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2. The personnel division must maintain a listing of each employee's address and telephone number.
3. Each officer must maintain a phone at his or her residence and notify the road traffic law enforcement authority of any changes in address or phone number.

NS 7.29**Non-compliance**

1. Violation of the code of ethics by an officer or employee initiates the application of disciplinary process.
2. The Chief of Traffic must ensure that the code of ethics is adhered to and discipline transgressors.

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CHAPTER 8

USE OF EQUIPMENT

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CHAPTER 8: USE OF EQUIPMENT

Purpose

- (a) Establishes accountability for equipment and the use thereof.
- (b) Establishes the road traffic law enforcement authority's rights to property and equipment.

Policy statement

Equipment should be in a good condition and free from dirt. The appearance of equipment should indicate that it is cared for and ready for use if necessary.

NATIONAL STANDARDS

USE OF EQUIPMENT

NS 8.1 Duty of care by road traffic law enforcement authority

The road traffic law enforcement authority must:

- (a) assign to its employees the necessary equipment to enable them to carry out law enforcement functions;
- (b) keep an inventory of all equipment assigned to employees;
- (c) ensure that employees are trained to use the equipment assigned to them;
- (d) keep an updated report on waste of, damages to or losses of equipment and property;
- (e) keep an account of equipment handed back on termination of employment, dismissal or retirement;
- (f) keep track of log books for vehicles on a daily basis;
- (g) ensure repairs of equipment reported to be malfunctioning, have defects or hazardous conditions existing in them; and
- (h) take disciplinary action against employees failing to exercise their duty of care.

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1. Officers must exercise due care when operating equipment, with due regard to the safety of others.
2. Officers are responsible for the proper care of property and equipment assigned to them by the road traffic law enforcement authority.
3. Every officer must be familiar with his or her assigned vehicle, its capabilities, limitations, and daily operational status.
4. Officers must complete log books on a daily basis.
5. All equipment must be clean, in good working condition and conform to the road traffic law enforcement authority's specifications.
6. Employees must take reasonable steps to protect equipment from waste, damage, or loss.
7. Officers must immediately report to their superior any damage to, loss of, malfunction, defect or hazardous condition existing in any property or equipment assigned to them.
8. Officers must use equipment properly while on duty or for authorised occasions.
9. Officers must not use road traffic law enforcement authority equipment for personal or private affairs unless the use is approved by the supervisor or the head of division.
10. All equipment must be available for inspection at all times and no equipment may be loaned out to another person.
11. It is an offence for an employee to:
 - (a) wilfully or carelessly cause waste, loss or damage to any article of clothing or equipment, or to any book, document or other property of the road traffic law enforcement authority;
 - (b) use equipment for matters outside the scope of employment without authorisation;
 - (c) allow a person who is not an employee to use the road traffic law enforcement authority's equipment without prior authorisation; or
 - (d) fail to report loss of or damage to property however caused; and disciplinary action may be taken.

NS 8.3 Care and maintenance of firearms

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1. Officers must inspect all firearms assigned to or carried by them for residue, corrosion or deterioration on a weekly basis, and must keep them clean and in good operating condition at all times.
2. Officers must maintain their primary and secondary firearms in a clean and serviceable condition at all times.
3. Officers must refrain from displaying a firearm to anyone except upon demand of a superior or inspecting officer or in the performance of their official duties.
4. Discharge of any firearm, except for practice, training, qualification or authorised competition, must be reported immediately to the supervisor in command.
5. The report mentioned in 4 above must be forwarded through the chain of command to the head of division, with a copy to the training officer.
6. The training officer must review each report and may make a written recommendation to the head of division for further study, evaluation or modification of training policy.

NS 8.4 Vehicle crash and incident reporting

1. A vehicle crash involving a road traffic law enforcement authority vehicle must be reported to the supervisor regardless of:
 - (a) injury;
 - (b) property damage;
 - (c) where it occurred;
 - (d) who was responsible; or
 - (e) whether or not the road traffic law enforcement authority vehicle was occupied.
2. Other events which result in damage to road traffic law enforcement authority vehicles must be reported, including but not limited to:
 - (a) damage from material which falls, drops or is propelled by the movement of a vehicle;
 - (b) vandalism;
 - (c) storm damage; or
 - (d) damage of an undetermined nature.
3. The employee involved in a crash must stop immediately, and unless incapacitated:
 - (a) provide whatever assistance can reasonably be rendered;
 - (b) ensure that the vehicles involved are not moved, unless a traffic hazard exists or the potential for injury would be increased;

