

**SOUTH AFRICAN INTRUDER DETECTION SERVICES ASSOCIATION
BY-LAW NO. 3
REQUIREMENTS FOR AN ARMED REACTION SERVICE**

Amended June 2023

FOREWORD

The purpose of By-Law 3 is to determine a set of minimum standards and requirements pertaining to those members who operate a Reaction Service and who are offering, to members of the public, a valuable and important service of an extremely dangerous nature. In providing such a service the Reaction Service companies are putting themselves and their staff at great risk and it is therefore essential that certain minimum standards are achieved for the protection of both the member company, its Reaction Officers, its clients and members of the public.

With due regard being given to the exigencies of its business and to circumstances beyond its control, the duty requirement of the Reaction Service company is to provide a 24-hour direct armed tactical approach in its mission to minimise the risk of loss, injury or damage caused by burglary or attack, with no warranty or guarantee whatsoever that the said Reaction Service company will succeed in its mission.

It should also be clearly stated and understood by all parties concerned that there can be no guarantee that the said Reaction Service will arrive at the scene within a specific time period.

These are categorised as follows, the requirements of each being dealt with under separate headings:

1. Premises
2. Reaction Service Member
3. Personnel
4. Administration
5. Reaction Officers Equipment
6. Geographical Operational Areas
7. Reaction Vehicles
8. Firearms
9. Training
10. Communications
11. Contracts
12. Operations
13. Attendance Notification

Abbreviations:

RSM	:	Reaction Service Member
RO	:	Reaction Officer
Act	:	The Private Security Industry Regulatory Act 56 of 2001
ID	:	Identity Document
RV	:	Reaction Vehicle
RS	:	Reaction Service
PSIRA:		Private Security Industry Regulatory Authority

1. PREMISES

- 1.1 The premises from which the RSM operates must comply with local municipal regulations regarding the operation of such a business and proof of this must be made available.
- 1.2 A satellite base, other than the premises from where the RSM operates and/or the Central Station is situated, is a premise where Reaction Vehicles (RV) and stand-by RV's park, or changeovers take place. Changeovers must take place in accordance with the Firearms Control Act.
- 1.3 Where domestic premises are used for satellite bases these must provide a dedicated sector for business and operational purpose and must comply with local municipal and health regulations.
- 1.4 A supervisor must be present at each shift changeover.
- 1.5 Despatch of any RO must take place from an approved Central Station in terms of SAIDSA By-Law 1.
- 1.6 All equipment pertaining to rendering of an effective reaction service must meet with the same requirements as those of SAIDSA By-Law 1 for approved Central Stations.

2. REACTION SERVICE MEMBER

- 2.1 The RSM must be registered, or be a division of a business, registered with the relevant authorities to provide the relevant service.
- 2.2 The RSM must comply with the general membership criteria as set out in By-law A and the Fire Arms Control Act 60 of 2000 as amended from time to time.
- 2.3 The RSM must have in its employ sufficient suitably trained and registered RO's to man the minimum required RV's per shift together with relievers.
- 2.4 RSM's that does not have incorporated into its business a Central Station, is only allowed to make use of a SAIDSA approved Central Station members to dispatch its RV's.

3. PERSONNEL

- 3.1 All partners, directors and employees must be registered individually with the PSIRA as specified by the Act.

3.1.1 Reaction Officers (RO)

- 3.1.1.1 The RO must be able to provide proof that he is authorised to practice as an RO as prescribed by statute.
- 3.1.1.2 The RO must display proof of identity on his person while on duty in uniform. The ID should be in the form of a tag or laminated plastic card and should display the following:-

Name and surname
Photograph
Company name and telephone number
PSIRA registration number (personal)
Cards Expiry date
I.D. Number

- 3.1.2 The RO must comply with the Fire Arms Control Act 60 of 2000 as amended from time to time.
- 3.1.3 The RO must wear a company uniform whilst on duty together with clear indication of the RSM trading name by means of a badge, tag or suitable insignia.
- 3.1.4 The RO must be issued with a suitable bullet-resistant vest (minimum of level IIIA) of approved design to be worn by ~~him~~ the RO at all times while on duty.

