



Dear Business Executive

The MCCI is dedicated to create an environment that promotes economic growth and business excellence in Midrand.

The crime situation in South Africa and especially in Midrand, has a severe impact on all our lives, including the business community. A look at the attached graphs show that crime's impact is felt not only at individual level but also impacts on businesses' specific needs.

The Business Police Forum of the MCCI would like to find out what the biggest concerns of the local business community is on the crime situation.

This will assist us in identifying the most serious problems and work towards possible solutions for you, the business community.

Please assist us by completing the attached survey and sending it back to [management@midrandchamber.co.za](mailto:management@midrandchamber.co.za), before 31 January 2008.

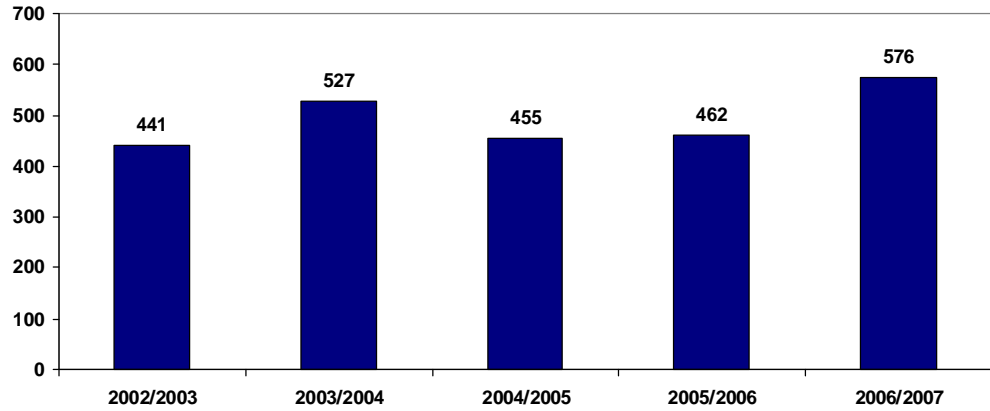
There are great prizes to be won by three lucky people who send in their completed surveys – thanks to Canon SA and Ocean Basket for sponsoring the prizes. A draw will be held at the MCCI's next informal get together early in 2008.

The prizes to be won are:

1. Canon Digital Camera IXUS 7
2. Canon IP4500 Printer
3. R200 meal voucher from Ocean Basket Value Faire Centre

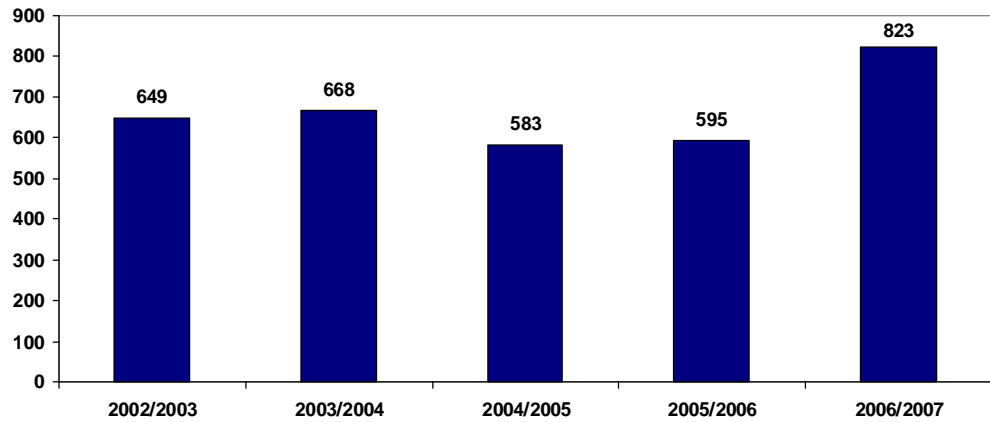
Thank you for your participation.

