



**YOUR SAFETY**  
**STARTS WITH YOU**

*Help us to help you*

# QUICK REFERENCE

## CONTACT DETAILS

t: +27(0) 11 678 1972 | [info@beaglewatch.co.za](mailto:info@beaglewatch.co.za)

**Fax to Email:** +27(0) 86 681 9386

### **Emergency Numbers:**

**Trunk 1 - PLEASE ALWAYS CALL THESE NUMBERS FIRST:**

+27(0) 11 678 1972 / +27(0) 11 577 1000

+27(0) 86 191 1119 / +27(0) 86 167 8197

In the event that none of the above numbers work, the following number can be phoned, which is serviced on a separate service network:

**Trunk 2 - Option 2:** +27(0) 11 678 2086

### **Trunk 3 - Option 3:**

In the event that both Trunk 1 & 2 fail, the following number can be phoned on the Emergency PABX:

+27(0) 11 678 1972

**Holiday Notice:** [holiday@beaglewatch.co.za](mailto:holiday@beaglewatch.co.za)

**Holiday Notice Fax to Email:** +27(0) 86 648 1729

Beagle Watch Armed Response, Unison House,  
190 Smit Street, Fairland

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# INTRODUCTION

Dear Beagle Watch Client,

Thank you for entrusting us with looking after your safety and that of your loved ones – I would like to ensure you of our total commitment to you, your family and the communities we serve.

At Beagle Watch Armed Response, our focus is always firmly on serving you, our valued client to the very best of our abilities. We are proud to offer best-in-class response times, state-of-the-art technology, a host of value-added services and hand-picked and highly trained Response Officers, Call Centre and other staff members that can deal with any emergency calmly and efficiently.

As we approach our third decade, we continue to grow and expand, but we also jealously guard the personal relationships we have with our clients. To this end, the senior management team and I are always available to support you, especially in the unfortunate event of an emergency. We also have a professional incident management team that is on 24-hour standby to offer you support when you need it most.

In this booklet, we share important information on what to expect in an emergency, how you can help us to best care for your safety and security, as well as important contact numbers.

Two relatively new added-value items are the Beagle Watch Smart App, a free



mobile application on both Android and IOS, that helps to streamline communication between our clients and our Call Centre and offers many self-help functions, as well as our partnership with Netcare 911. You will find more information on both in this booklet.

We work hard at staying on top of our game. If, however, you feel there are areas where we can improve, I would like to know so that it can be addressed. Similarly, if our team does a good job, I would also appreciate to hear it!

I am always available to engage with clients, either in person, email, telephone or one of the online meeting platforms and can be reached on (011) 678-1972 or at [andre.aiton@beaglewatch.co.za](mailto:andre.aiton@beaglewatch.co.za).

Kind regards, and stay safe,

**André Aiton**

Managing Director, Beagle Watch

# HOW WE RESPOND TO YOUR PREMISES

## Our process in response to calls for assistance

- When our Call Centre receives a signal or a call for assistance, we immediately dispatch the appropriate response services. In some circumstances, these include Netcare 911, our emergency medical assistance partner and other field experts, as required. *Yes, we sometimes even find snake removal experts to help!*
- Please remember that in all cases where urgent assistance is required, the Call Centre is always your port of call. For your safety and to improve our service levels, all calls are recorded and logged. You can also activate a panic alarm signal or request medical or fire assistance on the Beagle Watch Smart App. Please do not request emergency assistance via our social media or WhatsApp channels.
- When you press your panic button or generate other alarm signals, the Response Officer is the first to receive the call in his vehicle and immediately proceeds to your premises.
- The Call Centre receives the signal seconds later and, depending on the call type, attempts to reach you telephonically. If you answer and provide the correct code or password, the response is cancelled.
- In the event of us receiving a duress signal (duress code entered via the keypad to inform the Call Centre that you have been forced to disarm your alarm) or a trap zone (when specific goods fitted with this detector type are tampered with) or Gate Guardian activation, multiple vehicles are dispatched and the SAPS are informed.

## What happens when we arrive at your premises?

- The Response Officer will not stop in front of your premises. He will stop approximately 100m away so as not to fall victim to an ambush and to be in a position to properly assess the situation.
- At night, a Response Officer will have a torch and firearm in his hands. It is for this reason that he needs unencumbered access into the property. If this is not possible, he will call for backup before entering so as to be in a position to carry out his primary function, which is to protect you and your family.
- It is unreasonable to expect the Response Officer to climb a wall with his hands full and we also do not want our Response Officers to fall prey to criminals waiting for them. For this reason, unfettered access to your property is necessary.
- Gates and fencing also present significant risk when climbed.

