

Security Officer's Scope of Duties – Parc Sophia

Basement Carpark Entry Permitted:

- The Owner of Parc Sophia
- Food / Parcel Deliveries (**GrabFood, FoodPanda etc**)
- Pick-up / Drop-off of Residents (**Max 15 mins**)
- Deliveries done on Motorcycles
(Option to park in visitor lot No.1)
- Parcel/Grocery deliveries (RedMart, NTUC & Lalamove)

Basement Carpark Entry Not Permitted:

- Delivery vehicles more than 2.1m in height, or taking up half the width of driveway.
- Bulky Items delivery (Furniture, Moving-In/Out)
- Food Delivery via Bicycles, PMDs to park at visitor lot no.1 and proceed to Basement by foot. **They are only allowed to park at the Foyer and basement 1 during rainy days.**

Check for SP'S Letter of Authorization if person claims to be a Property Agent and needed access into estate.

- **No letter – No access.**
- **Record in Visitor's LPR tablet/Logbook.**
- **Issue Parking Chit (if needed)**



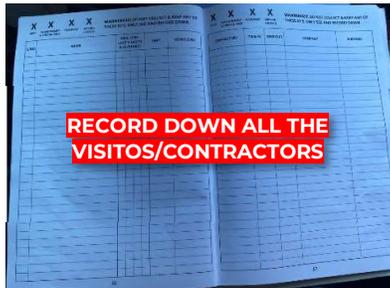
Security Officer shall ask for location of delivery, or pick-up/drop-off, then take-down details of individuals & vehicles in the *Recording-list* before allowing entry.

FILL-UP ALL FIELDS

VISITOR'S COPY

TEAR - OFF PERFORATED LINE AND ISSUE TOP - HALF

SECURITY'S COPY



RECORD DOWN ALL THE VISITORS/CONTRACTORS

MON - FRI: 0900 - 1700
SAT & EVE OF P.H: 0900 - 1300
SUN & P.H: NO WORK IS ALLOWED



RESIDENT'S CAR DECAL

Visitor Entry :

- Security Officer shall check for purpose of the visitor and the location he/she is heading to.
- If the visitor is entering the estate on foot, verify it and ensure that record it down accordingly.
- Visitors driving into the estate shall register themselves before Security permits entry. The 'Name', 'Vehicle Number', 'Contact Number', 'Date/Time' and 'Block/Unit number' shall be recorded by the Security Officer **without fail**.
- For visitors overnight parking shall register themselves before Security permits entry. The 'Name', 'Vehicle Number', 'Contact Number', 'Date/Time' and 'Block/Unit number' shall be recorded by the Security Officer **without fail**. Tear off the TOP-half of the parking permit for the Visitor, then advise him/her to display the Parking permit prominently, and **only park at the visitor parking lots**.

- Resident entering via *Taxi/Private-Hire* must notify Security Officer of his/her *Block* and *Unit no.* (**only during rainy days or at the passenger's request to the driver**).
- The Security Officer shall record the vehicle licence plate number in the 'LPR tablet/Recording List'.

Contractor Entry :

- Verify contractor using the '*Daily Work Schedule list*' issued by the M.A. If it is confirmed, record details of the contractor and vehicle in the 'LPR tablet/logbook' and record it down to the book.
- Remind the contractor to put up *lift padding* before beginning their Major renovations/moving operations.
- In an event when the visit is not confirmed, and stated in the list, Security shall disallow the entry/check with the MA.
- The list covers all *bulky deliveries, house-moving in/out, renovations, air-con servicing, carpentry, electrical and plumbing works.*
- Contractor **MUST** leave the premises at 1700hrs and ensure that there is not any damage at common areas before exit.

Daily Patrol Time : 1000hrs, 1700hrs / 0000hrs, 0500hrs

- Security Officer on patrols shall remain vigilance and to flag-up any discrepancies or emergencies immediately:
 - Building Defects
 - Any non-resident's vehicles parked in the basement carpark (Maximum 15 minutes allowed)
 - Any visitor's vehicles still parked at surface parking lots after 2359hrs.
 - Resident still utilising facilities after stipulated time.
 - Contractors without proof, and with no prior approval.
 - Lone child at a swimming pool without adult's supervision.
 - Anything if is spotted please report it in the group chat.

