



Procedures for Security Control Room Access

1. Pinnacle Point Estate HOA security control room is the heart of the estate security function and therefore it is crucial that strict measures are imposed regarding access to non-security related persons at all times.
2. The following persons are allowed access to the control room for official purposes:
 - a. PPHOA Board of Directors Chairman.
 - b. PPHOA Security Committee Chairman.
 - c. PPHOA General Manager.
 - d. PPHOA Security Manager.
 - e. Shift Security Supervisor.
 - f. Controller.
 - g. Service and Maintenance Provider (Entelli Communications).
3. The following procedure must be followed should any other person request access to the control room:
 - a. The person must complete a control room access request form.
 - b. The access request form will be forwarded to the Estate General Manager for his approval.
 - c. The General Manager will forward the request with the Security Committee Chairman for his decision.
 - d. Should the request be approved, the General Manager as well as the Security Manager must accompany the person in the control room.
 - e. No personal cell phones will be allowed within the control room.
 - f. The control room operator (controller) will register the person in a control room register and occurrence book for future reference.
 - g. As soon as the person is out of the control room, the Security Manager must file a copy of the request form for future reference.
4. Video footage may be provided to SAPS in cases of serious incidents. This may only be provided on approval by the Security Committee Chairman.
5. No unauthorised personnel will be allowed to gain access to the key control room. Access to the key control room may only be accessed by the Key Control Administrators, Security Supervisor and Security Relieve Officer.