## Access into your property

Unimpeded access into your property is critical to our Response Officers and potentially other emergency services. To this end, we have many options to allow us access onto your property and our sales consultants will have explained these to you. There may, however, still be times when we will not be able to gain access due to power or equipment failures.

During such times we will take appropriate steps in order to inform you and, where possible, try to gain access.

## Phone for Access

We are often asked to phone a person with a key for access in the event of receiving an emergency signal from premises. This is typically due to vicious dogs on the premises. While this may sound simple, it often happens that we are unable to reach a single person with a key. Under these circumstances we are not able to inspect the premises or render assistance. Similarly, if we are able to reach a person with a key and they are not in close proximity, we are not able to inspect the premises. A further important consideration is a situation where you may have been forced into your home, but managed to press your panic button. You may not be able to answer your phone and are therefore unable to provide access.

## Changing your Gate Keypad Code

If you have a gate keypad installed, please change your code regularly. The Beagle Watch Smart App has a function that allows you to safely update your Gate Keypad Code. In addition, please clean the keypad buttons to prevent a build-up of dirt and resultant identification of the code numbers. If you have a wireless keypad, please remember to change the batteries every year.

## Gate Key and Lock

Should you be making use of the gate safe option for access, please ensure that the key and lock are maintained to ensure that when we need to gain access, we are able to do so.

## Using an intercom to gain access

Some customers request that we use the intercom to request access into the premises when responding. This poses two challenges for us and potential risks for you and your family:

*If nobody is home or the intercom is not working, we are unable to gain access.*

*If you are being held hostage, you may be forced to cooperate with the instructions of those holding you or a family member hostage.*

For these reasons, we do not permit our Response Officers to make use of an intercom to gain access unless you specifically request this **in writing**.

## When will we enter your premises?

We will only enter your property in response to receiving a call for assistance, when noticing suspicious activity, or upon receipt of an emergency signal from the premises.

## What happens if you provide an incorrect cancellation code or password?

We treat such incidents the same as we do a duress signal. Please see the table on page 13 that explains our actions. We will not point out or hint to the fact that the incorrect information has been supplied.

## What we do when responding to a signal received from your premises, but see “suspects” departing from the scene?

This is a very difficult situation to assess. Our first priority is your safety and for this reason we will always relay the situation to the Call Centre. They will then inform other Response Officers, who will give chase. The first responder will always ensure the safety of the client and not give chase.

## Firearm readiness

When a Response Officer is responding to an emergency on your property, he will be “tactical ready” which means that his firearm will be loaded and drawn and he will be on high alert.



## What you should do when our Response Officers are on your premises carrying out an inspection?

If the call was due to an accidental activation, call the Call Centre or cancel it on the Beagle Watch Smart App. Please bear in mind that the Response Officer may already be on your premises.

**Important:** Do not leave your premises to meet the Response Officer unless cleared to do so by the Call Centre.

Stay away from the windows and do not try to signal to the Response Officers.



## Please keep dogs inside the premises

Our Response Officers are trained to instinctively carry out their duties. During this time, they are in a heightened sense of awareness. Any distractions from the resident could cause more harm than good.

## Facts about dogs

Dogs are part of our families and we appreciate why some customers keep vicious dogs. At the same time, we cannot expect our Response Officers to enter premises where they may be attacked by dogs.

The situation is further complicated by some dogs that behave differently when their owners are on the property. A dog may allow Response Officers to inspect the premises when you are not at home, but when you are, the dogs may feel that they must protect you.

Pepper spray as a form of defence does not work and dogs are not deterred by a spray or a baton.

While we never want to harm or injure your dogs, Response Officers are entitled to defend themselves when under attack.

In order to prevent any potential incident, please inform us if your dog/s are vicious so as to reach a suitable access solution.

Our standard operating procedure in the circumstances where a Response Officer has defended himself against an attack or an imminent attack by your dog/s is to immediately take the dog to a veterinary surgeon to determine, in consultation with the surgeon, what treatment the dog/s requires. The costs associated with the treatment will be for your account. Should you not wish for us to deal with the matter on your behalf please, advise Beagle Watch **in writing**.

# SAFETY STARTS WITH YOU



## TESTING YOUR ALARM SYSTEM

Alarm systems and the various devices forming part thereof are operational 24/7 whether armed or not. For this reason, it is important to test your system at least once a month and also after a storm.

To test the system, please call our Call Centre on **011 678 1972** and inform the operator of your intention or activate the You can also test your alarm on the Beagle Watch Smart App.

Subject to confirming your code or password, you will be placed on test and all information received from your premises will be sent to your mobile phone via SMS.

Please verify that when you push a panic button you receive an SMS to this effect. Similarly, when you are testing your alarm system you are notified of alarm signals. The same applies to your electric fence.

