

CRIME



WATCH

Alarm monitoring ★ Emergency response ★ CCTV surveillance
24 hour crime prevention patrols ★ SAIDSA and PSIRA registered

Crime Watch Policy document

July 16

- ✓ **Extra Patrols** - If a Crime Watch client calls in and requests extra patrols, unless the client has had a positive break in – the policy is that we do not do them at all. In the case of a positive break in, where the client has as yet been unable to secure their property - if the AR Supervisor maintains that that they can be done, we will do them, but the decision must be reviewed at the end of each shift.
 - We do not do extra patrols for clients because they are going on holiday or for any other reason.
 - Extra patrols may be requested by a client, for which a quotation for services required will be provided. Please contact Crime Watch on 021 552 1717 or info@crimewatchsa.com

- ✓ **Client Lift policy** -If a client rings in and asks for a lift of some kind by an AR vehicle, the general policy is NO, other than for the following, and is at the Control Room Supervisors/ AR Supervisors discretion.
 - Only in the case of an Emergency – needs to be a real one
 - E.g. Broken down – needs to get home (provided the break down is in our area of Armed Response)
 - In a threatened situation on a street or pavement within our area, alone
 - Alone and nervous about going home for some reason and would like the AR officer to ensure they get in safely
 - **We will only take clients home and not to another destination**

- ✓ **Crime Watch Policy on Dogs**

On occasion Armed Reaction Officers are asked to come and move or chase away Dogs, these are often considered threatening, aggressive or dangerous.

 - The control of any dog is not in the crime Watch remit or in the Contract with any of our clients
 - Armed Reaction Officers are NOT expected to deal with dogs at all.
 - An Armed Reaction Officer should attend the situation to see at first-hand what is the problem and direct the client from there.
 - They should make it clear to the client that they not be able to assist, and should inform Control of the issue that they see.
 - Control may be able to contact the dog's owner or a third party whom may be able to assist

Unit 6b Point Business Park, cnr Koeberg & Marinus Roads, Milnerton, 7441
tel: 0860 500 005 • fax: 086 590 4790 • email: info@crimewatchsa.com • www.crimewatchsa.com
Southern Ambition 1260 cc t/a Crime Watch • CK No 2007/034551/23

member: CA Ginsberg

CRIME



WATCH

Alarm monitoring ★ Emergency response ★ CCTV surveillance
24 hour crime prevention patrols ★ SAIDSA and PSIRA registered

- If the Armed Reaction Officer believes that they can assist the client and deal with the dog(s) in question and resolve the problem for the client, which is entirely up to them – they are under no pressure from the company to do so. Some people are more comfortable with Dogs than others. It may be that backup may also be required to deal with the issue

- ✓ **Crime Watch Policy on assisting Non Crime Watch Clients.**
Very often people call into Crime Watch who are not clients of ours and expect us to simply respond to them as if they were. The policy is as follows.
 - If they are personally at risk or in danger of being injured then we will respond to that person, provided they are in our area of response.
 - If it is their property or vehicle only that is at risk **we will not respond to that person.**
 - They should call their own service provider or SAPS

Unit 6b Point Business Park, cnr Koeberg & Marinus Roads, Milnerton, 7441
tel: 0860 500 005 • fax: 086 590 4790 • email: info@crimewatchsa.com • www.crimewatchsa.com
Southern Ambition 1260 cc t/a Crime Watch • CK No 2007/034551/23

member: CA Ginsberg