E2-Plus
Standard Operating Procedure
Information Service Provider

Background

E2-Plus, formerly known as the Eyes and Ears Initiative, is a joint initiative established by Business Against Crime South Africa (BACSA), the South African Police Service (SAPS) and private security companies. E2-Plus has developed into the only official operational platform between private organisations involved in anti-crime work and all Law Enforcement Agencies. Organisations may apply to participate in E2-Plus. Every application is evaluated on the value the organisation will add and the risk of allowing that organisation to participate in E2-Plus. From the moment an organisation applies to participate, its name and status are published in the public domain.

E2-Plus is governed in terms of the Memorandum of Understanding (MOU) between the SAPS and BACSA. The National Steering Committee, the Provincial Steering Committees and, where applicable, the District Steering Committees strive to include all stakeholders in decision-making.

Purpose

Separate standard operating procedures (SOPs) have been developed for different types of organisations to clarify roles and responsibilities. Each SOP is signed by a senior representative who is authorised to bind the organisation and its members and employees involved in E2-Plus operations.

An Information Service Provider processes information on behalf of its customers, some of which concerns crime, safety and security. Sharing this information through E2-Plus improves the operational awareness of all E2-Plus participants. Typical Information Service Providers relevant to E2-Plus operate panic button systems, vehicle tracking and recovery systems, automatic number plate recognition (ANPR) systems, industry-specific crime support systems and facial recognition systems. As part of the approval process, BACSA shall engage with the applicant to determine whether it is practical to approve the applicant as an E2-Plus participant.

Legal framework

Participation in E2-Plus does not change the legal framework, and participants remain bound by all applicable legal instruments. The SAPS is recognised as the primary law enforcement agency in South Africa. The following legislation and law apply in particular:

(a) the Constitution of the Republic of South Africa, 1996, section 205 of which mandates the SAPS to prevent, combat and investigate crime, maintain public order, protect and secure the inhabitants of the Republic and their property, and uphold and enforce the law;

(b) the South African Police Service Act, 1995 (Act No. 68 of 1995), which provides for the establishment, regulation and control of the SAPS;

(c) the Criminal Procedure Act, 1977 (Act No. 51 of 1977), which gives the police extensive powers of search, seizure and arrest. Private persons have limited powers only, in terms of section 23 (search of arrested person and seizure of article), section 24 (search of premises for stolen stock or produce), section 42 (arrest by private person without warrant), section 47 (private persons to assist in arrest when called upon) and section 49 (use of force in effecting arrest);

(d) the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), which regulates the processing of personal information, including biometric information; and

(e) the common law, which gives every person the right to use reasonable and commensurate force to defend themselves against unlawful and violent attacks (private defence).

Participation in E2-Plus does not transfer any liability to another participant.

Deployment

E2-Plus representatives (referred to as controllers) operate continuously in Operational Command Centres (OCCs) throughout the country. All information exchanged in E2-Plus shall be recorded on the E2-Plus systems, which include selected messaging platforms, radio networks and the E2-Plus portal. All communication shall therefore be channelled through the OCC message group or radio group in which the incident was first reported. Participants shall refrain from communicating directly with the E2-Plus controller (e.g. by telephone), because these conversations are not recorded. E2-Plus may analyse information to support investigations and to identify possible future threats. Oversight functions continuously monitor the quality of work of all controllers. The privacy of all persons concerned is protected.

Law Enforcement values information received through E2-Plus because it is verified and E2-Plus participants are vetted. E2-Plus does not have the capability to dispatch resources. Support by E2-Plus participants is voluntary, and any commercial agreement (e.g. payment for a service) falls outside the control of E2-Plus. All E2-Plus participants have the right to prioritise their own reaction and allocation of resources, and may dispatch resources to assist. Such decisions shall be shared through the OCC message or radio group. No E2-Plus participant shall expect priority attention or privileged information. Incident types specified by Law Enforcement are automatically escalated to resources with specific capabilities, while any other incident may be escalated if local resources are inadequate.

Principles

E2-Plus focuses on current crime incidents that require resolution. Historical information may be stored for analysis but will not be operationalised. Priority is given to incidents where the risk of loss is highest at that moment. Every incident that poses an imminent risk of loss is managed until confirmation is received that the risk has been addressed.

Every message shall state who is doing what, when and where. Time references shall be specific (e.g. 13:00) and not relative (e.g. half an hour ago). Location references shall be as specific as possible. This shortens decision-making and improves the chances of resolving the situation quickly. If specific assistance is required, the message shall state this clearly. Participants may be requested to focus on specific incident types because of an identified risk. As provided for in law, Law Enforcement reserves the right to take control of any incident. Reporting an incident to

E2-Plus is for operational response only and does not open a criminal case for investigation and possible prosecution. Victims of crime shall still open a case at the relevant police station.

E2-Plus is based on confidentiality and mutual trust. No information may at any time be distributed outside the E2-Plus network, other than on the participant's own internal communication platforms. Publishing E2-Plus incident information on any public platform (e.g. social media or news media) is strictly prohibited.

Prioritisation

High-priority incidents, including those that legally require Law Enforcement involvement, are distributed on the E2-Plus message and radio platforms of the relevant OCC, and Law Enforcement is informed so that local resources can be mobilised to assist. High-priority incidents include a pedestrian hit by a vehicle, a stabbing, cable theft in progress, an imminent suicide, vehicle crashes involving personal injuries, an armed attack, domestic violence, a fire, a burglary with suspects still on site, robbery, cash crimes, public violence, shooting or gunfire, vehicle hijacking, a missing person, gang violence, an activated panic button, vehicle spiking and rape.

Medium-priority incidents are distributed on the E2-Plus message and radio platforms of the relevant OCC. Law Enforcement is informed if a crime has been committed. E2-Plus participants may assist voluntarily. Medium-priority incidents include medical emergencies, burglaries with no suspect on site, drunk driving, vehicle breakdowns and an imminent assault.

Low-priority incidents are noted for the record and distributed on the E2-Plus message platform of the relevant OCC. No reaction from E2-Plus participants is expected. Low-priority incidents include the recovery of stolen vehicles, asset vehicle breakdowns, vehicle crashes with no personal injuries, the discovery of a body, theft or shoplifting, and a suspicious person or vehicle.

Undertaking

I hereby undertake to brief all persons to whom the organisation I represent gives access to E2-Plus processes and systems, and to explain to them the full implications of this document. I take

control of, and responsibility for, any actions and statements by persons in my organisation that may affect E2-Plus.

I have read and understand this document and the implications of my signature.

Organisation	
Name	
ID number	
Position	
Mobile number	
Email address	
Date	
Place	
Signature	