



**O.R. TAMBO  
DISTRICT MUNICIPALITY**

# **LOSS CONTROL POLICY 2024/25**

**O.R. TAMBO DISTRICT MUNICIPALITY  
APPROVED**

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## SECTION A

### 1. DEFINITIONS

For the purposes of this policy the following definitions apply as follows:

- *Accounting Officer* – Refers to the Municipal Manager as appointed in terms of section 82 (1) (a) or (b) of the Municipal Structures Act No. 117 of 1998.
- *CFO* – Refers Chief Financial Officer, a person designated in terms of section 80(2)(a).
- *Claim* – Refers to a lawsuit, action, interdict, arbitration, inquest or dispute and also includes an intended lawsuit, action, interdict, arbitration, inquest or dispute.
- *Councillor* – Refers to a member of municipal council.
- *Fruitless and wasteful expenditure* – Refers to expenditure, which was made in vain and which would have been avoided had reasonable care been exercised.
- *Irregular expenditure* – Refers to expenditure, other than unauthorized expenditure, incurred in contravention of or that is not in accordance with a requirement of any applicable legislation, including-
  - a) This Act; or
  - b) The Municipal Systems Act (Act 20 Of 1998)
  - c) The Public Office-Bearer Act, 1998
  - d) Any provincial legislation providing for procurement procedures in that provincial government.
- *Losses* – Any material loss or damages or prejudice to Council or a said person and, without derogating from or limiting the concept, also shortages, damages, fruitless or wasteful expenditure and compensations.
- *MFMA* – Refers to the Municipal Finance Management Act 56 Of 2003.
- *Official* – An employee of the O.R. Tambo District Municipality, including permanent employees, temporary employees, contract workers, volunteers, reservists, independent contractors and/or a legal category of employee.
- *Municipality* – Refers to the O.R. Tambo District Municipality.
- *PFMA* – Refers to Public Finance Management Act, 1999 (Act no 1 of 1999 as amended).
- *Unauthorized Expenditure* – Refers to any expenditure incurred by a municipality otherwise than in accordance with section 15 or 11 (3) and includes –
  - a) Overspending of the total amount appropriate in the municipality's approved budget.
  - b) Overspending of the total amount appropriated for a vote of the approved budget.
  - c) Expenditure from a vote unrelated to the department or functional area covered by the vote.
  - d) Expenditure of money appropriated for a specific purpose, otherwise than for the specific purpose.



## 2. INTRODUCTION

The municipality is primarily a service delivery instrument with a constitutional mandate to provide specified municipal services to communities under its jurisdiction. Regularly the municipality faces strategic challenges such as lack of resources in terms of human capital, finances, equipment and material to render out services mandated to the municipality. The municipality bears its own damages, accident risks and is responsible for all claims and losses of municipal owned property where these arise from council activities by an official who is liable in law and who is or was employed by council. Section 78(1)(b) of the MFMA places the responsibility on each official within their institution to take responsibility for the effective, efficient, economical and transparent use of financial and other resources within that official's area of responsibility. It becomes a necessity to optimally utilize available resources to render affordable and sustainable municipal services. It is for this reason that this loss control policy is developed to manage losses and set procedures on reporting and investigation of losses.

## 3. OBJECTIVE

This document informs municipal officials of the policy on loss control and classifying the criminality of the nature of the case within the municipality. It ensures that a clear understanding is provided to the policy users and applies to all departments of the municipality. This policy provides a framework to enable the municipality to prevent, limit or reduce losses such as damage to property, loss of income, theft of assets as well as material and equipment.

In particular, the official must take effective and appropriate steps to prevent, within that official's area of responsibility, any unauthorised, irregular, fruitless and wasteful expenditure and any under collection of revenue. For the effective management of losses and potential losses, loss control will be divided into the following main functions –

- ❖ Reporting all claims, losses, and damages.
- ❖ Ensuring the correct format and content of reports with regards to which claims, losses, and damages are registered.
- ❖ Following up and investigating any claims, losses and damages.
- ❖ Keeping a losses register in which particulars of all losses are recorded.
- ❖ Recovery of money and checking of cases to be finalised.