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- (c) promptly notify dispatch to advise the supervisor of any crash with a road traffic law enforcement authority vehicle operated by him or her or in his or her charge, and provide the following information:
 - (i) the crash location;
 - (ii) the involved employee's name and assignment; and
 - (iii) any other pertinent information; and

if the involved employee(s) is unable to make the notification, the first road traffic law enforcement authority employee arriving at the scene must ensure notification is made;

- (d) make no verbal comment or written statement regarding the vehicle crash or liability to anyone other than law enforcement officers handling or investigating the crash;
 - (e) co-operate with all facets of the investigation and any subsequent investigations and proceedings which do not jeopardise his or her employee rights;
 - (f) complete a typewritten memorandum by the end of the shift detailing the events surrounding the vehicle crash;
 - (g) complete the accident report form;
 - (h) complete a detailed memorandum if any issued equipment other than the vehicle is lost or damaged, or when any employee is injured;
 - (i) review the completed traffic accident report and:
 - (i) the involved employee must sign the investigating officer's report acknowledging the employee has had the opportunity to review the report; and
 - (ii) any discrepancies must be noted and reported by memorandum; and
 - (j) complete any applicable injury report form, if injured, and submit them through the chain of command.
4. The supervisor should investigate the circumstances of the crash or designate another officer to do so.
 5. The Chief of Traffic, at his or her discretion, may request the assistance of an outside road traffic law enforcement authority in conducting any aspect of the investigation.
 6. The supervisor must notify the head of division who must review the investigation, the cause of the crash and if negligence or violation of law or road traffic law enforcement authority rules and regulations is evident on the part of the employee, the same must be promptly reported to the Chief of Traffic.

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7. Disciplinary action should be taken if the driver of the road traffic law enforcement authority vehicle is determined to be at fault.
8. The decision regarding the crash must be taken at a staff meeting in accordance with rules for disciplinary procedure.
9. The staff meeting must thereafter make recommendations to the Chief of Traffic.
10. The Chief of Traffic is not bound by the recommendations of the staff meeting.
11. The Chief of Traffic must review the staff meeting's recommendations and determine whether any disciplinary action should be taken.
12. All staff meeting findings regarding vehicle crashes must be treated as confidential information.
13. The employee must be informed in writing of the outcome of the investigation.

NS 8.5**Special equipment**

1. Special equipment, including but not limited to special purpose vehicles and horses, must be used for authorised purposes only.
2. Officers who operate special equipment must be qualified and trained to operate and maintain such equipment or to control and care for such an animal.

NS 8.6**Property rights**

1. All equipment assigned by the road traffic law enforcement authority to an employee shall remain the property of the road traffic law enforcement authority and must be turned in to the custodian road traffic law enforcement authority upon that employee's resignation or termination of employment.
2. Employees must turn in the equipment before the issuance of a final pay check.

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CHAPTER 9: DRESS CODE

Purpose

- (a) Establishes standard uniform and appearance of sworn officers on and off duty.
- (b) Establishes standards of appearance of all employees on and off duty.

Policy statement

As traffic officers are always in the public eye, it is important for them to make a continuous and special effort to present the road traffic law enforcement authority in the most favourable light possible by projecting a well-groomed, professional and disciplined image. This chapter does not apply to metropolitan police officers or South African Police Service officers.

NATIONAL STANDARDS

DRESS CODE

NS 9.1

General

1. Law enforcement officers must wear the designated uniform when reporting for duty, while on duty, and during any authorised special assignment.
2. Law enforcement officers shall not wear the uniform for a period longer than half an hour before commencing and half an hour after ending duty.
3. When the uniform is worn, care must be taken that it fits well, is neat, clean, properly pressed, and that all leather and metal items are polished and in presentable order.
4. Officers must be neat in appearance and well-groomed.
5. Officers must maintain a professional appearance while wearing the uniform.
6. Under no conditions must part of the official uniform be intermixed with the wearing of civilian clothes.

*Road Traffic Management Corporation**Draft National Road Traffic Law Enforcement Code***NS 9.2****Uniform shirt**

1. The uniform shirt must be long or short sleeved according to the season.
2. Shirts must be clean and pressed and must not be defrayed or torn.
3. The date for changing shirts must be at the discretion of the chief executive officer or a superior.
4. Uniform shirts for all officers must be khaki in colour.
5. The style and type of material for uniform shirts must conform to the prescribed standards.
6. All buttons, except the collar button on short sleeved shirts, must be buttoned.
7. Personal items must not be carried in the pockets of the shirt. Official credentials and pens are permitted.
8. Undershirts or vests must be v-neck or crew neck in white colour and must not be visible when worn with the uniform shirt.
9. Non-uniform articles must not show above the uniform collar or protrude from the pockets.

