



ZWARTKOP GOLF ESTATE HOMEOWNERS' ASSOCIATION

NPC - Reg no 2004/002619/08

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POST-INCIDENT ANNALYSIS

Learning from incidents involves addressing and correcting identified blind spots by installing additional cameras to ensure comprehensive coverage, especially where previous overlap was inadequate. Spare cameras have been introduced, and analytics are applied to both sides of the perimeter. Unoccupied houses along the perimeter are monitored to track access points, and regular testing of panic buttons, particularly older models, is essential. Homeowners are also encouraged to test their panic buttons periodically. Immediate post-incident responses ensure all relevant personnel are present to calm affected families and residents and to gather fresh information for investigations. Recent installations include four color thermal dual lens cameras at strategic locations: Vardon (between Vardon Fairways and neighboring houses on Golf Avenue), Hagen Greens (between Hagen Greens and Stymie Street), and Jones Creek (between Jones Creek and Dormy Street) to enhance monitoring effectiveness.

Risk identification, assessment, analysis, and response are ongoing activities conducted daily. This continuous process covers baseline scenarios, changes, and emerging issues, ensuring that risks are effectively managed and addressed in real-time.

Critical control integrity and performance management are also part of the daily routine. This involves drawing reports from various systems and adhering to strict monitoring protocols, including managing leave rosters to ensure consistent oversight and effectiveness.

Risk mitigation strategies and control plan effectiveness are ensured through the implementation and monitoring of various defense layers. These strategies are put into place wherever feasible to provide a robust approach to risk mitigation. Residual risk monitoring, escalation, and response are handled through internal personnel and systems, with escalation to third-party service providers as needed for emergencies.

Internal audit and assurance processes involve regular reviews and updates. Camera schedules and analytics are monitored weekly and nightly, respectively, with ongoing training to ensure proper configuration, particularly in the control room. Security and access control are managed daily by security supervisors and assistant supervisors, in conjunction with the control room.

Asset management requires diligent tracking and updating of inventories to maintain accuracy. Operational discipline is maintained through various departmental checklists and reports received from in-house departments and external service providers, ensuring all operational aspects are monitored and managed effectively.

Staffing competency and capability are enhanced through a combination of in-house and external training, as well as regular drills to ensure preparedness. Staffing and absenteeism levels are updated and checked daily, with rosters and time sheets managed to maintain adequate staffing levels.

The organisational structure is clearly defined, with a well-established hierarchy ensuring that all employees understand their roles and responsibilities. Emergency response awareness is bolstered through regular drills and training sessions, ensuring employees are prepared for any emergency situations that may arise.



ZHOA ESTATE MANAGER: D. SWAN