

Operations, compliance and *emergency procedures.*

This plan applies to all North East Residences buildings: Salbany, APS, Devshi Court and Farah Gardens.

OHS Act

Compliance

SANS

Fire regulations

DHET

Norms & Standards

PSIRA

Registered security

01 Purpose and commitment

This plan is issued under the authority of our Directors, Ketan Soni, Nik Soni and Sahil Soni, and applies to every North East residence. Before starting their roles at any of our residences, all employees undergo comprehensive training to ensure that safety measures are practised consistently. Our primary objectives are to strengthen the skills and capabilities of our team and to foster equitable practices that safeguard the wellbeing of our working and living environment.

02 Health and safety oversight

KL SHEQ Consultants oversee health and safety requirements at our residences to ensure strict compliance with applicable regulations, including the strategic selection and placement of all required signage. Working closely with our certified electrician and company representative, Kashvir Lutchman, KL SHEQ ensures:

- Proper installation of all distribution boards (DB boxes)
- Sufficient lighting throughout each building
- Correct safety markings

Management works jointly with KL SHEQ in designing maintenance procedures for all personnel. Natural light and ventilation are provided throughout, and management works closely with the municipality and architects to meet the requirements applicable to student accommodation.

Our residences align their operations with the DHET Minimum Norms and Standards for student housing and the health and safety guidelines of the universities we serve (UKZN and DUT). Our Safety, Health and Environment (SHE) programme ensures that all stakeholders comply with residence policies, and is built on the principle that prevention is the most effective form of protection.

03 Building management and daily operations

The building manager at each residence is also the designated first-aid and health and safety officer. Routine spot checks of all cleaning activities are carried out using a standard inspection sheet, and every inspection is documented.

The building manager oversees the distribution of required materials. Toilet paper is distributed by the building manager and administrator, with a logbook recording each student's monthly allocation. Additional supplies and cleaning chemicals are ordered through head office and delivered directly to the residence. The building manager also manages the biometric and CCTV systems and enrolls new students onto them.

All cleaning personnel are registered and trained. They keep bathrooms, kitchens, hallways, waste areas and common spaces clean, with one cleaner per floor working six days a week, plus a free dish-washing service. A comprehensive deep clean of each building is carried out twice a year, using eco-friendly cleaning materials from a registered supplier to limit the spread of infectious diseases.

Water and electricity use is monitored daily by the building manager and recorded by the building administrator, allowing early detection of leaks and limiting waste. Hot and cold water is supplied throughout each building from the municipal line, with unlimited hot water for residents, and JoJo tanks at every building provide backup water. Students are educated on our Green Energy programme, which encourages responsible use of water and electricity.

04 Lifts and general machinery

Salbany has two lifts and APS has one; Devshi Court and Farah Gardens do not have lifts. All lifts are installed and maintained by Performance Elevators. Independent inspectors conduct Annexure A and B inspections as required, and monthly maintenance is carried out in line with the Occupational Health and Safety (OHS) Act. Performance Elevators operates a 24/7 standby team should a student become trapped, and our safety officer tests lift buttons and doors regularly.

05 Security

Each residence has Grade C PSIRA-registered security guards, supplied by Point Blank Security, covering day and night shifts with a balanced mix of male and female guards. Point Blank Security has safeguarded numerous student residences throughout Durban and understands the unique dynamics of student housing.

Each building manager keeps a detailed record of the guards on site and maintains direct communication with the operations head at Point Blank Security. In the event of an incident, the guard on duty contacts the

superintendent for additional support.

Entrances and exits are secured with steel gates, a biometric access system and a turnstile, so that no one can enter a building without authorisation.

06 Laundry and common facilities

Every building has a laundry room with multiple automatic washing machines and dryers, plus a concrete washing trough and drying lines. Machines are covered by maintenance agreements with our supplier, and a technician is dispatched promptly in the event of a fault. Laundry rooms include shelving for clothing, walls designed to limit noise and heat, and hand-washing facilities. Students have access to laundry facilities at their convenience.

Every student has access to a fridge and freezer. At Salbany and APS the fridge is in the student's room; at Devshi Court and Farah Gardens fridges are in the kitchens, with some in students' rooms.

The TV room (with DStv), study room, common areas and student rooms in each building are designed to meet the standard requirements for natural light and ventilation.

07 Fire protection

Fire systems are installed by FireDoc. Buildings are equipped with hose reels in passages, fire hydrants connected to the fire line with a booster, fire extinguishers and SANS-compliant signage. Fire evacuation plans are displayed prominently, and smoke detection systems are installed throughout passages and common areas in accordance with SANS standards.

FireDoc also installs fire blankets and extinguishers in every kitchen and ensures all fire-line piping is painted red. FireDoc provides emergency training for all employees. Panic buttons and alarms are located throughout each building, all stoves are fitted with timers that cut power after a set period, and all fire equipment is inspected quarterly.

08 Waste management

Waste is centralised in a refuse room at each building. Large bins collect waste removed by our cleaners from rooms, kitchens and common areas; Durban Solid Waste collects twice a week, after which the refuse room and bins are thoroughly cleaned. Each student is provided with a refuse bin with additional compartments for sanitary items, supporting a hygienic and environmentally responsible disposal process.

09 Pest control and fumigation

Insectanet Services manages fumigation and pest control across our residences, including sanitisers, sanitary bins, fogging and disinfection, and internal and external bait boxes, sprays and gels. These services are carried out monthly throughout each building using registered pesticides. Insectanet is registered with the Department of Agriculture.

10 Electrical and plumbing

Electrical and plumbing work is carried out by ARKK Plumbers and Electrical, which is certified by the relevant department and handles installation and maintenance. To address load shedding, every building has an inverter for backup power, and battery-powered emergency lights are installed in common areas.

All plumbing work is tested before occupation. Our plumber works with KL SHEQ Consultants to assess pipe ventilation, secure pipelines against leaks and evaluate installations. Additional safety measures include non-slip tiles in common areas and safety glass. ARKK conducts routine tests on all electrical equipment and provides a report.

11 Residence rules

Residence rules ensure that students follow a responsible code of conduct. The following are prohibited in all residences:

— Squatting or subletting rooms

— Running a business or selling

— Possessing weapons

— Alcohol or smoking

— Theft or drug-related activity

— Sexual harassment

— Loud music or excessive noise

— Violence or fighting

— Vandalism

— Tampering with any equipment

Students are financially responsible for any damage to the property and must keep their rooms clean at all times.

12 Arrival, registration and keys

Students arrive with their student card and proof of their accommodation allocation or signed lease. After biometric registration, each student receives their own room key and front-door key, Wi-Fi access for all their devices, a guided tour of the residence and the bus schedule. The building manager then runs an orientation session covering residence rules and safe use of the Wi-Fi network. During this period, security guards maintain order and carry out the necessary screening.

A student who misplaces a key must notify the building manager promptly; spare keys are kept in secure storage at all times.

GENERAL ENQUIRIES

Nik Soni

PHONE

082 880 3262

EMAIL

SNXNIK003@gmail.com

OFFICE HOURS

Mon-Fri 09:00-15:00

Sat 09:00-12:00