NS 9.3**Rank insignia and accessories**

1. The prescribed rank insignia for all traffic law enforcement authorities is included in annexure 6 in part F of the Code.
2. The logo of the traffic law enforcement authority must appear on the open spaces on the shoulder flashes.
3. The accessories should include:
 - (a) collar insignia/georgettes as prescribed in the rank insignia;
 - (b) epaulettes as prescribed in the rank insignia;
 - (c) shoulder flashes as prescribed in the rank insignia;
 - (d) star, nameplate and flag all formed into one shield – display of the shield at all times that the officer is on duty is compulsory;
 - (e) the officer's rank, initials and surname must be reflected on the name plate; and
 - (f) the shield must be worn on the left hand side of the chest.

*Road Traffic Management Corporation**Draft National Road Traffic Law Enforcement Code***NS 9.4 Uniform trousers and skirts**

1. Uniform trousers must be khaki in colour.
2. Trousers, slacks or skirts must be clean, pressed and tailored.
3. Trousers must not be too wide or too narrow and must be long enough to cover shoelace holes.
4. Bulky objects must not be carried in pockets and no objects must protrude from the pockets.
5. The length of skirts must be one handwidth below the knee.
6. When a skirt is worn the female officer must wear pantyhose or stockings in a nude colour.

NS 9.5 Uniform belt

The belt worn with the trousers must be brown leather, and one and one-half inch wide, with the appropriate finish buckle.

NS 9.6 Uniform headgear

1. The designated uniform hat must be worn at all times except when inside a light motor vehicle.
2. Hats must be worn squarely on the head with the lower edge of the sweatband located one inch above the eyebrows.
3. Hat bands and hat badges of appropriate colour and type must be worn on the hat.
4. The uniform hat brim must not be altered.

NS 9.7 Uniform footwear

1. Shoes or boots must be plain toe, either vinyl or leather and brown in colour.
2. Footwear with buckles must not be worn with the uniform.
3. Shoes must be clean and highly polished, and must be kept in good repair.
4. The heels of the shoes and boots must not be over one inch in height. Shoes without heels must not be worn with the uniform.

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5. Boots may be worn by officers assigned to special assignments upon approval of the Chief of Traffic or a superior.
6. Brown socks must be worn.

NS 9.8**Uniform leather gear**

1. All uniformed personnel must wear a brown gun belt with an appropriate buckle.
2. The gun belt may have upon it the following items:
 - (a) security style holder – one holster is to be worn on the right or left trouser seam. The butt of the firearm must be to the rear;
 - (b) ammunition case – to be worn on the forward portion of the belt, between the holster and the buckle;
 - (c) handcuff case with handcuffs inserted properly for immediate use, to be worn opposite the holster and the belt buckle to the rear of the side seam of the trousers;
 - (d) walkie-talkie holders must be fastened to the gun belt;
 - (e) keys and key holder, when worn, must be worn so that the keys may be tucked into the back pocket; and
 - (f) no other accessories are permitted on the gun belt without the approval of the Chief of Traffic or a superior.

NS 9.9**Uniform gloves**

Working traffic gloves must be white.

NS 9.10**Uniform inclement weather gear**

1. The gear is optional according to weather conditions.
2. Rain gear must consist of a yellow raincoat to be worn with all but the top button snapped, and black rubber boots (optional).
3. During foul weather, the proper rain cover must be worn over the uniform hat to prevent water damage.
4. The winter jacket is khaki and must not be worn with summer uniform.

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5. When not working, gloves, if worn, must be brown leather or brown fabric.

NS 9.11**Special uniform**

Uniform specifications for special ceremonies and tactical sections must be announced by the Chief of Traffic.

NS 9.12**Excluded items**

1. No dangling earrings or any type of ornament must be affixed to the ear, while in uniform.
2. Females with pierced ears may wear small post earrings.
3. Personal ornaments or excessive jewellery must not be worn while in uniform nor must be affixed to any part of the uniform, unless authorised by the Chief of Traffic or a superior.
4. Wedding rings may be worn.
5. No political material or any type of flag other than that designated in NS 9.3 may be worn with the uniform.
6. A female officer may not carry any handbags with her during the execution of official tasks or duties such as stopping or checking vehicles, roadblocks or other interaction with the public.

NS 9.13**Court dress**

The following attire will be appropriate in court:

- (a) formal uniform or coat and tie with dress slacks for males; and
- (b) appropriate business-like dress for females.

