



Eyes and Ears Initiative

Standard Operating Procedure

Private Security Company

The Eyes and Ears Initiative (E2) is a joint initiative started by Business Against Crime South Africa (BACSA), the South African Police Service (SAPS) and private security companies. E2 has developed into the only official operational platform between any private organization executing anti-crime work and all Law Enforcement Agencies. Organizations may apply to participate in E2. Every application is evaluated, focusing on value to be added by the organization and the risk related to allowing the specific organization to participate in E2. From the moment an organization applies for participation, its name and status are published in the public domain.

Separate SOPs were created for different types of organizations to clarify roles and responsibilities. These SOPs are signed by a senior organization representative that is allowed to bind the organization and the members / employees brought into E2 operations.

A Private Security Company shall be registered at PSIRA. Thus, the applicant shall provide company registration and director details and proof of current good standing with PSIRA. A signed copy of this document is also required, to ensure that the company binds itself to the operational functions in E2.

Participation in E2 does not change the legal framework. Participants are still bound by all applicable legal instruments. A Private Security Company is effectively limited by the powers *transferred* to it, by contract with its client. The Private Security Company cannot have more power than its client. Participation in E2 does not transfer any liability to another participant.

E2 representatives (referred to as controllers) are continuously operational in Operational Control Centres (OCCs) throughout the country. All information exchanged in E2 is required to be recorded in the E2 systems. These systems include selected messaging platforms, radio networks and the E2 portal. Thus, all communication shall be channeled through the OCC message group or radio group where the incident started. Participants shall refrain from communicating directly with the E2 controller (e.g. by telephone) because these conversations are not recorded. E2 may analyse information for investigations and awareness of possible future threats. Oversight functions continuously monitor the quality of work of all controllers. The privacy of all subjects is protected.

Law Enforcement values information fed through E2 as it is verified and the participants in E2 are vetted. E2 does not have the capability of dispatching resources. Support by E2 participants is voluntary. Any commercial agreement (e.g. payment for a service) is outside the control of E2. All E2 participants have the right to prioritize their reaction and allocation of resources and may dispatch resources to assist. Such decisions shall be shared through the OCC message or radio group. No E2 participant shall expect prioritized attention or privileged information. Incident types specified by Law Enforcement are automatically escalated to resources with specific capabilities while any incident may be willfully escalated if local resources are not adequate.



E2 focuses on current crime incidents requiring resolution. Historical information may be stored for analysis but will not be operationalized. Priority is given to incidents where the risk of loss is the highest at that moment. Every incident is managed until information is received that the risk has been resolved.

Every message shall include who is doing what, when and where. Time references shall be specific (e.g. 11:00) and not relative (e.g. half an hour ago). Location references shall be as specific as possible. This shortens the decision process and enhances the possibility of speedy resolution of a situation. If specific assistance is expected, this shall be clear in the message. Participants may be requested to focus on specific incident types due to an identified risk. As depicted by legal instruments, Law Enforcement reserves the right to take control of an incident. Reporting of the incident to E2 is for operational response and does not create a Law Enforcement case to be investigated for possible prosecution of criminal conduct. Victims of crimes shall still report criminal cases to the applicable Law Enforcement office.

None of the information may at any time be distributed outside the E2 network, other than within the communication platforms of the participant. Exposure of E2 incident information on a public (social media, news) platform is explicitly prohibited.

High priority incidents including those that legally require Law Enforcement are distributed onto the E2 message and radio platform of the specific OCC and Law Enforcement are informed, which will mobilize local resources for assistance. High priority incidents include a pedestrian hit by a vehicle, stabbing, cable theft in progress, an imminent suicide, vehicle crashes involving personal injuries, an armed attack, domestic violence, fire, burglaries with suspects still on site, robbery, shooting / gunfire, vehicle hijacking, missing person, gang violence, activated panic button, vehicle spiked and rape.

Medium priority incidents are distributed onto the E2 message and radio platform of the specific OCC. Law Enforcement is informed if a crime is committed. E2 participants may voluntarily assist. Medium priority incidents include medical emergencies, burglaries with no suspect on site, drinking and driving, vehicle breakdown, an imminent assault.

Low priority incidents are noted for the record and distributed onto the E2 message and radio platform of the specific OCC. No reaction of E2 participants is expected. Low priority incidents include recovery of stolen vehicles, asset vehicle breakdowns, vehicle crashes with no personal injuries, discovery of a corpse, theft / shoplifting, suspicious person or vehicle,

Undertaking

I herewith undertake to brief and explain to all persons given effective access to E2 processes and systems by the organization I represent, the full consequences in this regard. I take control and responsibility for the actions and statements made by anyone in my organisation, which may say or do anything that has an influence in this regard.



E2 SOP Private Security Company 20250224

I read and understand this document and the implications of my signature.

Organisation	
Name	
ID Number	
Position	
Mobile number	
Email address	
Date	
Place	
Signature	