

SOUTH AFRICAN INTRUDER DETECTION SERVICES ASSOCIATION (SAIDSA) NPC

P O Box 17103
Benoni West, 1503
3rd Floor Senet House
157 Van Riebeeck Avenue
Edenvale, 1610
Non Profit Reg No. 043-392-NPO
DoL Reg No: LR2/6/3/166



Tel: (011) 845 4870
0861 101 568
Fax: (011) 845 4850
E-mail: saidsa@mweb.co.za
Web site: <http://www.saidsa.co.za>
VAT REG NO. 4050143207
SASSETA REG NO. 061934173077

Registered as a security service provider by the Private Security Industry Regulatory Authority,
Registration Number 1347967

SAIDSA DIRECTIVE ON SERVICE DELIVERY DURING COVID-19 LOCK DOWN

The President of South Africa declared the outbreak of the COVID-19 or better known as the Coronavirus as a national disaster in terms of the Disaster Management Act, 2002 and regulations to prevent and reduce the risk and impact of the disaster was published on the 18th March 2020 following the World Health Organisation declaration that the virus is a Public Health Emergency of International Concern.

To this extent the regulations published under the Disaster Management Act, 2002 is also applicable to SAIDSA and its members providing a service to consumers (the public). Following the above, the President declared a total shut down as from Thursday 26 March 2020 at midnight for 21 days.

As per the current legislation, private security is not classified as essential services, but the President released a list of essential services that will be included in regulations in terms of the Disaster Management Act, 2002. **Private security as a whole is now classified as essential service for the lock down period.** This allows all private security service providers to fully operate during the lock down period. Private security is *inter alia* included in the following categories of essential services:

Network Infrastructure	:	Staff, systems and infrastructure (technical and admin staff included)
Call Centres and Business Process Services	:	Control room staff, technical call centres
Retail and Consumer Goods	:	Consumer goods especially where supplying essential services.
Communication Services	:	Cyber security
Law and Order	:	Security response services
General	:	Board and management, Operations Centres

In order to give effect to national legislation this directive advises SAIDSA members and security service providers to adhere to the following:

- a) all regulations published under the National Disaster Act, 2002;
- b) all directives issued by PSIRA;
- c) to closely communicate with police, traffic departments and hospitals within your service area;
- d) to put in place an adequate security health plan ensuring the health of your staff without compromising operations and the general security of your operations and to adhere to SAIDSA By-laws as far as same can be adhered to in line with national legislation;
- e) in instances where interim regulations in terms of the Disaster Management Act,2002 conflict with SAIDSA By-laws, the regulations will have preference;
- f) should a service provider not be able to deliver the service as contractually obliged to at all, the service provider must inform the client and SAIDSA accordingly and give at least 48 hours' notice of the intent not to proceed with such service. This will only be applicable when the service provider does not have the necessary staff due to absenteeism's as a result of staff testing positive for the COVID-19 virus;
- g) service providers need to advise all their clients that contact with security staff needs to be limited and this can be achieved by *inter alia*:
 - eliminating alternatively limiting alternatively cancelling false alarms;
 - no physical contact with security staff on premises;
 - maintain a distance of at least 3m with security staff members;
 - not to attend the premises of the security service provider but rather use electronic means to communicate and make payments;
 - if possible defer any requests for repairs to intruder detection systems or any other electronic equipment;
- h) where possible, non-essential staff within your organisations should be included in the lock down and work from home;
- i) technical services can be delivered subject to customers allowing access;
- j) provide all staff travelling to and from the office / clients with letters or ID cards confirming employment within the private security industry including those not required to be registered with PSIRA (admin staff);
- k) members utilising repeater high sites need to make proper arrangements for access should premises where high sites are situated be in lock down;
- l) members should make proper arrangements with identified petrol stations for the continues supply of fuel.

These are just some basic guidelines, but it is ultimately up to each and every service provider to make the necessary arrangements with support service providers to ensure the continuous delivery of services specific to your services and SOP's.

Please note that the SAIDSA office will be in lock down as from Friday 27 March 2020, however all e-mails will be attended to on saidsa@mweb.co.za . We wish all our members the best of luck during this period.

Yours faithfully,

A handwritten signature in blue ink, consisting of a large, stylized 'J' followed by a series of loops and a long horizontal stroke extending to the right.

Johan Krogh
NATIONAL CHAIRPERSON