

1. Scope of work

Physical / Static Guarding and foot patrols, armed response, escorting and monitoring services and Tactical Response Services.

Bellow is for the substation project:

Guarding Static	Qty	Rates (Per month)	Total Rands (R) Excl. VAT
Grade C Unarmed Security Officer - Dayshift	2		
Grade C Unarmed Officer - Nightshift	2		
Armed Response			
Grade C Armed Security Officer – Dayshift	2		
Grade C Armed Security Officer – Nightshift	2		
Armed Response Vehicle	1		
SUB TOTAL (PER MONTH)			
TOTAL (CONTRACT PERIOD)			

Guarding Static (laydown area)	Qty	Rates (Per month)	Total Rands (R) Excl. VAT
Grade C Unarmed Security Officer - Dayshift			
Grade C Unarmed Officer - Nightshift			
Guarding Line Patrol			
Grade C Armed Security Officer – Dayshift			
Grade C Armed Security Officer – Nightshift			
4 x 2 Patrol vehicle (pickup truck) – Line patrol			
SUB TOTAL (PER MONTH)			
TOTAL (CONTRACT PERIOD)			

Services that will be provided by Eskom are adhoc services based on certain risks. The following risk will be considered for these services:

- Community protest
- Intimidation of Eskom staff
- Contractor leaving site due to bankruptcy or financial disputes with Eskom.

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- Strike actions labor related.
- Threats made against Eskom staff.
- General protection of Eskom assets during change of contractors within the project lifecycle.

2. Static Guarding

2.1 Guard Duties

- a) Observe surroundings.
- b) Report suspicious incidents/activities/occurrences.
- c) Render guarding services at special events (e.g. general overall)
- d) Alcohol testing on sites

2.2 Visitor Management

- a) Positive identification at all times (SA ID, passport, drivers' licence)
- b) Recording of visitors details electronically or manually.
- c) Confirm appointment and/or all visitors must be always accompanied by a host.
- d) Facilitation of visitors (receipt and exit by host)
- e) Declaration of equipment, issuing of permits
- f) Prohibited items (rules/ regulations applicable)
- g) Random searches

2.3 Eskom Employees

- a) Only by means of Eskom ID card.
- b) Employees w/o cards will be treated as visitors and details recorded accordingly.
- c) Removal permits.
- d) Random searches
- e) Prohibited items.
- f) Declaration of equipment

2.4 Vehicle Control

- a) ID (employee/ Contractor/ visitor)
- b) Drivers
- c) Confirmation of appointment
- d) Random searches
- e) No unnecessary use of disabled/ reserved parking spaces

2.5 Patrols

Patrol routes and times will vary according to site requirements however the following is applicable:

- a) Patrols must be recorded in the OB and if suitable security technology.

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- b) Purpose of patrol must be clear (areas of importance)
- c) Determine equipment required.
- d) Check strategic points against patrol report.
- e) Report and record irregularities, report and record all deviations.
- f) Secure scenes of crime and/or incidents.
- g) Respond to alarms on perimeter fence and report.
- h) Monitor the movement of suspicious vehicles/people and report.

3. Armed response - Adhoc Services

The armed response company security officers must comply with all requirements as stipulated in terms of PSIRA and other applicable legislation. All response officers must use the stipulated personal protective clothing. The Body Armour must meet the specifications as stipulated as SA MIX 111 for Ballistic Resistance of Body Armour as well as have all equipment required to do the work to respond to all alarm activations.

For the provision of armed response services by trained and competent security officers, the following is required:

- a) The premises from which the Reaction Officers (RO) operates must comply with local municipal regulations regarding the operation of such business and proof of this must be available and supplied to the *Employer* at the start of the contract.
- b) Where domestic premises are used for satellite bases these must provide for a dedicated sector for business and operational purpose and must comply with local municipal and health regulations.
- c) A satellite base is a premise where Reaction Vehicles (RV) park out of service, or changeovers take place. Changeovers must be in accordance with the Firearms Control Act.

