

# **SAN LAMEER MASTER HOMEOWNERS ASSOCIATION NPC**

## **DISASTER AND EMERGENCY MANAGEMENT PLAN**

### **AIM**

The aim of this document is to indicate to the staff of the San Lameer Master Homeowners Association and other role-players on the Estate the need for proper disaster, emergency and evacuation planning and the procedures that go with the Disaster and Emergency plan. Assembly areas for homeowners in case of emergencies are also indicated.

### **INTRODUCTION**

Contingency planning is directed towards the actions during a disaster and emergency and coping with the results of these conditions. It primarily contains plans that are directed towards the safeguarding of lives, the protection of property and the minimizing of losses.

### **THE NECESSITY OF A DISASTER AND EMERGENCY PLAN**

The need for this type of plan is that it contains the method of behaving in an organized manner and demonstrates the utilization of available resources, manpower and facilities in a co-coordinated manner. It will provide for the following:

- a. Co-operation with external organizations;
- b. Assistance that can be called on from neighboring communities;
- c. Guidelines regarding certain actions during a disaster and an emergency;
- d. Discourage or prevent any situation;
- e. Efficiently cope with the results of an emergency;
- f. Be self sufficient during an emergency until professional assistance and help arrives.

The magnitude of a disaster or an emergency, such as natural disaster may delay the arrival of the emergency services. In such instances, the Estate will have to fend for itself and be responsible for the safety of its people 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 the plan;
- b. It will be practical;
- c. It will be possible to activate efficiency effectively;

- d. It will be activated in such a way not to cause panic or confusion;
- e. It will at certain times involve local emergency services;
- f. All persons involved will know exactly what their responsibilities and duties are;
- g. It is also important to know who is qualified in an emergency profession and lives on the estate, such as doctors;
- h. It is also required that all HOA buildings are equipped with first aid emergency and fire-fighting equipment;
- i. The emergency plan will be controlled by the security manager through the security control room.

## **CATEGORIES OF EMERGENCY SITUATIONS**

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

## **FIRE**

### **GENERAL ACTIONS**

Note should be taken that the responsibility to fight any fires in the San Lameer Township first and foremost lies with the Ray Nkonyeni Municipality (RNM). The emergency contact no is 039 682 5555.

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

- a. The person discovering the fire must immediately report it to the Security Manager (Dawid Malan - 082 431 7444), Estate Office (039 313 0111) and the Fire Control Officer (Deon Roux – 082 336 8127) and inform them of the nature, type and extent of the fire. The Fire Control Officer must immediately call the RNM emergency number and inform them about the fire in the Township of San Lameer. The Fire Control Officer should also dispatch the fire tender immediately no matter how big or small the fire is whilst the arrival of the RNM fire crew is awaited;
- b. If the fire is contained and of a size that can be dealt with safely by the person using the correct fire-fighting equipment then he/she must extinguish it and report back to the Security Manager;
- c. If the fire cannot be safely extinguished the Security Manager and Fire Control Officer must be notified immediately.

If a building is on fire, the staff of the San Lameer Master Homeowners Association 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 noises;
- 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 the 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;
- l. Remain calm and do not panic.

If trapped inside a building while burning:

- a. Close all doors and seal the doors and all vents with any available material. If possible wet the material;
- b. 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 door and vents with anything available;
- c. Move to a window and attempt to attract attention;
- d. Place an article of clothing such as a shirt or coat outside the window as a marker for the Emergency personnel. If necessary use a chair or other heavy object to break the window;
- e. Do not throw any furniture or heavy equipment out of any windows;
- 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. Just remember to stop, drop and roll;
- c. If a family member catches on fire, smother the flames by grabbing a blanket or rug and wrapping them up in it. Drop and roll them.

## **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 or robbers. Once it is safe to do so inform the Security Manager and advise him that an armed robbery is in 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.

The Security Officer at the scene or any other person will, if in a position to do so, contact the Main Gate via radio and advise them of the situation. If possible, he will also relay if firearms are evident. A full description of the robbers, if they are using a vehicle, the type, colour and registration number and their direction of travel when they depart and most importantly, whether they have hostages. If this is not possible then any person who witnesses the attack will activate the alarm if they are in a position to do so.

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

The Security Manager will, on receipt of the information, contact **the SAPS** and Estate Management if they are not already aware of the incident and advise them of the situation.

## **BOMB THREATS**

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

- a. Remain Calm;
- b. Do not interrupt, argue or crack jokes 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 Manager immediately.

## **RECEIPT OF BOMB THREAT BY POST**

- a. Report the incident to the Security Manager;
- b. Do not allow other persons to handle the letter;
- c. Keep the letter and the envelope in your possession until you hand it over to the Security Manager or the SAPS. If possible place the letter in a plastic bag.

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

- a. Remain Calm and converse with the caller. Have somebody else contact the Security 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 his 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 Manager and security personnel. HOA personnel and homeowners should:

- a. Search their immediate surroundings;
- b. Switch off all electrical appliances;
- c. Take personal belongings with them;
- d. Do not close any doors or windows;
- e. 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 Manager.

**THE GOLDEN RULE IS — “MOVE THE PEOPLE AWAY FROM THE BOMB AND NOT THE BOMB AWAY FROM THE PEOPLE”**

If possible cordon the area off. 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 smell Is etc.)

## **FLOODING**

If Flood Warnings are predicted, turn on any radios and televisions and continuously monitor the situation. If you are going to leave via road, do not attempt to leave by driving across a flooded road.

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If you cannot leave the building:

- a. Contact 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, portable radio's, 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 waters start 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;
- i. Gather Life Sustaining Items and move to Higher Ground.

