



Xone Control Room Management (Proprietary) Limited
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NEWINBOSCH WELCOME PACK

WELCOME

Xone Security is honoured to welcome you to your new home at Newinbosch. As your security service provider, Xone is committed to ensuring your safety and security and shares Newinbosch's vision of being the preferred living estate. Newinbosch has appointed Xone as the favoured service provider due to our extensive experience and knowledge in securing high profile estates. We currently provide services to 13 estates in the Western Cape. Xone Security is a leading provider of integrated and specialised security solutions. We develop and deliver bespoke risk mitigation and management services encompassing people, processes, and technology disciplines to medium and large enterprises across South Africa. With many years of experience, leading ethics and quality assurance, the experience of a hands-on leadership team, robust management standards, world-class technology and an impressive track record of service excellence and innovation, Xone Security sets the standard.

YOUR SECURITY PLAN

Let's take a look at how we're securing your neighbourhood:

1. Perimeter security.

The perimeter of Newinbosch is protected by four layers of security measures:

- **Manpower:** Regular patrols and quick response teams
- **Electric Fence:** Betafence with a full 2.6m high electrified fence from natural ground level, extending beyond the top of the fence. The entire perimeter also features a secure underdig, making it very difficult for intruders to enter underneath the fence.
- **CCTV:** Cameras with analytics covering the entire fence and entrances

2. Access points:

Drive-in or bike-in, we've got you covered at Newinbosch with two gates for vehicles – the main gate and the contractors' gate. Pedestrians and cyclists have their own access points too.

a. Main Gate:

- At the main gate, residents can breeze through with facial recognition.
- Visitors and deliveries will need approval from a resident, and will be required to show their driver's licence.
- Our community from Pret op die Plaas also follows strict biometric registration procedures for the safety of our kiddos and our community.

Executive directors: R Groenewald (Managing), GGN Auret, FJ Wiese

Registered as a Security Service Provider by the Private Security Industry Regulatory Authority, Registration N°: 1803848

Executive Officer: R Groenewald

Member of Xone Integrated Security Group – Level 3 BBBEE Contributor

SABS ISO 9001 No: LS 5067

SABS
I S O 9 0 0 1

- Visitors who are current homeowners with homes under construction or potential homebuyers are welcome to schedule an appointment with an agent on duty for a site visit. For safety reasons, access to the construction site is restricted. Visitors must be accompanied by an agent and a “Health and Safety” representative and will need to adhere to the correct safety and security protocols. These visitors will need to provide ID, sign in, and complete an indemnity form..
- For the time being, and until the Grappa Sheds and other public spaces are open, no other visitors will be allowed access.

b. Contractors Gate:

- All contractors will be using the contractors’ gate (this is currently a temporary gate, the final gate will be constructed in the near future)
- Permanent contractors will be registered but with an expiry date on their registration.
- All employees will be vetted and cleared before registration approval

c. Pedestrian gate:

- Residents can stroll through the turnstile or cycle through the pedestrian gate (for cyclists) – all it takes is 5 seconds for facial recognition verification and authentication!
- Before using the pedestrian gate, employees and visitors must complete the proper biometric registration procedures.

3. Enrolment/ Registration Process

- Step 1: Scan this QR code to be redirected to the EVTrack registration portal, your key to our access control and visitor management system, ensuring safety for everyone on site— residents, employees, and visitors alike!
- Step 2: Register yourself in the comfort of your own home - you can even stay in your pyjamas - an introvert’s dream.
- Step 3: Upon approval, you will receive an activation email from EVTrack including a link to download the EVTrack App as well as your personal username and password. This will enable you to complete your registration on the app. Once you’ve completed the steps in the app, you’re all set and officially a part of the Newinbosch security community.
- Step 4: Once you’re completely registered, test your biometrics and number plates at the entrance gates, as well as the biometrics at the pedestrian and bicycle gates. It’s like a little high-tech dance to ensure you’re all set!
- Step 5: Now that you’re ready to roll, it’s time to add your family members, get ready to invite friends and learn how to give access to delivery folks, employees and contractors. EV Track will take you through this step by step, but you can also find all this info on our website.

