



# SECURITY PROTOCOLS

2026

These protocols should be read in conjunction with the  
STRATHEARN HILL ESTATE SECURITY RULES & ACCESS CONTROL POLICY  
with specific reference to point 5 thereof.



**STRAT****EARN**  
HILL

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## Residents

Entry & exit through biometric facial recognition.

## Visitors

### WITH Code Generated Through the App (Expected/Announced Visitors)

Entering the Estate:

Resident generates a code via the App.

Codes:

- Can only be used once (automatically expires after use)
- Can be generated in advance and post-dated
- Valid for 24 hours if unused
- Can be shared via WhatsApp, SMS, or email

At the Visitors Gate (next to Guard House):

Security will:

- Verify the code on the scanner
- Take a photo of the driver
- Scan driver's licence
- Scan vehicle licence disk
- Record number of occupants

Visitors will NOT need to call the resident once the valid code is verified.

Exiting the Estate:

Security will:

- Take a photo of the driver
- Scan driver's licence
- Scan vehicle licence disk
- Confirm number of occupants

Gate opens **ONLY** once entry and exit data correspond.

## WITHOUT Code (Unannounced Visitors)

Entering the Estate:

Security contacts resident via call box

Resident must confirm identity of visitor

Access control:

- Press 9 → Approve access
- Press any other key → Deny access

Security will then:

- Take photo of driver
- Scan driver's licence
- Scan vehicle licence disk
- Record occupants

Exiting:

Same verification process as entry must match before exit is allowed.

## Workers/Contractors

### 1. Regular Daily Workers (Domestic Workers, Gardeners, etc.)

Must be vetted (criminal checks completed)

Live-in workers → 24-hour access

Others → Access between 07:30 – 17:30

Important:

Workers must be scanned out by 17:30

Failure triggers alarm at Guard House & Control Room

Access:

Via turnstiles using biometric facial recognition

### 2. Long-Term Contractors

Also vetted

Rules:

- Access: 07:30 – 17:30 only
- After-hours access requires prior approval

Entry Procedure:

- Driver enters via biometric gate

All passengers:

- Exit vehicle
- Use turnstiles (biometric access)
- No unsupervised movement allowed

### 3. Once-Off / Day Contractors (NOT Vetted)

Entry Process:

- Resident must approve via call

Security will:

- Take photos of all individuals
- Scan ID documents

Driver:

- Licence scanned
- Vehicle disk scanned

Passengers must:

- Enter via turnstiles

Exit Process:

- Driver scanned at gate
- Workers exit via turnstiles

## Deliveries

Small to Medium Deliveries (e.g., Uber Eats, Mr D, couriers)

Express deliveries → 24-hour access

Others → 07:30 – 17:30

Procedure:

- Resident confirms via call

Security records:

- Driver details
- Vehicle details
- Any assistants via turnstiles

## Large Deliveries

Must use designated contractor/delivery gate

Process:

Resident logs vehicle registration on App

At main gate:

- Workers exit and are processed via turnstiles
- Driver details recorded
- Vehicle proceeds to delivery gate
- Registration verified automatically

Access granted ONLY if registration matches

## General Important Information

- Residents must download and use the Access Manager App
- Security will NOT manually override access after implementation period
- All access strictly follows system protocols

## Administration of workers/contractors

For new registrations, residents must provide:

- Copy of ID
- Clear photo (selfie)
- Access days required
- Signed consent for criminal check
- Payment for vetting

Processing time: 5 working days

Responsibility lies with the resident to ensure timely submission.

## Final Note

These protocols are implemented to ensure:

- Full access control
- Accurate tracking of all persons entering/exiting
- Maximum security for Strathearn Hills Estate residents