**Commercial Crime in Midrand  
March 2002 - March 2007**



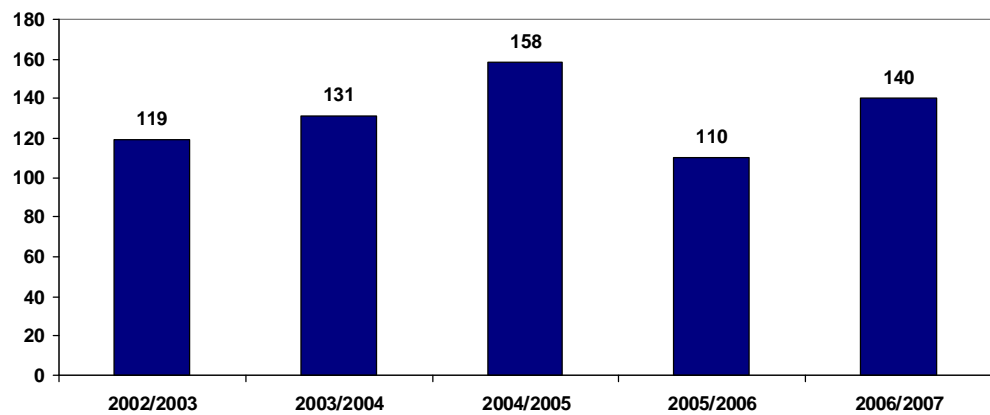
Source: [www.saps.gov.za](http://www.saps.gov.za)

**Robbery with Aggravating Circumstances in Midrand  
March 2002 - March 2007**



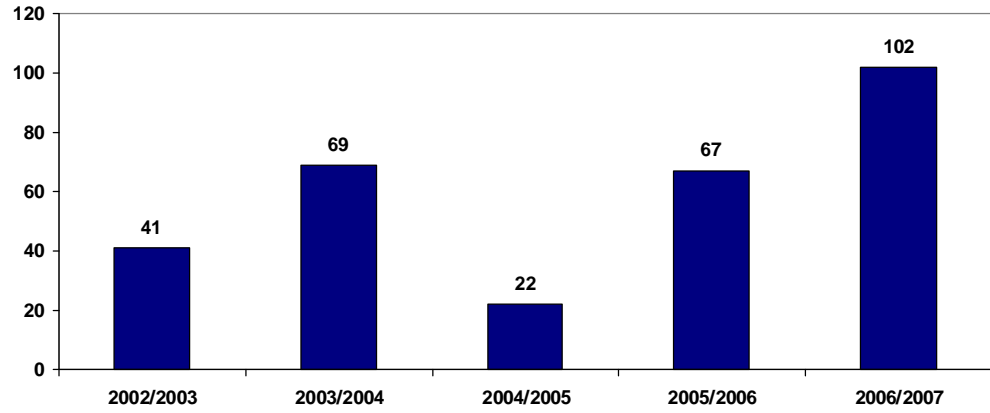
Source: [www.saps.gov.za](http://www.saps.gov.za)

**Carjacking in Midrand  
March 2002 - March 2007**



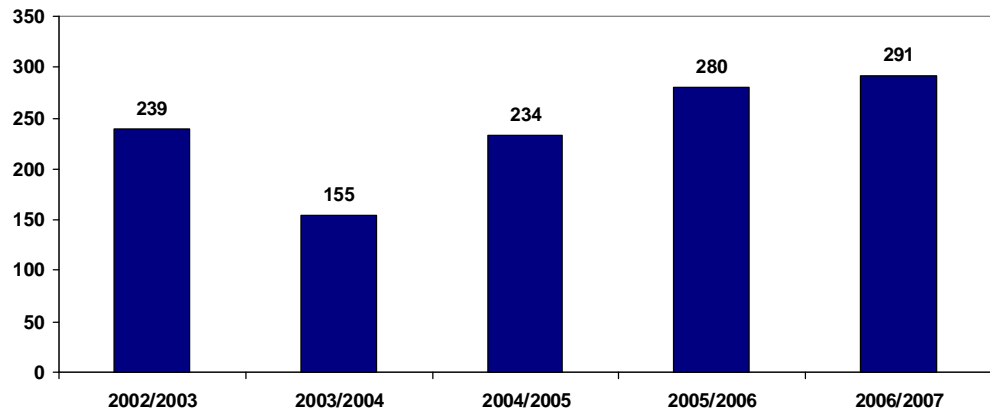
Source: [www.saps.gov.za](http://www.saps.gov.za)