The identification of actions or instances of neglect, which may result in potential claims against or losses for council, is very important for instituting preventative control measures. The Accounting Officer or his/her assignee must delegate the responsibilities attached to loss control as set out in the MFMA in terms of section 79. This official can, where necessary, obtain the support of nominated officials on a decentralised basis. With this policy in place, the following outcomes can be achieved -

- All officials including management are held responsible for losses in their areas of responsibility.



- Assist officials to create a climate that is conducive to internal control, risk management and prevention of losses.
- Contribute towards creating respect for the resources of the municipality for use in the best possible way.
- Encourage officials to perform their duties in a responsible manner and to avoid unlawful conduct that may result in unnecessary losses in general, or disturbance in service delivery or loss of records.
- Uniform action and procedures for recording of losses and insurance claims is done more effectively and to promote greater efficiency in the management of losses and risk management.

#### 4. LEGISLATIVE FRAMEWORK

The PFMA 1999 (Act no 1 of 1999 as amended) compels the Accounting Officer and officials within that official's area of responsibility, amongst other things, to ensure that an effective, efficient and transparent system of risk management and internal control is established and carried out respectively to prevent losses and to ensure the safeguarding and maintenance of all assets of the institution. Sections 38, 39, 40 and 45 of the PFMA.

The Treasury Regulations also compels the Accounting Officer to conduct a risk assessment in order to identify emerging risks that may threaten the achievement of municipal objectives. A risk management strategy must be clearly communicated to all officials to ensure that the said strategy is incorporated in the municipality. The Accounting Officer must also exercise reasonable care in detecting and preventing losses and for this purpose effective and transparent processes of financial and risk management must be implemented. Treasury Regulation 4,9,10, 11 and 12 issued in accordance with section 76 of the PFMA.

**Section 45 of the PFMA - Responsibilities of other officials** provides that an official of a department, trading entity or constitutional institution –

- a) Must ensure that the system of financial management and internal control established for that department, trading entity or constitutional institution is carried out within the area of responsibility of that official.
- b) Is responsible for effective, efficient, economical and transparent use of financial and other resources within that official's area of responsibility.
- c) Must take effective and appropriate steps to prevent, within that official's area of responsibility, any unauthorized expenditure, irregular expenditure and fruitless and wasteful expenditure and any under collection of revenue due.
- d) Must comply with the provision of this Act to the extent applicable to that official, including any delegation and instructions in terms of section 44.
- e) Is responsible for the management, including the safeguarding of assets and the management of liabilities within that official's area of responsibility.

## 5. RESPONSIBILITY FOR LOSSES

The Accounting Officer has in terms of departmental financial delegation delegated the acceptance of liability for any loss or damage suffered by another person, as for a claim against council, which arose from an act or omission of an official, to the Head of Department concerned

In terms of municipality Assets Management Policy –

- *Safekeeping of Assets:* Every head of department shall be directly responsible for the physical safekeeping of any asset controlled or used by the department in question. In exercising this responsibility, every head of department shall adhere to any written directives issued by the CFO to the department in question, or generally to all departments, in regard to the control of or safekeeping of the municipality's assets.
- *General Maintenance of Assets:* Every head of department shall be directly responsible for ensuring that all assets are properly maintained and in a manner, which will ensure that such assets attain their useful operating lives.

## 6. TYPES OF LOSSES, DAMAGES AND FRAUD

- a) Loss, theft and damage of immovable assets:
  - Municipal buildings through whether elements and/or a negligence of maintaining official buildings.
  - Rent paid for offices not in use.
- b) Loss, theft and damage of moveable assets:
  - Pool vehicles through thefts, high-jacks, accidents and other damage costs
  - Fines (not speeding and parking) e.g. noisy un-roadworthy vehicles, storage charges for vehicles and penalties for late submission to Department of Transport.
  - Official cell phones through thefts and negligence.
  - Furniture in official houses, office furniture, computers, printers, faxes, photocopiers, air conditioners and other electronic equipment through thefts and other damage costs,
  - Minor equipment such as tools and maintenance equipment through thefts and other damage costs.
- c) Loss, theft and damage of inventory stores items:
  - Stationary, maintenance, electrical material, cleaning material through thefts and other damage costs.
- d) Loss, theft and damage of municipal monies and face value forms:
  - Cash theft and shortages on petty cash, rental and bidding revenue collected.
- e) Claims against the municipality through acts or omissions against said person(s).
  - Notices of intended civil action served to the municipality.

