



## **DISASTER AND EMERGENCY MANAGEMENT PLAN**

Operations Manager - 060 887 6199

Security and Compliance Manager - 079 987 1989

Reception - 028 316 2691

Main Gate - 028 316 2687 / 072 963 9128

Overstrand Fire & Rescue - 028 312 2400

### **EMERGENCY ASSEMBLY AREAS**

- a. Parking area in front of the Clubhouse
- b. Parking area outside the Main Gate
- c. Municipal open area at the reservoirs

### **INTRODUCTION**

A Disaster and Emergency plan contains the method of behaving in an organized manner and is directed towards the actions during a disaster and emergency, as well as coping with the results of these conditions.

The primary goal is the safeguarding of lives, the protection of property and the minimizing of losses. It provides guidelines regarding actions during an emergency – what to do and who to inform.

The magnitude of a disaster or an emergency, such as natural a disaster, may delay the arrival of the emergency services. In such instances, the Estate Management will assist and control the situation until help arrives.

For this disaster and emergency plan to be effective, the following criteria will apply:

- a. It will be structured in such a way that everybody involved understands
- b. It will be practical
- c. It will be activated in such a way not to cause panic or confusion
- d. It will at certain times involve local emergency services
- e. All persons involved will know exactly their responsibilities and duties
- f. The emergency plan will be controlled by the Operations Manager or the Security and Compliance Manager

## **CATEGORIES OF EMERGENCY SITUATIONS**

- FIRE
- FLOODING
- WATER SUPPLY PROBLEMS
- ELECTRICITY SUPPLY PROBLEMS
- STRIKE ACTION
- ARMED ROBBERY
- BOMB THREATS

## **FIRE**

### **GENERAL ACTIONS**

When a fire is discovered, the following actions must be followed:

- a. The person discovering the fire must immediately report it to the Operations Manager, Security and Compliance Manager, Reception or Main Gate Security and inform them of the nature and extent of the fire.
- b. If the fire is contained and of a size that can be dealt with safely by using the correct fire-fighting equipment, then the fire must be extinguished. Report back to the person the fire was reported to.
- c. If the fire is of such a nature that it cannot safely be extinguished, it will be escalated to the Overstrand Fire & Rescue department.

If the Clubhouse or any other HOA building is on fire, the staff of the Hemel & Aarde Estate should do the following:

- a. Remain calm, evacuate the building briskly but do not run
- b. Assist any injured persons to evacuate the building safely

- c. Do not shout or make any unnecessary noise
- d. Do not attempt to rescue belongings that may cause you to slow down your evacuation from the building. Take only car keys and personal belongings
- e. Try to avoid all smoke-filled areas as it is dangerous to inhale these fumes
- f. If you must move through smoke filled areas, stay close to the ground and cover your mouth and nose with a wet cloth. Move as close to the ground as possible
- g. Close, but do not lock any doors while evacuating the building
- h. Do not attempt to switch off any electrical appliances before evacuating the building
- i. Do not interfere with persons performing Emergency services
- j. Proceed straight to a safe area/assembly point and report any missing persons that may be trapped inside the burning building
- k. Do not return to the building until authorized to do so by the Emergency services

If trapped inside a building that is burning:

- a. Close all doors and seal the doors and all vents with any available material. If possible wet the material
- b. If possible, use your cell phone to inform someone of the situation
- c. If you are trying to escape a fire, never open a closed door without feeling it first. Use the back of your hand to prevent burning your palm. If the door is hot, try another exit. If none exists, seal the cracks around the doors and vents with anything available
- d. Move to a window and attempt to attract attention
- e. If necessary, use a chair or other heavy object to break the window to escape
- f. If there is no window, stay near the floor where the air will be more breathable
- g. Shout at regular intervals to alert Emergency personnel to your location

If a person is on fire, the following will apply:

- a. If you should catch on fire:
  - STOP** – where you are
  - DROP** – to the floor
  - ROLL** – around on the floor
- b. This will smother the flames, possibly saving your life.
- c. If another person catches on fire, smother the flames by grabbing a blanket or rug and wrap them up in it. Drop and roll them.

## FLOODING

If floods are predicted, turn on a radio, television or social media and continuously monitor the situation. If you are going to leave via road, do not attempt to drive across a

flooded road.

