RESIDENT SECURITY SOP & GUIDELINES

These procedures are provided in simple point form so residents can clearly understand the security, visitor, contractor, emergency, traffic and parking procedures within the residential premises.

1. PRE-REGISTRATION QR CODE - VISITOR ENTRY

1. Resident opens the i-Neighbour application.
2. Select Invite Visitor.
3. Select Single Visitor or Multiple Visitor.
4. Select the Purpose of Visit.
5. Select the Visit Type - One Time or Multiple In-Out.
6. Select the Arrival Date & Time.
7. Enter the Visitor Name.
8. Enter the Vehicle Registration Number.
9. Press Invite Guest.
10. Send the generated invitation link to the visitor.
11. Visitor opens the invitation link.
12. Visitor enters their Name, IC/Driving Licence details and Vehicle Registration Number.
13. Visitor submits the registration and receives the QR Code.
14. Visitor presents the QR Code to security upon arrival.
15. Security scans the QR Code and verifies all information.
16. If the details are correct, security checks in the visitor and issues a Visitor Pass.
17. Security opens the barrier and allows entry.
18. If the details do not match or cannot be verified, entry will be denied.

2. DRIVE-IN & WALK-IN VISITOR REGISTRATION

1. Visitor arrives at the guardhouse.
2. Security requests the visitor's IC, Driving Licence or Passport.
3. Security obtains the required street/house/unit and vehicle details.
4. Security contacts the respective resident for approval.
5. If the resident answers, security obtains approval.
6. If approved, security completes the visitor registration.
7. Security issues a Visitor Pass.
8. Security opens the barrier and allows entry.
9. If the resident does not answer after 3 attempts, the visitor must contact the resident.
10. The resident must then contact the guardhouse.
11. If approval cannot be obtained, entry will be denied.
12. **No resident approval = No entry.**

3. CONTRACTOR REGISTRATION

1. Contractor arrives at the guardhouse.
2. Security requests the street number, house/unit number and IC/Driving Licence.

3. Security obtains the contractor's required registration details.
4. Security contacts the resident/person-in-charge.
5. If the call is answered, security requests approval.
6. After approval, security completes the contractor registration.
7. Security issues a Contractor Pass.
8. Security opens the barrier and allows the contractor to enter.
9. If there is no answer after 3 attempts, the contractor must contact the resident/person-in-charge.
10. The resident/person-in-charge must contact the guardhouse.
11. If approval is not obtained, entry will be denied.
12. **No approval = No contractor entry.**

4. FOOD / PARCEL DELIVERY REGISTRATION

1. Food/parcel delivery rider or driver arrives at the guardhouse.
2. Security confirms whether the delivery is for one unit or multiple units.
3. Security obtains the required delivery, address, rider/driver and vehicle information.
4. Security contacts the respective resident for approval.
5. If the resident answers, security obtains approval.
6. After approval, security completes the required registration.
7. Security issues the appropriate Visitor Pass, where applicable.
8. Security opens the barrier and allows entry.
9. If the resident does not answer after 3 attempts, the rider/driver must contact the resident.
10. The resident must contact the guardhouse.
11. If approval cannot be obtained, entry will be denied.
12. **No resident approval = No entry.**

5. RESIDENT RFID STICKER UNDETECTABLE

1. Resident informs security that the RFID sticker is not working/detectable.
2. Resident provides the street number and house number.
3. Security checks the resident's registered information.
4. Security contacts the registered contact number for verification.
5. If successfully verified, security opens the barrier.
6. If the registered number is unavailable or the call is not answered, security follows the Visitor Registration Procedure.
7. Resident must cooperate during the verification process.
8. **No verification = No automatic entry.**

6. UNKNOWN / UNAUTHORISED PERSON ENTRY

1. Any unknown person attempting to enter must be stopped for verification.
2. Security must not open the barrier based only on the person's verbal claim.
3. Security obtains the person's name, IC/Driving Licence, house/unit and vehicle details.
4. Security verifies the person with the respective resident.
5. If the resident confirms and approves the person, security completes the registration.

