Security Protocols Handbook

Part 1: Emergency Procedures and Armed Response

⊗ Emergency Procedures

Critical Response Protocol

1 **Assess:** Quickly evaluate the situation and personal safety

2 **Alert:** Activate emergency response systems

3 **Secure:** Move to safe location if possible

4 **Wait:** Remain calm and await response

5 **Report:** Document all incident details

High-Risk Situations

1 Attempted carjacking

2 Armed threats

Medical Emergencies

1 Contact emergency services

| 3 | Physical altercations | 2 | Notify Swift! Control |

3 Physical altercations

4 Suspicious following

5 Direct criminal threats

2 Notify Swift! Control

3 Administer first aid

4 Maintain clear communication

5 Follow medical advice

Vehicle Emergencies

1 Safe vehicle positioning

2 Hazard light activation

3 Passenger evacuation

4 Roadside assistance alert

5 Area securing

Armed Response Integration

Response Network

1 24/7 armed response coverage

Response Procedure

1 Immediate dispatch on alert

- **2** GPS-integrated dispatch
- **3** 3-5 minute urban response
- **4** Multiple unit deployment
- **5** Police coordination

- **2** Real-time tracking active
- **3** Tactical team deployment
- **4** Situation containment
- **5** Driver extraction protocol

Driver Protocol

- **1** Remain in vehicle if safe
- **2** Keep hands visible
- **3** Follow response team orders
- **4** Provide clear information
- **5** Maintain radio silence

Continue to Part 2: Panic Button & Incident Reporting ›

Security Protocols Handbook

Part 2: Panic Button System

⊕ ## Panic Button Usage

CRITICAL INFORMATION

The Panic Button system is for GENUINE EMERGENCIES ONLY. False alarms will result in immediate account suspension and possible legal consequences.

PANIC BUTTON LOCATIONS

Physical Button: Center Console (Red Button)
Digital Button: Swift! App > Emergency Tab > Red Panic Icon

Usage Scenarios

1 Direct physical threats

2 Carjacking attempts

3 Weapon presence

Activation Method

1 Press physical button OR open app emergency tab

2 Hold button for 3 full seconds

4	Forced entry attempts	3	Wait for vibration confirmation
5	Life-threatening situations	4	Keep device/vehicle accessible
		5	Maintain normal behavior

Immediate Response

1 Silent alarm activation to control room

2 Automated GPS location broadcast

3 Armed response dispatch

4 Local police notification

5 Emergency services alert

False Alarm Protocol

1 Immediately contact Swift! Control Room

2 Provide driver ID and location

3 Explain situation clearly

4 Follow controller instructions

5 Complete incident report

Continue to Part 3: Incident Reporting ›

Security Protocols Handbook

Part 3: Incident Reporting & Documentation

📄 Incident Reporting Timeline

IMPORTANT: All incidents must be reported within 24 hours of occurrence. For immediate assistance, use the Live Chat feature in your app.

Immediate Actions (0-30 minutes)

✓ Ensure personal safety

✓ Initiate Live Chat support if needed

✓ Activate panic button if necessary

✓ Secure the scene if possible

✓ Begin documenting details

Short Term (1-2 hours)

✓ Collect witness information

✓ Take photographs of any damage

✓ Obtain police report number

✓ Record environmental conditions

✓ Save any relevant video footage

Follow-up (24 hours)

✓ Submit formal incident report via email

✓ Upload all evidence

✓ Complete insurance forms

✓ Schedule debriefing session through Live Chat

✓ Update personal statement

Evidence Collection

Visual Evidence

✓ Clear photographs of damage

✓ Video of the scene

✓ Dashcam footage

✓ CCTV recordings

Documentation

✓ Police report numbers

✓ Witness statements

✓ Insurance claims

✓ Medical reports

✓ Environmental conditions	✓ Incident forms

Digital Evidence

✓ App activity logs

✓ GPS tracking data

✓ Communication records

✓ Transaction history

✓ System alerts

Emergency Contacts

Live Chat Support
Available 24/7 via App or Website
Fastest response time for all queries

Preferred Method

Security Email
security@swiift.co.za
For incident reports and documentation

Armed Response
Via Panic Button in App

For immediate emergency response