3.1 Requirements for Reaction Officers

- a) All Reaction Officers (RO's) will be PSIRA registered (not lower than C grade) and have successfully passed the required PSIRA grading courses of armed response/CIT training.
- b) All ROs are required to read, write and speak English. All security officers will have an up-to-date PSIRA registration cards on their person at all times or a certified copy of the PSIRA certificate.
- c) Up to date criminal background checks results shall be provided to the Employer for all reaction officers working on the contract within 30 days of starting the contract.
- d) The Employer shall require criminal checks to be done on Reaction Officers annually or when required by site Security Manager.
- e) All supervisors and security officers provided by the armed response service providers must have received appropriate PSIRA and SASSETA training including weapons handling, radio communications, access control, armed response capability training.

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- f) The armed response Contractors will provide refresher training during the year .e.g. Reg. 21 training 2 x times per year.
- g) All personnel of the armed response contractors must have received training, prior to deployment, on the site instructions and work procedures. The armed response contractors shall be required to provide attendance registers prior to deployment for each individual employee.
- h) The armed response Contractors will maintain training records for each security officer and supervisor including failures and subsequent remedial training and requalification. These records will be made available to the Employer designated representative upon request.
- i) The Employer representative has the authority to monitor, evaluate and audit all training delivered to the armed response Contractors.
- j) The supervisors will arrange for weekly training on actions to be taken by the personnel of the armed response contractor in the event of incident, designed around scenario-based situations. ROs must be professional, friendly and helpful in the performance of their duties at all times.
- k) The RO must provide proof that he/she is authorized by PSIRA to practice as a RO.
- l) The RO must display proof of identity on his person whilst on duty or while in uniform. The ID should be in form of a tag or laminated plastic card and should display the following:
 - I. Name
 - II. Photograph
 - III. Company name and telephone number
 - IV. PSIRA registration number (personal)
 - V. Cards expiry date
 - VI. I.D Number
 - VII. Blood Group
 - VIII. Allergies
- m) The RO must wear the company uniform while on duty together with clear indication by means of a badge or suitable insignia.
- n) The RO must be issued with a SA MIX level 3 bullet proof vest to be worn at all times while on duty.
- o) All response officers responding to the alarm activations must respond with vehicles that clearly display the company logos.
- p) The officers must at all times be in possession valid firearm permit and a valid firearm competency certificate. The officers must present a neat and presentable image at all times.
- q) The response officers deployed to the contract must Sign a declaration of secrecy prior to deployment on site.
- r) The RO/s must have functional radio communication to the control Centre (fixed unit in the vehicle or mobile device), torches, pepper spray and handcuffs. There must be uninterrupted communication channels between the response officers and the control room/center for regular reporting and to obtain assistance when required.

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- s) The armed response Contractors will conduct radio checks at the start of each shift and periodically during each shift to ensure that equipment is functioning correctly and guards are alert and monitoring their radios. The armed response Contractors must ensure back up communication aids is readily available.
- t) All officers must be declared fit for duty, and the fitness and medical certificates must be handed to the Employer prior to deployment.
- u) All officers must be equipped with first aid kits for any emergencies, as well as cell phones, communication devices to use when required (call other members or law enforcement agencies or emergency units for back up)
- v) Two armed officers (not lower than a grade C and trained in armed response duties) must respond to all alarm activations at all times together.
- w) Conduct a thorough shift handover at each shift change ensuring that information and instructions are passed on to the next ROs and a detailed inventory is conducted of all weapons, ammunition, radios, keys and other equipment provided.

4. Armed Escorting - Adhoc Service Only

Ad hoc Services (consisting of an armed driver, armed crew member and a suitable vehicle) shall be required for escorting services on an “as and when” required basis.