NS 9.14**Civilian personnel**

1. Office personnel assigned to law enforcement division should dress in a business-like manner.

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2. There must be no blue jeans, bare feet, halter tops, shorts, tank tops, or tennis shoes worn while on duty.

NS 9.15**Hair**

1. The hair must always be neatly groomed and no hair must be allowed to extend over the collar.
2. Female officers may wear their hair pinned up during duty hours.
3. Beards and ponytails are not permitted.
4. Wigs or hair pieces may be worn only to cover natural baldness or to cover physical disfiguration and when worn, wigs must conform to hair regulations.
5. A moustache is permitted but should not cover or touch the ears or extend below the corners of the upper lip, nor turn upward or be worn in a twisted manner.
6. Exemption from the above rules requires prior written authorisation from the Chief of Traffic or a superior.

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PART A: NATIONAL STANDARDS

PART A3: PUBLIC RELATIONS

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CHAPTER 10

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CHAPTER 10: COURT ACTIVITIES

Purpose

- (a) Establishes co-operation with the justice system.
- (b) Establishes accountability for the promotion of justice.

Policy statement

All traffic law enforcement officers must be able to give sufficient and usable evidence in a court of law. The appearance of an officer in a court of law is a serious matter and influences the credibility and image of traffic law enforcement on a national basis.

NATIONAL STANDARDS

COURT ACTIVITIES

NS 10.1

Appearance in court

1. Employees appearing in court for testimony or for other official purposes must wear the prescribed uniform in the prescribed manner, or attire themselves in acceptable business attire as described in Chapter 9.
2. Employees must conduct themselves in a professional manner as not to bring discredit upon the road traffic law enforcement authority.
3. Weapons must not be displayed unless wearing the uniform.
4. An officer subpoenaed to testify for the defence in any trial or hearing, or against the road traffic law enforcement authority in any proceedings must notify his or her supervisor upon receipt of the subpoena, notice or request to do so.
5. Officers must remain in attendance of court proceedings until properly released by the responsible court officer.

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6. An officer must notify his or her supervisor in the event where he or she has to appear in more than one court proceeding on any given day.
7. The responsible court officials must be duly notified of any clash referred to in 6 above and a suitable arrangement must be made between the officer and the court official.
8. Officers who cannot attend court due to illness must make arrangements with the responsible court official.
9. Officers subpoenaed or warned to appear in court on a certain date must not take vacation on that date.
10. Disciplinary action will be taken against officers who fail to appear in court without making the required arrangements.

NS 10.2**Participation in civil matters**

1. Employees must not give any deposition, affidavit or appear as a witness in a civil matter stemming from their official duties without a proper judicial summons and the knowledge of the Chief of Traffic or a supervisor.
2. Whenever an officer is subpoenaed to testify in a civil or criminal proceeding, other than road traffic law enforcement authority related, the officer must appear and testify on his or her own time and must provide his or her own transportation.
3. The appearance in 2 must be made in appropriate civilian attire.

NS 10.3**Participation in criminal matters**

1. Employees must, at all times when so required, upon judicial notice and the knowledge of the Chief of Traffic or a supervisor, appear as witnesses in a criminal matter stemming from their official duties.
2. Failure by an employee to appear as required in 1 above should lead to disciplinary proceedings.
3. An officer must submit written notification to his or her supervisor immediately following any arrest, indictment or conviction, except minor traffic offences.

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1. All law enforcement officers assigned to patrol or investigative functions shall keep sufficient notes of their activities and observations to assist them to give satisfactory evidence in the prosecution of persons charged with offenses and to satisfactorily account for their daily activities.
2. Notes shall be taken immediately at the scene of incident and must, where applicable, include the following information:
 - (a) time and date;
 - (b) location;
 - (c) observation or activity, with details describing:
 - (i) the incident or offence;
 - (ii) registration, names and colours of motor vehicle(s) (or any other mode of transport) involved;
 - (iii) occupants of the vehicle or any person(s) involved and their personal details;
 - (iv) speed recorded by a speed measurement device;
 - (v) vehicle mass and dimensions as recorded on a weigh bridge;
 - (vi) alcohol reading recorded by an alcohol testing device;
 - (vii) in case of an accident:
 - 1) whether there was any injury, damage or event of death;
 - 2) extent of damage or injury;
 - 3) accident plan;
 - 4) visibility and weather conditions;
 - 5) any property seized and its description;
 - 6) number of receipt given to the owner;
 - 7) driving licence number of the driver(s);
 - 8) any eye witness and personal details;
 - 9) colleagues on duty with officer;
 - 10) any piece of evidence collected and its description; and
 - 11) any other relevant information.
3. Notes shall be reviewed and initialled regularly by the supervisor.
4. No personal or unofficial information shall be recorded in an officer's notebook.

