

# CYTOLUX

S E C U R I T Y



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## 1. CASES OF ABSENTEEISM AND CASES OF LATE COMING

- **Policy and Disciplinary Action:**
  - Strict company policies are in place regarding attendance and punctuality, clearly outlining expectations and disciplinary procedures. These policies are communicated to all security personnel upon induction and regularly reinforced.
  - Unauthorised absenteeism and habitual late-coming are considered serious breaches of the employment contract and PSIRA's Code of Conduct (failure to act professionally/dereliction of duty). Disciplinary action, ranging from verbal warnings to final written warnings and ultimately dismissal, will be implemented consistently and fairly as per Labour Relations Act requirements.
  
- **Proactive Management and Mitigation:**
  - **Standby/Relief Pool:** A dedicated pool of fully trained and PSIRA-compliant standby/relief officers will be maintained at all times. These officers are immediately available to cover unforeseen absenteeism or late coming.
  - **Communication Protocol:** Officers are required to notify their immediate supervisor or the control room at least 2 hours prior to their shift if they anticipate being late or absent, allowing for immediate deployment of relief.
  - **Shift Scheduling:** Robust scheduling practices will aim to minimise overtime and fatigue, which can contribute to absenteeism.
  - **Wellness Programs:** Promotion of employee wellness programs to support staff health and reduce instances of illness-related absence.

## 2. SECURITY PERSONNEL STRIKE

- **Proactive Industrial Relations:**
  - **Open Communication Channels:** Maintain open and transparent communication with all security personnel and their representatives (e.g., unions) regarding company policies, working conditions, and compensation. Regular staff meetings and feedback sessions will be conducted.
  - **Fair Labour Practices:** Adherence to all South African labour laws, including the Labour Relations Act and Basic Conditions of Employment Act, ensuring fair wages, benefits, and working conditions.
  - **Dispute Resolution:** Implement a clear internal grievance and dispute resolution procedure to address employee concerns promptly and fairly before they escalate to industrial action.
- **Contingency During Industrial Action:**
  - **No Work, No Pay Principle:** Adherence to the 'no work, no pay' principle for lawful strikes.
  - **Essential Service Maintenance:** For *unprotected* (unlawful) industrial action, the company will seek legal remedies like interdicts to ensure the continuity of essential security services, especially at critical sites.
  - **Management Contingency Team:** A dedicated management team will be on standby to assume guarding duties or provide direct oversight in the event of widespread industrial action by guarding personnel.
  - **Temporary Replacements:** Engage reputable third-party security service providers (pre-vetted and with existing MOUs) for temporary replacement personnel in cases of prolonged or widespread industrial action, ensuring all replacements are PSIRA compliant and adequately briefed on site-specific SOPs.
  - **Client Communication:** Immediate and transparent communication with the client regarding any potential or actual industrial action and the measures being taken to maintain security levels.

### 3. SECURITY PERSONNEL MISCONDUCT

- **Strict Code of Conduct and Disciplinary Framework:**
  - All security personnel are bound by the PSIRA Code of Conduct and the company's internal Code of Ethics, which explicitly prohibit misconduct such as sleeping on duty, dereliction of duty, abuse of authority, theft, negligence (especially with firearms), substance abuse, or any act that brings the profession into disrepute.
  - A robust, fair, and legally compliant disciplinary procedure is in place, strictly following the Labour Relations Act, ensuring prompt investigation and appropriate action for all reported cases of misconduct.
- **Training and Awareness:**
  - Ongoing training and refresher courses emphasize ethical conduct, professional responsibility, and the severe consequences of misconduct, including PSIRA sanctions (fines, suspension, withdrawal of registration).
  - Specific training on firearm handling includes the absolute necessity of maintaining control and vigilance, highlighting the risks of negligence like sleeping on duty.
- **Reporting and Investigation:**
  - Clear channels for reporting misconduct (e.g., directly to supervisor, HR, or through a confidential whistle-blower line) are established and promoted.
  - All allegations of misconduct are thoroughly and impartially investigated, gathering evidence before disciplinary action is taken.
- **Vetting and Continuous Monitoring:**
  - Rigorous pre-employment vetting, including criminal background checks and PSIRA status verification, is conducted.
  - Ongoing monitoring of officer performance, vigilance during patrols, and adherence to procedures (e.g., through supervisory checks and CCTV monitoring) helps identify and address potential issues early.

#### 4. CROWD MANAGEMENT, COMMUNITY STRIKE, AND TURNAROUND TIMES FOR THE PROVISION OF ADDITIONAL SECURITY OFFICERS

- **Crowd Management:**
  - **Trained Personnel:** Officers assigned to areas with potential for crowd gatherings (e.g., public access points, event spaces) will receive specific training in basic crowd control and management techniques, focusing on de-escalation, communication, and maintaining safe flow rather than confrontational tactics.
  - **Proactive Planning:** During events or situations with anticipated crowds, a dedicated crowd management plan will be developed, outlining officer positioning, communication protocols, and escalation procedures.
  - **Liaison:** Close liaison will be maintained with SAPS Public Order Police (POP) for advice and intervention in the event of unruly or unlawful crowd behaviour.
- **Community Strikes/Protests (Affecting Site Access/Operations):**
  - **Intelligence Gathering:** Proactive monitoring of local community activities and potential protest actions (e.g., through local media, community liaison) to anticipate and prepare for potential impact on site access.
  - **Contingency Access Routes:** Identification and preparation of alternative access and egress routes to the site in case primary routes are blocked by protests.
  - **Increased Presence:** Deployment of additional security officers to strategic points if protests are anticipated near the site, focusing on perimeter protection and access point reinforcement.
  - **Communication with Client and SAPS:** Immediate communication with client management and relevant SAPS local command regarding any approaching or active community protests, ensuring coordinated response and legal intervention if necessary.
  - **Non-Engagement Policy:** Security officers are trained to maintain a neutral stance, observe, report, and avoid direct confrontation with protesters unless there is an immediate threat to life or property, in which case their actions will be strictly within the bounds of self-defence or the protection of others/property as per the Criminal Procedure Act.
- **Turnaround Times for the Provision of Additional Security Officers:**
  - **Pre-Vetted Relief Pool:** As mentioned, a minimum of 5 of the total required guarding force will be maintained as a readily available, PSIRA-compliant, and fully briefed relief/standby pool. These officers are located within 60 minutes travel time of the various sites.

- **Emergency Call-Out Protocol:** A clear emergency call-out protocol is in place for supervisors to rapidly mobilise additional officers from the relief pool or off-duty personnel. This includes:
  - Designated contact persons and their alternatives.
  - Pre-arranged transport solutions.
  - Rapid briefing procedures for new arrivals.
- **Response Time Commitment:** Our commitment is to deploy initial additional security officers within 1 hour of receiving a formal request or detecting an immediate need for reinforcement. For larger, pre-planned events or longer-term additional requirements, a more structured deployment will be agreed upon with the client, typically within a 24-hour lead time.
- **Mutual Aid Agreements:** Where appropriate, formal mutual aid agreements with other PSIRA-compliant security companies in the Limpopo region will be explored to provide surge capacity for very large-scale or prolonged incidents, ensuring PSIRA compliance of all outsourced personnel.