- a) Guards doing the armed escorting duties must have updated competency certificates with strict adherence to the Firearms Control Act. The security officers performing these armed escorting and protection duties shall be armed and comply with the current Firearm Control Act, 2000 (Act No. 60 of 2000). All armed escorting officers must have a Valid PSIRA certificates in compliance to the PSIRA Act 2001 (Act No. 56 of 2001). All armed escorting officers must not be lower that Grade C.
- b) Valid firearm permits issued by the authorized firearm control officer for TSP, Firearm Control Act, 2000 (Act No. 60 of 2000).
- c) Accredited valid training certificates with results (Regulation 21), Firearm Control Act, 2000 (Act No. 60 of 2000).
- d) Valid South African driver’s license (EB)
- e) Level 3 bullet-proof vests handcuffs, batons, spotlight, torches with spare batteries, pocketbooks and pens, head protection.
- f) A road worthy all-terrain vehicle, preferably a 4x2 suited for the terrain where Eskom employees will be travelling to. The vehicle must be equipped with a first aid kit and fire extinguisher.
- h) The armed escort team/s must be in constant contact with a control room for regular reporting and to obtain assistance when needed. A proper register must be kept at the control room containing situation reports, incident reports and any communication with the armed escort team.

The armed escort team must do the escorting in a tactically sound manner:

- i. Possible ambush positions must be secured before the Eskom members being escorted are allowed to proceed through the position.
- ii. When the site where the Eskom members are to perform their duties is reached, the armed escort team needs to secure the area before the Eskom employees commence work.

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- iii. The armed escort must then take up a position for all round defence of the area where the Eskom employees are working and be constantly vigilant.
- i) All armed escort vehicles shall be equipped with a local global positioning system or Satellite Surveillance or any other system that would assist them.
- j) The armed security officers are to travel in their own vehicle and provide protection to the Eskom employee/s.
- k) The security officer shall be required to meet the Eskom employees at an Eskom site or predetermined place; escort and protect the Eskom employee for the required period and then return to where they first met or an alternative drop-off point.
- p) Vehicle contingency plan: TSP shall have contingency plans in place to react immediately to any emergency request.
 - I. Vehicle breakdowns
 - II. Vehicle accidents

5. Tactical Response Services: adhoc services only

Tactical response services are specialized services that are required to deal with community protest, strike actions or violent actions by large groups that affect the safety of employees and the damage to installed Eskom assets. The following will be catered for during TRT services:

- Supervisor/Driver
- Armed crew
- Riot members
- Armoured Personnel M/V carrier
- Accommodation

Based on the nature of the threat a minimum of 10 members will be provided as an adhoc service when the need arises. All officers provided must comply with the relevant legal requirements as stipulated in this document and in addition must have the relevant training in riot control.

6. Monitoring Services

Monitoring will be required for the following sites and armed response units dispatched to sites on an as and when required basis...

7. Security Breaches and Incidents

A security breach means the negligent or intentional transgression or failure to comply with physical security measures.

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Examples but not limited thereto- fence tampering/ penetration, unauthorised access, discharge of a firearm, activation of alarm, non-compliance to security systems and systems technology, tampering with systems, accidents, injuries, damage to equipment, non-compliance with rules, procedures and directives, non-conforming behaviour:

- Report without delay (OB.....)
- Alert authorities/ Eskom management

7.1 Access Control after hours, weekends and public holidays

All persons (employees and non-employees) wanting access after- hours, weekends and public holidays are required to record all relevant information in the After Hours Register to be completed by the SO. This includes all pedestrian and vehicle access. The SO must personally complete all the details in the After Hours Register and ensure that all information is legible and accurate. All persons inside the vehicle or accompanying the employee must be recorded in the register. Any attempts of unauthorized access must be recorded in the OB and access must be denied. The matter must also immediately be reported to the *Employer*. Where unauthorized access is gained, the *Employer* must immediately be informed.

7.2 Access Control

All attempts of unauthorized access must immediately be reported to the CONTRACTOR's control room, the *Employer* and person responsible for the site. In the event of a person being caught attempting to gain unauthorized access, the person must be detained and the *Employer* must be immediately informed of the situation. The assistance of the SAPS may be called upon to assist if deemed necessary.

7.3 Searching of persons and vehicles

The searching of persons and/or vehicles entering/exiting Eskom premises is the responsibility of the S/O on duty at the security post and must be in accordance with the Criminal Procedure Act and the law in general.