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5. When an officer's notebook is full, he shall return it to the authority and draw a new one.
6. The authority shall store used notebooks in a safe location and in a manner to facilitate retrieval for purposes of attending court.
7. An officer's notebook is the property of the road traffic law enforcement authority and shall be surrendered to the authority upon request, resignation or retirement.

NS 10.5**Filing of records**

1. All records and forms completed by the law enforcement officers in relation to the evidence gathered in terms of NS 10.4 must be submitted to the supervisor within three days or filed timeously according to the road traffic law enforcement authority's system.
2. The supervisor must forward the forms and records to the officers responsible for processing and storing.
3. Information that should be included in the national information systems must be so processed or forwarded to the division or person responsible for collection and forwarding of information to the road traffic information systems division.

NS 10.6**Court proceedings**

1. Law enforcement officers must, when so requested, assist the prosecution in preparation of court cases.
2. Law enforcement officers must revise notes in their notebook prior to giving evidence in court stemming from official duties to refresh their memory.
3. Officers must give true testimony of their observation or expert opinion in court.

NS 10.7**Evidential matters**

1. Evidence required in court for prosecutorial purposes must be released for presentation in court.
2. The evidence must be returned to the evidence custodian in the original tagged packages immediately after all legal proceedings have been completed.

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3. The presenting officer must notify the evidence custodian if any of the evidence is retained by the court so the records can reflect the status of evidence.
4. Employees must not appropriate any lost, found or evidential property for their own use.
5. Employees must not destroy evidence unless lawfully ordered to do so by their supervisor or the court having jurisdiction.

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CHAPTER 11

CONSULTATIVE NETWORKS

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CHAPTER 11: CONSULTATIVE NETWORKS

Purpose

- (a) Establishes the accountability for communication and co-operation function externally.
- (b) Establishes the procedure for initiation and maintenance of relations and co-operation with the public and other road traffic law enforcement authorities and other institutions.

Policy statement

The needs of the community and customers will be determined and provided for by a transparent, consultative, co-ordinated and accountable process, based on comprehensive information.

NATIONAL STANDARDS

CONSULTATIVE NETWORKS

NS 11.1

Mutual aid

- 1. Road traffic law enforcement authorities may provide mutual assistance to one another.
- 2. Request for mutual aid must be made by the Chief of Traffic of the requesting road traffic law enforcement authority or his or her designee.
- 3. Request for mutual aid must include:
 - (a) the name and rank or position of the person requesting mutual aid;
 - (b) nature of emergency;
 - (c) location;
 - (d) duties to be performed;
 - (e) personnel needed;

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- (f) reporting authority;
 - (g) estimated duration of the need; and
 - (h) type of clothing or protective equipment necessary.
4. Upon receipt of a request for mutual aid, the supervisor must immediately determine whether the road traffic law enforcement authority has the available personnel and equipment necessary to respond to the request.
 5. The supervisor should be authorised to release personnel and equipment to the requesting road traffic law enforcement authority if the necessary personnel and equipment are available.
 6. Approval of mutual aid request must be made by the Chief of Traffic, his or her designee or a supervisor.
 7. Approval for mutual aid requests may be verbal or in writing.
 8. A supervisor must co-ordinate approved mutual aid activities with the requesting road traffic law enforcement authority.

NS 11.2**Consultation**

1. The Chief of Traffic or his or her designee should consult, as the need arises, with other interested stakeholders including, but not limited to:
 - (a) other law enforcement authorities;
 - (b) RTMC functional units;
 - (c) other business groups;
 - (d) interested government departments;
 - (e) hospitals, ambulances and other medical services;
 - (f) institutions receiving fees on behalf of the Corporation;
 - (g) provinces and local governments;
 - (h) companies;
 - (i) authorities;
 - (j) international authorities;
 - (k) private business; and
 - (l) road transport service providers;

and may develop and maintain appropriate liaison or stakeholder consultative networks.

