

## **CODE OF CONDUCT**

### **TIMINGS**

- Night shift begins at 7pm and finishes at 7am.
- Day shifts will commence at 7am and finish at 7pm.
- Each task member to complete the same average # of shifts per month.
- Patrol sheets will be filled in daily and filed in the office

### **UNIFORMS**

- Task team will be in full uniform while on duty
- Uniform to look clean and presentable
- Cleaning and maintenance of the uniform duty of each task member

### **OFFICE**

- NO smoking in the office
- Office to be kept neat and clean
- All filing to be done on a daily basis, not left to the end of the week
- No mess to be left outside the office (and no cigarette butts)
- No sleeping or watching of TV in the office

### **WHILE ON DUTY**

- Both Barbara and Susan must never be left alone – it's vital that proper patrolling happens at all times. Ideally swap locations with crossovers
- Radio-checks are to take place every 15-20 minutes (around the time it takes to walk up and down the road)
- Radios to be left on charge during the day to ensure batteries don't go flat
- Full shift report to be left in the file so that the next shift has a full update if there were any problems or anything suspicious
- Be visible to your clients, their visitors, the armed response companies, SAPS – and show them courtesy at all times
- If client radios (even if unclear) then radio back at all times, assure safety

### **RESPONSIBILITIES**

- Run a check on the antennae and base station weekly
- Map roads, possible escape routes/ short cuts for criminals
- Keep blank patrol sheets in the file
- Thorough check and report made on each house and what security they have (incl. dogs, electric fencing, alarms, beams, cameras, front gates)
- ID weak spots of all of the houses and keep recorded and filed
- Street lights not working (and any rubble lying around) should be reported in your daily log sheets
- Have ID badges made for each person together with photograph
- Contact SAPS, ADT and Bay Response on a regular basis to keep updated on anything from their side
- Once a month drop a comment card off at each client for comments/ feedback. Feedback will be logged and used constructively in order to improve the services.

### **OTHER**

- This is not only a security solution, but a premium service to your clients, that requires mutual courtesy, respect and neighborliness
- Every task member puts in the same weight, hours and efforts – regardless of age, experience and commencement date. Respect each other and treat each other as colleagues and friends – you are the strongest task force in this area!