

NAME OF COMPANY	-	GMP KAISAR SECURITY (M) SDN. BHD.
NAME OF CLIENT	-	D'ALAMANDA CONDO JMC
REFERENCE SUBJECT	-	ENQUIRY QUESTIONAIRE
DATE	-	5 <sup>TH</sup> JANUARY, 2011

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#### 1) Errors & Omissions Insurance

Which events/incidents can we (residents/Management) claim under this insurance?  
Please state different events, and outline the step-by-step claim procedures for each event.

- ***Any incidents involving property or monetary loss due to guards' negligence can be claimed under this policy. These include theft and break-ins. Outline below are the steps to be taken for such a claim.***
  1. *Residents/Management must make a police report within (24) hours of the as well as informing the security company of the incident*
  2. *An internal investigation must be carried out to ascertain there is a negligent/error/non-compliance to SOP on the part of the security personnel on duty*
  3. *A Letter of Intent to claim must be forwarded to the security company within seven (7) days of the incident.*
  4. *The Security Company will then forward a claim advice form to the resident/management to be filled in.*
  5. *Once the form has been filled in, the insurance company will then advise on the documentations needed to process the claim.*
  6. *The amount of claim are laid out in the insurance policy.*

#### 2) Public Liability Insurance

Which events/incidents can we (residents/Management) claim under this insurance?  
Please state different events, and outline the step-by-step claim procedures for each event.

- ***Any incident/events claimed by a third party that involves bodily injuries or property damage whilst in the premises can be claimed under this policy. For example injuries to self or property damage due to security company or its employees' fault. The process to be followed are as above.***
  1. *Visitors must make a police report within (24) hours of the as well as informing the security company of the incident*
  2. *An internal investigation must be carried out to ascertain there is a negligent/error/non-compliance to SOP/fault on the part of the security personnel on duty*
  3. *A Letter of Intent to claim must be forwarded to the security company within seven (7) days of the incident.*
  4. *The Security Company will then forward a claim advice form to the resident/management to be filled in.*
  5. *Once the form has been filled in, the insurance company will then advise on the documentations needed to process the claim.*
  6. *The amount of claim are laid out in the insurance policy.*

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### 3) Fidelity Insurance

Which events/incidents can we (residents/Management) claim under this insurance?  
Please state different events, and outline the step-by-step claim procedures for each event.

- ***Any monetary or property loss due to guard's dishonesty are claimable under this policy. For example a theft or break in was proven being done by a security personnel or loss of valuables and items entrusted to the security personnel for safe keeping. The process for claims are the same:***
  1. ***Residents/Management must make a police report within (24) hours of the as well as informing the security company of the incident.***
  2. ***An internal investigation must be carried out to ascertain there is a negligent/error/non-compliance to SOP on the part of the security personnel on duty***
  3. ***A Letter of Intent to claim must be forwarded to the security company within (14) days of the incident.***
  4. ***The Security Company will then forward a claim advice form to the resident/management to be filled in.***
  5. ***Once the form has been filled in, the Insurance company will then advice on the documentations needed to process the claim.***
  6. ***The amount of claim are laid out in the insurance policy.***

### 4) Group P.A. Insurance

Which events/incidents can we (residents/Management) claim under this insurance?  
Please state different events, and outline the step-by-step claim procedures for each event.