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2. The Chief of Traffic must maintain a record of all the stakeholder consultative networks, minutes of their meetings and any correspondence entered into between them.
3. The information mentioned in 2 above must be retained by the road traffic law enforcement authority and may only be disposed of after a period of three years.
4. Matters that may form the subjects of such forums may include:
 - (a) cost sharing;
 - (b) joint planning and preparation;
 - (c) sharing of responsibilities;
 - (d) conclusion of written documents for co-operation; and
 - (e) information sharing.
5. The road traffic law enforcement authority may conclude an inter-jurisdictional pursuit agreement with other authorities wherein they agree on the procedure to be followed when a pursuit involves both authorities or during inter/intra jurisdictional pursuit.
6. The road traffic law enforcement authority must maintain a close working relationship with those authorities that share responsibility for coping with adverse road and weather conditions affecting traffic safety.
7. The road traffic law enforcement authority must co-operate with authorities mentioned in 6 above in developing and carrying out mutual assistance policies, procedures and programs to serve the public as effectively as possible when such adverse conditions exist.
8. Upon discovering an adverse road or weather condition, road traffic law enforcement authority personnel must notify appropriate authorities and persons for the purpose of dealing with the condition.

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CHAPTER 12

COMMUNICATION AND PUBLIC OUTREACH

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CHAPTER 12: COMMUNICATION AND PUBLIC OUTREACH

Purpose

- (a) Establishes the accountability for communications function, internally and externally.
- (b) Establishes road traffic law enforcement authority co-operation with the public and the media.

Policy statement

A key focus of the policy is on meeting customer needs. Responsive to inputs from customers, key customer groups will be identified and assessment made of their individual needs and how these can best be met.

NATIONAL STANDARDS

INTERNAL COMMUNICATION: RADIO, TELEPHONE AND AUTOMATED

NS 12.1

Radio

- 1. All officers engaged in field assignments must have continuous, uninterrupted access to two-way radio communication.
- 2. There must be adequate radio coverage, including the ability to reach officers at all times when on duty.
- 3. The radio operations must conform to the Radio Act, 1952 (Act No. 3 of 1952) and employees must be aware of the requirements of this Act.
- 4. All radio operations must be in accordance with the radio Ten code as included in training for security purposes.
- 5. Circumstances which require radio communications by field officers are emergency situations, including but not limited to:
 - (a) calling for assistance at accident scenes;

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- (b) requesting assistance for a pursuit;
- (c) requesting assistance from medical rescue services; and
- (d) requesting information necessary for road traffic law enforcement operations.

NS 12.2**Telephone**

1. The road traffic law enforcement authority must maintain a switchboard which has access to all the telephone extensions within the infrastructure.
2. Employees must have access to extensions and the switchboard operator must have an internal directory with names and extension numbers of all personnel.
3. Employees must exercise courtesy and patience on telephone calls and must identify themselves at all times at the start of the communication.
4. Employees must keep private calls, whether made or received, to the minimum and as short as possible.

NS 12.3**Teletype and automated data**

1. The road traffic law enforcement authority must attain a number or address for the purpose of communication by fax or e-mail and the employees must be aware of such number or address.
2. The road traffic law enforcement authority must designate a person(s) to handle this kind of communication and disseminate information to the relevant divisions or persons appropriately.
3. Significant information must be recorded and filed accordingly.

NS 12.4**Emergency communication**

- (a) When calling for assistance during an emergency, an employee must:
- (b) use call-signal of the receiver; and
- (c) identify himself or herself and state:
 - (i) the emergency prevailing;
 - (ii) the location where it prevails;
 - (iii) sufficient details to enable proper action to be taken; and

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- (iv) any recommendations regarding action to be taken.

NS 12.5 Access by communications personnel

1. Communications personnel must have access to at least the following departmental resources:
 - (a) officer in charge;
 - (b) duty roster of all personnel;
 - (c) residential telephone number of every employee;
 - (d) visual maps detailing the road traffic law enforcement authority's service area;
 - (e) officer status information; and
 - (f) written procedures and telephone numbers for procuring emergency and necessary external services for the road traffic law enforcement authority.
2. Communication personnel must pass messages to the supervisor of traffic division upon receipt of messages for road traffic operations.
3. Security measures for the communications centre should be:
 - (a) limiting access;
 - (b) protecting equipment; and
 - (c) providing for back-up resources.

EXTERNAL COMMUNICATION**NS 12.6 Media relations**

1. The road traffic law enforcement authority may designate a media liaison officer.
2. The designated media liaison officer should be the person to communicate with the media.
3. The media liaison officer must maintain ongoing liaison with the media and be available for on-call responses to news media whenever reasonable.
4. In the media liaison officer's absence the Chief of Traffic, a supervisor or a person designated by the Chief of Traffic or superior should liaise with the media.

