





DIVISION: OPERATIONS

POLICY / PROCEDURE / GUIDELINE TITLE	SENTECH NATIONAL KEY POINT CUSTOMER VISIT PROCEDURE
APPLICABLE TO	SENTECH STAFF MEMBERS, CUSTOMERS & SERVICE PROVIDERS
RETRIEVAL CODE	
DATE INITIATED DATE REVISED	May 2019
AUTHORISATION	<p style="text-align: center;">Jointly Approved by:</p> <div style="text-align: center;">  <hr style="width: 20%; margin: 0 auto;"/> <p>Marlon Finnis Executive: Operations</p> </div> <div style="text-align: center;">  <hr style="width: 20%; margin: 0 auto;"/> <p>Matome Mahasha Head: Security</p> </div> <p style="text-align: center;">DATE: <u>30</u> May 2019</p>
NUMBER OF PAGES	6

NON-DISCLOSURE OF INFORMATION

Information contained in this document may be proprietary in nature and/or protected by copyright. Please obtain written permission from the **Authors - Executive Operations and Head Security** - prior to reproducing any part of this document, in whole or in part.

SENTECH NATIONAL KEY POINT VISIT PROCEDURE

1. INTRODUCTION

The broadcasting and telecommunications facilities at Sender Technology Park (STP) and Sentech Tower are declared National Key Points (NKP). Therefore, access and visits to these facilities shall be strictly controlled due to legal, security, financial and logistical considerations. Visits to NKP facilities shall be managed in accordance with approved procedures, provisions of the relevant Security Plans, Security Manual and the National Key Point Act, 1980 (Act 102 of 1980), as amended. Whilst complying with the security requirements for the NKP, it is important to note that, from an operational perspective, the NKPs are critical sites and therefore, visits have to be conducted in such a manner that they do not disrupt essential operational activities.

2. PURPOSE

The purpose of the *Sentech National Key Point Customer Visit Procedure* is to provide guidelines for the requirements and management of visits to any of the Sentech NKP facilities. The objective of the NKP Visit Procedure is to ensure that visits are undertaken in an orderly and regulated manner, considering the NKP status of the facilities and the associated Security Plan.

3. DEFINITIONS

National Key Point [NKP] means any place or area that has been declared a National Key Point by the Minister of Police.

Customer means any person representing a contracted Sentech customer, including Sentech staff members representing a contracted Sentech customer, who are ordinarily not authorised to have access to Sentech NKP facilities.

Visitor means any person who visits the facility for business acquaintance and discovery missions.

NKP Facility Manager means the operational manager who is responsible for the relevant NKP or relevant area within the NKP facility.

4. PROCEDURE FOR VISIT REQUESTS [CUSTOMERS]

- The visitor/initiator shall complete **Section A and B of the attached Sentech NKP Customer Visit Request Form**.
- The Initiator shall submit the completed **Sentech NKP Visit Request Form** to the relevant NKP Facility Manager. The NKP Facility Manager reserves the right to approve, defer or to decline such a request on logistical or operational grounds and he/she may consult with the Head: National Operations and Planning and/or Head: Northern Region and/or Head: Security (JPC/NKP) when deemed necessary.
- Requests for scheduled visits by the customer shall be made at least seven (07) working days in advance. The request shall only be considered if signed by the Initiator's Head of Department.
- All the emergency site visits to be logged with the NTC for notification, monitoring and control purposes. Such visits shall be logged with the NTC two (02) hours prior to the site visit with the name of the visitor, customer name, reason for visit and the estimated time to be spent on site. Please refer to the escalation matrix below for all the important contact

numbers. Visitor will need to provide positive proof of identification and prove their relationship to the customer.

- Once approved, the Initiator shall submit all visitors' signed **Indemnity Form: Sentech NKP Site Visit** to the relevant NKP Facility Manager at least five (05) working days before the date of the visit. Access shall not be granted to visitors if the required Indemnity Forms have not been submitted.
- No visit or access shall be granted, unless the relevant NKP Facility Manager approved the request for the visit.
- No visit or access shall be granted, unless the visitor can positively identify themselves by producing an acceptable proof of identification and in possession of the approved the request for the visit.
- The relevant NKP Facility Manager shall provide a list of all visitors to the Security Service Provider at the NKP facility at least three (03) working days before the date of the visit.