7.4 Shift Relief/ Hand over Procedure

A formal Shift relief handover will be done daily as prescribed below:

- a) A Security Officer shall not leave his/her post of duty unless his/her relief has arrived.
- b) The Security Officer taking over must satisfy himself/herself that all is in order before accepting full responsibility. He/she must check that any equipment, torches, two-way radios, telephones, firearms, etc are on hand and in operational order. He/she must also ensure that all required registers are up to date and on hand. Should there be any keys on hand, these must also be checked. The Security Officer taking over duty must make an appropriate entry in the OB thereby verifying that all is in order at shift take-over. Any shortcomings must be reported to the security supervisor and *Employer*. It must also be recorded in the OB.

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- c) On sites where security Officers perform patrol duties, the security Officers going off duty and the one reporting for duty will do one patrol together to ensure that all is in order before duty is handed over.
- d) The Security Officer going off duty must stay and witness the Security Officer taking over. He/she must make an entry in the OB stating his/her name and that he/she has handed over duty and full responsibilities to the new officer, stating his/her name. He/she must also state everything is in order and all equipment used is operational.
- e) The new security officers must make an OB entry confirming that duty and responsibility have been taken over. He/she must also confirm that everything is in order and all equipment is on hand and operational.

7.5 Removal of Equipment

The removal of company assets and bringing of private property onto Eskom premises must be done in accordance with Eskom's Removal of Equipment policy and procedure. Copies of the removal permits OV28 Document should be at all postings should a person wishes to remove an item from Eskom premises.

7.6 Security Registers

- a) The *Employer* will decide what security registers are required at each security post. In general the following security registers will be required: Occurrence Book and Visitors Register. The security register requirements are not limited to the aforementioned list. Where circumstances dictate any other type of register, the *Employer* will inform the contractor accordingly of the relevant register requirement.
- b) All security registers and Occurrence Books are to be purchased by the Contractor. All registers and Occurrence Books shall remain the property of Eskom. The contractor shall not place a security register on site unless the format thereof has been agreed to by the *Employer*. All completed registers will be kept by the *Employer* for the period of five years.
- c) The *contractor* must ensure that the correct security registers are required on site are available at each security post at all times.
- d) Occurrence Books (OB) must be kept at all security posts. All security related incidents and any unusual occurrences must be recorded per OB reference number in adequate detail for easy understanding. All visits by the *EMPLOYER* or Contractor's supervisors and management and armed response Contractor must be recorded in the OB by the person visiting the site. The SO on duty must counter sign the entry.
- e) The security officers are responsible for filling in the information on all the security registers. The required information must be completed legibly and accurately. The *contractor* must ensure that the security officers adheres to this requirement at all times.

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- f) Security registers must be kept neat and tidy. Under no circumstances are pages to be torn out.
- g) Full registers must be handed to the *Employer* for filing for 5 years.
- h) All security registers shall be in bound book form and the pages must be numbered. Loose pages are not acceptable and will be financially penalized by the *Employer*.

8. Communication Strategy

Communication and associated equipment to be provided by the *Contractor* are as follows:

- a) Where the site requires that two-way radios be part of the security equipment, these radios must be provided. The number of radios required will be determined by the *Employer*. Battery chargers must also be provided to ensure that at no time the radios are inoperable due to flat batteries. Charged batteries should also be on site for use while the initial batteries are being charged. Such radios must be able to communicate with *The Contractors* control room 24hr where necessary.
- b) A Telephone Register must be maintained at all posts where there are telephones. All calls must be recorded in this register. Any telephone calls not recorded in the Telephone Register will be recovered from the *Contractor*. (pax) Under certain circumstances the *Contractor* may be required to make available cellular phones for official use. Such requests will be made and approved by the *Employer*.
- c) The *Contractor* shall provide torches at all security posts where security services are required at night. These torches shall be operational and on hand at all times. The *Contractor* must ensure that sufficient batteries and globes are available at all times. Under no circumstances may torches be out of operation for any reason whatsoever.
- d) Additional security equipment such as handheld metal detectors, etc may be required from time to time. Any security equipment required will jointly be agreed upon by the *Employer* as per site requirement. The *Contractor* will be informed accordingly and shall provide all the required equipment within timeframes agreed upon with the *Employer*.