- f) Claims by the municipality against other person(s):
  - Overpaid salaries-after death or termination.
  - Salaries paid for staff under suspension.
  - Irrecoverable rates and taxes, electricity.
  - Irrecoverable rental.
  - Irrecoverable fees for any other service.
  - State guaranties.
  - Ex-Gratia payments.
- g) Fraud cases with loss implications:
  - Criminal/negligence (Public Service Persons).
  - Stolen cheque cashed.
  - Fraudulent credit transfers.
  - Unauthorized orders.
  - Ghosts in salary system.
- h) Fruitless and wasteful expenditure:
  - Late payment to a creditor for which interest is charged and for which we have been invoiced and obligated to pay.
  - Any payment to a service provider for which the full value was not received, e.g. paying for 2 officials booked for training when only 1 actually attended.
  - Wasteful expenditure made in vain and would have been avoided had reasonable care been taken. e.g. paying for 10 chairs when 5 is actually necessary and needed.
  - Losses due to poor tender/bids allocation.
- i) Other losses
  - Poor management actions.
  - Attempted fraud (no actual loss).
  - Write-offs.



## SECTION B

### 1. DUTIES AND RESPONSIBILITIES OF OFFICIALS INVOLVED IN LOSS CONTROL MANAGEMENT

#### 1.1. The Central Loss Control Officer (CLCO)

The CLCO is an official appointed by the Accounting Officer in accordance with Section 79 of the MFMA. The CLCO is an official tasked with managing part of the loss control process of the municipality. The CLCO will be responsible for the administration of loss control in all the directorates of the municipality with user departments responsible to report all instances of loss with the appropriate supporting evidence to the CLCO. Manager: Asset Management will then be the CLCO.

Appointment of the Central Loss Control Officer – The duties attached to loss control are delegated by the Accounting Officer to an officer in terms of delegation. These powers have been delegated to the CFO. The CLCO must be appointed through a letter of appointment or resolution. A copy of the letter of appointment must be sent to the CFO. This also applies when the appointed CLCO is replaced.

Responsibilities of the Central Loss Control Officer – The following duties must be delegated to the CLCO in writing:

- Obtaining all details, statements, etc in connection with claims and losses in the loss register, timely reporting of all claims and losses to the CFO. Copies of the departmental loss must be submitted to the CLCO as soon as all documents are attached.
- Liaising with the Legal Office.
- Monitoring claims to prevent prescription.
- Reminding all employees periodically, by means of departmental directives, instructions, etc. that everything possible must be done on a continuous basis to prevent claims against council from arising, or to shield the council against losses. If there were no losses for the period, the CFO must be informed quarterly either by e-mail or in writing that there were no losses.
- Following up with Municipal Insurance broker and settling of such cases.
- Regular checking of losses registers and cases recorded therein.
- Checking all cases for authorization by CFO, the accounting officer or directors.
- The reconciliation of written-off items with the respective lost items in the budgeting of expenditures in cases where book entries have been made for the accounting of the written-off items.

- Reporting all cases to the office of Risk Management and Internal Auditing introducing preventative measures to avoid the recurrence of any losses.
- Reporting to the Loss Control Committee.

## **1.2. Loss Control Committee (LCC)**

The LCC must be made up of officials appointed in terms of section 79 of the MFMA to effectively implement the provisions of the Loss Control Policy in preventing theft, unauthorised, irregular or fruitless or wasteful utilisation of assets of the municipality.

*Responsibilities of the Loss Control Committee* – The following duties must be delegated to the LCC in writing:

- Must consider all reports submitted by the CLCO.
- Evaluate reports and determine possible negligence.
- Recommend to the Accounting Officer action that must be taken against officials implicated in negligent loss of assets.
- Recommend to the Accounting Officer the writing off of assets on the asset register.