Should you not have received all signals generated, please let us know so that a technical call can be logged.

## MAKING CHANGES TO YOUR SECURITY

Should you make changes to your security by raising the wall, installing palisade fencing etc. please inform us as this may affect the manner in which we access your property.

A further consideration is that should you install an electric fence which is to be linked to our Call Centre for monitoring and response purposes, there is an administrative process to be followed to ensure our Call Centre receives the correct information.





## PRE-EMPLOYMENT SCREENING

Before hiring any staff or contractors, be sure to follow the steps below to ensure that those you do employ have been thoroughly vetted:

Have a **polygraph test** conducted – although there is much speculation about the results of these, it is recommended that you err on the side of caution.

Have the SAPS conduct a **background check** using fingerprints. This is called a police clearance and comes at a minimal cost. The candidate will be required to be present at the police station together with his or her identity document.

Check with **previous employers** going back at least 3 years.

Once all the background checks have been completed, and the prospective employee is deemed trustworthy and suitable for the position, ensure you have the following information on file, preferably off-site:

- Copy of all identification documentation
- Contact details – residence and if a migrant, details of the home address
- Next of Kin information

## SECURITY CHECKS OF DOMESTIC STAFF

Research has proven that in 80% of crimes, some form of information has been provided to the criminals responsible for the attack. In some cases, this is innocently provided, but in others it is provided in exchange for a reward. For this reason, it is important to carry out the following checks on domestic staff, including part-time employees.

**Do you require assistance with pre-employment screening?** Beagle Watch can recommend relevant experts that can assist with this process.



## **CRIMINALS APPROACHING STAFF FOR INFORMATION**

There are occasions where domestic staff may be approached to provide information about the residents or premises. Have an open discussion with your domestic staff and advise them that Beagle Watch rewards staff for information which may lead to the arrest and conviction of criminals operating in the area. Any such information is to be reported to our Call Centre for attention. Anonymity is guaranteed.

## **BEGGARS, RECYCLERS AND DISPLACED PERSONS**

While we all sympathise with the plight of the homeless, some have been known to scout homes and provide information to crime syndicates.

Under the circumstances, it is our recommendation that supporting these people in the suburbs be resisted.

## **BUILDERS ON YOUR PREMISES**

Statistics suggest that building activities in the neighbourhood go hand in hand with an increase in crime. If you are going to have builders on your premises, insist that each of the staff have been cleared prior to deployment by making a police clearance certificate for each person a prerequisite. This information should be kept on file in a secure place which will not only act as a deterrent to any potential criminal, but also ensure that those on your premises do not have a criminal background.

## INTERCOM SYSTEMS

An unanswered intercom is a clear sign that the premises is unoccupied. With the advent of cellular phones, visitors can announce their presence by making a call to announce their arrival. Our recommendation is to remove the intercom outside the premises to avoid inadvertently providing information about the status of the occupation of your premises.



## COLLECTION OF INTELLIGENCE AND INFORMATION OF **SUSPICIOUS ACTIVITY**

Beagle Watch has a formidable team of specialists who coordinate the collection of intelligence and information on criminals, their modus operandi, the vehicles they drive and even where they live. The diverse sources of information assist in piecing together activities and details of criminals which we share with the SAPS and their detectives.

Should you have any information relating to suspicious behaviour, suspicious vehicles or criminals, please report this to our **Call Centre** and avoid using social media. Your information can be treated as an 'anonymous source' should you so wish.

# IMPORTANT INFORMATION TO BE AWARE OF

## CRIME SCENE MANAGEMENT AND THE DISTRIBUTION OF INFORMATION PERTAINING TO A CRIME SCENE

In terms of the law, we are required to perform Crime Scene Management responsibilities when coming across a crime scene. This is to prevent contamination of the scene and the destruction of evidence which is very important as such evidence may be critical in the conviction of criminals. For this reason, in some cases, we will insist that nobody enter the crime scene until we are able to hand the scene over to the SAPS.

In some incidents, we are able to access CCTV footage of criminals and or vehicles used by them. This information is always made available to the Investigating Officer, but we may not be at liberty to make this evidence available to the public as this may compromise the investigation or the court case.

We will always release as much information as possible to ensure that you are always forewarned about criminals, the vehicles to be on a lookout for and the modus operandi used. It is very important to be aware that criminals clone vehicle number plates and change vehicles regularly and at no stage should you try and approach or apprehend anyone matching any part of the description we may make available.

Should you become aware of any possible links between information supplied, please call the Call Centre immediately and provide them with as much information as possible without endangering your life.

## SPECIAL INSTRUCTIONS

Every premise has a different set of unique circumstances which we need to be aware of. These instructions are aimed at making the job of the Response Officer more effective and to keep them informed about anything applicable to your premises.

