



EMERGENCY PROCEDURE: SECURITY IMMEDIATE INCIDENT REPORTING

These procedures pertain to all complexes managed by
Infinitum Real Estate Management Solutions

General Disclaimer: The information presented by Infinitum is not intended to replace the advice of a specialist in the field of service delivery. This document is rather intended to help inform our clients of emergency issues. The information found on this document should be used as a supplement to the learning process, not as a complete definite reference or tool. If you require a more extensive emergency plan, please contact your relevant emergency service providers for more information.

We advise all our owners, residents and guests to ensure that they are familiar with these procedures and to be able to implement and use it in emergency situations.

There are two bodies to which incidents relating to security can be reported.

They are

a) Estate Security: (See estate documentation for relevant contact details.

Guardhouse contact details:
Number _____

b) Police - 10111

When reporting incidents to the relevant parties, remember that there is always a standard process that needs to be followed in order to do an incident report.

The relevant parties will always want to know:

- **Who?** – who has the incident happened to?
- **When?** – when did the incident happen?
- **Where?** – where did the incident happen?
- **What has happened?**
- **What have you done about it?**
- **What help do you need?**

In some cases there is no time to send all the above information – for example if someone is in the process of breaking into your unit. In this case send whatever information you can – there may only be time to shout “Help! Unit number Help!” into the telephone before you have to take evasive action.