018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

QUICK BOPHA SECURITY SERVICES

CONTROL ROOM OPERATING MANUAL AND ESCALATION MATRIX

Operations Department | Version 1.0 | November 2026

Document status: Draft for management review and approval. This manual must be adapted to each client contract, site post orders, risk assessment, emergency contacts and applicable legal requirements.

1. PURPOSE

This manual sets out how the Control Room must operate on every shift. It provides a consistent process for monitoring sites, communicating with security personnel, recording events, handling incidents, escalating problems and handing over duties. The Control Room is an operational coordination and monitoring function; it does not replace the responsibilities of site supervisors, emergency services or client representatives.

2. OBJECTIVES

- Maintain reliable communication with every active security site.
- Identify and escalate incidents, missed check-ins, absenteeism and service risks promptly.
- Keep accurate, chronological and auditable operational records.
- Support supervisors and the Operational Manager with timely information.
- Ensure continuity between shifts and follow-up of unresolved matters.
- Protect confidential client, employee and operational information.

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

3. COMMAND STRUCTURE AND REPORTING LINES

1. Security Officer → Site Supervisor
2. Site Supervisor → Control Room Operator / Control Manager
3. Control Room Operator → Control Manager
4. Control Manager → Operational Manager
5. Operational Manager → Managing Director

A Control Room Operator must not bypass the Control Manager for routine matters. However, urgent threats to life, serious crime, fire, medical emergencies or major security incidents must be escalated immediately to emergency services and the relevant management personnel. No employee may delay an emergency call while waiting for approval.

4. ROLES AND RESPONSIBILITIES

4.1 Control Manager

- Manage daily Control Room operations, staffing, shift rosters and operator performance.
- Ensure all active sites, supervisors and emergency contacts are listed and current.
- Set site communication/check-in schedules in consultation with Operations and site requirements.
- Review occurrence books, incident reports, missed check-ins and handover records.
- Coordinate escalation and ensure incidents are assigned to a responsible person.
- Notify the Operational Manager of serious incidents, repeated failures and unresolved risks.
- Ensure operators receive training and understand this manual.

QUICK BOPHA SECURITY
WE GUARD WITH PRIDE

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

4.2 Control Room Operator

- Remain attentive and at the assigned workstation throughout the shift, except during authorised breaks or relief.
- Complete the incoming shift handover before assuming responsibility.
- Conduct scheduled radio/telephone checks and record outcomes.
- Record attendance confirmations, patrol reports, incidents, instructions and follow-ups.
- Contact the supervisor when a site does not respond or a staffing concern arises.
- Escalate incidents according to the matrix in this manual.
- Protect passwords, access codes, personal information and client information.

4.3 Site Supervisor

- Confirm site staffing, attendance, relief and post coverage.
- Respond to Control Room calls and investigate operational issues at the site.
- Attend incidents when safe and appropriate, and coordinate site-level action.
- Submit factual reports and supporting information within required deadlines.
- Keep the Control Room informed until an issue is resolved.

5. START-OF-SHIFT PROCEDURE

☐ Arrive on time and sign the Control Room attendance register.

☐ Receive a verbal and written handover from the outgoing operator.

☐ Read all outstanding incidents, alerts, instructions and follow-up actions.

☐ Check the site contact list, supervisor roster and emergency contact list.

☐ Test radios, telephones, computers, monitoring equipment and backup communication methods.

☐ Confirm the list of active sites and their scheduled check-in times.

☐ Check that the occurrence book and required registers are available.

☐ Report faulty equipment or missing information to the Control Manager immediately.

QUICK BOPHA SECURITY
WE GUARD WITH PRIDE

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

6. ROUTINE MONITORING PROCEDURE

The Control Manager must approve a site communication schedule for each contract. Check-in frequency must be based on the site risk assessment, client instructions, staffing arrangement and available communication systems. Do not assume one universal interval applies to every site.