These instructions are taken down at the time of your contract signing and need to be updated as things change. Please feel free to make enquiries about yours to ensure the validity thereof.

***WHEN SECONDS COUNT!***



## **INCIDENT MANAGEMENT**

In the event of a serious incident at your premises, we will dispatch a member of our Management Team to assist in dealing with the circumstances. In addition, we will arrange for a trauma councillor to attend the scene to provide counselling and our Investigations Team will undertake an investigation and assist the police in bringing perpetrators to book.

## **PROTECTION OF YOUR CODE WORD/PASSWORD**

At no time should you volunteer your code/password to anyone unless you have activated your alarm system by accident and wish to cancel the response. You will be asked for your code/ password by the Call Centre to verify that the activation was accidental. You will also be asked for your code/password by a member of our administration teams when you call in to change information in order to verify that you are in fact an authorised person. At no stage must you provide your code/password to any Response Officer.

# RESPONSIBILITIES OF EACH PARTY IN THE EVENT OF THE FOLLOWING:

**Alarm Signal:** *Actions to be taken by all parties*

Receipt of this signal is typically when your home is unoccupied, and an unauthorised person is on the premises or when you are at home and only parts of the home are protected by the alarm system

| CLIENT   | Call Centre  | Response Officers   |
|--|--|---|
| If you accidentally cause the alarm to activate, please phone the Call Centre and provide a valid cancellation code or password.                                 | Confirm receipt of signal by Response Officer.<br><br>Attempt to reach key holders to glean further information.<br><br>Inform Response Officer of status. | Respond immediately.  |
| If you are at home and have requested a Response Officer to attend the premises, please stay inside and away from the windows and keep dogs inside the premises. |  | Park away from the premises and proceed on foot with firearm ready.<br><br>Turn two-way radio volume down prior to entering the property. |
| If you wish to speak to the Response Officers, wait for the Call Centre to inform you that it is safe to do so.  |  |   |
| Only leave the house <b>after</b> the Call Centre has informed you that it is safe to do so.   | If client is at home, call the client and inform of the findings.<br>If the client wishes to see the Response Officers, inform the officer.                | Enter the premises and inspect for signs of forced entry and report back to the Call Centre.  |

**IMPORTANT NOTICE**

There is a very important scenario which we need to deal with in respect of an Alarm Signal from your premises. This relates to a possibility that you are confronted by criminals, forced into your premises and do not manage to push a panic button. In this situation, there is no sign of forced entry; the criminals ensure your silence and our Response Officers find nothing untoward. Calls by the Call Centre to your key holders may shed no light on the situation.

Should you wish for us to gain entry into your premises to investigate the possibility of this scenario, please confirm this **in writing** and we will gladly comply with your wishes. We will always try to limit any damage to the property in fulfilling this obligation.

**Panic Signal: Actions to be taken by all parties**

This signal is generated by a remote or static panic button and suggests that your life or others on your property are in danger.

| CLIENT   | Call Centre   | Response Officers  |
|--|---|--|
| <p>If you have activated the panic button accidentally, please phone the Call Centre and provide a valid cancellation code or password.</p> <p><i>Please bear in mind that if you did not activate a panic button it may have been another person on your property who is in need of assistance.</i></p> <p>For this reason, please do not provide a cancellation code unless you are sure that all is in order on the premises.</p> | <p>Confirm receipt of signal by Response Officer.</p> <p>Attempt to reach key holders in an attempt to glean further information.</p> <p>Inform Response Officer of status.</p>   | <p>Respond immediately.</p>  |
| <p>If you are at home and have requested a Response Officer to attend the premises, please stay inside and away from the windows &amp; keep dogs inside the premises.</p> <p>Should you wish to speak to the Response Officers, wait for the Call Centre to inform you that it is safe to do so.</p>   | <p>If client is at home, call the client and inform them of the findings. If the client wishes to see the Response Officers, inform the officer.</p>  | <p>Park away from the premises and proceed on foot with firearm ready and await backup vehicle.</p> <p>Turn two-way radio volume down prior to entering the property.</p> <p>Enter the premises and inspect for signs of forced entry or any other signs suggesting that something is amiss.</p> |
| <p>Only leave the house after the Call Centre has informed you that it is safe to do so.</p>   | <p>Attempt to reach the key holders in order to ascertain whether anyone may be inside the house and may need assistance.</p> <p>If unsuccessful, carry out the special instructions listed on the monitoring software.</p> | <p>Report your findings to the Call Centre.</p> <p>If no key holder is available, carry out the special instructions relayed to you by the Call Centre.</p>  |

**IMPORTANT NOTICE**

There is a very important scenario which we need to deal with in respect of a Panic Signal from your premises. This relates to a possibility that you are confronted by criminals, forced into your premises but do manage to push a panic button. In this situation, there is no sign of forced entry; the criminals ensure your silence and our Response Officers find nothing untoward. Calls by the Call Centre to your key holders may shed no light on the situation.

