



SITE OPERATING PROCEDURE

PSIRA Reg. 1142851



1. SITE ADDRESS

2. EMERGENCY CONTACT DETAILS

SAPS		10111
FIRE DEPARTMENT		999
NETCARE AMBULANCE		082 911
24/7 CONTROL ROOM		011 444 2237
	OPERATIONS MANAGER	
	GENERAL MANAGER	
	CLIENT	

3. SECURITY OFFICER COMPLEMENT

SHIFT	QTY	TYPE	DAY PER WEEK	SHIFT TIMES

4. SITE EQUIPMENT

HANDCUFFS	
BATONS	
OCCURRENCE BOOK	
ACCESS CONTROL REGISTER	
TORCHES	
GATE REMOTE	
CELL PHONE	

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5. AIMS AND OBJECTIVES OF SECURITY OFFICERS

THE SECURITY OFFICERS AIM TO MITIGATE HIJACKINGS, BREAK-INS, AND ANY OTHER CRIMINAL ACTIVITY ON THE PREMISES. ENSURE SMOOTH AND EFFICIENT ACCESS AND THAT NO UNAUTHORIZED PERSONS ENTER THE PREMISES.

6. GENERAL DUTIES AND RESPONSIBILITIES OF OFFICERS

- 6.1 Security Officers are to be in full uniform with specified equipment at least 15 minutes before shift changes.
- 6.2 Security Officers to report on duty, neatly dressed in full uniform, fully shaven, sober, and free from injuries.
- 6.3 During the handover check for the following equipment:
 - Gates remotes control
 - Access register
 - PTT radio test via the 24/7 security control room
 - Intercom or internal communication system must be tested that it's working (if any)
 - Any damages at the guard room or within the precinct
 - Ensure lights are on/off. Also, check on fused bulbs of lights as well as for the guard house.
- 6.4 Incidents and shift change handovers must be reported in the occurrence book.
- 6.5 All incidents must be reported to the 24/7 Security Command Centre immediately.
- 6.6 Pocketbook, red, and black pen, and a watch must always be in your possession as they are part of your uniform.
- 6.7 A panic button remote is to be always kept in your possession and handed over to the next Security Officer reporting for duty.
- 6.8 No uniform and personal belongings will be allowed in the guard house.
- 6.9 Ensure that the immediate surrounding area is always kept clean and tidy.
- 6.10 Only the Security Officer on duty, 24/7 security armed response, and management will be allowed in the guard house.
- 6.11 Remain in a full uniform and always be professional when performing your duties.
- 6.12 Security Officers will not smoke in public while in full uniform. No smoking in the guard house will be tolerated.
- 6.13 Security Officers may not have any visitors on site or in the Guard House.

- 6.14 The Security Officer will not receive or keep any parcels for the staff or the client.
- 6.15 No contractors will be allowed either weekends or public holidays unless on prior arrangements.
- 6.16 Security Officers are to be professional; polite but take firm and positive action when incidents occur.
- 6.17 Officers must always report on and off duty on the radio to the Command Centre and in the occurrence book.
- 6.18 Always obey all company rules and regulations and project a professional image.
- 6.19 Ensure that all regulations in the SOP are adhered to by yourself and any other colleagues of 24/7 security as required by various policies and procedures of 24/7 security and by the rank structure and chain of command structures with 24/7 security.
- 6.20 Ensure that the level of discipline is maintained to the fullest by yourself and any other colleague of 24/7 security.
- 6.21 All lights, fire-fighting equipment, and perimeter fencing must be examined daily, and any missing or damaged items reported to control and recorded in the occurrence book.
- 6.22 No fires may be started on site by the Security Officers.
- 6.23 Security Officers must familiarize themselves with the applicable powers of arrest for the site.
- 6.24 Defective electrical plugs must be reported immediately.
- 6.25 Security Officers are to treat everyone with respect and must NOT become overfriendly with any visitors or staff member.
- 6.26 Ensure that the procedures as per the site SOP are carried out to the best of your ability. Should you not be able to conform to the requirements for any reason whatsoever then contact the 24/7 Security Command Centre immediately and inform the Supervisor or Area Manager in charge.
- 6.27 Address clients and visitors as Sir or Madam regardless of their age.
- 6.28 You are to always address a female customer as Mam and a male as Sir.
- 6.29 Check electrical boxes for tampering; check windows; doors etc.
- 6.30 Whilst on duty all maintenance problems must be recorded i.e. lights out, damaged gates, etc.
- 6.31 Torches and batteries must be ordered from the supervisor before they go dead. i.e., do not wait until they are finished. ORDER IN ADVANCE.
- 6.32 Always meet and greet customers.
- 6.33 Always keep the guard room light on at night, should you turn it off, residents might assume you are sleeping.