4. In case of Emergency

In case of emergencies, here's the drill:

- Call the control room
- Report any incidents, emergencies, or security matters directly to the control room

Contact: Our control room supervisor is available 24/7 at +27 81 423 3889. Your safety is our priority!

Security Processes at Newinbosch

1. Owner/Resident (adults) – Process

- a. The owners and residents receive a Link and QR Code from the HOA which is used to self-register
- b. HOA provide security with the details of the Resident
- c. After the Owner pre-registered on the link, The Security Administrator will verify the pre-registration with the details received from the HOA
 - i. If verified, registration will be approved
 - ii. If not verified, HOA will be notified
 - iii. All Owners and/ or Residents will be registered as users
- d. After approval the Owner/ Resident will receive a sms and mail with a username and password to activate the app
- e. The Owner and/or Resident activates app and are registered for access and egress to the Estate
 - i. This enrolment will encompass all access and egress on the site.
 - ii. The pedestrian gate will provide access to the residents on foot as well as bicycle.
- f. Vehicle Access and Egress
 - i. The Owner/ Resident enters
 1. Facial recognition at the Main Gate
 2. LPR at the Internal Booms
 - ii. The Owner/ Resident exits
 1. Internal Booms automatically opens
 2. Facial recognition at the Main Gate
- g. Pedestrian/ Bicycle – Access and Egress
 - i. The Owner/ Resident enters
 1. Facial recognition at the Turnstile
 - ii. The visitor exits
 1. Facial recognition at the Turnstile

2. Owner/Resident's children

- a. If a child has no access and egress rights to the estate, no further action is needed. If an Owner or Resident do need his child to have access and egress rights, the following to occur:
 - i. Owners and residents receive a Link and QR Code from the HOA which is used to self-register
 - ii. HOA provide security with the details of the Resident
 - iii. The Owner shares the link with his child/ dependants. The owner assists the child to pre-registered on the link.
 - iv. The owner will decide whether the child has user rights or personnel rights
 1. User rights – Have access to the app and can provide codes to visitors/ deliveries – Same privileges as for the owner
 2. Personnel rights – No access to the app, but have access to the estate
 - v. The Security Administrator will verify the pre-registration with the details received from the HOA
 1. If verified, registration will be approved
 2. If not verified, HOA will be notified
 - vi. After approval the child will be registered

- vii. If registered as a user, they will receive a sms and mail with a username and password to activate the app
 - 1. If registered as personnel, they will have access only
- b. Pedestrian/ Bicycle – Access and Egress
 - i. The Owner/ Resident enters
 - 1. Facial recognition at the Turnstile
 - ii. The visitor exits
 - 1. Facial recognition at the Turnstile

3. Resident receives a visitor - Process

- a. The resident uses the app to invite the visitor, the visitor will receive a QR code.
- b. Arrive with own vehicle
 - i. On Arrival, the visitor presents the QR Code to security.:
 - 1. Security scan the visitor's drivers license
 - 2. Security captures a photo of the visitor
 - 3. Security scan car license disk.
 - 4. The Licence Plate is automatically registered
 - 5. The visitor enters
 - a. Facial recognition at the Main Gate
 - b. LPR at the Internal Booms
 - 6. The visitor exits
 - a. Internal Booms automatically opens
 - b. Facial recognition at the Main Gate
- c. Arrive as a pedestrian
 - i. On Arrival, the visitor presents the QR Code to security.:
 - 1. Security scan the visitor's ID
 - 2. Security takes a photo of the visitor
 - 3. The visitor enters
 - a. Facial recognition at the Turnstile
 - 4. The visitor exits
 - a. Facial recognition at the Turnstile