Should you wish for us to gain entry into your premises to investigate the possibility of this scenario, please confirm this **in writing** and we will gladly comply with your wishes. We will always try to limit any damage to the property in fulfilling this obligation.

**Duress Signal:** Actions to be taken by all parties

This signal is generated when you use the duress code to disarm your alarm system in order to comply with the instruction of an intruder.

| CLIENT   | Call Centre  | Response Officers  |
|--|--|--|
| <p>If you punched in the duress code accidentally, please phone the Call Centre and provide a valid cancellation code or password.</p> | <p>Confirm receipt of signal by Response Officer.</p> <p>Dispatch backup vehicles and inform the SAPS of a possible hostage situation on the premises.</p> | <p>Respond immediately.</p>  |
| <p>You will NOT receive any call from the Call Centre.</p> <p>Multiple vehicles and the SAPS will be dispatched to your premises.</p>  |  | <p>Park away from the premises and proceed on foot with firearm ready and await backup vehicles.</p> <p>Turn two-way radio volume down prior to entering the property.</p>                     |
|  | <p>Provide the special instructions to the response team.</p>  | <p>Observe the premises and gather information to share with other responders.</p> <p>Report findings to the Call Centre and other responders.</p> <p>Deal with the situation as required.</p> |

**IMPORTANT NOTICE**

There is a very important scenario which we need to deal with in respect of a Duress Signal from your premises. This relates to a possibility that you or a family member on the property are confronted by criminals and forced to disarm the alarm system. In this situation, there is no sign of forced entry; the criminals ensure your silence and our Response Officers find nothing untoward.

Should you wish for us to gain entry into your premises to investigate the possibility of this scenario, please confirm this **in writing** and we will gladly comply with your wishes. We will always try to limit any damage to the property in fulfilling this obligation.



**Trap Zone Signal:** Actions to be taken by all parties

This signal is generated when a protected device within the premises is moved or removed from its normal location.

| CLIENT   | Call Centre  | Response Officers  |
|--|--|--|
| <p>If you have accidentally caused a trap zone violation, please phone the Call Centre and provide a valid cancellation code / password.</p> | <p>Confirm receipt of signal by Response Officer.</p>  | <p>Respond immediately.</p>  |
| <p>You will NOT receive any call from the Call Centre.</p> <p>Multiple vehicles and the SAPS will be dispatched to your premises.</p>        | <p>Dispatch backup vehicles and inform the SAPS of a possible hostage situation on the premises.</p> | <p>Park away from the premises and proceed on foot with firearm ready and await backup vehicles.</p> <p>Turn two-way radio volume down prior to entering the property.</p> |
|  | <p>Provide the special instructions to the response team.</p>  | <p>Observe the premises and gather information to share with other responders.</p>   |
|  |  | <p>Report findings to the Call Centre and other responders.</p>  |
|  |  | <p>Deal with the situation as required.</p>  |

**IMPORTANT NOTICE**

There is a very important scenario which we need to deal with in respect of a Trap Zone Signal from your premises. This suggests that criminals are inside the premises and have, during their activities, activated a trap zone. In this scenario, you or family members may be on the premises being held against your will. There may not be any signs of forced entry; the criminals may be ensuring your silence and our Response Officers find nothing untoward.

Should you wish for us to gain entry into your premises to investigate the possibility of this scenario, please confirm this **in writing** and we will gladly comply with your wishes. We will always try to limit any damage to the property in fulfilling this obligation.

## If you have a Gate Alarm:

Action taken upon discovery of an open perimeter gate or upon receipt of a gate alarm signal from a premises.

| CLIENT   | Call Centre   | Response Officers  |
|--|---|--|
| <p>If you have a gate alarm and this alarm is accidentally activated, please advise the Call Centre and provide a valid cancellation code or password.</p>                 | <p>Confirm receipt of signal by Response Officer.</p>   | <p>Respond immediately.</p>  |
| <p>If you are at home and have requested a Response Officer to attend to the premises, please stay inside and away from the windows and keep dogs inside the premises.</p> | <p>If the signal is not reported as a false alarm, the Call Centre will call you to establish the circumstances.</p> <p>Inform the Response Officer in the event of a false alarm or, of the circumstances on the property.</p> |  |
| <p>If you wish to speak to the Response Officers, wait for the Call Centre to inform you that it is safe to do so.</p>   |   | <p>If the response is to continue, upon arrival, park away from the premises and proceed on foot with firearm ready.</p> <p>Turn two-way radio volume down prior to entering the property.</p> |
| <p>Only leave your house after the Call Centre has confirmed that it is safe to do so.</p>   | <p>If the client is at home, call the client and inform them of the findings. If the client wishes to see the Response Officer, inform the officer.</p>   | <p>Inspect the premises and provide the Call Centre with a report back.</p>  |