<p>Facilities Closing</p> <ul style="list-style-type: none"> • Gym - 2200hrs • BBQ Pits - 2200hrs • Swimming Pool - 2200hrs • Sauna room - 2200hrs • Steam room – 2200hrs 	<p>Facilities Opening</p> <ul style="list-style-type: none"> • Gym - 0700hrs • Swimming Pool - 0700hrs • Sauna room - 0700hrs • Steam room - 0700hrs • Officer has to inspect using check-list and quickly get cleaners to clean up if needed. 	<p>Barbeque Pits (1 & 2 Sessions)</p> <ul style="list-style-type: none"> • 1000hrs – 1530hrs • 1630hrs – 2200hrs
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Temporary Parking :

- The *Temporary Parking Permit* is applicable only for a maximum of 7 nights – no consecutive applications allowed.
- Prior application of more than (2) days is required hence any last-minute request for a permit must be approved by the M.A.
- If the resident's vehicle is in the workshop and is driving a T-loan vehicle, he/she must possess supporting documents. With that, Security Officer may issue a permit to the individual.
- **Security Officer may also issue the Temporary Parking Permit to visitors, or during emergencies but only can be allowed 1 night and to M.A's acknowledgement.**

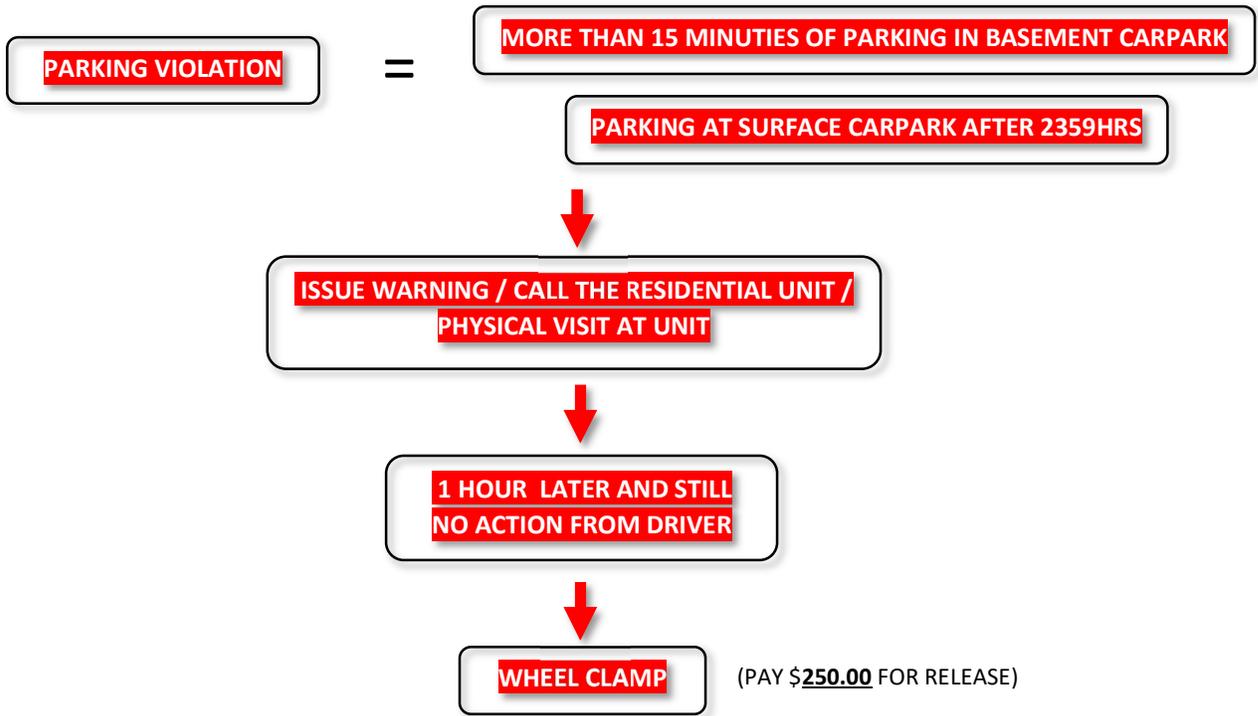
DECAMS (ADEMCO) HOTLINE : 6225 2255
 - **BUILDING CODE** : **D5801**
 - **PASSWORD** :

ISOLATE 1 ZONES VIA **MAIN ALARM PANEL** FOR FOGGING.
 INFORM DECAMS TO IGNORE ALL SIGNALS BEFORE COMMENCEMENT OF FOGGING.
 RAISE THE BARRIER IN CASE THERE IS ONLY 1 SECURITY OFFICER DURING A FIRE ALARM ACTIVATION.