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5. The media liaison officer or a person designated in terms of 4 above must co-ordinate information and after approval by the Chief of Traffic or a supervisor, release information pertaining to:
 - (a) on-going investigations and operations; and
 - (b) victims, suspects, and witnesses.
6. When other road traffic law enforcement authorities are involved in a mutual effort, the media liaison officer must release information after clearance and approval by the superior of the other road traffic law enforcement authority.
7. When releasing information, cognisance must be taken of the right to privacy and the public interest.
8. The media liaison officer or the officer in charge of an incident may assist the media personnel in covering news stories at the scene of incident.
9. Officers must not address public gatherings, appear on radio or television, prepare any articles for publication, act as correspondents to a newspaper or a periodical, release or divulge information, or any other matters of the road traffic law enforcement authority while holding themselves as representing the road traffic law enforcement authority in such matters without a supervisor's authority.

NS 12.7 Access of news media representatives to scene of incident

Provisions should include legal requirements or restrictions to limit obstruction of road traffic law enforcement or jeopardise investigations.

NS 12.8**Public access**

1. There must be adequate public access for calling in complaints and request for service and such access must include a well-published or generally-known number.
2. The road traffic law enforcement authority must provide 24-hour (toll free) telephone access for emergency calls for service.
3. A specific person must be named as the communications supervisor of the area to respond to the public.
4. The communications supervisor or his or her assistant must be available for control and supervision during emergency situations.

5. The procedure for obtaining, recording, maintaining, and purging relevant information of each request of service should include:

- (a) control number;
- (b) date and time of request;
- (c) name and address of complainant;
- (d) type of incident;
- (e) location of incident reported;
- (f) identification of officer(s) assigned as primary and backup;
- (g) time of dispatch;
- (h) time of officer arrival;
- (i) time of officer return to service; and
- (j) disposition or status of reported incident.

NS 12.9**Enquiries**

1. Employees should receive general enquiries received in person or telephonically and if it is not possible to provide an immediate response, submit the enquiry to the information officer or to a supervisor.
2. Written enquiries, including those received by fax or electronic data transfer, must be forwarded to the information officer or a supervisor.
3. Enquiries relating to restricted information must be referred to the information officer or a supervisor.

NS 12.10**Assistance from civilians**

Officers may request assistance from civilians on condition that the civilian's life must not be endangered by the rendering of such assistance.

NS 12.11**Next of kin notification**

1. In the event of an injury or death the road traffic law enforcement authority must make notification to next of kin in a prompt manner and present an image of concern and compassion when making notification.

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2. The accident investigating officer must ensure that notifications are made without delay.
3. The officer may request the assistance of other appropriate persons, such as close friends of the family, the hospital or clergy, in making the notification.
4. The officer must make all notifications involving critical injuries and/or death in person.
5. Officers must verify that all the information is correct prior to notification.
6. In instances where the next of kin resides in an area that makes notification in person by an official of the road traffic law enforcement authority impractical, a directed message must be sent to the road traffic law enforcement authority having jurisdiction in the area where the next of kin resides.
7. The message must include sufficient particulars of the next of kin and the incident for the road traffic law enforcement authority receiving it to convey it and a request that once notification is completed, the road traffic law enforcement authority must be provided with confirmation.
8. The details to be provided in the message to be sent as described above are as follows:
 - (a) Name and surname of victim;
 - (b) ID number of victim;
 - (c) Registration number of vehicle;
 - (d) Place, time and date of accident;
 - (e) Description of accident;
 - (f) Details of who to contact for further information;
 - (g) Location of hospital where injured person(s) are kept; and
 - (h) Location of mortuary, if applicable.

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PART A4: OPERATIONAL PROCEDURES

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CHAPTER 13

ENFORCEMENT ACTION/OPERATION

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CHAPTER 13: ENFORCEMENT ACTION

Purpose

- (a) Establishes standard operating procedure for specific road traffic law enforcement actions and operations.
- (b) Establishes limitations of authority upon road traffic law enforcement officers to ensure safety of the public and law enforcement officers.

Policy statement

Section 89 of the National Road Traffic Act (Act No. 93 of 1996) establishes offences and penalties for failure to comply with the provisions of the Act and offenders are liable for a fine or imprisonment.

NATIONAL STANDARDS

ENFORCEMENT OPERATION/ACTION

NS 13.1

Enforcement action

1. Officers have a discretionary authority as to which form of enforcement is to be taken by them, which includes but is not limited to:
 - (c) verbal warning, used when it is obvious that the violation was unintentional and that the infringer will now comply with the law due to the officer's warning;
 - (d) compliance citation, used for minor equipment violations;
 - (e) traffic citation, used in the case of hazardous traffic violations, flagrant violations and serious equipment violations; or minor traffic violations where the officer believes the violation was intentional or where the officer believes that a verbal warning will not ensure the infringer's compliance with the law; and

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- (f) physical arrest, used in the case of a major hazard.

