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MEMORANDUM OF UNDERSTANDING **Between Gillitts Park Community Association and Security Companies.**

Dear Sirs

Gillitts Park Community Association has put together this document as a memorandum of understanding for all Security Companies servicing this area. The reason is that we require a combined and cohesive effort to remove crime and assure our residents that their safety is assured.

We would value your participation as a valuable partner in our community by:

- Signing this Memorandum. This would confirm your commitment to working in association with us. We would like this returned to Fax Number 031 570 1048 or email admin@gillittspark.co.za by the 3rd June 2010 please.
- We are also calling for proposals from all security companies currently operational within the Park, as to the services and solutions you can offer and the costs of these services in line with the guidelines and challenges below. We are interested in your views as to securing our streets as well as individual houses.

Ideally, we would like to present some general solutions from security companies at our first Cell meeting on Thursday 3rd June which we know may be too short notice for some of you. However if we can have some ideas to present, then we can set up a meeting opportunity with this cell so that you will be able to present your solutions as soon as possible.

General Information as background to this document:

Area of Gillitts Park:

Encompassing about 880 houses and 370 homes in complexes, Gillitts Park Community Association covers the area known as Gillitts Precinct 1, and is part of SAPS Sector 1. Geographically about 2km across, Gillitts Park is bounded on four sides by Hillcrest Park, Everton Road, the M13 and Hillcrest Old Main Road.

Aim and Vision of the Association

- To nurture a sense of unity, dedication and good neighbourly relations amongst the residents of the area and their bona fide employees;
- To serve as a watchdog for the community and law enforcement agencies in order to strive for a safe and secure environment;
- To provide a channel through which the community can play a meaningful role in crime prevention.
- To create a non-profit organisation to achieve the objectives set out in this Constitution.

Objectives of the Association

- Create public awareness with regard to safety, crime prevention and protection of individuals and their property in the area;
- Unite a diverse residential community in creating a stable and crime-free environment;
- Encourage the community to work with the association in close co-operation with the law enforcement agencies;
- Ensure that the street committees and street watches work within the framework of the law;
- Receive and hold funds from donations made and to utilise those funds for the benefit of the community in achieving the objectives as set out in the constitution;
- Liaise with the community in providing information so as to assist in the prevention of crime.

Aims of this Memorandum of Understanding:

- Security Companies involved need to form a vital part of the solution and need to be part of a joint initiative to preventing crime and protecting our residents in terms of our aims and objectives.
- The Association values the independence and expertise of the security companies and wishes to form alliances under the umbrella of these principles as stated in this document. We do **not** wish to be responsible for the individual relationships with your clients who are residents and members of our Association.
- Residents can be easily misled with different offerings available and the way they are presented currently. This document attempts to assist residents in being able to compare the value of the different services on offer fairly.
- Those security companies which commit to this memorandum of agreement with the Gillitts Park Community will be endorsed by Gillitts Park Community Association and our residents will be encouraged to support these companies.
- In return, the community, through our Association and through our key service provider for communications, SACAN Operations, will be able to assist the security companies with vital information on crime patterns, needs and challenges, without compromising the healthy competition security companies have with one another.

Areas of Performance pertaining to Security companies:

We have identified three key areas of performance:

Key Performance Area 1: *Passive Security:*

This would encompass services such as alarm systems, panic buttons and signage.

1. If an alarm system, or panic alert system is fitted, this is appropriate to client specifications and needs.
 - a. The service provider must commit to providing full disclosure to clients as to what a complete and comprehensive security solution would be for that specific dwelling. Solutions must be tailored for the unique requirements of each specific dwelling.
 - b. The choice of scaling down from the proposed solution must remain the homeowners and the limitations on “special deals” must be clear.
2. The system is required to be compliant with SAIDSA recommendations as listed in the documents found at : <http://www.saidsa.co.za/download.htm>
3. An agreement is made so that there is a clear understanding between the Client and Security Company as to the company protocols regarding access to their property. The client needs to have a clear agreement and understanding with the security company regarding access to the property even if they are unable to open the gate or are not at home. There needs to be an undertaking and level of trust so that the service can be provided.
4. If the cost of the system is to be paid off over a period this to be listed as a separate item on the monthly invoice to the client.

Key Performance area 2: *Reactive Security:*

This encompasses monitoring of homes and armed response.

1. Incident Management:
 - a. The Security Company needs to accept and follow the incident management protocols and initiatives which have been set up with SAPF, SACAN and Emergency Services.
 - Refer to Incident Management Action Plan attached (Appendix 1) which has been approved at Provincial SAPF level.

- b. The Security Company Control room is required to understand and follow this protocol. In this way all incidents can be logged by SACAN Operations, which will enable SAPF to access useful patterns of crime across all security companies active in the area. This particularly refers to current pattern of attempted incidents and incidents which do not get reported.
 - Note: It is clearly understood that this information is confidential and is to be used by the authorities only, unless client permission is obtained from the Security Company and/or resident.
 - c. Maximum response time - from the time the alarm is activated to the arrival of the reaction officer at the home where the alarm has been activated - is 15 minutes. **Unless** there is a vehicle dedicated to the area in which case the maximum time frame is 10 minutes.
 - d. If there is more than one alarm activation, then the company shall have the capacity to respond to the above standard, without compromising support for the first incident.
 - e. In order to be most effective, reaction officers need to:
 - Understand and follow the Incident Management protocol
 - Understand and follow the SACAN Operations initiatives applicable to him.
 - Have direct contact with residents and know the streets intimately
 - Have direct contact with SACAN Operations
 - Keep updated lists of wanted people and vehicles in their vehicles.
2. Medical emergencies: In our area the security company needs to commit to contacting the **closest** ambulance service, *as well as their normal service*, if it is different. This currently is the ER24 ambulance which stands down at Heritage Market and would be backed up by SACAN Operations Partners.
 3. The Security Company is required to understand the targets to reduce crime laid down by SAPF and SACAN Operations as assisted by the community, and is committed to assisting the community and SAPF in meeting these by following the above protocols.