8.1 Key Control

- a) Under normal circumstances security officers should not be entrusted to keep or safeguard office, building or vehicle keys. Proper key control as dictated in paragraph 9.2 or as per site requirement must be maintained by security officers entrusted with keys used by Eskom at all times. Should losses occur due to lack of key control or unauthorized use of keys by security officers; The *Contractor* will be held liable for such losses.

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- b) Under no circumstances must SO's accept any keys unless prior arrangements and approval has been conveyed to do so by the *Employer*.
- c) Security officers must not accept vehicle keys or drive / park vehicles at the request of any employee, visitor or Contractor.

8.2 Response to fire

- a) When Security Officers are on duty and a fire is detected, they must immediately inform the nearest Fire Brigade and other emergency services. The Security Officer must inform the SITE SUPERVISOR (or appointed delegate), *Employer* and the Contractor's control room must also be informed. The incident must be recorded in detail in the OB.
- b) All Security Officers must be competent and have completed a basic level one fire-fighting course.
- c) If it appears to be an extinguishable fire, then the Security Officer must first attempt to extinguish it before calling the *Employer*.
- d) A full detailed report is to be provided to the *Employer* within 12 hours of the incident.
- e) It is imperative that the local emergency numbers are available and kept up to date at all security points.

9. General

- a) The *Contractor* must be a legally constituted entity allowed to render security services.
- b) The *Contractor* must be registered with the Security Industry Regulatory Authority (PSIRA)
- c) All personnel employed by the *Contractor* must be registered with PSIRA and carry proof of registration when on duty.
- d) The *Contractor* must have a valid licence for all firearms in use.
- e) All security guards' wages / salaries must be in accordance with the Wage Sectorial Determination Act.
- f) The *Contractor* must operate a properly equipped Control Room 24 hours per day.
- g) All communication between the control room and sites must be properly recorded in a log, stating e.g. the time, what was communicated and action taken based on the nature of the communication.
- h) In the event of a security incident taking place, the guard/s on duty must report the incident to the control room immediately, and properly record the incident in the occurrence book.

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- i) The control room must notify the *Employer* representative and Site Owner of any security incident immediately.
- j) Every site must have 24-hour communication with the Contractor's Control Room, either by radio or cellular phone supplied by the Contractor.
- k) Supervisory staff of the *Contractor* must react to any security incident reported to their control room. A preliminary report to be supplied to the Employer within 24 hours of the incident. Final detailed reports with the investigation file to be supplied to the *Employer* within seven (7) days. If the investigation is still in progress then a written update report to be supplied to the Employer every seven (7) days thereafter until final report is supplied.
- l) The *Contractor* must have a standard security uniform and all guards on duty must be neatly dressed in such uniform. The uniform must include a raincoat and warm jacket to enable guards to remain operational under adverse weather conditions.
- m) Guards on duty must be provided with batons, Torches and handcuffs
- n) A Work Instruction per site must be formulated by the Security Services representative, the security Contractor and the Eskom Site Owner.
- o) Guards must be trained and fully conversant with the Work Instruction for the site where they are posted.
- p) Every site must be equipped with an Occurrence Book. All activities performed must be properly recorded in the occurrence book by the guard/s on duty. The OB's must remain neat and tidy at all times.
- q) Every site must be equipped with a Visitors Register. All visitors must be recorded in this register by the guards on duty. The Access Register must remain neat and tidy at all times with the relevant information completed. It is the Security Officers duty to complete the time in and registration details of each visitor entering the site and to record the time out upon exit.
- r) Rural temporary sites must be visited at least 4 times weekly by supervisory/managerial staff. Urban sites must be visited once per shift. These visits must take place at all hours, not only during the day, and must be recorded in the Site Occurrence Book. Urban sites: CBD of all major towns and a 10KM radius around the CBD. The Employer will make such determination between an urban site and rural site.
- s) The Contractor must provide an Eskom approved guard facility at sites where Eskom does not have guard facilities available.
- t) No accommodation for guards will be provided on an Eskom site. This is the responsibility of the *Contractor*, except at sites in remote areas where a mutually acceptable agreement may be reached with the Eskom site owner and recorded.
- u) The Contractor's supervisory/managerial staff must attend monthly Eskom Safety and contracts meetings at sites.
- v) Guards must comply with the Occupational Health and Safety Act. They must be briefed on and adhere to Eskom's Safety Standards and Procedures