## **2. General Management of Losses**

- a) Losses to be reported within twenty-four (24) hours to the CLCO.
- b) A criminal case has to be opened with the South African Police Service or in case of third-party claims against the municipality, an affidavit from the South African Police Services must be submitted to the CLCO.
- c) An incident report and three quotations from recognised suppliers for the current market price of an asset or service must be submitted to the CLCO by the concerned municipal official responsible for the loss, accompanying the above-mentioned information from the South African Police Service.
- d) The incident report must have details of the time, place and how the incident of loss took place. The case number, name and contact numbers of the police officer who is in charge of the case must also be given on the report.
- e) Incidents of loss must be recorded in a Loss Control Register kept by the CLCO.
- f) Incidents of loss have to be reported to the insurance service provider within a week of the occurrence of the incident and officials must make sure that all the relevant information reach the CLCO within a week to ensure that the claims deadline is not missed.
- g) The CLCO must lodge insurance claims with the appointed insurance service provider on behalf of the municipality after gathering the relevant information of the incident.

- h) The LCC will review all incidents of losses that took place during a quarter and rule with regard to keeping lost assets on the asset register in case of tangible capital assets through a resolution and advise the CLCO through the CFO, who must inform and advise the Accounting Officer in writing and seek council resolution in case of assets that have to be written-off the asset register if there is no possibility in recovering those assets.
- i) The LCC must determine cases where there is negligence on the part of a municipal official if such a loss is not reimbursed by the insurance service provider.
- j) Incidents that appear to be caused by negligence on the part of an official of the municipality, and which the insurance service provider found cause not to reimburse the municipality will be referred by the LCC to the Accounting Officer for possible disciplinary action or recovery of the loss.
- k) Cases of arson and vandalism of municipal properties or infrastructure assets within the areas covered by the private physical security service provider must be referred to that particular security service provider for cost recovery and insurance claim purposes.
- l) All details required in the Loss Control Register must be filled for the purpose of reporting an incident of loss.
- m) It is every official's duty to report misuse of municipal assets, and therefore, such incidents must be reported to the CLCO and be considered by the LCC.
- n) The LCC may recommend to the Accounting Officer for criminal charges to be brought against an official involved in committing any Schedule 1 offence according to the Criminal Procedure Act Number 51 of 1977, if that offence may lead to a financial loss to the municipality.
- o) Employee injuries on duty must be reported to the Occupational Health and Safety Officer under the Occupational Health and Safety Act and handled under applicable laws and regulations.

### **3. PROCEDURES FOR REPORTING ALL CLAIMS, LOSSES AND DAMAGE**

#### **3.1. Step 1: Registration of Damage or Loss**

- ❖ When an official becomes aware of a loss or damage, he/she must report to the immediate supervisor to the CLCO in writing within one (1) working day of the incident.
- ❖ The CLCO must register all losses on the Loss Control Register after they have been reported.
- ❖ Officials who are involved in accidents that affect third parties are responsible to inform the CLCO of the incident and inform the third-party claimant about relevant officials to contact in registering a claim.



- ❖ Unauthorised, Irregular and fruitless and wasteful expenditure must be reported to the CLCO, for incorporation into the Loss Control Register, on quarterly basis by the Chief: Supply Chain Management.
- ❖ Cashier shortages must be reported to the CLCO, for incorporation into the Loss Control Register, on quarterly basis by the Chief: Revenue Management.
- ❖ Distribution losses must be reported to the CLCO, for incorporation into the Loss Control Register, on quarterly basis by the Chief: Revenue Management.

### **3.2. Step 2: Gathering of Information**

- ❖ It is the duty of the official who suffered the loss, or any other official mentioned according to this policy, to bring all the relevant information relating to the incident of loss to the CLCO within a week of the incident or any other time as determined by the policy, including the documents mentioned under clause 2.
- ❖ The CLCO must determine the appropriate steps to take in mitigating the loss and may involve other members of the LCC or seek legal advice on the matter and communicate with the insurance service provider.
- ❖ The Asset Management unit must provide proof of the asset's record and value on the asset register in case of a tangible capital asset.
- ❖ The CLCO must complete a claim form and send it to the insurance service provider according to the agreed insurance policy or agreement between the municipality and the insurance service provider.
- ❖ The CLCO must open a file and number each case of loss reported to him and keep track with the progress of the cases with the insurance service provider. All communication with regard to a file must be kept.
- ❖ Replacement for assets critical for service delivery may be done immediately pending the decision of the insurance service provider on whether to reimburse them or not.

### **3.3. Step 3: Receipt of Proceeds from the Insurance Service Provider**

- ❖ On receipt of proceeds from the insurance service provider, the CLCO must create a unique vote number and ensure that it is used for its intended purpose.