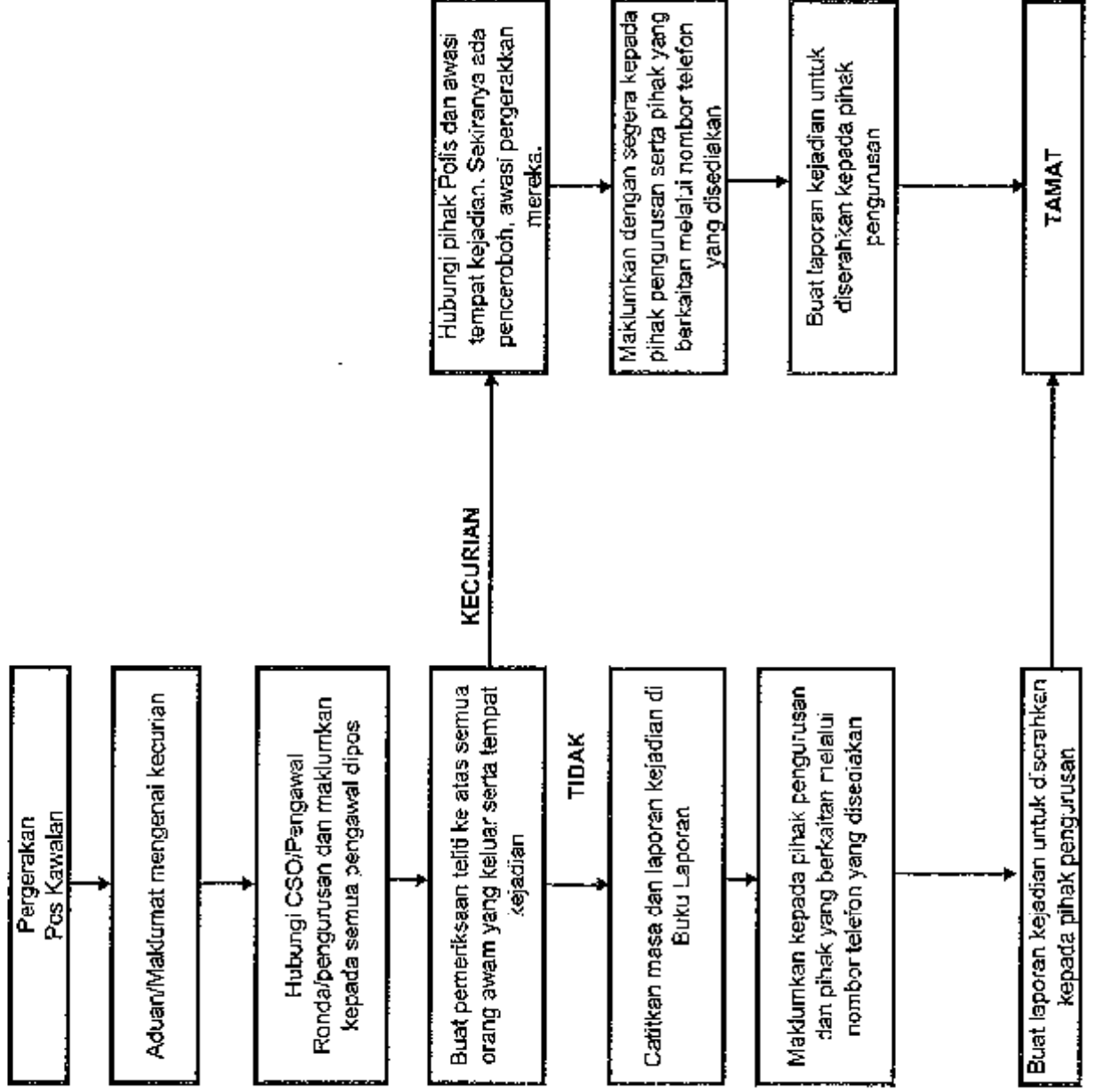
- ***Any incident resulting in injuries, permanent disability or death to security guards during the course of discharging their duties at the premises. This claim is usually for the security personnel and any injuries or death to them is claimable under this policy.***

### 5) Emergency Response

What type of emergency situation will normally happen in a condominium like D'Alamanda? (eg. fire, break-in, etc). Please state each events/incidents, and outline the step-by-step emergency responses for each event.

- ***For any emergency response procedure, the SG have to identify the nature of the emergency and act accordingly, They must inform the CSO immediately who will then advise them on the necessary actions to be taken. (Please refer to flow chart)***