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10. Response to emergencies

An "emergency" is any incident or actions that require the evacuation of a site/ affected area:

- a) Assist in emergency situations as instructed by the Supervisor/ Manager as per site specific emergency plans.
- b) Assist in executing the evacuation procedures as applicable to the site.
- c) Ensure that all persons, employees, information and assets are protected.
- d) Appropriate training in safety evacuation and emergency procedures.
- e) Emergency contact nos. will be made available by Supervisor/ SM, can be found in Control room....security personnel must familiarise themselves.

10.1 Equipment to be supplied by Contractor

- a) All uniforms - Uniform must reflect company logo and PSIRA ID card.
- b) Uniform issue must include baton, handcuffs, pen, pocketbook and a flashlight, pepper Spray.
- c) Personal protective equipment (PPE) must include bullet proof jacket / vest.
- d) Rain gear.
- e) Handheld radios / Cell phones as specified by Eskom.

Unless stipulated otherwise THE CONTRACTOR shall provide suitable means of communication to enable the Security Officers to communicate with the police, fire brigade and other emergency services. Under no circumstances will the CONTRACTOR's or their personnel be allowed to use the telephones on the site for personal calls. THE CONTRACTOR will be responsible for any personal calls made by its staff and the costs incurred as a result thereof will be paid by the CONTRACTOR to *Employer*.

10.2 Equipment to be supplied by Eskom

- a) ESKOM'S property supplied to the *Contractor* for the execution of their duties remains the property of ESKOM and will at any time be available for inspection by the Employer. Any such property in the possession of the *Contractor* on completion of the Contract and will be returned to the *Employer* in the same workable condition that it was handed to the *Contractor*.
- b) The *Contractor* will be responsible at all times for any loss of or damage to the *Employers* property in his possession, and if required the *Contractor* will furnish such security for the payment of any such loss or damage as the *Employer* may require.

10.3 Responsibility of the site security Supervisor

The assigned person is responsible for, but not limited to:

- a) Company liaison on site dealing with all aspects of the contract.
- b) Ensure that shift complement is motivated.
- c) Ensure that the shift times are adhered to, including appropriate shift hand over time.

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- d) Ensure that all personnel are fully equipped.
- e) Attend to company human resources problems.
- f) Address operational grievances with *Employer* supervisors.
- g) Ensure that safe and reliable home-work-home transport is available for all shifts at the contractors own cost.
- h) Liaise with *Employer* supervisors to schedule staff for on-job training.
- i) Address complaints raised by the *Employer* within 12 hours.
- j) Daily interfaces with the *Employer* with respect to operational contractual issues as well as Contractor staff performance.
- k) Attend contract safety forums. The site representative, or designated person, should act as Safety Representative for the company.

- l) To inspect shifts during shift parades and submit a shift list to the *Employer* including the PSIRA registration number of all staff on duty.

10.4 Categories of labor required

- a) Site representative
- b) Uniform according to PSIRA requirements.
- c) Male and female PSIRA Grade registered security officers, firearm competent Security Officers (must be competent in pistol). Firearm competency training certificates to be produced to the Employer every six months.
- d) Only South African citizens with a valid South African ID and 21 years of age and older
- e) No work permits will be allowed for non - South African
- f) Physical and mentally fit for the job
- g) At least 12-month experience in the security environment
- h) Physical medical evaluation reports to be submitted to the *Employer* before commencement of contract at the cost of the Security Contractor.