7. SECURITY OFFICER DUTIES

8. PATROLLING DUTIES

- 8.1 The Security Officer will conduct hourly patrols of the entire premises only if there is no movement of vehicles or staff into and out of the premises.
- 8.2 At the end of each patrol the Security Officer will return to his station to book himself back from patrol and to conduct the hourly radio report to the control room.
- 8.3 Whilst on patrol the Security Officer must observe and pay attention to the following:
- Ensure that there are no persons loitering around the perimeter.
 - Check all the lighting and look for any signs of electrical problems or fires.
 - Check that there are no water leaks or taps left open.
 - Check that all gates and doors are closed or locked.
 - Check for water leaks or any other defects in the ceilings.
 - Check the doors and windows for signs of damage or forced entry.

OB ENTRIES OF ALL FINDINGS MUST BE MADE ON EACH SHIFT.

9. TEA/COFFEE & MEAL PROCEDURES

- 9.1 Meals
- 9.1.1 Security officers must bring their meals or any other refreshments from home.
- 9.1.2 Meals must be taken at the post/guardroom/place of duty.
- 9.1.3 Do not neglect the job at hand while having lunch or taking tea.



- 9.1.4 Always have a serviette or washcloth at hand in case you need to wipe your hands to attend to clients or job responsibilities.
- 9.1.5 Security Officers are not allowed to abandon their post to buy meals/refreshments at any shops while on duty.
- 9.1.6 Refrain from moving around whilst eating.

9.2 Tea

- 9.2.1 Tea/coffee & lunch must not interfere with a Security officer's responsibilities.
- 9.2.2 No specific times allocated for Lunch/Tea breaks. It can only be taken when the time allows it. Do not leave your post to buy food.

10. RADIO COMMUNICATION

- 10.1 When reporting on duty the following must be checked:
- 10.2 Radio must be clean and serviceable.
- 10.3 The volume switch etc. must be in working order.
- 10.4 The antenna must not be cracked or broken.
- 10.5 The battery pins must be serviceable.
- 10.6 The battery must be operating correctly.
- 10.7 Problems regarding the radio must be recorded in the Occurrence Book and reported to the site manager and control room.
- 10.8 Private messages are not allowed.
- 10.9 Only English is allowed when communicating on the radio.
- 10.10 Foul, dirty, or improper language is not allowed.
- 10.11 Press the button for two seconds before sending the message.
- 10.12 When speaking, talk slowly and clearly.

11. COMMUNICATION

- 11.1 By signing this document, you acknowledge that you are aware that the official business language of the company is ENGLISH, that you can communicate in ENGLISH, and that ENGLISH is the only language to be used in all manners of communication within the company, including but not limited to verbal, telephonic, radio, electronic or written forms of communication. You also confirm that you are aware that failure to communicate in ENGLISH shall result in disciplinary action being taken by the company.



- 11.2 The PTT radio is the primary tool of communication. It is to be looked after and any problems with the PTT radio are to be reported to the 24/7 Area Supervisor or Area Manager immediately for attention.
- 11.3 Keep the client and the Area Manager informed of any occurrences on-site.
- 11.4 Inform the area manager of late postings as soon as the shift commences.
- 11.5 Treat each other with respect.

12. DOCUMENTATION CONTROL

12.1 Occurrence Book

12.1.1 Security personnel to record all incidents in the OB.

12.1.2 24/7 OB will always be maintained and the following 24/7 instructions regarding the OB are to be strictly adhered to:

- Every entry in the OB will be numbered consecutively from midnight on the first day of each month to midnight on the last day of each month.
- Every entry in the OB will have the time it is made recorded in the appropriate column, late entries will be headed as such, and the body of the entry showing the time it should have been made, i.e. the time of the report or occurrence.