**Robbery at Business Premises in Midrand  
March 2002 - March 2007**



Source: [www.saps.gov.za](http://www.saps.gov.za)

**Burglary at Business Premises in Midrand  
March 2002 - March 2007**



Source: [www.saps.gov.za](http://www.saps.gov.za)



# MIDRAND BUSINESS POLICING FORUM MEMBER SURVEY 2007

Please note that responses to this questionnaire will be treated as strictly confidential.

|                                 |  |
|---------------------------------|--|
| <b>Name of the Respondent</b>   |  |
| <b>Position in Organisation</b> |  |
| <b>Name of Organisation</b>     |  |
| <b>Telephone Number</b>         |  |
| <b>email address</b>            |  |
| <b>Date</b>                     |  |

## Part 1: About the Respondent (For Statistical Purposes)

|                                                     |                                               | ü                        |
|-----------------------------------------------------|-----------------------------------------------|--------------------------|
| <b>1. Gender</b>                                    | 1. Male                                       | <input type="checkbox"/> |
|                                                     | 2. Female                                     | <input type="checkbox"/> |
| <b>2. Age</b>                                       | 1. Younger than 18                            | <input type="checkbox"/> |
|                                                     | 2. 18 to 30                                   | <input type="checkbox"/> |
|                                                     | 3. 31 to 40                                   | <input type="checkbox"/> |
|                                                     | 4. 41 to 50                                   | <input type="checkbox"/> |
|                                                     | 5. 51 to 60                                   | <input type="checkbox"/> |
|                                                     | 6. 61 to 70                                   | <input type="checkbox"/> |
|                                                     | 7. Older than 70                              | <input type="checkbox"/> |
| <b>3. Race</b>                                      | 1. African                                    | <input type="checkbox"/> |
|                                                     | 2. Asian                                      | <input type="checkbox"/> |
|                                                     | 3. Coloured                                   | <input type="checkbox"/> |
|                                                     | 4. White                                      | <input type="checkbox"/> |
| <b>4. Type of Business</b>                          | 1. Manufacturing                              | <input type="checkbox"/> |
|                                                     | 2. Sales                                      | <input type="checkbox"/> |
|                                                     | 3. Corporate Services/Administrative Services | <input type="checkbox"/> |
|                                                     | 4. Legal Services                             | <input type="checkbox"/> |
|                                                     | 5. Catering Services/Restaurant/Bar, etc.     | <input type="checkbox"/> |
|                                                     | 6. Professional Services                      | <input type="checkbox"/> |
|                                                     | 7. Technical Services                         | <input type="checkbox"/> |
| <b>5. Type of area your Business is situated in</b> | 1. Shopping Centre                            | <input type="checkbox"/> |
|                                                     | 2. Business Park/Office Park                  | <input type="checkbox"/> |
|                                                     | 3. House/Suburbia                             | <input type="checkbox"/> |
|                                                     | 4. Industrial Area                            | <input type="checkbox"/> |