10.5 Task instruction process

- a) A task order must be issued by the Site Employer, Physical Security Services, in consultation with the Contractor Manager for each assignment.
- b) The task instruction must include the following: a detailed scope/description of the guarding services required – be performed by the Contractor (deliverables), including take-over, completion dates.
- c) Any specific requirements related to the quality standards for the services required.
- d) Any constraints relevant to the services.
- e) Any specific criteria related to the suitability of sub-contractors and or suppliers to provide the service and/or reports.
- f) Contractor to prepare the quote after they received the task instruction (with the above details) as per agreed price structure.

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- g) Both parties to reply / respond within 48 hours for acceptance and quote.
- h) Service only to commence after official approval by the *Employer* (Contracts /Owner).
- i) Contractor to inform the Employer by submitting immediately an early warning of any material deviation from the amount and/or time constraints submitted in the task order. Approval to be obtained from Employer for any early warning changes before the investigation can continue.
- j) Task Instruction and Employers Instruction to be included in NEC contract as samples.

10.6 Time sheets

Daily time sheets to specify hours worked per shift per guard. Time sheets for each shift based on actual time spent to be completed and to be signed off by the shift supervisor on a daily basis. Time sheets approved by the Employer to be submitted with invoices for payments.

11. Occupational health and safety requirements

The supplier shall provide the following:

- a) A baseline risk assessment
- b) Appointment and Competencies
- c) Acknowledgement of Eskom's rules & requirements
- d) Health and Safety Plan
- e) Valid Letter of Good Standing
- f) Medical fitness certificate x 1 or medical surveillance Programme SHE policy

12. Supplier code of conduct contracted security contractors

Standard of conduct

It is therefore the primary responsibility of the *Contractor* to ensure that each security officer assigned under this agreement shall comply and provide quality and professional service as stipulated in the procedures and regulations.

As part of their duties, the security officers furnished under this agreement will have access to areas which are restricted to the specific areas of responsibilities e.g. employees, visitors, contractors and customers. It is required of the *Contractor* to ensure that its officers comply with all regulations, policies and procedures and governing the set areas.

12.1 Standard of performance

The *CONTRACTOR* shall comply with the following:

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- a) No security officer or supervisor will be assigned, reassigned or transferred within or away from the site prior notifying the *Employer* for the specific site, where the service are rendered.
- b) All staffing will comply with the Eskom requirements.
- c) Ensure that all assigned personnel pass comprehensive pre-employment background/reference check.
- d) Ensure that all its officers (confirmed for employment at Eskom sites) shall report for all shifts 15 minutes before the aforementioned hour as to facilitate a smooth shift change over.
- e) Ensure that its employees do not contravene the legislative prescripts. If the *Contractor* fails to comply or take the necessary measures to ensure that its officers comply with the legislative prescripts, *Employer* shall reserve the right to implement penalties.
- f) Provide the *Employer*, seven days prior to commencement of its employee with a letter or affidavit on each of its security officers certifying that the individual has met all the hiring and training requirements as stipulated in PSIRA Act and ESKOM training standard (available on request).
- g) Further, the Contractor shall submit certified copies of the following for each of its personnel applicable to the site:
 - I. South African Police Services record check
 - II. Grade A , B & C PSIRA certificate for all guards
 - III. NKP Certificate
 - IV. Armed Response Training
 - V. Grade B PSIRA certificate for the directors of the company
 - VI. Grade 12
 - VII. Other security related qualifications
 - VIII. Valid driver's license code 08
 - IX. Identity document
 - X. Occupational Health Practitioner Medical Fitness report confirming that the employee is healthy and can be subjected to physical and firearm assessments.
 - XI. Firearm competencies issued by SAPS
- h) Ensure that all necessary equipment, services or material as required are kept in the condition as required by law, regulations and procedures and readily available for *Employer* to inspect and tests without prior notice. The inspections will be conducted in such manner so as not to interfere with the ability of the *Contractor* to perform its obligations.
- i) If it is determined as a result of these inspection that the services, equipment, documents or materials is not kept satisfactorily, the *Employer* shall inform the *Contractor* in writing. The *Employer* shall reserve the right to require the *Contractor* to take immediate action to bring such matters into compliance and/or impose

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penalties in accordance with a schedule as mutually agreed upon between *Contractor* and *Employer* prior to initiation of the contract.