5. PROCEDURE FOR ACCESS CONTROL

- All persons who are not authorised or in possession of a valid and approved access card shall be regarded as visitors and shall not be allowed to enter the NKP, unless they have registered as visitors in the Visitor's Register at the security control point. Persons refusing to be subjected to the prescribed security procedures shall not be granted access to the NKP.
- Proof of identification e.g. South African I.D document, South African Driver's License or Passport, is required for registration as a visitor. No access shall be granted without the required identification document being provided.
- Whilst at the NKP facility visitors shall, at all times, be escorted/accompanied by authorised Sentech staff member/s.
- Firearms, cameras, alcohol, drugs and trading are not allowed on the NKP premises.
- All visitors on the premises shall, at all times, obey safety and security regulations and instructions.
- Sentech's appointed Security Service Provider reserves the right to, at any time, conduct physical searches on any person, vehicle or equipment during the visit.
- Vehicle entry to NKP sites is only allowed for work related activities conducted by staff members, contractors and service providers, and is strictly controlled. Other parties shall be required to make prior arrangements before access will be allowed.
- Sentech reserves the right to provide or revoke access rights to contractors and service providers, depending on the nature and duration of contracts/agreements.

6. GENERAL REQUIREMENTS

- NKP visits shall be restricted to office hours only. Emergency access can be arranged as described in section 4 of the document
- Cancellation of visits shall be communicated to the relevant NKP Facility Manager in writing at least three (03) working days before the agreed date of the visit.



SENTECH NKP VISIT REQUEST FORM

SECTION A To be completed by Initiator

Full Names: _____ Department: _____

Office (Tel): _____ Cell: _____

Motivation for Visit: _____

Number of Visitors: _____

Date of Visit: _____ Start Time: _____ End Time: _____

Designation (Position): _____ Signature: _____ Date: _____

Visitor(s) Escort Full Name: _____ Department: _____

Office (Tel): _____ Cell: _____

SECTION B To be completed by Visitor

Full Names: _____ Company: _____

Office (Tel): _____ Cell: _____

Reason for visit: _____

Designation (Position): _____ Signature: _____ Date: _____

SECTION C To be completed by Initiator's Line Manager

Comments: _____

Full Names: _____ Department: _____

Signature of Executive/GM: _____ Date: _____

SECTION D To be completed by NKP Facility Manager

Comments: _____

Full Names: _____ Designation (Position): _____

Signature: _____ Date: _____



INDEMNITY FORM : SENTECH NKP SITE VISIT

SECTION A	To be completed by Visitor
------------------	-----------------------------------

Full Names & Surname	
Identity Number	
Office Telephone Number	
Cellular Phone Number	
Residential Address	

SECTION B	Declaration by Visitor
------------------	-------------------------------

I, _____ in my capacity as _____ hereby

indemnify and hold harmless Sentech Limited from all liability and any claim that may arise regarding me entering Sentech's NKP premises (Site name): _____

I acknowledge that entry onto Sentech's NKP premises is at my own risk and I am not acting in the capacity of an employee of Sentech Limited nor in any course or scope of Sentech Limited.

I fully understand the contents hereof and sign without duress.

SIGNED AT _____ ON THIS _____ DAY OF (Month) _____ (Year) _____

Signature: _____

SECTION C	Signature by Witnesses
------------------	-------------------------------

- | | | |
|----|------------|-----------|
| 1. | | |
| | Full Names | Signature |
| 2. | | |
| | Full Names | Signature |

Escalation order	Escalate to:	Contact Details:	Escalate After:	Impact:
1.	Network Management Centre: NMC	Tel:(086) 110 0607 (011) 475 8646 0800 110 678 Email: jhbntc@sentech.co.za kutumelad@sentech.co.za	Immediately	All service and fault reporting
2.	NMC Supervisor: Thabisile Nene	Tel: 011 471 4491 Mob: 071 1288 324 Email: NeneT@sentech.co.za	15 minutes	All faults
3.	Technical Support: Thompson Chisoko	Tel: (011) 471 4625 Mob: 082 567 9770 Email: chisokot@sentech.co.za	30 minutes	All faults
3.	Service Manager: Sihle Ngcobo	Tel: (011) 471 4568 Mob: 071 442 7703 Email: ngcobos@sentech.co.za	30 minutes	Service Total down
4.	NMC Manager: Calvin Mashele	Tel: 011 471 4770 Mob: 083 2966810 Email: MasheleC@sentech.co.za	60 minutes	Service Total down
5.	Head: National Operations and Planning	Tel: Mob: E-mail:	1.5 hours	Service total down