## Part 2: Perception of Respondents

|                                                             |        |  |
|-------------------------------------------------------------|--------|--|
| 6. Did you know that Midrand has a Business Policing Forum? | 1. Yes |  |
|                                                             | 2. No  |  |

|                                                                                                      |                                                                                                           |  |  |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--|--|
| 7. What do you think should be the purpose of a Business Forum? You may choose more than one option. | 1. Improve the relationship between business and the policing agencies (SAPD, JMPD)                       |  |  |
|                                                                                                      | 2. Inform business on policing issues and challenges in their respective areas                            |  |  |
|                                                                                                      | 3. Provide business with direct and effective communication channel to the relevant policing agencies     |  |  |
|                                                                                                      | 4. Provide a forum for businesses to lodge complaints regarding poor service delivery by poling agencies  |  |  |
|                                                                                                      | 5. Provide policing agencies valuable information regarding crime in the areas they are doing business in |  |  |
|                                                                                                      | 6. Other (please state):                                                                                  |  |  |

|                                                                            |                                                      |  |
|----------------------------------------------------------------------------|------------------------------------------------------|--|
| 8. What is your overall opinion of the police service delivery in Midrand? | Rating: 1 = Very Low Opinion & 5 = Very High Opinion |  |
|----------------------------------------------------------------------------|------------------------------------------------------|--|

|                                                                                                      |        |  |
|------------------------------------------------------------------------------------------------------|--------|--|
| 9.1 Have you received any form of service delivery from the police in Midrand in the past two years? | 1. Yes |  |
|                                                                                                      | 2. No  |  |

|                                                                                                                  |                      |  |
|------------------------------------------------------------------------------------------------------------------|----------------------|--|
| 9.2 If your answer is yes, were you satisfied with the overall quality of service provided to you by the police? | 1. Very Satisfied    |  |
|                                                                                                                  | 2. Satisfied         |  |
|                                                                                                                  | 3. Neutral           |  |
|                                                                                                                  | 4. Dissatisfied      |  |
|                                                                                                                  | 5. Very Dissatisfied |  |

|                                                     |        |  |
|-----------------------------------------------------|--------|--|
| 10. Do you have an internal intrusion alarm system? | 1. Yes |  |
|                                                     | 2. No  |  |

|                                                                  |        |  |
|------------------------------------------------------------------|--------|--|
| 11. Do you / your landlord have access control to your business? | 1. Yes |  |
|                                                                  | 2. No  |  |

|                                                                                  |        |  |
|----------------------------------------------------------------------------------|--------|--|
| 12. Do the guards on your premises have immediate access to a 24hr control room? | 1. Yes |  |
|                                                                                  | 2. No  |  |

|                                                      |        |  |
|------------------------------------------------------|--------|--|
| 13. Do you have access to an armed reaction service? | 1. Yes |  |
|                                                      | 2. No  |  |

|                                                                                                                                   |        |  |
|-----------------------------------------------------------------------------------------------------------------------------------|--------|--|
| 14. Did you insist on your security company providing you with proof that their employees have been vetted for a criminal record? | 1. Yes |  |
|                                                                                                                                   | 2. No  |  |

|                                                                                               |        |  |
|-----------------------------------------------------------------------------------------------|--------|--|
| 15. Are you satisfied with the service you are receiving from your Security Service Provider? | 1. Yes |  |
|                                                                                               | 2. No  |  |

|                                |        |  |
|--------------------------------|--------|--|
| 16. Do you have a CCTV system? | 1. Yes |  |
|                                | 2. No  |  |

If "Yes":

|                                                       |                  |  |
|-------------------------------------------------------|------------------|--|
| 16.1. Do cameras monitor one spot (ie tills) or more? | 1. One           |  |
|                                                       | 2. More than one |  |

|                                       |  |  |
|---------------------------------------|--|--|
| 16.2. How many cameras are connected? |  |  |
|---------------------------------------|--|--|