### **3.4. Step 4: Reporting**

- ❖ The CLCO must report to the LCC on quarterly basis through Loss Control Reports.
- ❖ The Loss Control Reports must be reviewed by the LCC and determine cases of negligence that must be remedied through internal disciplinary action or recovery of the cost of the loss from the responsible official as per the provisions of section 176 (2) of the MFMA.

- ❖ The LCC must resolve on matters that must be forwarded to the Accounting Officer and other governance structures after every meeting.
- ❖ Any loss of assets that the LCC deems fit to be removed from the asset register must be submitted to the Asset Management Unit as a resolution after which must be submitted to the Accounting Officer for recommendation and approval by council.
- ❖ Minutes of the LCC must be reviewed by the Chairperson of the committee and signed before being sent to the Accounting Officer.
- ❖ The LCC must recommend to or advice the Accounting Officer about loss recoveries, through a resolution, and recommend for consequences management to be instituted in case of negligence.
- ❖ The LCC must recommend to or advice the Accounting Officer through a resolution recommend investigations to be instituted in case of a loss.
- ❖ The CLCO will report to the office of the Risk Management all items written off and all cases of financial crimes committed during the year by officials of the departments. The report should be submitted on quarterly basis.
- ❖ A report should be submitted by the risk management to the Internal Auditors on the losses and crimes committed during the year by officials of the municipality.

## **4. CLAIMS FOR LOSSES AND DAMAGE**

### **4.1. Claims Against the Municipality Through Acts or Omissions**

Council shall accept liability for any loss or damage suffered by another person (third-party), as for a claim against the municipality, arising from an act or omission of an official. Due cognisance must take place to ensure that claim exist and falls within stated regulations.

### **4.2. Claims by the Municipality Against Other Persons**

The Accounting Officer has delegated the institution of legal action, where the municipality suffers a loss or damage and the other person denies liability, to the Director: Corporate Services. Should it be deemed economical, the matter may be referred for legal opinion.

### **4.3. Claims by Officials Against the Municipality**

The Accounting Officer has delegated the compensation of an official, who has suffered a loss or damage in the execution of official duties, to the CFO, who may compensate the relevant official for the loss or damage provided that the official can prove such loss or damage was as a direct result of negligence from the municipality, that the loss can be reliably quantified and that the CLCO confirm the aforementioned after an official investigation.

#### **4.4. Losses or Damages Through Criminal Acts or Omissions**

The Accounting Officer delegates the recovery of losses or damages, through criminal acts or possible criminal acts, to the Director: Corporate Services. The matter shall be reported, in writing, to the Accounting Officer and the South African Police Service. In the case of omission, the matter shall be reported, in writing, to the Accounting Officer. Whether or not the person is still in the employ of the municipality, the municipality shall recover the value of the loss or damage from the person responsible.

#### **4.5. Recovery of Losses and Damages**

Losses and damages suffered by the municipality, because of an act committed or omitted by an official, shall be recovered from such an official if that official is liable in law.

**Note:** The Accounting Officer has delegated the recovery of losses or damages to the Director: Corporate Services.

#### **4.6. Unauthorised, Irregular, Fruitless and Wasteful Expenditure**

The recovery of losses or damages resulting from unauthorised, irregular or fruitless and wasteful expenditure must be dealt with in accordance with the MFMA Section (5). The writing off in terms of subsection (2) of any unauthorised, irregular or fruitless and wasteful expenditure as irrecoverable is no excuse in criminal or disciplinary proceedings against a person charged with the commission of an offence or a breach of this Act relating to such unauthorised, irregular or fruitless and wasteful expenditure.

**Section 32 (2) (MFMA)** A municipality must recover unauthorised, irregular or fruitless and wasteful expenditure from the person liable for that expenditure unless the expenditure (a) In the case of unauthorised expenditure, is (ii) certified by the municipal council, after investigation by a council committee, as irrecoverable and written off by the council; and (b) in the case of irregular or fruitless and wasteful expenditure, after investigation by a council committee, certified by the council as irrecoverable and written off by the council.

### **5. RECORD KEEPING**

Keeping records of files and documents used in Loss Control Management and the Loss Control Committee is a responsibility of the Asset Control Officer. All records of losses as recorded on the Loss Control Register and communications with all parties involved in losses or claims must be kept in unique numbered files.

