



## Security Plan Blue Mango Residence

2023-11-25

### Background

Blue Mango is a gated community with 75 houses and has had its own security force since its inception, which has been a appreciated and reassuring feature in the area. In the current times of increased crime, we need to review our approach to visits in the area and also the job description of the guards. This is to counteract and proactively address issues before any negative events occur. We have received indications from residents in the area that there have been instances where unauthorized individuals have entered and walked around our area without permission. There have been occasions when unauthorized visitors have conducted scans in the area with a negative agenda. This document is developed to textually describe our security procedures and the measures that we, as the board, take to counteract unauthorized individuals in the area and maintain a safe place to live, work, and reside in.

### Vision and goals with the Blue Mango Residence security plan

By reviewing our security procedures, we prevent crimes before they happen. Our goal is to enhance the safety of the entire area with functional cameras, operational gates, and remote control.

This document serves as an operational plan for our security, where the board details the reinforced security procedures. It's important for the board to communicate why we're introducing increased security measures since it will involve the residents in the area. The board is fully aware that it takes time to implement new procedures, both among staff and residents, resulting in a phased implementation schedule. Our aim is to have completed the entire security plan by December 2024.

### To achieve our goal, we need:

- **New Website and Reporting System:** Implement a new user-friendly website for reporting visits and deliveries, increasing the security for residents and facilitating information for the staff.
- **Technical Equipment:** Ensure that staff has access to computers and the internet for effective communication and provide necessary technical equipment, such as printers, to perform their tasks.
- **Uniforms:** Introduce new uniforms that clearly indicate security guards with the authority to maintain order and security within the area.
- **Security Procedures and Communication:** Develop and reinforce security procedures, enhance communication between homeowners and guards, and improve feedback from the office and guards to residents.
- **Training:** Continue and evaluate the ongoing English course for staff to enhance communication and increase their efficiency.

- **Neighborhood Cooperation:** Promote neighborhood cooperation and encourage all residents and visitors to be vigilant and report suspicious activities to the guards. **Effective Visit Reporting:** Implement a smooth process for reporting visits via the website, ensuring guards respond and log visits accurately.
- **Security Check for Suppliers:** Introduce a security check for suppliers, where guards take the ID of the driver and the vehicle registration number before granting access. By implementing these measures, we can strengthen security and maintain a safe and secure environment within Blue Mango.

### **Implementation and Execution of New Procedures**

New uniforms that clearly indicate individuals as security guards and signify their authorized powers to maintain order and security within Blue Mango.

- Guards have a computer with internet for efficient communication with residents in the area and a printer.
- The English course started on November 5 and will continue as long as needed. Time is set aside on Sundays from 2:00 PM to 3:30 PM throughout 2023, followed by an evaluation.
- Neighborhood cooperation. All residents and visitors in the area should be vigilant and feel responsible for reporting any suspicious activities to our guards.
- The staff at the guard station receives visit notifications through the website, responds with approval to the resident who submitted the notification, and records it in the logbook.
- For suppliers, guards take the driver's ID and the vehicle registration number before allowing them to proceed.

### **All visitors are welcome to Blue Mango Residence**

All visitors, guests, deliveries, and suppliers are welcome in the area as long as the guards are informed that residents are expecting them.

- **Guests:** Reported through the website, specifying the number and day of the visit.
- **Deliveries to houses:** Homeowners indicate an expected delivery, allowing the guard to permit entry for the delivery vehicle. If possible, provide the day and approximate time.
- **Cleaning companies:** Guards are familiar with the individuals who clean in the area, so they are allowed to pass.
- **Ice cream truck:** Recognized older man. Guards are familiar with him and consider him non-threatening.
- **Suppliers:** Guards take the ID of the driver and the vehicle registration number before allowing them to pass

## **New Procedures Implementation Timeline:**

### Phase 1 – Implemented in September 2023:

- Residents in the area report their visits via the website.
- Residents are informed through newsletters about this new measure to enhance our security.
- Evaluation will take place after 6 months. The assessment involves dialogue with homeowners and discussions, along with follow-ups from both guards and office staff.

### Phase 2 – Implementation in January 2024:

- Expanded security measures that also include reporting deliveries to houses.
- Residents will be informed via newsletters distributed in December that guard procedures now also cover deliveries and reporting of suppliers.
- Evaluation of this measure will be conducted after 6 months in June 2024.

Supervisor will continuously assess our security efforts and report to the board as needed.

## **Job Description and General Information for Security Personnel Serving Blue Mango Residence:**

1. Be drug and alcohol-free at the beginning and throughout the shift.
2. Arrive promptly at the workplace to receive information from the outgoing guard.
3. Wear the assigned uniform at the start of the shift (dark blue cap, light blue shirt, dark blue pants, and black shoes). Keep the uniform clean and tidy.
4. Ensure overall security within the area and work towards creating a pleasant environment.
5. Maintain a log of entering and exiting vehicles.
6. Check the authorization of all individuals seeking access to the area by physically approaching each vehicle.
7. Deny entry to vehicles/people if the right to access cannot be proven. Homeowners are responsible for registering details of new guests and temporary visitors, documented according to Blue Mango Residence procedures. Heavy vehicles should not be allowed into the area due to potential road damage.
  
8. Be familiar with the rescue equipment (fire extinguisher, first aid, and defibrillator) at the guard station. Annual training for security personnel, handymen 1 and 2, as well as office staff 1 and 2.
9. Conduct security patrols focusing on "security monitoring" and "area surveillance" during three foot patrols within the specified time periods:
  - 09:00 AM - 12:00 PM
  - 12:00 AM - 03:00 AM
  - 03:00 AM - 06:00 AM

The use of spotlights should be based on necessity. Document the patrols according to established procedures.
10. Inspect and make notes during patrols, such as broken communal lighting, improperly parked cars (issue a pre-printed notice on the windshield), and address loud disruptive nighttime parties or guests in communal pools.
11. Immediately report violations to the supervisor, who will inform either:
  - 1) Suzanne Lundström, house 124/, or
  - 2) another board member.

**\*\*Security contactperson Appointed by Blue Mango Board – Suzanne Lundström,**

**Document Updated on 2023-11-25\*\***