

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

**Amended September 2011**

**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. Response Member
3. Personnel
4. Reaction Officers Equipment
5. Geographical Areas
6. Reaction Vehicles
7. Firearms
8. Response Slips
9. Training
10. Dispatch Base
11. Administration
12. Communications
13. Contracts
14. Operations

**Abbreviations:**

RSC	:	Reaction Service Member
RO	:	Reaction Officer
Act	:	The Private Security Industry Regulatory Act 56 of 2001
ID	:	Identity Document
RV	:	Reaction Vehicle
RSO	:	Reaction Service Operation
RS	:	Reaction Service
SIRA	:	Security Industry Regulatory Authority

**1. PREMISES**

- 1.1 The premises from which the RSC operates must comply with local municipal regulations regarding the operation of such a business and proof of this must be made available.
- 1.2 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.
- 1.3 A satellite base is a premise where Reaction Vehicles (RV) park when out of service, or changeovers take place. Changeovers must be in accordance with the Firearms Control Act.
- 1.4 A supervisor must be present at each shift changeover.
- 1.5 Dispatching of reaction vehicles may not take place from satellite bases.
- 1.6 Caravans may not be used as a despatch base of any sort.
- 1.7 Where domestic premises are used as a dispatch base. See section 1.3 and 1.4

**2. RESPONSE MEMBER**

- 2.1 The RSC must be registered, or be a division of a business, registered with the relevant authorities.
- 2.2

### **3. PERSONNEL**

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

#### **3.1.1 Reaction Officers (RO)**

**3.1.1.1 The RO must provide proof that he is authorised to practice as an RO when prescribed by statute.**

**3.1.1.2 The RO must display proof of identity on his person while on duty or while in uniform. The ID should be in the form of a tag or laminated plastic card and should display the following:-**

**Name  
Photograph  
Company name and telephone number  
SIRA registration number (personal)  
Cards Expiry date  
I.D. Number  
Blood Group  
Allergies**

**3.1.2 The RO must comply with the Arms and Ammunition Act 60 of 2001 Section 8 or as amended.**

**3.1.3 The RO must wear a company uniform while on duty together with clear indication by means of a badge or suitable insignia.**

**3.1.4 The RO must be issued with a suitable bullet-resistant vest (minimum of handgun calibre) of approved design to be worn by him at all times while on duty.**

### **4 REACTION OFFICERS EQUIPMENT**

**4.1 While on duty a reaction officer must all times have the following equipment with him:-**

- 4.1.1 Firearm**
- 4.1.2 Torch**
- 4.1.3 Black pen**
- 4.1.4 Watch**
- 4.1.5 Pocket Book**
- 4.1.6 Handcuffs and key / suitable cable ties**
- 4.1.7 Bullet Resistant Vest**
- 4.1.8 Response Slips or suitable notification of visit**
- 4.1.9 I.D. Card**
- 4.1.10 Suitable means of navigation**
- 4.1.11 Rain Coat**
- 4.1.12 Drivers Licence**
- 4.1.13 Firearm permit. Duration to be in accordance with the firearms control act.**
- 4.1.14 Firearm competency card.**

### **5 GEOGRAPHICAL AREAS**

**5.1 The geographic areas of operation will vary in size due to various factors such as traffic density, road conditions and urban versus rural territory.**

**5.2 All areas must be predetermined and marked on a map, which should be maintained for inspection.**

**5.3 Where reaction times exceed 15 minutes in any area, a log is to be kept of this for not less than 90 days.**

**5.4 Should the reaction times per area for more than 10% of the occurrences per month, be in excess of 15 minutes, the situation should be reviewed and steps taken to overcome the problem.**

**Accurate records of all occurrences are to be kept for a minimum of ninety (90) days and should be made readily available for inspection at any time by an appointed inspectorate of SAIDSA.**

### **6 REACTION VEHICLES (RV)**

**6.1 A RV is a vehicle that is solely dedicated to the purpose of responding in a predetermined area to clients.**

**6.2 A minimum of two (2) RV's must be fully equipped, manned and available for 24-hours a day with a minimum of one (1) fully equipped back up.**