#### **Loss Control Register –**

- The Loss Control Register must show all data relevant to losses, including the date of the loss, nature or description of loss, the insurance reference number of the loss, the amount or value of the loss, the amount of excess for the loss, extract from the asset register indicated the asset, the status of the claim.
- The Loss Control Register must be considered by the LCC on quarterly basis.



## **6. OBJECTIONS AND COMPLAINTS**

Persons aggrieved by the actions or resolutions of the LCC may lodge an objection/complaint within seven (7) days of the decision or action, a written objection or complaint against the decision or action to the Accounting Officer.

## **7. POLICY REVIEW AND APPROVAL**

In terms of the MFMA all policies must be reviewed and approved by the Accounting Officer and the council on annual basis.

## **SECTION C**

### **ANNEXURE "A"**

#### **SPECIFIC GUIDELINES TO ASSIST WITH THE REDUCTION OF LOSSES IF HI-JACKED OR CONFRONTED**

##### **THINGS TO REMEMBER**

1. Drive with all doors, including the driver's door, locked and windows closed, and don't pick up hitchhikers.
2. If threatened with a firearm in a hijack or theft situation, **DO EXACTLY AS TOLD BY THE HIJACKERS**.
3. Do not lose your temper, threaten or challenge the hijacker.
4. Do not resist, especially if the hijacker has a weapon. Surrender your vehicle and move away. Try to put as much distance between yourself and the hijacker(s).
5. Do not reach for your purse or valuables. Leave everything in the vehicle.
6. Do not make eye contact with the hijacker. He may perceive this behaviour as a threat and retaliate aggressively.
7. Keep your hands still and visible to the hijacker, so as to give him assurance of your passive content.
8. Do not speak too fast and do not make sudden movements.
9. Immediately afterwards, dial the Flying Squad number - 10 111 - as they are in radio contact with patrol cars which might spot your car. Don't waste time trying to get through to the local police station.
10. Try to remember details of the hijackers, their car registration, and any other details which might help to make an identification.
11. As soon as possible, write down everything you can remember.
12. Assist the police by giving accurate information about your vehicle, and make sure they know where to contact you.
13. Be alert when you drive, notice what's going on around you, especially at stop streets and traffic lights, if you are being headed or tailed by two cars, be aware of the danger of being boxed in.
14. Never leave handbags or briefcases inside your car - lock them in your boot; thieves may hope to find a gun or cellular phone in them.

## **SURVIVAL HINTS**

- REMEMBER - A LIVE WITNESS IS WORTH MORE THAN A DEAD HERO. NO AMOUNT OF MONEY CAN REPLACE THE LOSS OF A LIFE.
- ALWAYS BE DEFENSIVE AND CO-OPERATE WITH THE ATTACKERS.
- ALLOW THE ATTACKERS TO TOUCH AS MANY SURFACES AS POSSIBLE (NOT YOU), WHICH IMPROVES THE CHANCE OF FINGERPRINTS BEING LEFT BEHIND. IF THE ATTACKERS LEAVE ITEMS BEHIND, DO NOT TOUCH IT.
- CO-OPERATE FULLY, BUT MOVE SLOWLY (HELPLESS), WHICH WILL CAUSE THE ATTACKER TO DO THINGS HIMSELF (OPEN THE SAFE, RIP OUT THE TELEPHONE).
- LISTEN TO WHAT THE ATTACKERS SAY. CONTROL THE SITUATION BY CONTROLLING YOURSELF.
- CONCENTRATE ON ONE OFFENDER (QUALITY ABOVE QUANTITY) FOR IDENTIFICATION PURPOSES LATER ON, I.E. HAIR, FACE, SCARS, HANDS, HEIGHT, BUILD, CLOTHING.
- SPEAK ONLY IF YOU ARE SPOKEN TO, WHINING OR CRYING WILL CREATE NERVOUSNESS AMONGST THE ATTACKERS. FIRST TIMERS ARE NERVOUS, VIOLENT, DISORGANISED.
- PUSH A PANIC BUTTON, IF POSSIBLE, DEPENDING ON THE SITUATION.
- AFTER THE INCIDENT, PROTECT THE SCENE, AS IT IS THE MOST IMPORTANT CLUE.