## If during our patrol we notice that your gate is open:

| Call Centre  | Response Officers  |
|--|--|
| <p>The Call Centre will attempt to reach the key holders and determine the reason for the open gate. Upon reaching the client, the Call Centre will explain the findings and suggest that the Response Officer conduct a premises inspection. The client's instructions will be relayed to the Response Officer.</p>   | <p>The Response Officer will report the matter to the Call Centre. The officer will take up a defensive position and await feedback from the Call Centre.</p>  |
| <p>If we reach a key holder and we are requested to undertake a premises inspection, the feedback from the Response Officer will be relayed to the client.</p> <p>The Call Centre will request the client cancellation code/password to confirm all is in order on the premises.</p> <p>If the client is not at home, the Call Centre will provide the gate code to close the gate. Should this not close the gate, additional patrols will be provided.</p> <p>Feedback from the Response Officer will be provided to the client.</p> | <p>The Response Officer will carry out the instructions from the client.</p>   |
| <p>If the Call Centre is not able to reach a key holder, a backup Response Officer will be dispatched to the premises.</p> <p>In addition, the SAPS will be called to the premises and an inspection will be carried out.</p> <p>If the SAPS do not respond within 5 minutes, the Response Officers will continue with their inspection.</p>   | <p>The Response Officers will loudly announce their presence and bang on the doors.</p> <p>If there is no response received from within the premises, we will assume that the gate has been left open accidentally and withdraw from the premises but conduct regular patrols.</p> |
| <p>If as a result of the Response Officer's visit we are not able to make contact with the client, the gate code will be provided in order to close the gate. If this is unsuccessful, additional patrols will be arranged.</p> <p>If we are not able to reach the client, an SMS will be sent to the key holders requesting them to contact the Call Centre.</p>  |  |

### IMPORTANT NOTICE

Should we notice your gate open and enter your property in order to conduct an investigation when not expected this may lead to a potentially dangerous situation. For this reason, we have set out our operational procedures above but in addition, we have taken into consideration the potential scenario below which may require further action by you.

There may be a scenario whereby you are confronted by criminals, forced into your premises and are unable to push your panic button or close the gate. In this situation, there is no sign of forced entry; the criminals ensure your silence and the Response Officer finds nothing untoward.

If you find yourself a victim of the above scenario and receive a call from the Call Centre, you should **provide a false code word or password**. This will inform us as to the situation on the premises. If you are unable to answer the call, you should consider authorising us to gain entry into your premises to investigate the possibility of this scenario. If this is your wish, please confirm this **in writing** and we will gladly comply with your wishes. We will always limit any damage to the property in fulfilling this obligation.

## In the case of Business Customers: Action taken on a fail to close event

This event is generated by our Call Centre should we not have received a closing signal from your alarm system at the prescribed time.

| CLIENT   | Call Centre   | Response Officers  |
|--|---|--|
| <p>If you have not armed your alarm system for a reason, the Call Centre will require a new closing time and your password or cancellation code.</p> | <p>Upon receipt of this event type, the Call Centre will call the premises in order to establish the reason for this anomaly.</p> <p>If all is in order and the correct cancellation code or password is provided, a new closing time will be captured.</p> | <p>This event is generated by the Call Centre software as an exception incident. The Response Officer will be dispatched to your premises in order to investigate.</p> |
|  | <p>If we are not able to reach a key holder, the Response Officer will be advised by the Call Centre of the situation.</p> <p>The Call Centre will continue to try and reach a key holder every hour until successful.</p>                                  | <p>The results of the investigation by the Response Officer will be provided to the Call Centre.</p>   |

### IMPORTANT NOTICE

There may be a scenario whereby you are not able to arm your alarm system due to criminals being on the premises. In this situation, there is no sign of forced entry; the criminals ensure your silence and the Response Officer finds nothing untoward.

If you find yourself a victim of the above scenario and receive a call from the Call Centre, you should **provide a false code word or password**. This will inform us as to the situation on the premises. If you are unable to answer the call, you should consider authorising us to gain entry into your premises to investigate the possibility of this scenario. If this is your wish, please confirm this **in writing** and we will gladly comply with your wishes. We will always limit any damage to the property in fulfilling this obligation.













# INTRODUCING THE BEAGLE WATCH SMART APP



In our quest to improve our service delivery to you, our valued client, we have the pleasure of introducing the Beagle Watch Smart App.

The mobile application is free and is a handy tool to enable you to manage all your security requirements virtually from your mobile phone, making it easier to interact with us.