NS 13.2**Citations**

1. Officers issuing traffic citations must ensure that the citation is filled out correctly, completely and in a neat readable handwriting.
2. Citations should be issued by an officer in the following format:
 - (a) copies;
 - (b) ticket;
 - (c) court appearance; and
 - (d) inform offenders of appearance in court if necessary and particulars of appearance.
3. Officers must keep citation books in a safe place at all times.
4. After implementation of the Administrative Adjudication of Road Traffic Offences Act, 1998 (AARTO Act, No. 46 of 1998) all citations will be replaced with the applicable AARTO infringement notices.

NS 13.3**Officer conduct with traffic offenders**

1. Traffic enforcement staff shall acquaint themselves with current traffic safety issues and basic statistics so as to be in a position to communicate these to the public when the need arises. Care shall be taken, however, not to *preach* to an offender.
2. In dealing with an offender an officer shall:
 - (a) be alert at all times for the unexpected;
 - (b) ensure that he witnessed accurately all the elements of the offence;
 - (c) when dealing with a motorist, endeavour where possible to stop the traffic vehicle a few metres behind the offending vehicle and in such a position as to provide some protection for the officer from other traffic;
 - (d) instruct the driver of the stopped vehicle to switch off his engine;
 - (e) keep an eye on any passengers as well as the driver of the stopped vehicle;
 - (f) observe the driver for signs of emotional stress which may alert the officer to an increased possibility of confrontation, infirmity, alcohol or drug use which

- may cause the officer to consider alternative action to what he or she originally intended;
- (g) be prepared to be flexible in the event that the situation is different from what the officer anticipated;
 - (h) present a professional image in dress, grooming, language, bearing and emotional stability;
 - (i) have the necessary forms available;
 - (j) decide on the appropriate enforcement action based on the offence;
 - (k) stand in a way that an offender may not be able to use the door to hit him or her;
 - (l) greet the offender in a courteous manner;
 - (m) inform the offender of the reason for the stop, the law that has been broken and the intended enforcement action;
 - (n) should the driver have to exit the vehicle, make sure he or she does not stand behind the officer;
 - (o) obtain the offender's driving licence;
 - (p) obtain other identification if the driver has no driving licence;
 - (q) allow the driver reasonable discussion of the offence;
 - (r) ensure he is facing the offender while completing any documentation;
 - (s) not lean on the stopped vehicle or use it in lieu of a desk;
 - (t) where he or she has issued a written notice, explain to the offender when and where he may pay the admission of guilt or, if the offender so chooses, when and where he should appear in court;
 - (u) if necessary, assist the offender to re-enter the traffic flow;
 - (v) wait for the offender to re-enter the traffic flow before getting back into the patrol vehicle.

NS 13.4**Inspection prior to enforcement**

1. An officer may effect an enforcement action against any violation of road traffic legislation:
 - (a) In respect of a stationary/parked vehicle;
 - (b) after observation of a violation while the vehicle was driven;

- (c) after stopping the vehicle and systematically examining such vehicle; or
 - (d) after stopping a vehicle and inspecting documentation and tokens.
2. Inspection of a vehicle and its driver should be undertaken in terms of the roadside vehicle inspection sheet included in annexure 7 of Part F of the code.
3. Documentation and tokens that may be inspected include, but are not limited to:
- (a) driving licence;
 - (b) Licence disc;
 - (c) Licence plates;
 - (d) professional driving permit;
 - (e) roadworthy certificate;
 - (f) operator card;
 - (g) permit for abnormal load; and
 - (h) information plates.

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CHAPTER 14

TRAFFIC PATROLS

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CHAPTER 14: TRAFFIC PATROLS

Purpose

Establishes objectives and procedure for regulating and controlling traffic.

Policy statement

Section 11 (g) of the Road Traffic Act (Act No. 29 of 1989) and section 3(j) of the National Road Traffic Act (Act No. 93 of 1996) empowers traffic officers to regulate and control traffic upon any public road, and give such direction as may, in the officer's opinion, be necessary for the safe and efficient regulation of traffic.

NATIONAL STANDARDS

TRAFFIC PATROLS

NS 14.1

Objectives of traffic patrols

The objectives of traffic patrol should be to:

- (a) prevent the occurrence of road traffic offences through preventative patrol;
- (b) reduce traffic congestion and accident hazards through systematic enforcement of traffic laws;
- (c) respond to and investigate motor vehicle accidents;
- (d) aid victims of accidents; and
- (e) improve community relations by increasing the quality and quantity of contact between citizens and law enforcement.

NS 14.2

Preventative patrol