- Call or radio each site at its scheduled check-in time.
- Ask the officer to identify themself, confirm the post is secure and report any unusual activity.
- Record the time, site, officer/contact, communication method and outcome.
- Record patrol completion only when the officer or approved system confirms it.
- Follow up missed, unclear or incomplete reports.
- Notify the supervisor and escalate repeated missed check-ins.
- Do not mark a check as completed if no confirmation was received.

7. MISSED CHECK-IN / NO RESPONSE PROCEDURE

6. At the scheduled time, attempt contact using the primary approved communication method.
7. Repeat the attempt and use the approved alternative method, such as a telephone call or contacting the supervisor.
8. Record each attempt and its exact time.
9. Notify the Site Supervisor and request an immediate physical check where appropriate.
10. If there is reason to suspect immediate danger, a crime or a threat to life, contact emergency services and management without waiting for routine follow-up.
11. Keep the matter open until the site is contacted, physically checked or otherwise accounted for.
12. Record the outcome, person who confirmed it and time the issue was closed.

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

8. INCIDENT HANDLING PROCEDURE

The operator must remain calm, obtain clear information and avoid speculation. The first priority is the safety of people. The operator must not put themself or others at risk by attempting an unsafe intervention.

☐ Obtain the caller's name, site, exact location and callback number.

☐ Establish what happened, when it happened and whether anyone is injured or in immediate danger.

☐ Call the appropriate emergency service where required (for example, police, fire or ambulance).

☐ Notify the Site Supervisor and Control Manager immediately for serious incidents.

☐ Notify the Operational Manager according to the escalation matrix.

☐ Give responders clear location and access information where available.

☐ Record times, information received, actions, notifications and instructions.

☐ Request a written incident report and preserve relevant records or footage in accordance with policy.

☐ Keep the incident open and follow up until formally handed over or closed by an authorised manager.

QUICK BOPHA SECURITY
WE GUARD WITH PRIDE

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

9. ESCALATION MATRIX

The timeframes below are operational targets. Immediate emergencies must be escalated at once. Management must approve site-specific response targets and emergency contacts.

Priority	Examples	First action	Notify / escalate	Target
P1 – Critical	Threat to life, serious assault, armed threat, fire, serious crime, major accident, missing officer with credible danger	Call emergency services; give location and immediate facts; keep caller safe	Supervisor + Control Manager + Operational Manager; Managing Director as soon as practicable	Immediately; do not wait for approval
P2 – High	Break-in, theft in progress, major property damage, site security breach, multiple officers absent, critical equipment failure	Alert supervisor; arrange safe site check and support; contact emergency services if warranted	Control Manager + Operational Manager	Immediately, target within 5 minutes of awareness
P3 – Medium	Single officer absent with post at risk, missed check-in without known danger, radio failure with backup available, client complaint affecting service	Contact supervisor; arrange relief or alternative communications; log follow-up	Control Manager; Operational Manager if unresolved or repeated	Promptly, target within 15 minutes
P4 – Routine	Uniform issue, minor equipment request, roster query, non-urgent maintenance, routine client request	Log request and refer to responsible person	Control Manager / Supervisor; Operational Manager if outside authority	During shift; include in daily report

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

10. ESCALATION CONTACT SEQUENCE

- First response: relevant emergency service if there is immediate danger or an emergency.
- Site response: Site Supervisor or designated site contact.
- Control Room oversight: Control Manager.
- Operational decision-making: Operational Manager.
- Executive notification: Managing Director for critical incidents, major client exposure, serious reputational risk or matters requiring executive authority.

If the first person contacted does not answer, record the attempt and contact the next appropriate manager. Do not stop escalation where the risk remains active. Use the approved site contact list; do not rely on personal numbers that have not been authorised.

11. COMMUNICATION AND RADIO DISCIPLINE

- Use clear, brief and professional language.
- Identify the calling station and intended recipient before giving information.
- Keep messages factual and repeat critical details such as location and nature of emergency.
- Keep radio channels available for operational traffic; avoid unnecessary conversation.
- Do not broadcast sensitive personal or security information unless necessary and authorised.
- Use approved code words only where they are documented and understood by all relevant staff.
- Repeat back important instructions to confirm they were understood.
- Report radio failure and switch to the approved backup method.