12.1.3 At midnight every night the O.B. will be ruled off and the date and day of the week recorded directly beneath the line.

12.1.4 Handing/taking over procedures at the beginning and end of each shift will be observed, and the Security Officer will officially sign the O.B. at the change of shift.

12.1.5 If corrections are necessary, a new entry will be made. No erasures, pencil notes, or alterations will be permitted. No Tippex may be used.

12.1.6 All serious incidents must be reported to Management and 24/7 Security immediately. An O.B. number from 24/7 Security Control must be obtained and entered into the O.B. for cross-referencing.

12.1.7 No job description will be changed between the client and the security officer without knowledge of 24/7 security management.

13. TELEPHONE PROCEDURES

- 13.1 Security personnel are not allowed to use their cell phones while on duty except in emergencies whereby they will still not be used in front of residents and visitors, these calls will be short.
- 13.2 No personal calls will be tolerated at all. Disciplinary action will take place if it is found that the telephone has been abused. Warning and AOD will be the only solution.



13.3 No cell phone earpieces allowed while on duty. It is a security risk.

14. ARREST PROCEDURES

14.1 The Arresting Officer shall call a backup over the radio and if not, possible they must press the panic button with them.

14.2 All the gates must be closed and locked up until everybody finds the reason for the panic button being pressed.

14.3 The closest Security Officer to the panic button pressed must be the one to react.

14.4 A person can only be arrested if they have committed an offense under schedule 1, i.e., treason, sedition, bestiality, murder, armed robbery, robbery, culpable homicide, indecent assault, assault, sodomy, arson, theft, fraud, forgery, rape, escaping from lawful custody, kidnapping, housebreaking, and entering, child-stealing, public violence, malicious property damage, receiving of stolen property:

- Section 42 of Act 51 of 1977 (Arrest without a warrant): Any private person or security guard may arrest, without a warrant, any person who commits or attempts to commit, or whom he reasonably believes has committed any offence named under schedule 1.
 - » You may detain such a person for arrest.
 - » Any other person (private) may assist you in the arrest of such a person.
 - » In terms of Section 42(3) the owner or lawful occupier may authorize a security guard guarding his/her premises to arrest, without a warrant, any person who commits any offence on the specific premises.
- Section 39 of Act 51 of 1977 (Manner and effect of Arrest): If the person to be arrested submits in custody, touching him during an arrest is not necessary.
 - » If he should resist an attempt to arrest him/her, the arrest shall be made by touching his/her body and, if necessary, using force. (Necessary force: to physically handle a person).
 - » The person arrested will be informed of the cause of arrest during or strictly after the arrest.
 - » The person will be in lawful custody until lawfully charged or released.
- Section 49 of Act 51 of 1977 (Use of force in effecting an arrest): If a person resists an arrest or flees when an attempt is made to arrest such a person, necessary force may be used to overcome such resistance.
- Section 23 of Act 51 of 1977 (Search of the arrested person and seizure of article): The arrested person may not be searched unless he gives his consent.
 - » Any article found in an arrested person's possession, can be seized and must be delivered to a police official as soon as possible.

- » After the arrest has been made, the 24/7 control room must be notified.
- » The police must be notified and if there is not a quick response, the arrested person must be taken to the police station by a 24/7 security vehicle.
- » In most cases the Client is the one to lay formal charges.
- » All relevant people must be notified of such incidents.

15. GENERAL EMERGENCY PROCEDURES

- 15.1 First discover the emergency.
- 15.2 Call the emergency unit directly involved in the emergency.
- 15.3 Press your panic button and summons 24/7 security.
- 15.4 Call the 24/7 Control Room who will call for backup.
- 15.5 Call the Operations Manager.
- 15.6 Call the Area Manager.
- 15.7 Make all routes accessible for emergency vehicles if possible.
- 15.8 While waiting for emergency vehicles ascertain whether you can be of any assistance in the emergency.
- 15.9 Ensure that an OB entry is made of every event in detail. Follow the emergency procedure and make notes of all persons dealt with during the emergency.
- 15.10 Keep the emergency area clear of all bystanders ensuring that only emergency personnel enters the area.
- 15.11 A full report on the emergency must be submitted to 24/7 Management and the Client within 24 hours.
- 15.12 No press personnel is allowed near or on the scene unless the client approves.
- 15.13 Remember to keep calm and manage the emergency.