## WITH THE BEAGLE WATCH **SMART APP** YOU CAN:

-  Send a panic activation.
-  Advise holiday instructions.
-  Request medical assistance.
-  Update your profile.
-  Send a fire alert.
-  Update keyholder details.
-  Request a patrol.
-  Cancel false alarms.
-  Check your site status and test your alarm.
-  Arm and disarm your alarm (if your system allows).
-  Request technical support.
-  Receive important notifications.

The App is available on the App Store or Google Play and our Call Centre team is available to assist you with the set-up.

# BEAGLE WATCH CLIENTS GET PRIORITY EMERGENCY MEDICAL ASSISTANCE WITH NETCARE 911



Beagle Watch clients get priority emergency medical assistance with Netcare 911.

Beagle Watch has partnered with Netcare 911 as our emergency medical services provider in an effort to further improve and streamline our support in case of medical emergencies.

All medical emergencies reported to our Call Centre or via the Beagle Watch Smart App are channelled to Netcare 911 via a dedicated number directly into their call centre. This means that Beagle Watch clients will get priority treatment - as we know, when lives are at stake, seconds count!

## MEDICAL CONDITIONS

Please inform us if you or any member of your family has a medical or other condition that we should be aware of. This will enable our Call Centre to relay the correct information to Netcare 911 in case of an emergency.

# IMPORTANT INFORMATION



## What to do if you are a victim of crime?

- Never resist
- Ensure you have the keys to your safe
- Hand over whatever they want
- Comply with instructions
- Do not lie – *if they catch you out, it may invoke retaliation*
- Ensure you have a trap zone installed
- Avoid eye contact
- Teach children to lie under their beds and keep quiet
- When your security company arrives lie flat and keep quiet – do not stand up or go to the windows or doors as you may be mistaken for one of the criminals



## What if your premises is burgled and damaged in the process?

In your absence, an incident on your property necessitates our officers acting on your behalf. This may entail having glass replaced or providing other interim security measures in order to ensure risk is minimised. This is seen as part of our responsibility, but should you not want us to deal with such an eventuality on your behalf, please instruct us in writing on how we should deal with this.



## The role of key holders

Key holders are typically friends, family members or colleagues who may be able to assist us with important information pertaining to your circumstances. Please ensure that their details are kept up to date by emailing any changes to [info@beaglewatch.co.za](mailto:info@beaglewatch.co.za).

## KEEPING YOUR DETAILS UP TO DATE

For us to reach you in an emergency, please ensure that we have current information on file. This not only pertains to your contact details but also the details of staff permitted on the property, changes to pets on the premises and contractors who might be on the premises.

*Please also remember to inform us of any changes to gain access into your premises.*

Should you change any contact information, please advise us via email to: [info@beaglewatch.co.za](mailto:info@beaglewatch.co.za) or update your details on the Beagle Watch Smart App.





## False alarms and the implications

At Beagle Watch, we pride ourselves in our ability to successfully combat and prevent crime, and more importantly, to save human lives in doing so. Much of this success can be attributed to our careful management of resources. However, a hindrance to this success presents itself through repeated false alarm activity.

Beagle Watch acknowledges that false alarms do happen from time to time, but repeated false alarms are abnormal and indicates that there is a problem.

*False alarms are defined as preventable alarm activations which are caused by human error, system maintenance issues or changes to the environment. Should you experience more than three such alarms per month, please call our False Alarm Controller for assistance. **Our Technical Department is available at your convenience 24/7 to attend to problematic alarm systems and to find the root cause of your issues.***



## Ensure your house number is clearly visible

Visible house numbers are imperative. Not only for our Response Officers to find your house in an emergency but also for the police and other emergency services to find you too.



## What does a low battery signal mean?

When we receive a low battery signal, it means that your security system has lost power resulting in your security being compromised. If this signal was generated within an hour of the mains power having failed, you may need to replace your battery as it has lost its ability to retain a charge. Our technical department is available to assist you in this regard or alternatively, you may wish to purchase a battery from our offices and fit it yourself.

*Please note that no telephone call is made upon receipt of a low battery signal, but an SMS is sent to the primary key holder.*





### What does 'storm mode' mean?

Highveld thunderstorms create havoc with alarm systems, which greatly increases the workload of the Call Centre. During inclement weather, all alarm signals received are prioritised into life threatening and asset threatening. Life threatening signals, such as duress, panic and medical signals, are dealt with first. All others as soon thereafter as possible.

During storms, we do not respond to electric fence activations or outside perimeter devices, as these are considered asset threatening type signals, which do not indicate imminent threat to life or serious injury. Electric fence and other outdoor perimeter device signals are most likely to be false alarms due to plants or debris causing the activation. We are also unable to assist with meet and greet services, as these tie up valuable resources, delaying the response to possible actual emergencies.