4. Employees of Residents - Domestic worker/ Nanny/ Gardener/ House aid (Medical)/

- a. Owners and/ or Residents receive a Link and QR Code from the HOA which is used to self-register
- b. HOA provide security with the details of the Resident
- c. The Owner shares the link with the employee he wishes to provide with access.
- d. After the Employee pre-registered on the link, the Security Administrator will verify the pre-registration with the details received from the HOA
 - i. If verified, registration will be approved
 - ii. If not verified, HOA will be notified
 - iii. All employees will be registered as personnel
 - iv. After approval the employee will be registered
- e. The employee will be registered for access and egress to the Estate
 - i. This enrolment will encompass all access and egress on the site.
 - ii. The pedestrian gate will provide access to the residents on foot as well as bicycle.
- f. Vehicle Access and Egress
 - i. The employee enters
 - 1. Facial recognition at the Main Gate
 - 2. LPR at the Internal Booms

- ii. The Employee exits
 - 1. Internal Booms automatically opens
 - 2. Facial recognition at the Main Gate
 - g. Pedestrian/ Bicycle – Access and Egress
 - i. The Employee enters
 - 1. Facial recognition at the Turnstile
 - ii. The employee exits
 - 1. Facial recognition at the Turnstile
- 5. Non-Resident - Creche/ Gym/ Swim School/ Restaurant/ Similan/ Pam Golding/ Raubex Management – Regular Entry**
- a. The Non-Resident, Regular User receive a Link and QR Code from the HOA which is used to self-register
 - b. HOA provide security with the details of the Resident.
 - c. The HOA will decide whether the Non-Resident, Regular User has user rights or personnel rights
 - i. User rights – Have access to the app and can provide codes to visitors/ deliveries – Same privileges as for the owner
 - ii. Personnel rights – No access to the app, but have access to the estate
 - d. After the Non-Resident, Regular User pre-registered on the link, the Security Administrator will verify the pre-registration with the details received from the HOA
 - i. If verified, registration will be approved
 - ii. If not verified, HOA will be notified
 - iii. After approval the employee will be registered
 - e. The Non-Resident, Regular User will be registered for access and egress to the Estate
 - i. This enrolment will encompass all access and egress on the site.
 - ii. The pedestrian gate will provide access to the residents on foot as well as bicycle.
 - f. Vehicle Access and Egress
 - i. The employee enters
 - 1. Facial recognition at the Main Gate
 - 2. LPR at the Internal Booms
 - ii. The Employee exits
 - 1. Internal Booms automatically opens
 - 2. Facial recognition at the Main Gate
 - g. Pedestrian/ Bicycle – Access and Egress
 - i. The Employee enters
 - 1. Facial recognition at the Turnstile
 - ii. The employee exits
 - 1. Facial recognition at the Turnstile
- 6. Non-Resident Visitor - Creche/ Sales Office –Single user**
- a. If a person visits the Estate, the following will occur at arrival
 - b. Arrive with own vehicle
 - i. On Arrival, the visitor presents will inform security the purpose of their visit.:
 - 1. Security scan the visitor’s drivers license
 - 2. Security captures a photo of the visitor
 - 3. Security scan car license disk.
 - 4. The visitor enters
 - a. Facial recognition at the Main Gate

5. The visitor exits
 - a. Facial recognition at the Main Gate
- c. Arrive as a pedestrian
 - i. On Arrival, the visitor presents the QR Code to security.:
 1. Security scan the visitor's ID
 2. Security takes a photo of the visitor
 3. The visitor enters
 - a. Facial recognition at the Turnstile
 4. The visitor exits
 - a. Facial recognition at the Turnstile

7. Deliveries (Sixty-60, Woolworths, Takealot, Uber Eats etc)

- a. The resident uses the app to invite the delivery, the delivery will receive a QR code.
- b. Arrive with own vehicle
 - i. On Arrival, the driver presents the QR Code to security.:
 1. Security scan the delivery's drivers license
 2. Security captures a photo of the driver
 3. Security scan car license disk.
 4. The Licence Plate is automatically registered
 5. The delivery enters
 - a. Facial recognition at the Main Gate
 - b. LPR at the Internal Booms
 6. The delivery exits
 - a. Internal Booms automatically opens
 - b. Facial recognition at the Main Gate