**6.3 The RV will be clearly marked with:-**

- 6.3.1 The Members' name
- 6.3.2 Members' Logo
- 6.3.3 Telephone number
- 6.3.4 That it is a 24 hour service and be marked as a response vehicle
- 6.4 Where a vehicle roof light is used, this must comply with the Road Traffic Ordinance Act.
- 6.5 RV's shall be equipped with a suitable communications device.
- 6.6 It is recommended that every RV be fitted with a GPS tracking device.
- 6.7 RV's must at all times have sufficient fuel to complete their duties.
- 6.8 It is the company's responsibility to discipline staff members as far as obeying road traffic rules.
- 6.9 RV's must at all times be in good mechanical condition.
- 6.10 Code 3 vehicles are not permitted as RV's.
- 6.11 It is recommended that RV's not be older than three years or exceed 250 000km.
- 6.12 An additional dedicated and fully equipped back up RV must be available at all times should this become necessary.
- 6.13 Stand-by RV's must not be less than one per ten (10) RV's
- 6.14 Stand-by RV's must be parked at a satellite or dispatch base.
- 6.15 The RV's must be equipped with an all-purpose SABS approved fire extinguisher and must be available for inspection by a SAIDSA appointed inspectorate at any time.
- 6.16 Spare wheel, jacks and wheel spanners must be available at all times.
- 6.17 RV's must be refuelled within its patrol area. Should this not be possible a second vehicle should be sent into the area before the vehicle leaves to refuel.

## **7 FIREARMS**

- 7.1 The firearm calibre issued to an RO shall not be less than 9mm Parabellum (9x19) or 38 Special (.38) calibre.
- 7.2 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.
- 7.3 RO's may be issued non-lethal firearms in conjunction with lethal firearms, but never be issued with non-lethal firearms only.
- 7.4 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:
  - 7.4.1 Proof of purchase of firearms must be submitted to SAIDSA;
  - 7.4.2 Proof of licence application for purchased firearms must be submitted to SAIDSA;
  - 7.4.3 Monthly status reports obtained from the central firearm registrar must be submitted to SAIDSA;
  - 7.4.4 The words "armed" may not appear on any response vehicle or literature of the member;
  - 7.4.5 The member may not advertise an "armed reaction or response" service.
  - 7.4.6 It is the member's duty to inform the client of the fact that non-lethal response services are delivered until the approval of firearm licences.
  - 7.4.7 The member must make use of non-lethal firearms during this period.
  - 7.4.8 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.

## **8 RESPONSE NOTIFICATION**

- 8.1 A response slip will be left at a premise every time a RV visits a premise on activation of an alarm signal or emergency call.
- 8.2 Response notification must contain the following information:-
  - 8.2.1 Date of visit
  - 8.2.2 RSC details
  - 8.2.3 Address of premises visited
  - 8.2.4 Remarks
  - 8.2.5 Reason for visit
  - 8.2.6 Reference number
  - 8.2.7 Notification of visit must be available on request

## **9 TRAINING**

- 9.1 Initial training shall be carried out in terms of the legislation as determined by the controlling body.
- 9.2 Regular firearms training shall be carried out in accordance with Firearms control Act.

- 9.3 The firearm qualifications of the RO's and that of the instructor shall be kept on record and made available for inspection by SAIDSA.
- 9.4 Every RO must qualify with the Member's firearm as per the Firearms control Act.
- 9.5 It is recommended that RO's do first aid and defensive driving courses.

## **10 DISPATCH BASE**

### **10.1 Construction**

The requirements must meet with those of SAIDSA By-Law 1 for approved Central Stations.

### **10.2 Equipment**

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.

## **11 ADMINISTRATION**

- 11.1 A register must be maintained and kept up-to-date in the dispatch base containing information on each RO, which may be required in the event of the death or injury of an RO.

- 11.1.1 Name

- 11.1.2 I.D. No

- 11.1.3 Next-of-kin and telephone number

## **12 COMMUNICATIONS**

- 13.1 Communication with the RV must be via a suitable means of communication.
- 13.2 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.

## **13 CONTRACTS**

- 14.1 A legal contract shall be entered into with the client.
- 14.2 The contract shall not guarantee a specific reaction time.
- 14.3 The contract shall state 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.
- 14.4 The contract shall state that testing of response times are strictly prohibited and have an appropriate penalty clause.
- 14.5 Every RSC must have adequate public liability insurance.
- 14.6 The Reaction Service Company must comply with the Sectoral Determination in relation to Provident Fund Benefits.

## **14 OPERATIONS**

- 15.1 On dispatching a RV to a premises or to a client, as much information as possible must be relayed to the RO as to exactly where the activation has arisen from, and what type of activation was received.
- 15.2 After investigation of activation or emergency call, a report back must be received from the RO stating where the premises were checked and what was noted on the premises.

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