## **ARMED ROBBERY**

### **STEPS TO FOLLOW DIRECTLY AFTER A ROBBERY**

1. Close off all entrances and exits to the business in order to prevent inquisitive onlookers from entering the scene and destroying clues.
2. Take all the witnesses to a section of the premises where the attackers have not been during the incident so as to avoid fingerprints and other clues from being destroyed.
3. Leave everything exactly as it is when the offenders handled it, e.g. if the safe door or money drawers are open, leave them open, and don't replace the telephone mouthpiece.
4. Take down all particulars of clients that may need to leave the premises in order that the south African Police Services can trace them.
5. Cease all normal business activity immediately.
6. Let one person take control of the situation and instruct persons what to do. remember they are in shock and will touch exhibits without thinking, be firm and sympathetic.



7. Hand out identikit forms to witnesses as soon as possible and allow them to complete the form on their own.
8. The person who contacts the SAPS (10111) must stay on the phone to the operator until you are told to disengage. give your full business particulars. Be concise and not long winded.
9. Assist witnesses in shock or injured ASAP.
10. If firearms or any other items are left on the scene by the offenders, leave it exactly where they are and do not touch it at all. there is a good chance that fingerprints could be found on the items.

## **THEFT**

### **OFFICE SECURITY**

#### **10 POINTS TO REMEMBER**

1	Never leave handbags on desk or wallets in coats in your absence.	Take them with you or lock it away.
2	Always keep money in a safe place.	Even if it is a small amount, make use of lockable drawers during the day. At night lock it in a safe or remove it away from the building altogether.
3	Be careful with keys.	Always keep keys in a safe place and lockable key cabinet don't leave spare keys in a desk drawer. Deposit keys in a proper lockable key cabinet.
4	Fasten vulnerable windows in your absence.	It is easy to forget, particularly in the within a couple of minutes of summer and a thief can come and go.
5	Never assume a stranger wandering in the building is a member of staff.	Challenge them. Even "can I help you" will often deter the dishonest.
6	Don't just accept that a stranger is authorized to be in the building just because he/she says so.	Check with someone in authority, were the stranger's credentials checked. Never allow anyone to remove office equipment without going through the proper channels.
7	Don't be overawed by callers.	Even if he/she is in the premises to see a known official and ensure he/she is expected.
8	Never leave callers alone in your office.	Use the telephone to enquire whether someone can see the person.

9	Don't disclose confidential information to a stranger.	No matter how important they may your superior seem. Always report such request to your superior.
10	Don't assume all staff are as honest as you.	Take care of all property.

## ANNEXURE "B"

### COUNCIL POLICIES TO ADDRESS SPECIFIC AREAS OF LOSS REDUCTION POLICY FOR SAFE-KEEPING OF MUNICIPAL VEHICLES AT PRIVATE RESIDENCES

1. Circumstances under which the safe keeping of municipal vehicles on private premises shall be permitted:
  - 1.1. When it is required from such official to be on stand-by in order to provide an essential service after normal working hours and it is not necessary for him / her to first have to report to his / her base station I office in order to obtain required equipment to be able to perform such function.
  - 1.2. Where it is required from a supervisor to inspect / monitor operations after normal working hours, and it is expected that, first reporting to the base station / office to obtain the municipal vehicle for the purpose, would result in unnecessary delays and increase in cost.
  - 1.3. When specifically required by the Municipal Manager or Business Unit Manager for a specific purpose, being official business of the Municipality.
  - 1.4. When it is expected of an official not officially on stand-by, but due to the nature of his / her duties to be ready and able to act immediately after normal working hours in cases of an emergency and / or disaster (reference is mainly made to Traffic and Fire Services).
  - 1.5. Only employees residing within the municipal boundaries of the O.R. Tambo district shall be allowed to take an official vehicle home after normal working hours.
2. The municipal vehicles taken home by officials who are required to do so will be safeguarded in the following way:
  - 2.1. Vehicles shall be parked on the premises of the official, preferably in a lockable garage, but in the event of it being impossible, the vehicle be kept out of sight of other road users and / or passers-by and behind a locked gate / fence.
  - 2.2. All such vehicles shall be equipped with an insurance-approved anti-theft device (e.g. gear-lock) or immobilizer. Such device should be in operation at all times for the duration of the vehicle's stay on the said premises.
3. It shall be delegated to the Business Unit Manager to grant permission of the safekeeping of municipal vehicles at private residences, subject to the provisions of the Policy on the Safe keeping of Municipal Vehicles at Private Residences.
4. The Business Unit Manager shall satisfy himself! herself that the employee concerned meets all the requirements as set out in the policy and to thereafter issue an appropriate certificate of compliance before a person be allowed to safeguard any municipal vehicle at a private residence.
5. The fleet and registration number, as well as a full description of the vehicle safeguarded, must be recorded by the person authorized to permit the safekeeping of a municipal vehicle at a private residence.



