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| 1. **DESCRIPTION**: This is the procedure that will be followed to exercise access control to vehicles and premises under the care and protection of ADROID ADVANCED SECURITY. 2. **AIM**: The aim of this grievance procedure is to advance sound labour relations and address grievances at ADROID ADVANCED SECURITY.    1. to give effect to section 196(4)(f)(ii) of the Constitution which empowers the Commission to investigate grievances of employees in the public service concerning official acts or omissions, and recommend appropriate remedies;    2. to promote -       1. speedy, impartial and equitable handling of grievances.       2. sound labour relations.       3. resolution of individual grievances at the lowest possible level in a department. 3. **APPLICATION**: This procedure is applicable to all members. 4. **DEFINITION OF TERMS OR ABBREVIATIONS**  |  |  | | --- | --- | | **OB** | Occurrence Book | | **CPA** | Criminal Procedure Act 51 of 1977 |  1. **PROCEDURE**: 2. **LODGING**    1. An employee may lodge a grievance with an employee designated to facilitate the resolution of grievances in the department    2. The prescribed form at Annexure A must be used when a grievance is lodged.    3. The designated employee must liaise with the relevant structures of authority of the department in an attempt to resolve the grievance.    4. The grievance may be resolved by any person within the relevant structures of authority who has the requisite authority to do so.    5. The aggrieved employee will be duly informed by the designated employee about the status and progress made towards the resolution of the grievance.    6. If the grievance is resolved to the satisfaction of the aggrieved employee the confirmation thereof will be reduced to writing by the designated employee.    7. If a grievance cannot be resolved, the executing authority must inform the aggrieved employee accordingly.    8. The department (including the executing authority) has 30 days to deal with the grievance. The period may be extended by mutual agreement in writing.    9. If after the aggrieved employee is informed of the outcome of the grievance and they remain dissatisfied –   they must inform the executing authority in writing within 10 days   * 1. If the grievance constitutes an alleged unfair labour practice as defined in the LRA, the employee may inform the executing authority in writing that they wish to utilise the dispute resolution mechanisms provided for in the constitution of the NBCPSS or the relevant sectoral council (whichever is applicable) and that the CCMA should therefore not consider the grievance.   2. If there is failure on the part of the department to respond to the grievance within the period referred to in clause *(h)*, the aggrieved officer may lodge their grievance with -   3. the CCMA directly; or   4. in the case of an alleged unfair labour practice, with the NBCPSS or the relevant sectoral council (whichever is applicable) in terms of its dispute resolution procedure.  1. **INGRESS COMPANY OR CLIENTS’ VEHICLES**    1. Vehicles must display access stickers with relevant designation    2. Management vehicles must be granted full unfettered access.    3. General and staff vehicles must be directed to the staff parking    4. Operational and Client must be granted equal access as the management vehicles. 2. **INGRESS VISITORS’ VEHICLE**    1. Direct the vehicle where to stop.    2. Order the guest to call the host and notify them of their arrival.    3. On direction of the host, we either deny access or go ahead and:    4. Request a positive identification in the form of either a driver’s licence or Identity document.    5. Record the details of the visitor and the host on the book and issue the visitor with the visitors slip. 3. **EGRESS**    1. Request the visitors slip from the visitor and ensure that the slip is signed by the host.    2. If the visitor is a pedestrian, open the gate and allow them to leave.    3. If the visitor is in a vehicle, open the gate and go and stand outside on the street to look out for traffic (vehicle and human) on the public road.    4. When it is safe to do so, direct the bus to drive out.    5. Enter and close the gate. 4. **SEARCH**      * 1. Do not conduct physical searches on a person.   2. If at any point a suspicion arises that any person to be granted access could be wearing contraband on their body, the official may request that they remove any such clothing material to be searched.   3. If any contraband is found such a clothing item may be treated according to section “g) of this procedure, otherwise the clothing item must be returned to the lawful owner.   4. Search only the possessions of the individual in their presence and with them observing.   5. Visitors’ vehicles may never be allowed past security check point. DO NOT search them but search items you observe being removed from them.  1. **CONTRABAND**    1. Guns    2. Alcohol    3. Drugs    4. Weapons of any kind 2. **IMPORTANT NOTES**    1. Contraband material is but not limited to the items listed above.    2. Seized contraband must be recorded on the OB and then returned to the possessor for disposal elsewhere outside the premises except for articles referred to in section 20 of the CPA.    3. Any articles referred to in section 20 0f the CPA must be handled according to Section 23 of the of the CPA.    4. Be courteous and professional when dealing with visitors and visitors belongings but do not forget to be firm and assertive.    5. Care not to let any visitor out without collecting a signed visiting slip.    6. No intimate searches may be conducted under any circumstances.    7. Visitors’ vehicles are an intricate property and therefore searching them is a nightmare for security as such, they may not be allowed to drive in and out of sight of the security officer viewing from guard house. |

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| **6. Personnel:** |
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| **7. First Level Manager:** |
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| **8. Approved** **Top Level Manager**: |
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