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

12. OCCURRENCE BOOK AND RECORD KEEPING

All entries must be factual, legible, chronological and made as close to the event as possible. Do not erase, conceal, backdate or falsify entries. Corrections must preserve the original entry and follow the company's approved correction method.

- Record date and time, site, reporting person, event or instruction, action taken, person notified and outcome.
- Use 24-hour time where possible and identify the operator making the entry.
- Separate confirmed facts from information reported by another person.
- Reference the incident report number where one has been created.
- Restrict access to records and retain them according to company and client requirements and applicable law.

13. SHIFT HANDOVER PROCEDURE

☐ List all active incidents and their current status.

☐ List missed check-ins, absent officers, relief arrangements and sites requiring follow-up.

☐ Record outstanding client instructions and management decisions.

☐ Confirm equipment faults, communication outages and system alerts.

☐ Hand over incident references, contact attempts and deadlines.

☐ Outgoing and incoming operators must sign and record the handover time.

☐ Control Manager must be notified of any unresolved critical matter.

QUICK BOPHA SECURITY
WE GUARD WITH PRIDE

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

14. CONTROL ROOM SECURITY AND CONFIDENTIALITY

- Access is restricted to authorised personnel.
- Visitors must be authorised, recorded and accompanied where required.
- Never share passwords, access codes, client information or footage with unauthorised persons.
- Lock or secure workstations when unattended and log out at shift end.
- Do not use personal devices to photograph, copy or transmit operational records unless formally authorised.
- Report suspected data loss, unauthorised access or system compromise immediately.

15. EQUIPMENT AND SYSTEM FAILURE

- Record the affected device/system, time detected, symptoms and operational impact.
- Notify the Control Manager and relevant technical or management contact.
- Activate the approved backup communication or monitoring procedure.
- Notify affected supervisors and sites of temporary changes.
- Do not attempt unauthorised repairs or bypass security controls.
- Record restoration time, tests completed and any outstanding risk.

QUICK BOPHA SECURITY
WE GUARD WITH PRIDE

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

16. DAILY CONTROL ROOM CHECKLIST

☐ Shift handover completed and signed.

☐ All active sites and contact details confirmed.

☐ Communication equipment and backup methods tested.

☐ Scheduled check-ins completed and logged.

☐ Missed check-ins investigated and escalated.

☐ Attendance and relief concerns followed up.

☐ Incidents logged, notified and tracked.

☐ Outstanding matters assigned to a named person.

☐ Control Room kept secure and confidential.

☐ End-of-shift report and handover completed.

17. REQUIRED CONTROL ROOM REGISTERS

- Control Room daily activity / occurrence book.
- Site communication and check-in register.
- Missed check-in and escalation register.
- Incident and emergency register.
- Shift handover register.
- Staff attendance and absenteeism register.
- Equipment fault and maintenance register.
- Client complaint and instruction register.
- Emergency contact and site contact list.
- System outage and backup activation register.

018 011 9111
info@quickbophasecurity.co.za
quickbopha.co.za
7 Borman St,
Wolmaranstad,
Wolmaransstad, 2630

18. DAILY REPORT FORMAT

- Date and shift: _____
- Operator(s): _____
- Sites monitored: _____
- Missed check-ins / attendance issues: _____
- Incidents and reference numbers: _____
- Escalations and persons notified: _____
- Equipment / system faults: _____
- Outstanding actions and responsible persons: ____
- Prepared by / time: _____
- Reviewed by Control Manager: _____

19. MANAGEMENT RESPONSIBILITIES AND REVIEW

The Control Manager is responsible for implementing this manual and training operators. The Operational Manager must review compliance through register checks, site feedback, incident reviews and periodic audits. The manual must be reviewed at least annually and whenever there is a material change to operations, client requirements, risks or applicable law.

20. APPROVAL

Prepared by: _____ Position: _____

Reviewed by: _____ Position: _____

Approved by: _____ Managing Director

Signature: _____ Date: _____