhof@vodamail.co.za](mailto:charlotte.bloemhof@vodamail.co.za) or the Director of Security Mr George Loock Tel: 082 416 2277 [george.loock@skt.co.za](mailto:george.loock@skt.co.za)



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**The Chairperson**  
**Mooikloof Glen Homeowners Association**