



STANDARD OPERATING PROCEDURE

PSIRA Reg. 1142851



Pro-Active Monitoring:

This procedure is to ensure that the CCTV operator will randomly access the site about 5 times per shift.

The operator will identify and report on the following anomalies.

- Objects out of place
- Abnormal behavior
- Abnormal pedestrian or vehicle behavior
- System status
- Security officer's awareness
- Plant Vegetation overgrowth
- Suggest additional cameras or re-positioning.

In addition to the standard identification of the abnormal activity the operator will be tasked with three specific tasks per shift to be completed and reported on as follows:

1. Introduction status report

This post should be concluded between 05h00 and 06h00 and 17:00 and 18:00 the report should include the following.

- Operator names and contact number
- Site and camera statues
- Any special instructions issued.

1st site inspection

This post should happen at around 22h00 (times to be finalized and is site specific)

2nd site inspection (Active deterrent)

This post should happen at around 02h00

Random tasks will be prescheduled for completion as follow:

- Site Inspection of cameras lights and environment
- Scene scenarios change the inspection of lighting and camera positions.
- Site Security patrol
- Armed response dispatch for patrol, standoffs

2. WhatsApp reporting

The CCTV Operator will only post on the WhatsApp group in the following scenarios.

- Any special instructions supplied by the client on a scenario basis.
- Any abnormal activity
- Introduction
- Site inspections (Virtual patrols)

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3. Technical reporting:

The operator will compile a site fault list pertaining to any technical related fault. The fault list must be submitted to the CCTV Duty Manager at shift change. The CCTV Duty Manager will verify the faults reported before submitting the report to our technical department before 08h00 every morning.

Should a technician be required to go to site our technical administrator will be in contact with you and make a booking for a technician to come and assist with the fault.

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