Unfortunately, inclement weather and the resulting increase in alarms is beyond our control. Therefore response times may be affected.



### What does a mains failure signal mean?

There is often confusion with this signal. This signal is generated by your security system when power to the **security system** is interrupted. The premises lights may be on and all other appliances functional, but this does not mean that the security system has power. If you receive an SMS from us it means that power to your security system has been interrupted.

*Please note that no telephone call is made upon receipt of a mains failure signal, but an SMS is sent to the primary key holder.*



### What does a 'failed to test' message mean?

This is a very important message and must receive your urgent attention as it indicates that your communications device, which is responsible for sending information from your alarm system to the Call Centre, has failed. Please contact the Call Centre and test your system or alternatively, have a technician check your system to ensure your safety.

# QUICK REFERENCE:

## VULNERABILITIES



Never talk on your cellular phone when leaving or entering your premises as you need to be very aware of your surroundings.



Your vulnerability increases when your gate is open. When arriving home or leaving the premises, make sure it is safe to do so. This means that any person within 100m of your entrance is a potential risk as an average person can cover this distance in a very short time. If in doubt, drive around the block or wait for them to leave.



Take care when putting the wheelie bin out or bringing it back in.



When seeing guests off, do not do so outside your property where you are vulnerable.



Ensure that when your gardener is attending the pavement, the perimeter remains secure.



Ensure that all domestic staff have remote panic buttons with them whilst on your property.

Ensure that your gate cannot be lifted off the rail – this is the most common access point into any property. Specific gate alarms are available to warn you of any such intrusion or cases where a gate is left open.



Arm your alarm at night or even when leaving your property for just a few minutes.



Install a slam lock on a security gate which separates the sleeping area from other areas of your home.



Never leave your home at night to investigate anything out of the ordinary – this is our responsibility. Criminals have been known to open a garden tap resulting in an unsuspecting homeowner being surprised when going to investigate.



Install a trap zone – this device provides our Call Centre with a silent message in the event of there being an armed home intrusion.



**If there is one thing that every property should have – this is it!**

Report suspicious activity – you never know, we might just be looking for those who you identify as being suspicious. They come in all shapes and sizes and drive upmarket cars – if your suspicion is aroused, let us know.



# QUICK REFERENCE:

## POSSIBLE CAUSES OF FALSE ALARMS



**Puppies** who have grown up or new big dogs that have been added to the family.



Before activating your alarm, ensure all windows and doors are closed and ensure that pets are restricted to areas where they cannot affect the alarm.



**Plants** need ongoing maintenance to ensure that they are kept clear from outdoor detection devices and electric fencing.



**Insects and spiders** can interfere with detection devices (both indoors & outdoors). Their presence can be discouraged by spraying store-bought household pesticide *around* the detector, not on the detector.



Alarm systems run continuously and are therefore susceptible to **component failure** from time to time. Should this be the cause of false alarms, our technical experts are on hand to assist in this regard.



**Ceiling rats** are a major cause of cable damage as they nibble on wires causing cable damage.



Accidental pressing of panic buttons or when keys in your pocket come into contact with the panic button.



**Poorly maintained security systems** – alarm systems require regular servicing.



**Air conditioners** left on circulate air which is identified by passive infrared detectors as a reason to cause an alarm condition.



Some **outdoor detection zones** may be in the flight paths of birds or neighbours' cats. In such circumstances, it will be necessary to reposition these to eliminate the source of the false alarm.



# BEAGLE WATCH IS THE LEADER IN PUBLIC SPACE CCTV SURVEILLANCE

Beagle Watch Armed Response not only pioneered the concept of public space surveillance in Johannesburg neighbourhoods several years ago, but remains the leader in this sphere, with a growing network of more than 800 public space CCTV cameras equipped with superior technology covering our extended footprint.

No other security provider has the same extensive range of security measures and back-up we have, while some have no or severely limited access to CCTV technology.

The public space CCTV cameras have proven to be a highly effective and potent additional tool in our crime-fighting arsenal and benefits not only our clients, but also the greater community.

In addition to the cameras' licence plate recognition (LPR) and state-of-the-art 'black screen'

technology, Beagle Watch employs an in-house team of intelligence experts in its Call Centre. They actively work with the information gleaned from the camera network and make a huge contribution to Beagle Watch's proactive approach to fighting crime in the areas we serve.

While the cameras feature highly sophisticated technology, they do not track the movement of individuals or vehicles. The information is also not linked to individuals' ID numbers, and the cameras do not have facial recognition technology.





**BEAGLE WATCH ARMED  
RESPONSE (RF) (PTY)**



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