6. Entry may then be allowed.
7. If the resident does not recognise or approve the person, entry will be denied.
8. If there is no answer from the resident, entry will not be allowed until proper verification is obtained.
9. Every visit must be verified even if the person was previously allowed entry.
10. Suspicious or repeated unauthorised entry attempts must be reported to Security Management.
11. **No verification = No entry.**

7. PANIC BUTTON / RESIDENT EMERGENCY

1. Resident activates the panic button through the i-Neighbour system.
2. Security receives the panic alert at the guardhouse.
3. Both guards respond immediately.
4. Guard 1 remains at the guardhouse.
5. Guard 1 acknowledges the alert and immediately contacts the resident.
6. Guard 1 obtains information about the emergency.
7. Guard 2 immediately proceeds to the affected unit.
8. Guard 2 assists the resident and assesses the situation.
9. Police, ambulance, Fire & Rescue or other appropriate authorities will be contacted when necessary.
10. Security continues assistance until the situation is under control.
11. The incident must be properly reported and recorded.

8. PARKING CONTROL - LANDED RESIDENTIAL AREA

1. Residents and visitors may park on the available roadside pavement where parking is permitted.
2. Vehicles must be parked properly and neatly at the side.
3. Vehicles must not obstruct the main road.
4. Vehicles must not block another resident's gate, driveway or house entrance.
5. Vehicles must not be parked at road junctions or corners where visibility may be affected.
6. Vehicles must not block drains or manholes.
7. Emergency access routes must remain clear at all times.
8. **STRICTLY NO PARKING AT THE BACK ALLEY AT ANY TIME.**
9. The back alley must remain clear for emergency access, security patrols and safe movement.
10. Delivery and e-hailing vehicles may stop temporarily for pick-up/drop-off but must not cause an obstruction.
11. If a vehicle causes an obstruction, security will request the owner/driver to move it immediately.
12. Security may record the vehicle number, location, date, time and photograph for reporting purposes.
13. Residents and visitors must cooperate with security regarding parking control.

9. CONTRACTOR LUNCH-TIME PROCEDURE

1. Contractor must return the Contractor Pass before leaving for lunch.
2. Security asks whether the contractor will return after lunch.
3. If the contractor is returning, security keeps the Contractor Pass.
4. Security does not check out the contractor from i-Neighbour.
5. When the contractor returns, security verifies the contractor.

6. The same Contractor Pass is returned.
7. Contractor is allowed to continue work.
8. If the contractor is not returning, security collects the Contractor Pass.
9. Security checks out the contractor in i-Neighbour.
10. The contractor's visit is considered completed for the day.

10. TRAFFIC CONTROL - UNKNOWN PERSON / WRONG ADDRESS VEHICLE

1. Security verifies the address provided by the driver.
2. If the address is not within the premises, security informs the driver.
3. The unknown vehicle will not be allowed to enter.
4. **Security must not open the visitor barrier just to allow the vehicle to make a U-turn.**
5. If other vehicles are waiting behind, security controls the traffic.
6. The driver will be instructed to reverse slowly and safely.
7. Security monitors oncoming traffic during the reversing process.
8. Once the unknown vehicle has exited safely, normal traffic may resume.
9. **The visitor barrier must remain closed for unauthorised vehicles.**

11. SECURITY GUARD PATROLLING

1. Security guards conduct patrols according to the assigned schedule.
2. Guards check all designated areas.
3. This includes entrances, exits, perimeter areas, parking areas and common areas.
4. Guards remain alert for suspicious persons or activities.
5. Guards check for safety hazards and damaged property.
6. Guards take the required patrolling photographs/checkpoint records.
7. Any incident or suspicious activity must be attended to immediately.
8. Security Management must be informed when necessary.
9. All designated patrol points must be checked.
10. Patrol activities and unusual observations must be properly recorded.

12. SECURITY GUARD INTERNAL DEPLOYMENT

1. When two guards are on duty, Guard 1 is stationed outside the guardhouse.
2. Guard 1 attends to incoming visitors, contractors and other persons.
3. Guard 2 remains inside the guardhouse.
4. Guard 2 monitors CCTV and observes activities within the premises.
5. When one guard is conducting patrol duties, the remaining guard stays at the guardhouse.
6. The remaining guard continues to greet, verify and register incoming persons.
7. Security guards must remain alert and maintain proper communication.
8. Any suspicious activity must be reported immediately.
9. All guards must follow their assigned deployment duties.

IMPORTANT NOTICE TO ALL RESIDENTS

1. Residents are requested to cooperate with security personnel during all verification and registration procedures.
2. Security guards must follow the approved SOP and must not bypass verification procedures based only on verbal requests or claims.
3. These procedures are implemented for the safety and security of all residents, visitors and the residential community.