12.2 INDUCTION ON SITE

Employer shall provide the *Contractor* with all relevant training standard and job descriptions and shall conduct an Induction assessment of each officer presented by the *Contractor*.

Employer further reserves the right to confirm or refuse deployment of any officer who does not meet pre-assigning minimum requirements.

The *CONTRACTOR* shall ensure its officers comply with the following:

- a) Ability to read and write English equivalent to the high school certification.
- b) Ability to handle and fire a pistol and rifle both day and night – if and when required.
- c) Ability to pass physical assessments.
- d) Pass the pre – screening process as per access control procedures, conducted by PSIRA.
- e) Receive all courses as required by law, i.e. job specific training
- f) *Employer* reserve the right to conduct criminal background checks, polygraph examination and photograph all assigned personnel.

13. Penalties

The Employer shall impose penalties in terms of the following:

- a) Non-compliance to specific legislative requirements, as per schedule attached.
- b) Non provision of the full compliment.
- c) Non -compliance to the acceptable turnover rate.
- d) Non -performance of duties and negligence by guard
- e) Criminal conduct

13.1 Staffing and associated penalties

13.1.1 Overfills

Overfills occur when the *Contractor* supplies too many individuals, or individuals for longer periods than required, or at a higher level than defined by the schedule mutually agreed upon during the term of the contract. *Employer* will only pay for the services requested as per the Task Instruction.

13.1.2 Shortfills

Short fills occur when the *Contractor* supplies unqualified personnel. *Employer* reserves the right to refuse *Contractor's* personnel who deem not to be qualified. No payment will be due to the *Contractor* when there is a shortage of personnel.

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13.1.3 Shortfalls

Shortfalls occur when the required services are not supplied at any post on the work site. *Employer* will only pay for time actually worked. If a security officer arrives late for work or leaves early for any reason, the period of absence will not be paid unless the *Contractor* fills the vacancies so created. Moreover, the absence of a security officer at a designated post without a replacement constitutes a shortfall for a portion of the shift.

13.1.4 Double postings

Whenever it becomes necessary to assign or reassign an individual to a post for the first time, the *Contractor* shall arrange, at its expense, to have the new individual “double bank” with an experienced employee for at least a period of two (2) days before having the inexperienced individual take over any post on his or her own. The *Contractor* will bear the associated expense for the double postings.

13.1.5 Turnover

Turnover is the number of security personnel hired to replace those leaving or dropped from the *Contractor's* workforce. The turnover rate will be expressed in terms of actual number of hired replacements. Turnover will be calculated on an annual basis and a turnover rate in excess of the established rate will be considered unacceptable and may lead to penalties being imposed against the company. The acceptable turnover rate is thirty percent (30%) or less of total number of personnel.

13.2 Length of daily assignment

No security person will be allowed to work more than 12 consecutive hours. Only the *Employer* can declare an emergency and authorise the *Contractor* to hold their security personnel beyond the 12-hour requirement. Nor shall any security officer report for duty with less than 12 hours rest from having worked a previous shift, unless such reporting is necessitated by an emergency.

14. Subcontracting and assignments

The contract shall not be assigned or subcontracted in whole or in part, by the *Contractor* without prior approval from the *Employer*. Any attempted assignment or subcontracting hereunder without the prior written consent of *the Employer* shall be void.

NB. All non-conformance letters must be handed to the security company owner(s) in the presence of the *Employer*. The *Contractor* must acknowledge receipt of the letter and the security company must indicate in writing when it will be able to rectify the non-conformance (s). The contract non-performance procedure must be followed at all times.

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