4 ADMINISTRATION

- 4.1 A register must be maintained and kept up-to-date at the RSM business premise containing information on each RO, which may be required in the event of the death or injury of an RO.
 - 4.1.1 Name
 - 4.1.2 I.D. No
 - 4.1.3 Next-of-kin and telephone number
 - 4.1.4 Other information as required in terms of the Main Collective Agreement from time to time.

5 REACTION OFFICERS EQUIPMENT

- 5.1 While on duty a reaction officer must all times have the following equipment with him:-
 - 5.1.1 Firearm
 - 5.1.2 Torch
 - 5.1.3 Pen
 - 5.1.4 Watch
 - 5.1.5 Pocket Book or similar to record necessary information
 - 5.1.6 Handcuffs and key or suitable cable ties
 - 5.1.7 Bullet Resistant Vest
 - 5.1.8 Attendance slips or suitable notification of visit
 - 5.1.9 I.D. Card
 - 5.1.10 Suitable means of navigation
 - 5.1.11 Rain Coat during raining season
 - 5.1.12 Drivers Licence
 - 5.1.13 Firearm permit in accordance with the Firearms Control Act.
 - 5.1.14 Proof of applicable firearm competency

6 GEOGRAPHICAL OPERATIONAL AREAS

- 6.1 The geographic areas of operation will vary in size due to various factors such as traffic density, road conditions and urban versus rural territory.
- 6.2 All areas must be predetermined and marked on a map (static or electronic), which should be maintained for inspection.
- 6.3 In instances requiring the attendance of a reaction unit, such reaction unit will respond to the premises of a customer, so dispatched, in the fastest possible time as circumstances may permit at any given time.

- 6.4 Should the reaction times per area for more than 10% of the occurrences per month, be extraordinary long without any reasonable cause thereof, the situation should be reviewed and steps taken to reduce such unreasonably long reaction times.
- 6.5 Accurate records of all occurrences are to be kept for a minimum period of 36 months and should be made readily available for inspection at any time by an appointed inspectorate of SAIDSA.

7 REACTION VEHICLES (RV)

- 7.1 A RV is a vehicle that is solely dedicated to the purpose of responding in a predetermined area to customers.
- 7.2 A RSM must have a minimum of two (2) RV's and must be fully equipped, manned and available for 24-hours a day with a minimum of one (1) fully equipped stand-by RV ready and able to be deployed within a short period of time in any predetermined service area should it be necessary.
- 7.3 Stand-by RV's must not be less than one per ten (10) RV's used by the RSM.
- 7.4 The RV will be clearly marked with:-
 - 7.4.1 The Members' name
 - 7.4.2 Members' Logo
 - 7.4.3 Telephone number
 - 7.4.4 That it is a 24 hour service and be marked as a reaction vehicle
 - 7.4.5 SAIDSA approved logo. It is recommended that the website address of SAIDSA be included.
- 7.5 Where a vehicle roof light is used, this must comply with the National Road Traffic Act.
- 7.6 RV's shall be equipped with a suitable audio communications device linked to the approved Central Station.
- 7.7 It is recommended that every RV be fitted with a real time GPS tracking device.
- 7.8 RV's must at all times have sufficient fuel to complete their duties.
- 7.9 It is the member's responsibility to discipline staff members as far as obeying road traffic rules.
- 7.10 Code 3 vehicles are not permitted as RV's.
- 7.11 RV's must at all times be in good mechanical condition and roadworthy as determined in terms of the National Road Traffic Act.
- 7.12 It is recommended that the RV's be equipped with an all-purpose SABS approved fire extinguisher.
- 7.13 Spare wheel, jacks and wheel spanners must be available at all times.
- 7.14 RV's must be refuelled within its predetermined service area. Should this not be possible an alternative RV not specifically dedicated to any other predetermined area should be sent into the area before the RV leaves to refuel.