16. EMERGENCY PROCEDURES

16.1 FIRE EMERGENCY PROCEDURES

- 16.1.1 If the fire can be contained, use the correct fire extinguisher to put out the fire. If it cannot be contained immediately:
 - Contact the 24/7 Security Control Room, the Client, and the fire brigade and report on:
 - What is burning



- How big is the fire?
- 16.1.2 Take all precautionary measures to protect life and property.
- 16.1.3 Do not cause panic.
- 16.1.4 The following procedures must be adhered to:
 - Contact the 24/7 main control room.
 - Contact the Area Manager.
 - Inform the security area manager if he/she is not yet aware of the situation.
 - Make an OB entry.
 - Complete an Incident Report Form.

16.2 NATURAL DISASTERS

During natural disasters such as flooding or extreme fires, the main priority is the safety of the Residents/Employees.

- 16.2.1 Press the panic button and contact Emergency Services immediately. Contact the Area Manager and Management.
- 16.2.2 Make an OB entry.
- 16.2.3 Complete an Incident Report Form.

16.3 POWER FAILURE

In the case of any general power failure, the following must be done:

- 16.3.1 Advise the 24/7 control room and the Client.
- 16.3.2 Contact the Area Manager and advise him of the problem and what action was taken.
- 16.3.3 Make an OB entry.

17. CRIME-RELATED EMERGENCIES

17.1 PUBLIC UNREST

Should there be any form of public violence on or outside the premises the following must be done:

- 17.1.1 Press the panic button then contact the SAPS.
- 17.1.2 Contact the Area Manager, Client, and Management.



17.1.3 Make an OB entry.

17.1.4 Complete an Incident Report Form.

17.2 BOMB THREATS

All bomb threats must be treated seriously. In the case of a telephonic bomb threat, the following must be done:

17.2.1 Activate the panic button and try to attract the attention of another person to contact the SAPS.

17.2.2 Keep the person talking and try to gather as much information as possible regarding:

- Where the bomb has been planted?
- When will the bomb go off?
- What type of bomb it is, and what it looks like?
- Why is the person doing it?
- Who is the person?

17.2.3 Complete the Bomb Threat Check List. Concentrate during your conversation on the following:

- Time and date of the call.
- The age and sex of the caller.
- The race of the caller.
- Any accent of the caller.
- Background noise during the conversation.
- Establish any other information.
- Inform the Area Manager, the Client, and Management.
- Call the SAPS and Emergency Services on 10111 and inform them of the situation.
- Make an OB entry.
- Complete an Incident Report Form.

17.3 BURGLARIES

In the case of burglary or attempted burglary, the following procedures must be adhered to:

17.3.1 Contact the SAPS.

17.3.2 Contact the Area Manager and Management.

17.3.3 Make an OB entry.

17.3.4 Complete an Incident Report Form.

17.4 THEFT

If a person is suspected of theft the following procedure must be followed:

17.4.1 Contact the SAPS and the Security Control Room.

17.4.2 Inform the Area Manager, the Client, and Management.

17.4.3 Make an OB entry.

17.4.4 Complete an Incident Report Form.

17.5 ASSAULT

Should the security officer witness any form of assault he must do the following:

17.5.1 If the situation does not return to normal, contact the SAPS and the Armed Reaction.

17.5.2 Contact the Area Manager, the Client, and Management.

17.5.3 Make an OB entry.

17.5.4 Complete an Incident Report Form.

SITE OPERATING PROCEDURE



SIGNED ON BEHALF OF
24/7 SECURITY

NAME & SURNAME

DATE

SIGNED ON BEHALF OF
CLIENT

NAME & SURNAME

DATE

Signed by Security Officers on site:

I know and fully understand the contents of the above document and have been made aware of the consequences if I should fail to do my duties and responsibilities accordingly. I am fully aware that action will be instituted against me if I am not performing my duties up to standard.

Name & Surname	Company Number	Signature	Date

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