Key Performance area 3: Pro-active Security:

Proposals on the best solution in terms of type of vehicle or combination of types for the area are welcomed. The relationship between patrol vehicles and reaction vehicles and their functions need to be clear.

This can include:

- Patrols by motor vehicles, bicycles and/or motor bikes, and / or
 - Guards and huts
1. The patrol vehicle is required (or vehicles if there is more than one) to be confined to the boundaries of Gillitts Park.
 2. The Security Company needs to inform the association of how many clients are required in a particular area before the cost of a patrol vehicle would be included in the monthly service fee to clients.
 3. It is required to patrol all designated sections agreed to with the community and provide a continued visual presence.
 - A service level monitoring control is required to ensure that this is done – and can be seen to being done by allocated members of the community on a regular basis and on demand if required.
 4. Branding of the vehicle is required to identify it as part of Gillitts Park
 5. The driver:
 - Needs to be in direct contact with residents
 - Needs to be in direct contact with SACAN Operations.
 - Needs to maintain an incident report record which can be monitored and compared with the incidents reported to SAPF, Metro Police, and neutral centralised structures - SACAN Operations.

Pricing guidelines:

We require the structure of pricing to be listed as separate and clear items:

- **The cost of the alarm and / or panic system.** If the client chooses to include the payment of this item under his/her contract then the period of repayment needs to be clear, with an adjustment of the monthly amount occurring once this repayment has been made.
- **The monitoring and armed response service** and costs need to be standardised across the area and annual increases in contract rates must be inflation-related and also applicable to all clients. Some consideration is required for the elderly who are normally on a fixed or declining income.
- **The patrol vehicle or patrol service** is a separate service to the reaction officer's vehicles and services - as it provides a different function.

Note: The client needs a clear understanding of the Contract in terms of:

- Duration of contract and what is included.
- Cancellation of contract and time lines for these.

Consequences: Non compliance with the above Memorandum of Understanding gives the Client, a resident and member of Gillitts Park, recourse to a full investigation and entitles the resident to re-visit the terms of their contracts with their security provider.

We thank you for your co-operation and trust that we will be able to establish a good working relationship going forward.

Jill Clark
Chairman, Gillitts Park Community Association

I _____ as responsible representative of _____ agree to
(Name of Official Company representative) (Security Company)

abide by the Memorandum of Understanding with Gillitts Park Community Association and commit to an open and productive relationship with the Association for the benefit and safety of the community of Gillitts Park.

SAIDSA REGISTRATION No. _____

Signed at _____ on the _____
(Place) (Date)

Signature of Official Company Representative: _____ Company Stamp:

APPENDIX 1: THE SACAN INCIDENT MANAGEMENT ACTION PLAN

This plan is approved by the SAPS as being the most likely to minimize harm during an emergency or incident.

Before or During an Incident

1. Do not be heroic
2. Stay calm
3. Obey offenders instructions
4. Be deliberate in your actions
5. Use non-threatening behaviour
6. Avoid eye contact
7. Observe the offender as much as possible (note weapons, shoes, earrings, scars or notable features)
8. Stay out of danger if you are not directly involved
9. Do not block the offender's exit

When it is safe, do the following:

NB: Do point 1, 2 and 3 simultaneously, if possible, have someone else assist for speed.

1. **Call the Police (10111), Request an Incident Reference (IR) Number (This should be your first phone call and is your legal responsibility when a crime occurs)**
 - Don't hang up unless instructed
 - Give the name and address of the incident
 - Give the number of offenders and detailed descriptions
 - Give the suspects direction of travel
 - Inform them of injuries if relevant
 - After completing the call, keep the line open so SA CAN, emergency services, SAPS and security companies can contact you

(Do not notify friends and family at this point, this will be done in a controlled way as soon as possible)

2. **Trigger your Security Company panic button**

Activate your SA CAN - SOS Alert cell phone panic button, (this will position you and track you anywhere in South Africa)

3. **Call 08 616 SACAN (72226), SA CAN's sponsored emergency support line, to active your Community Action Network**

(Depending on the incident: This will include SAPS, Metro Police, medical organizations, security companies, crisis centres and when needed, businesses and the community.)

When calling SA CAN during non-crime related incidents, 10111 need not be notified. This allows them to focus on crime. (Currently 76% of their calls are not crime-related)

4. **Do NOT pursue the suspects**

For your own safety and to avoid contaminating spoor for dog unit

IMPORTANT!

- **Preserve the crime scene** (continue to do this throughout the points below)
- **Hand over the scene to the attending SAPS, Metro Police or security officer, briefing them on the incident and your involvement**
- **Assess injuries, assist where possible** (be aware of your own health and safety)
- **Close and secure the building**
- **Keep everyone away from anything the offenders may have come into contact with** - such as counters, glass surfaces. **Avoid touching items left behind by the offenders. Preserve fingerprints and footprints**
- **Do not touch firearms, weapons or ammunition**
- **Do not touch spent cartridges or bullet holes**
- **Request independent witnesses to remain**
- **Obtain names, ID numbers and contact details for all witnesses**
- **Have witnesses record their observations independently**
- **When instructed, contact neighbours** Inform them of the incident, establish whether they saw or heard anything
- **Discuss the matter with the Police** before notifying the media
- **Avoid disclosing the amount of property stolen** this is strategic to investigations