The CCID’s Safety & Security department works with the South African Police Service and City of Cape Town Law Enforcement to ensure we have a safe and secure Central City (Cape Town CBD). The department deploys its Public Safety Officers in the area 24/7.

### 24-HOUR CCID CONTROL CENTRE
**082 415 7127**

**SAFETY & SECURITY**
Muneeb Hendricks
SAFETY & SECURITY MANAGER
mo@capetownccid.org
082 453 2942

**SOCIAL DEVELOPMENT**
Pat Eddy
SOCIAL DEVELOPMENT MANAGER
pat@capetownccid.org
082 563 4289

**URBAN MANAGEMENT**
Richard Beesley
URBAN MANAGEMENT MANAGER
richard@capetownccid.org
083 300 8328

**COMMUNICATIONS**
Sharon Sorour-Morris
COMMUNICATIONS MANAGER
sharon@capetownccid.org
082/218 0835

**FOR COPIES OF OUR MARKETING MATERIAL**
Aziza Patandin
PROJECT COORDINATOR
aziza@capetownccid.org
021 286 0830

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You may encounter aggressive begging in the CBD.

This is intimidating behaviour that can make you feel threatened. It can involve verbal abuse or uninvited touching and/or pulling. You may also be followed around persistently despite your having said “NO!”

**How to deal with it:**
- Make eye contact and say “NO, please leave me alone” firmly and clearly.
- If you feel threatened or uncomfortable in any way within the CBD, find a CCID Public Safety Officer and ask for assistance.
- Alternatively, walk into the first open venue and call one of the emergency numbers on this page.

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If you are in the CCID area (see map inside) look out for a CCID Public Safety Officer to accompany you to a safe place. **For immediate assistance, call the CCID 24-hour control centre on 082 415 7127.**

If you are not in the CCID area, call SAPS on their toll-free number, **10111**, or SAPS Cape Town Central on **021 467 8001/2**.

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**EMERGENCY NUMBERS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAPS CT Central</td>
<td>021 467 8002</td>
</tr>
<tr>
<td>Metro Police</td>
<td>021 596 1999</td>
</tr>
<tr>
<td>Flying Squad</td>
<td>10111</td>
</tr>
<tr>
<td>Ambulance</td>
<td>10177</td>
</tr>
<tr>
<td>Fire Department</td>
<td>021 535 1100</td>
</tr>
<tr>
<td>All Emergencies</td>
<td>107 (landlines only)</td>
</tr>
<tr>
<td>Emergencies</td>
<td>112 (cellphones only)</td>
</tr>
<tr>
<td>Netcare 911 &amp; NSRI</td>
<td>082 911</td>
</tr>
<tr>
<td>CCID 24 hours</td>
<td>082 415 7127</td>
</tr>
</tbody>
</table>

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**Welcome to the Cape Town Central City**

Tips on making your stay more enjoyable

SAFE, CLEAN, CARING AND OPEN FOR BUSINESS
**At home & work**
- Never allow strangers into your home, building or place of work (particularly if you live or work alone) before confirming their legitimacy.
- Invest in a good overall security system.
- Decent lighting around the perimeter of your premises is a good deterrent.
- When you leave your home at night leave lights on, as well as your TV or radio, so that your house looks and sounds occupied.
- Lock your door if you are working alone.
- Never disclose to strangers that you are alone in your home or at work.
- Be alert to vehicles or persons following you into your entrance or parking area.
- Don’t leave firearms unattended.
- Keep a list of emergency numbers next to the telephone. You’ll find a suggested list further on in this brochure.

**Hotel safety**
- Place your valuables/passport in a hotel safe.
- Never leave your personal property unattended.
- Close and lock the door when you are in your room.
- Don’t open the door without first checking who’s asking to come in.
- Use registered, qualified tour guides.

**In your car**
- Have your keys ready as you approach your car.
- Always lock your doors and double check the handles manually to avoid remote jamming.
- Park in well-lit areas.
- Keep enough distance between your car and the one in front to enable you to change lanes and drive away in a hurry.
- Don’t give lifts to strangers.
- Look around before entering your driveway.
- Be aware of strangers begging at intersections and avoid giving them money – rather GIVE RESPONSIBLY by donating to a known charity.
- Never open your window when approached by a stranger.
- If you think you are being followed drive to a busy place or a police station.
- Keep your valuables out of sight – put them in the boot before you start your trip.

**On the street**
- Walk with confidence, and don’t use your cellphone while on the move.
- Don’t walk in deserted or dark areas.
- Be aware of your surroundings.
- Watch out for sudden activity or commotion; it may be a distraction technique.
- Keep all possessions close to your body and in sight.
- Keep your wallet tucked away, and your handbag close and closed.
- Don’t use headphones on the street – they may distract you.
- Plan your route beforehand.
- Avoid visibility of valuables such as jewellery, cameras, laptops and tablets.
- Don’t carry large sums of money and avoid counting it in the open.
- Tell someone where you are going and when you expect to return.

**Attending meetings**
- Stay in a group and on lit paths.
- Don’t keep all your money in one pocket.
- Use accredited taxis and cabs.

**Out & about**
- Don’t leave handbags under tables, or on the backs of chairs.
- Don’t leave cellphones or wallets on restaurant tables.
- Keep your credit card in sight all the time.
- Don’t leave drinks unattended.

**ATMs & banks**
- Use ATMs in well-lit and safe places.
- Don’t allow your card to be removed from your sight.
- Don’t accept help from strangers or give out your pin, not even to persons claiming to be bank officials.
- Be careful who you allow into your personal space and don’t allow yourself to be distracted.
- Watch out for the people standing close to you and looking over your shoulder as type in your pin.
- Never leave your card in the ATM if it gets stuck or swallowed, follow instructions provided on the ATM machine.
- Make sure you are not followed after a transaction.

**Show you care**
- Don’t give directly to people begging on the street or at traffic intersections. Rather make a real difference by helping the NGOs that help the homeless.
- You can support recognised NGOs by texting the word “GIVE” to 38088, automatically donating to those in the CBD who work with homeless adults and kids.
- For detailed info about this campaign visit www.showyoucare.co.za

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**CCID Public Safety Officer assists a visitor in the Cape Town CBD.**

A CCID Public Safety Officer assists a visitor in the Cape Town CBD.

The CCID operates in the Cape Town CBD as marked above.