If you cannot leave the building or house:

- a. Contact Reception, family or friends and let them know where you are
- b. Prepare to move to higher ground
- c. Gather life sustaining items: Food and water, extra clothing, cell phones, portable radios, torches, First Aid kits, medication, plastic sheeting (to cover doors and windows), any bright colored material (used to draw attention)
- d. Move important equipment to a higher level
- e. Place all-important documentation in a waterproof container (Tupperware box or sealed plastic bag) and keep on your person
- f. When the water starts rushing in, shut down the electricity supply and try to block water from entering the house by using blankets and clothing to seal off gaps where water could enter
- g. Move furniture and valuables to higher levels in the house
- h. Shut windows and doors

## **WATER SUPPLY INTERRUPTIONS**

If a water supply interruption is noticed, check that the supply has not been turned off at the main stop valve feeding the property. The main water supply valve (commonly referred to as the stop cock) is usually situated on the left or right side of the property near the front boundary. Ensure you know the location of the main water supply valve as it must be turned off in case of a leak or burst pipe.

If the main valve is open:

- a. Contact Reception and ask if there is a general water supply failure
- b. In case of a general supply failure, the Estate Management will call Overstrand and register the fault at their Call Centre

Notifications will be sent out to all Estate Members and Residents via the Residents Comms WhatsApp group, to advise them of the situation.

Two 1500 liter water tanks, filled with non-potable water, are installed in Kittiwake (Whale Coast Mall side).

It is advisable to always keep containers filled with potable water in case of an emergency. Any water from an unknown source must be boiled before use.

## **ELECTRICITY SUPPLY INTERRUPTION**

Electricity to the Estate is supplied by ESKOM.

Ensure that you know where the Distribution Board (DB Board) is situated, as well as how to operate the Main Switch. The Earth Leakage switch should be tested regularly.

When a power failure is experienced:

1. Check that the Main Switch or Earth Leakage switch on the DB board has not tripped
2. To reset a tripped switch, the switch must be pushed down and then pushed up
  - a. Contact Reception or neighbours to find out if there is a general power failure
  - b. If not, contact an electrician of your choice
  - c. Estate Management will contact ESKOM or Overstrand to determine the extent of the problem and inform all Members and Residents via the Residents Comms WhatsApp group or email.

The Clubhouse is powered by a generator during load shedding and general power interruptions. During general electricity interruptions, Residents may use the Clubhouse facilities to charge laptops and cell phones. Wi-Fi will also be available at the Clubhouse during power failures.

Always ensure that emergency equipment, torches, etc. are kept fully charged. Alternative ways to prepare food (gas stoves) must be kept serviceable.

## **STRIKE ACTION**

A strike can be defined as lawful or unlawful action taken by a group of workers who have stopped working without the intention of resigning. Although a strike is not a definite threat due to the fact that no employees are members of a Workers Union and the relationship between employees and the employer is seen as excellent, strikes may occur. The Operations Manager must be advised regarding any work stoppage.

### **PEACEFUL STRIKES**

This type of action is also referred to as a "Walk Out" or "Wild Cat" strike. This occurs when employees are so aggrieved that they stop working. This type of strike is generally unplanned and normally only lasts a few hours.

### **RIOTOUS ACTIONS**

This generally starts off as a peaceful strike. Should negotiations break down or be unsuccessful, this could result in stone throwing, arson or damage to property. The Operations Manager will attempt to establish who the spokesperson for the strikers is and enter into negotiation with them. It will be ascertained what their grievances are in an attempt to defuse the situation. Security personnel securing the premises will not

engage in talks with the strikers.

The Operations Manager will, on seeing the situation deteriorate, notify the Security Control Room / Main Gate of the situation and request the Police for assistance.

A security contingent will be mobilised to the scene. On their arrival they will deploy in such a way as to prevent the strikers entering any premises. A low profile will be kept in order not to aggravate the situation. Security personnel will not engage in any "heavy handed tactics" as this will escalate tensions and render negotiations impossible.

On the arrival of the Police, the control of the scene will pass over to them and Security will follow all instructions given by them. Any person who can be identified as having caused damage to property or had inflicted any form of intimidation or harm to any person must be pointed out to the Police.