|                                                                         |                                                    |                          |
|-------------------------------------------------------------------------|----------------------------------------------------|--------------------------|
| <b>16.3 Are all cameras operational at the same time?</b>               | 1. Yes                                             | <input type="checkbox"/> |
|                                                                         | 2. No                                              | <input type="checkbox"/> |
| <b>16.4. Is system analogue or digital?</b>                             | 1. Analogue                                        | <input type="checkbox"/> |
|                                                                         | 2. Digital                                         | <input type="checkbox"/> |
| <b>16.5. If analogue, how often do you replace tapes?</b>               | 1. 3 months                                        | <input type="checkbox"/> |
|                                                                         | 2. 6 months                                        | <input type="checkbox"/> |
|                                                                         | 2. 1 year or more                                  | <input type="checkbox"/> |
| <b>16.6. If digital, how often do you backup?</b>                       | 1. Weekly                                          | <input type="checkbox"/> |
|                                                                         | 2. Monthly                                         | <input type="checkbox"/> |
|                                                                         | 3. 6 months or more                                | <input type="checkbox"/> |
| <b>16.7. Has the system fulfilled your reason for installation?</b>     | 1. Yes                                             | <input type="checkbox"/> |
|                                                                         | 2. No                                              | <input type="checkbox"/> |
| <b>16.8. Has the system reduced crime in areas where not installed?</b> | 1. Yes                                             | <input type="checkbox"/> |
|                                                                         | 2. No                                              | <input type="checkbox"/> |
| <b>16.9 Is the system monitored full time?</b>                          | 1. Yes                                             | <input type="checkbox"/> |
|                                                                         | 2. No                                              | <input type="checkbox"/> |
| <b>16.10 If no, when is it monitored?</b>                               | 1. General surveillance                            | <input type="checkbox"/> |
|                                                                         | 2. Only when a problem occurs surveillance problem | <input type="checkbox"/> |
| <b>16.11 Is monitoring done by on-site staff or a call centre?</b>      | 1. On site staff                                   | <input type="checkbox"/> |
|                                                                         | 2. Call centre                                     | <input type="checkbox"/> |

|                                                                                                                                                                                     |                                                                                        |                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|--------------------------|
| <b>17. Which of the following would improve the quality of services provided by the police in Midrand regarding businesses in this region? You may choose more than one option.</b> | Improve relations with businesses                                                      | <input type="checkbox"/> |
|                                                                                                                                                                                     | Develop a permanent communication channel between businesses and the police in Midrand | <input type="checkbox"/> |
|                                                                                                                                                                                     | Have an open day where the police and business can interact and network                | <input type="checkbox"/> |
|                                                                                                                                                                                     | Other (please state):                                                                  | <input type="text"/>     |

|                                                                                                                                                               |                                                             |                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|--------------------------|
| <b>18. What role can you play in improving the relationship between the police and businesses or in improving the service the police delivers in Midrand?</b> | 1. Provide corporate sponsorships                           | <input type="checkbox"/> |
|                                                                                                                                                               | 2. Sponsor advertisements                                   | <input type="checkbox"/> |
|                                                                                                                                                               | 3. Provide information boards with policing contact details | <input type="checkbox"/> |
|                                                                                                                                                               | 4. Sponsor a complaint hotline in Midrand                   | <input type="checkbox"/> |
|                                                                                                                                                               | 5. Provide vehicles                                         | <input type="checkbox"/> |
|                                                                                                                                                               | 6. Sponsor vehicle maintenance                              | <input type="checkbox"/> |
|                                                                                                                                                               | 7. Sponsor fuel for vehicles                                | <input type="checkbox"/> |
|                                                                                                                                                               | 8. Provide computers for the station                        | <input type="checkbox"/> |
|                                                                                                                                                               | 9. Sponsor computer stationery                              | <input type="checkbox"/> |
|                                                                                                                                                               | 10. Sponsor bullet-proof vests                              | <input type="checkbox"/> |
|                                                                                                                                                               | 11. Other (please state):                                   | <input type="text"/>     |
| <b>19. Any further comments?</b>                                                                                                                              | <input type="text"/>                                        | <input type="checkbox"/> |

**Thank you for your co-operation and patience**