24HRS COMMAND CENTRE : 6568 1059
 OPS DIRECTOR Ian Lee : 8952 6995
 OPS MANAGER Jacky Yew : 9463 5053
 Managing Agent (Knight Frank) Refer to Crisis list
 Contact List

Wheel-Clamp Procedure:

- Unauthorized Parking



Wheel-Clamp Procedure :

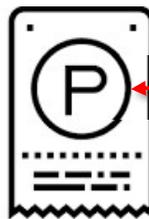
- Immobilizing Vehicle



TAKE A PHOTO OF THE WHEEL BEFORE CLAMPING



TAKE A PHOTO OF THE IMMOBILIZED WHEEL AGAIN AFTER THE CLAMP HAS BEEN HOOKED-UP



FILL -- UP THE WHEEL CLAMP NOTICE AND PLACE IT ON THE VEHICLE'S WINDSCREEN



- Release of Wheel Clamp



TAKE A PHOTO OF THE WHEEL BEFORE UNCLAMP

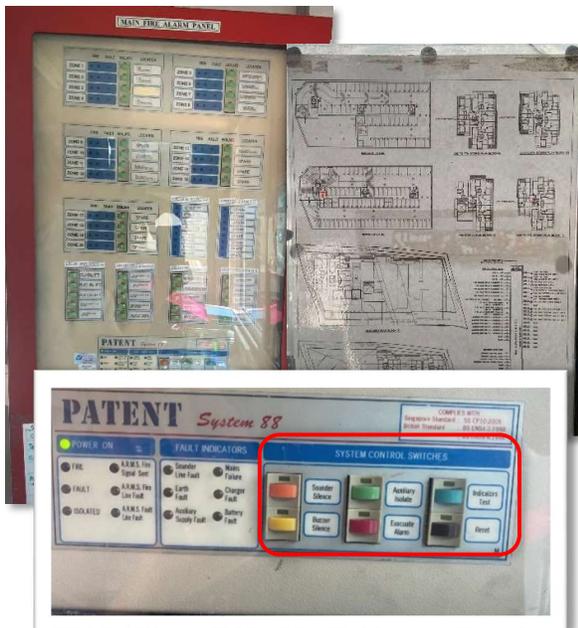


TAKE A PHOTO OF THE IMMOBILIZED WHEEL AGAIN AFTER THE UNCLAMP HAS BEEN RELEASED

- Upon confirmation to wheel-clamp a vehicle, retrieve the following items:
 - Any Key of 'Wheel-clamp', depending on which *clamp* is available.
 - Wheel Clamp
 - Wheel Clamp Notice
- Security Officer shall take a photo of the *vehicle wheel* before performing immobilization.
- Once the wheel clamp has been locked onto the wheel, take another photo of it.
- Fill—up the Wheel Clamp Notice.
- If the driver arrives at the guardhouse to make the payment, Security Officer shall collect ***\$250.00 in cash/iBanking*** (no Cheque or *Paynow*) and record the amount collected – receipt will be issued on the next working day.
- Once the release fee has been collected, Security Officer shall proceed to unclamp the vehicle.
- ***Do not release the wheel clamp if the full amount is not collected.***
- Update the Occurrence Book, M.A. and Security's Command Centre once the driver is out of the estate.
- However, during instances when the driver is upset and furious, Security Officer shall explain to the individual that he/she could actually appeal on the incompletion and seek a refund from the Management.
- ***If the driver is very hostile and aggressive, or even physical, the Security Officer shall call up the Police, and update the M.A. and Security's Command Centre.***



Fire Alarm Panel + Alarm Activation Procedure :



FIRE ALARM ACTIVATION PROCEDURE

- Depress 'SILENCE ALARMS' button / Call Decams.
- Depress 'FIRE' then 'VIEWPOINTS' button or refer to MIMIC PANEL for ACTIVATED POINT and BLOCK & FLOOR LEVEL of alarm.
- Proceed for check. If there is only 1 Security Officer during time of alarm, raise barrier before proceeding.
- Look-out for signs of Fire – call Decams for false alarm. If Fire is spotted, break nearest call-point and assist in evac.
- To reset, depress 'ACCEPT', THEN 'RESET' buttons – 'FIRE' light indicator will unlit.
- To isolate due to continuous activations, go to 'MENU' + 'MAINTENANCE' + 'EDIT DISABLED' + 'POINT'.
- Punch in the 4-DIGIT 'ACTIVATED POINT'.
- Reset panel again if needed.
- Reset M.V Fan Panel
- Reset Lift Supervisory Panel

- Security must always be wearing the body cam in case of an emergency.
- Please ensure to check randomly of the GYM room aircon after used.