**TATACARA TINDAKAN SERTA MERTA (EMERGENCY RESPONSE PROCEDURE - THEFT)**

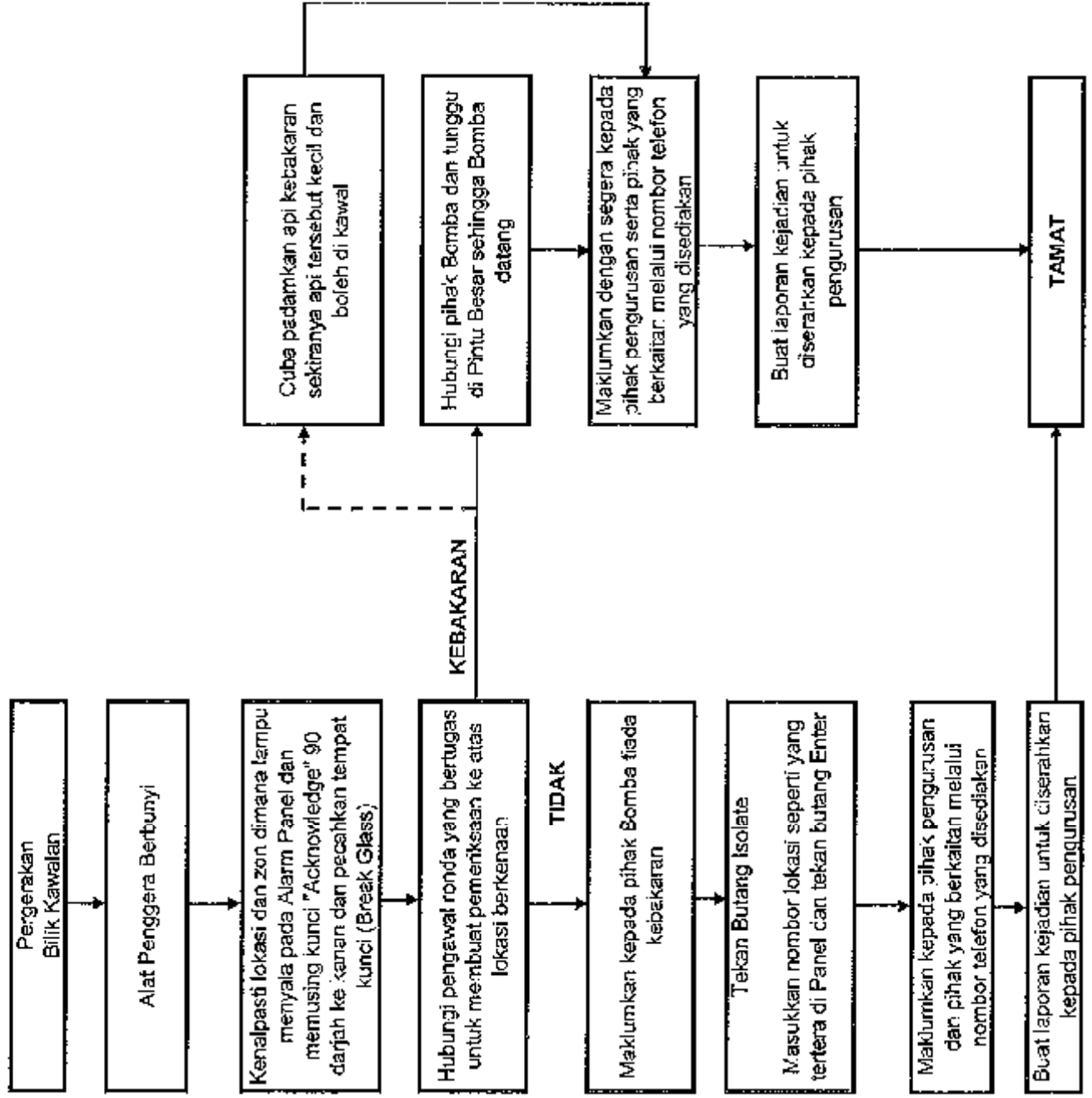


**NOTA**

Sesiapa yang bertugas di bilik Kawalan tidak dibenarkan meninggalkan pos pada bila-bila masa jua sehingga pihak Polis tiba

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# TATACARA TINDAKAN SERTA MERTA (EMERGENCY RESPONSE PROCEDURE - FIRE)



## NOTA

Sesiapa yang bertugas di bilik Kawalan tidak dibenarkan meninggalkan pos pada bila-bila masa jua sehingga pihak Bomba tiba

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#### 6) SOPs for handling Contractors

In D'Alamanda, contractors can only perform their renovation/Installation work from 8am until 6pm, from Monday to Friday. A permission letter must be obtained from the Management Office beforehand. How do your security guards handle contractors (right from registration, up to leaving their work site). Can you outline the SOPs?

- *Any Contractors' entering must register at the post and produce a letter of permission to do renovation/installation in the premises.*
- *The SG on duty then confirmed the work with the CSO/Management. Details of the contractor's company, workers and unit they are assigned to are noted in the Contractor's Log Book.*
- *They are then issued passes and the SG must inform the workers to exhibit the passes at all times.*
- *The SG on duty will then inform the CSO/Patrolling Officers of the event.*
- *The CSO/Patrolling will then proceed to the said unit/floor to ensure that the Contractors' are present.*
- *From time to time the CSO/Patrolling Officers will check on the unit/workers' to ensure that they do not loiter or proceed to other units.*
- *Any outstanding incidents, the patrolling officers' must inform the CSO/posts for further necessary action to be taken.*
- *Once the renovation/installation work is done the patrolling officer must check in with the posts to ensure that the workers have left the premises.*
- *The SG at the post must clocked in the time the workers' left and do a sweep-in check to ensure no items/goods not belonging to the workers being taken out.*
- *The SG then will ask for the return of the passes before allowing the workers to leave.*

#### 7) Additional Tasks for Level 6 Security Guards

Most facilities (like karaoke, squash, snooker, etc) are located on the 6th Floor. Residents need to register at Management Office (at Level 6) before they can use these facilities. During public holidays, no Management Office's staffs are available. Can this registration task be handled by your security guard ? (during Public Holiday only)

- *The SOPs' for security personnel in a Condominium includes ensuring that common properties area like facilities room, swimming pools etc are not misused and vandalised and, in the absence of the management representative, all usage of these facilities will be monitored and supervised by the security personnel including registration of residents using these facilities.*

## PROSEDUR KAWALAN KELUAR MASUK