## **WATER SUPPLY INTERRUPTIONS**

The San Lameer Township's water is supplied by the Ugu District Municipality (Ugu) by means of two sources (i) main reservoir through gravity (ii) main pressure pipe that

feeds directly to the Country Club. These installations and infrastructure are owned and controlled by Ugu, but the main ring water supply infrastructure is now maintained by the HOA.

The HOA has also installed 48 x 20 000lt water tanks adjacent to the reservoir as an emergency water supply to the Township. The level of the reservoir and water tanks are being monitored by maintenance management and, together with the CEO, a decision will be made if and when the water tanks will be opened to allow a continuous flow of water into the water supply leading to the Township in case of an interruption to the Ugu water supply pipe line. It is envisaged that this supply would be active between 2 to 6 days depending on the number of people in residence in the Township.

If a water supply interruption is noticed, check that the supply has not been turned off at the nearest valve feeding the particular building. Water supply valves/taps are usually situated on the outside boundary wall of the property. If the supply valve/tap is on:

- a. Contact Estate Office or Estate Reception and ask if there is a general water supply failure;
- b. In case of a general supply failure, the Estate Maintenance will call Ugu and register a complaint at the Ugu Call Centre;
- c. During working hours the San Lameer MD will also call Ugu's Senior Manager, Water Supply Administration, in order to determine the extent of the problem and the possible time to be taken for restoring the water supply to the Township;
- d. If it is determined that the problem is unknown or the interruption will be longer than 2 hours, a decision will be made to open the emergency water supply tanks owned and controlled by the HOA;
- e. If the supply problem is related to HOA infrastructure, San Lameer maintenance will contact the plumber on standby who would deal with the problem immediately.

Notifications will immediately be sent out to all homeowners and role-players on the Estate in order to advise them about the situation. Meanwhile, the Maintenance Manager will prepare the water supply team to be on stand-by in case the duration of the supply emergency is thought to be more than 2 hours and the emergency supply water tanks will be activated by opening the feeder valve. This valve may be controlled to ensure that the emergency water supply is not misused by the residents of the Township.

If the emergency supply water tanks run dry and the Ugu water problem still persists, Kesh Transport (039 685 5172) will be contacted to supply an 18 000lt water tanker that will then be escorted through the Township together with the water supply team in order to supply water to the villas.

## **ELECTRICITY SUPPLY INTERRUPTION OR FAILURE**

### **SCENARIOS**

ESKOM supplies the San Lameer Township with bulk electricity through an 11kV indoor breaker with metering unit. The different interruption scenarios are:

- a. If this indoor breaker breaks down, ESKOM will install an RMU which is readily available at their depots. The restoration time should take about 12 hours depending on the extent of the cable damages, and the metering unit can be introduced at a later stage;
- b. If the transformer at the Marina Beach substation breaks down, ESKOM can provide a mobile transformer, depending where it is situated, that has to be transported and coupled, which could take anything from 24 to 48 hours;
- c. Worst case scenario is when ESKOM loses the 88kV line feeding from Port Edward, which can lead to the entire South Coast being affected for approximately 72 hours;
- d. Routine maintenance takes place from time to time for periods between 6 to 10 hours. These interruptions are communicated to San Lameer by ESKOM and are usually planned.

## **ACTIONS**

Check that the Mains on the DB board of the building have not tripped. If all switches are in the on position:

- a. Homeowners should contact the Estate Office or Estate Reception (after hours) and ask if there is a General Power Failure. If not contact an electrician of your choice;
- b. Estate Office will contact the ESKOM call centre to determine the extent of the problem and inform all role-players on the Estate via email, flyers and word-of-mouth.

Alternative means of electricity supply include a 300KVA generator installed at the Estate Office that supply power to Estate Reception, the Control Room and the Security Office. The Country Club has two separate small generators supplying power to emergency points together with Invertors. The Estate Hotel and various villas, in accordance with the guidelines as laid down by the Town Planning Committee, also have generators. The security fence and camera system have Invertors that supply power to these points up to 8 hours.

These generators and invertors should be kept in a serviceable condition at all times.

## **STRIKE ACTION**

A strike can be defined as a 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 few, if any, employees are members of any specific Union and the relationship between employees and the employer is seen as excellent,

strikes may occur from time to time. The Security 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 is fairly common and 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 type generally starts off as a peaceful strike. Should negotiations break down, be unsuccessful or a faction clash breaks out this could result in stone throwing, arson or damage to property. The Estate Manager will attempt to establish who the spokesperson for the strikers is and enter into negotiation with them in an attempt to ascertain 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 Security Manager at the scene will, on seeing the situation deteriorate, notify the Security Control room / Main Gate of the situation and the security supervisor will in turn notify the Police and request their assistance.

A security contingent will be mobilised to the scene. On their arrival they will deploy in such a way as to prevent any strikers entering the premises. Weapons will not be carried and 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 may and probably 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 on any person must be pointed out to the Estate Management.

## **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 on telephone number 10111.

### **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 them that you will personally see to it, that the correct person will receive it.

### **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 building, try to take an alternative route and attempt not to walk or drive through the crowd.

## **ASSEMBLY AREAS**

### Staff members

- a. Parking area in front of the Estate Office building;
- b. Parking area at the Club House;
- c. Parking area at the Hotel;
- d. Parking area at the maintenance building.

### Homeowners

- a. Parking area at the beach entrance;
- b. Parking area at Squash Court A;
- c. Parking area at Tennis Courts C and D;
- d. Parking area at the helicopter landing zone.