6. A survey shall be conducted by the various Business Units whose officials are required to take vehicles home, to determine the number of vehicles that cannot be safeguarded on the premises in terms of the policy and would therefore be required to be parked in the street. The results of the survey shall be reported to the Safety and Security Committee for information.
7. Damage, losses and thefts, other than those arising from accidents, shall be dealt with as follows:
  - 7.1. An employee who takes over a municipal vehicle must ensure that any damage or loss is immediately brought to the notice of his / her supervisor in writing. Unless he / she complies with this instruction, he / she will be deemed to have received the vehicle in good order.
  - 7.2. Any person found unlawfully removing fuel from a municipal vehicle or engaged in the unauthorized removal or exchange of any component on a municipal vehicle, will be subjected to the strictest discipline as prescribed in the prevailing Conditions of Service.
  - 7.3. When damage, losses or thefts occur, the employee operating the municipal vehicle shall immediately report the matter to his / her supervisor, who shall, in turn, advise the SAPS as appropriate. The incident is to be reported without delay to the Transport Supervisor of the Automotive Division, who will assist the driver with the completion of the necessary loss report. Loss reports must indicate the date, time and place of the SAPS report as well as the relevant case number.
  - 7.4. Any municipal vehicle may be subjected to a search by municipal Security staff, or by any official at supervisory level upwards, at points of restricted entry or any other locality.
8. Safe custody of municipal motor transport and other municipal property.
  - 8.1. Employees in charge of municipal motor vehicles must ensure that vehicles are safely garaged or parked and must at all times take responsible steps to safeguard vehicles, including accessories and tools, against theft, irregular use, damage and fire.
  - 8.2. Personal belongings and other articles left in an unattended vehicle encourage theft. The driver / employee must take all possible and practical precautions for the safeguarding of municipal property in municipal vehicles where he / she temporarily absents himself / herself from the vehicle. The non-observance of this directive will render the driver / employee liable for any loss to the Municipality.
  - 8.3. The driver is responsible for any tools and equipment left on or in the vehicle when taken home. The driver will be held liable should these be stolen from a vehicle not kept in a locked garage. Where vehicles are not kept in a locked garage, loose equipment must be securely locked away in the house, flat or garage.
  - 8.4. To eliminate the possibility of the theft or loss of personal belongings, tools, equipment and removed BEFORE the vehicle is taken to the service provider.

## **UNAUTHORISED USE OF MUNICIPAL TRANSPORT**

9. Section 123 of the Road Traffic Act and Regulations (Act 29/1989) makes it an offence to operate a vehicle without the consent of the owner / operator / person in lawful charge of a vehicle. The full section is quoted hereunder:

"Act

123. Unauthorized acts in relation to vehicle

1. No person shall, without reasonable cause or without the consent of the owner, operator or person in lawful charge of a vehicle:
  - a) set the machinery thereof in motion;
  - b) place such vehicle in gear;
  - c) in any way tamper with the machinery, accessories or parts of such vehicle; or
  - d) enter or climb upon such vehicle.
2. No person shall ride in or drive a vehicle without the consent of the owner, operator or person in lawful charge thereof.
3. No person shall without lawful excuse tamper with a vehicle or with any part of the equipment or the accessories of any vehicle or wilfully damage it, or any object at such vehicle.
4. No person shall without the written consent of a registering authority alter, obliterate or mutilate the engine number or chassis number of a motor vehicle or allow it to be altered, obliterated or mutilated.

The maximum penalty the Courts can impose for any of the above offences being a fine of R12 000 or three years' imprisonment or both."