



The site instruction changed on Friday. Here is every officer who confirmed it before the shift.

A named record of who acknowledged the procedure, by client site, on the officer's own phone with no company email. When the client audits the site, the record is produced on the spot.

THE SITUATION

A guarding contractor with 42 client sites revises its use-of-force and incident reporting procedure. The change goes out at the 06:00 parade on the sites that hold one, and a printed copy goes to each guardhouse. Three weeks later a client's auditor asks which officers on their site were informed, and when. The contracts manager has a parade register from nine sites and a photo of a guardhouse notice three revisions old. The company employs 610 officers, most without a company email.

TODAY

- A parade on some sites, a printed copy in each guardhouse.
- A register from nine of 42 sites.
- The client's auditor gets a photo.

WITH THE RECORD

- One announcement, pinned at every site.
- 552 confirmed by name and site; 58 pending, reminded.
- The client's auditor gets the evidence pack for their site.

HOW IT WORKS

Pinned Announcement

LD

Lindiwe Dube

Sep 4 · All Sites

Announcement

Use of force and incident reporting procedure, revision 3: in force from Monday 7 September

Revision 3 replaces the 2024 procedure at every client site. Two changes matter on post: every use-of-force incident is reported to the control room within 15 minutes and written up in the occurrence book before the end of the shift, and the client site contact is informed by the site

ACTIVE CODES

41

JOINED THIS MONTH

96

SEATS USED

610 / 650

SMS THIS MONTH

118 / 700

Search workers...

All 139Active 41Joined 96Revoked 2

WORKER	PHONE BINDING	STATUS	EXPIRES / ACTIVITY	SITE
LM Lucky Maseko	Locked to phone	Joined	Joined Aug 29	Riverside Office Park · Grade C

1. One procedure, pinned at every client site, on every phone.

The contracts manager publishes once. On HQ the approval rule holds it until the operations director has signed it off. Officers see it pinned on their own phone at the guardhouse and confirm with one tap before the shift.

2. Officers without company email join with a code and their phone.

A site supervisor issues one single-use code per named officer. The officer enters it with their phone number, gets a one-time text, and is in. SMS carries the sign-in code only; notices never go by SMS. 96 joined this month.

Screens show Sentinel Guarding, a fictional organisation. Every name and figure is invented to show how the product behaves.

WHAT YOU MUST EVIDENCE

SOUTH AFRICA · PSIRA CODE OF CONDUCT FOR SECURITY SERVICE PROVIDERS

"has been properly informed about the nature and scope of his or her functions and duties as well as his or her legal powers in this regard"

Regulation 11(5)(a), what a security business must ensure for every security officer

SOUTH AFRICA · PSIRA CODE OF CONDUCT FOR SECURITY SERVICE PROVIDERS

"provide training or cause such training to be provided, to all the security officers in his or her employ"

Regulation 11(7), on the legal provisions and the principles of the Code

UNITED STATES · NEW YORK GENERAL BUSINESS LAW, SECURITY GUARD TRAINING

"an eight hour annual in-service training course"

Section 89-n(1)(d); eight-hour pre-assignment course under 89-n(1)(a)

Cited as what a contractor must be able to show. Kayden Connect does not certify compliance with any of them.

Sources: https://www.psira.co.za/dmdocuments/Code%20of%20Conduct/2014_Code_of_Conduct.pdf · https://www.psira.co.za/dmdocuments/Code%20of%20Conduct/2014_Code_of_Conduct.pdf · <https://www.nysenate.gov/legislation/laws/GBS/89-N>

WHAT CHANGES

WHAT THE PRODUCT RECORDS	WHAT CHANGES	WHY IT MATTERS, PER THE SOURCE
Acknowledgement on the procedure, counted against active users	The client's question "which of your officers on my site were informed" has a numeric answer, by name	PSIRA Code of Conduct reg. 11(5)(a): every officer "properly informed about the nature and scope of his or her functions and duties"
Access codes for officers without company email	The people on post are on the record, not on a photocopy in the guardhouse	PSIRA Code of Conduct reg. 11(7): "provide training ... to all the security officers in his or her employ"
Completion by client site	The site that is behind is visible before the client audit, not during it	PSIRA 2023/24: 608,977 active officers across 16,453 active businesses, every one on a client's site
Required reading with due dates and an evidence pack per site	The client audit is answered with a file for that site, produced on the spot	NY GBS s89-n: eight-hour pre-assignment and annual in-service courses; the record between courses is yours to keep

No figure in this table is a Kayden Connect result. We are in invitation-based early access and publish no customer results.

WHERE THIS USE CASE LANDS ON THE PLANS

CAPABILITY	SPARK	COMMAND	HQ
Acknowledgement on a post	Yes	Yes	Yes
Announcement post type, pinned	No	Yes	Yes
Frontline access codes	Yes	Yes	Yes
Required reading with due date	Yes	Yes	Yes
Coverage by department and site	No	Yes	Yes
Pulse surveys with anonymous mode	No	Yes	Yes
Approval before publishing	No	No	Yes
Evidence pack and audit log export	No	No	Yes

PRICES, USD, PER USER PER MONTH

\$4

Spark · from 5 seats · monthly or annual (annual saves 20%)

\$8

Command · from 10 seats · monthly or annual (annual saves 20%)

\$15

HQ · from 25 seats · annual only, \$180 per user per year

Storage 25 / 100 / 100 GB. AI allowance included on every plan, with top-up packs. Every limit is stated on kaydenconnect.com/pricing before you buy. Customer data is stored and processed in Google Cloud europe-west1 (Belgium); no SOC 2 or ISO 27001, not currently in scope.

WHAT IT DOES NOT DO

It is not a guard-tour or workforce system.

No patrol check-ins, no posting sheets, no rostering. It carries the communication and the record of it.

It is not training.

An acknowledgement confirms receipt. The PSIRA grade course and the parade are the training.

It does not certify compliance.

It produces the record you evidence with.

Early access is by invitation.

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kaydenconnect.com/use-cases/security-facilities

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