8 FIREARMS

- 8.1 Members approved for armed reaction services must use firearms as defined in terms of the Firearms Control Act suitable for the service;

- 8.2 The firearms shall be a handgun licenced for business purpose as defined in the Firearms Control Act and approved by the Firearm Registrar;
- 8.3 The required firearm safes in terms of the Firearm Control Act must be situated at the business premise of the RSM, alternatively at a dedicated armoury, but is not allowed to be situated at any satellite base.
- 8.4 The transport of any firearms to and from any satellite base must take place in terms of the provisions of the Firearms Control Act.
- 8.5 All requirements regarding member's firearms must be read in conjunction with the Firearms Control Act 60 of 2001 and does not supersede any part thereof.
- 8.6 RO's may be issued non-lethal firearms in conjunction with lethal firearms, but never be issued with non-lethal firearms only, except as provided for in 7.5 below.
- 8.7 If and when a new or current member applies for armed reaction service approval, and such member is not in possession of licensed firearms, the member may be approved for this service subject to the following conditions:
 - 8.7.1 Proof of purchase of firearms must be submitted to SAIDSA;
 - 8.7.2 Proof of licence application for purchased firearms must be submitted to SAIDSA;
 - 8.7.3 Monthly status reports obtained from the central firearm registrar must be submitted to SAIDSA;
 - 8.7.4 The words "armed" may not appear on any RV or literature of the member;
 - 8.7.5 The member may not advertise an "armed reaction or response" service.
 - 8.7.6 It is the member's duty to inform the customer of the fact that non-lethal reaction services are delivered until the approval of firearm licences.
 - 8.7.7 The member must make use of non-lethal weapon during this period.
 - 8.7.8 Should for whatever reason the application for licences not be granted, the member will immediately inform SAIDSA, and approval for this service will automatically be withdrawn.

9 TRAINING

- 9.1 Initial RO training shall be carried out in terms of the legislation as determined by PSIRA.
- 9.2 Specific training in accordance with the operating procedure of the RSM will be carried out on a regular basis and record thereof shall be kept and made available for inspection by SAIDSA.
- 9.3 Regular firearms training, with the RSM's firearm, shall be carried out in accordance with Firearms Control Act and record thereof shall be kept and made available for inspection by SAIDSA.
- 9.4 The firearm qualifications of the RO's and that of the instructor shall be kept on record and made available for inspection by SAIDSA.

10 COMMUNICATIONS

- 10.1 Audio communication with the RV must be via a suitable means of communication.
- 10.2 It is recommended that a second means of communication should be used as a back-up for when the RO is away from the RV or if the communication device malfunctions or is occupied.
- 10.3 It is recommended that communications checks are carried out between the RO and Central Station during each shift, and that these checks are logged.

11 CONTRACTS

- 11.1 A legal written contract shall be entered into with the customer.
- 11.2 The contract shall not guarantee a specific reaction time.
- 11.3 The contract shall state:
 - 11.3.1 that the objective of the reaction service (RS) is to minimise the risk of loss, injury or damage by theft, burglary or attack and not to guarantee exclusion of any of the aforementioned;
 - 11.3.2 that testing of reaction times are strictly prohibited and have an appropriate penalty clause;
 - 11.3.3 that it is the duty of the customer to provide a safe means of access onto and/or into the premise for the RO;
 - 11.3.4 that the customer must have sufficient insurance cover in place in respect of the premise and its content and that the reaction service does not replace the need to do so;

12 OPERATIONS

- 12.1 After inspection of the customer's premise following of a dispatch to the premise in terms of By-law 1, a report back must be provided by the RO to the Central Station stating the findings of the RO's inspection.
- 12.2 Accurate records of all attendances and inspection report backs are to be kept for a minimum period of 36 months and should be made readily available for inspection at any time by an appointed inspectorate of SAIDSA.
- 12.3 There shall be a reaction operating procedure manual and compliance with this manual should be checked on regular intervals.

13 ATTENDANCE NOTIFICATION

- 13.1 An attendance notification of the visit will be left at a premise, or electronically send to the customer every time a RO visits a premise after dispatch by the Central Station to the premise.
- 13.2 A copy of the notification must be kept either as hard copy or electronically for a period of not less than 36 months.
- 13.3 The attendance notification must contain the following information:-
 - 13.3.1 Date of visit
 - 13.3.2 RSM details
 - 13.3.3 Address of premises visited
 - 13.3.4 Remarks (if any)

13.3.5 Reason for visit
13.3.6 Reference number

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