### **WHEN STRIKERS BECOME AGGRESSIVE**

Lock all doors and windows and stay away from doors and windows. Contact the Security Manager who will contact the Police.

#### **DO'S**

- a. Contact the person that the strikers wish to speak to
- b. Memorandum - If allowed to, accept the memorandum or list of demands and ensure the strikers that you will personally see to it that the correct person will receive the memorandum.

#### **DON'T'S**

- a. Do not be aggressive toward them or entice them in any way
- b. Do not sympathize with their demands
- c. Do not discuss any business related details with them
- d. Do not give them any personal details of any persons. If you must contact a person, then you must dial the number and hand the phone to the striker
- e. Do not make any demands of your own
- f. When you leave the area, take an alternative route and do not walk or drive through the crowd.

### **ARMED ROBBERY**

#### **GENERAL ACTIONS**

If involved in an armed robbery, do not try to be a hero. Do exactly what you are told to

do by the armed robber/s. Once it is safe to do so, inform the Security and Compliance Manager that an armed robbery is taking place. Stay calm and try to gather as much information as possible. Pay attention to things such as:

- a. How many suspects
- b. What they are wearing
- c. What ethnic group they belong to
- d. Any names that may be mentioned
- e. Any discussions that may take place
- f. What they are looking for
- g. Any scars or deformities
- h. Whether they are armed or not
- i. Vehicles used by the robbers
- j. When the robbers leave, direction of travel
- k. Any hostages taken

Should there be injured persons at the scene, advise Security in order that medical assistance can be sought immediately.

The Main Gate Security will, on receipt of the information, contact their Control Room, the SAPS and Estate Management if they are not already aware of the incident.

## **BOMB THREATS**

### **RECEIPT OF VERBAL BOMB THREAT**

- a. Remain calm
- b. Do not interrupt or argue with the person
- c. Concentrate on identification
- d. Make a mental note of clothing, language, facial features and any specific characteristics

When the person has left, contact the Security and Compliance Manager immediately.

### **RECEIPT OF BOMB THREAT BY TELEPHONE**

- a. Remain calm and converse with the caller. Have somebody else contact the Security and Compliance Manager.
- b. Make a mental note of the voice, background sounds etc.
- c. Keep the caller talking for as long as possible
- d. Ask the caller to repeat the message
- e. Does the caller speak with a foreign accent?
- f. Is the caller male or female?

- g. Does the caller sound like an adult or child?
- h. Is the voice shrill or hoarse?
- i. If the caller has an accent can you identify it?
- j. Does the caller speak clearly, coherently and rationally or the opposite?
- k. Are known phrases or popular slogans being used?
- l. Is there a definite speech defect?
- m. Does the caller sound serious?
- n. Does the caller sound nervous?
- o. If possible, the exact words used by the caller must be taken down immediately or at least as soon as possible thereafter
- p. Listen for background noises such as music, public address announcements, telephones, radios, aircraft, trains, traffic, voices, machinery, etc.

## **EVACUATION FOR BOMB THREATS**

Comply with all instructions given by the Security and Compliance Manager and security personnel. Do the following:

- a. Switch off all electrical appliances
- b. Take personal belongings with you
- c. Do not close any doors or windows
- d. Remain calm and do not panic.

## **SUSPICIOUS PACKAGE /ITEM**

Do not touch it, move it or tamper with it in any way. Remain calm and try not to draw unnecessary attention. Ask the people in the immediate area the following:

- a. Does it belong to anyone?
- b. Does anyone know whom it belongs to or where it comes from?
- c. Did anyone see who left it there?

If no one can answer positively then treat it as a suspicious parcel. Ask all people in the immediate area to move away and await instructions from the Security and Compliance Manager.

If possible, cordon off the area. Open the windows and doors in the immediate area. Make a mental note of the following:

- a. The appearance of the item
- b. Type of material (steel pipe, leather case etc.)
- c. Any obvious characteristics (protruding wires, strange smells, etc.)

THE GOLDEN RULE: **MOVE THE PEOPLE AWAY FROM THE BOMB AND NOT THE**



**BOMB AWAY FROM THE PEOPLE.**

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