

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
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1. Introduction

Project Delivery (PD) has projects across South Africa, and security in most cases is provided by the principal contractor as their subcontractors.

2. Project Background

NTCSA PD Refurbishment project.

3. Scope of Work for Olien Substation

Refurbishment of the 400kV and 132kV Transformer Bay equipment, inclusive of the Transformer from 150MVA to 250MVA

4. Physical / Static Guarding and Foot patrols, Armed response, Escorting and Monitoring services, and Tactical Response Services.

All project/sites, whether Unarmed, Armed, and/or Tactical response, shall appoint trained guards to perform the safeguarding of NTCSA assets, employees, etc.

Services that will be provided by PD are ad hoc services (If and when available) based on certain risks.

The following risks will be considered for these services:

- Community protest
- Intimidation of PD Project staff
- Contractor leaving the site due to bankruptcy or financial disputes with PD.
- Strike actions related to labour matters.
- Threats were made against the PD project staff.
- General protection of PD project assets during the change of contractors within the project lifecycle.

4.1 Static Guarding

4.1.1 Guard Duties

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

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

4.1.2 Visitor Management

- Identification at all times (SA ID, passport, driver's license)
- Recording of visitors' details electronically or manually
- Confirm appointment, and all visitors must be accompanied by a host at all times.
- Facilitation of visitors (receipt and exit by the host)
- Declaration of equipment, issuing of permits
- Prohibited items (rules/ regulations applicable)
- Random searches

4.1.3 PD Employees

- Identification at all times (SA ID, passport, driver's license). Only using the NTCSA and the Eskom ID card.
- Recording of visitors' details electronically or manually
- Employees without access cards will be treated as visitors, and details will be recorded accordingly.
- Removal permits
- Random searches
- Prohibited items
- Declaration of equipment

4.1.4 Vehicle Control

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

4.1.5 Patrols

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

- Patrols must be recorded in the OB, and if a suitable security technology
- The purpose of the patrol must be clear (areas of importance)
- Determine the equipment required
- Check strategic points against patrol reports.
- Report and record irregularities, and report and record all deviations.
- Secure scenes of crime and/or incidents.
- Respond to alarms on the perimeter fence and report.

 Eskom National Transmission Company South Africa™	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- Monitor the movement of suspicious vehicles/people and report

4.2 Recommendation - Physical Security required for NTCSA Refurbishment project, Material Laydown area at Olien Substation.

Olien Substation – Material Laydown Area	Qty	Monthly rate	Total
Dayshift Grade C, Unarmed Security officers.	3		
Nightshift Grade C, Unarmed Security officers.	3		
Dayshift Grade B, Armed Supervisor	1		
Night shift Grade B, Armed Supervisor	1		
Clocking points (Once off)	4		
Panic button (Once Off)	2		
Armed response (Based off-site and do Hourly Patrols at the Laydown area at the Substation)			
1x 4x2 Bakkie	1		
2x day shift Grade B – Armed Reaction Security Officer	2		
2x night shift Grade B- Armed Reaction Security Officer	2		
Sub-Total (Monthly)			
Total (Contract period)			

5. Armed response

5.1 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 in SA MIX 111 for Ballistic Resistance of Body Armour, as well as have all the 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:

- The premises from which the Reaction Officers (RO) operate 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.
- Where domestic premises are used for satellite bases, these must provide for a dedicated sector for business and operational purposes and must comply with local municipal and health regulations.
- A satellite base is a premise where Reaction Vehicles (RV) park out of service, or changeovers take place. Changeovers must be per the Firearms Control Act.

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

5.1.1 Requirements for Reaction Officers

- All Reaction Officers (ROs) will be PSIRA registered (not lower than C grade) and have successfully passed the required PSIRA grading courses of armed response/CIT training.
- All ROs are required to read, write, and speak English. All security officers will have an up-to-date PSIRA registration card on their person at all times or a certified copy of the PSIRA certificate.
- Up-to-date criminal background check results shall be provided to the Employer for all reaction officers working on the contract within 30 days of starting the contract. The Employer shall require criminal checks to be done on Reaction Officers annually or when required by the site Security Manager.
- 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, and armed response capability training.
- The armed response Contractors will provide refresher training during the year. e.g. Reg. 21 training 2 x times per year.
- All personnel of the armed response contractors must have received training, before deployment, on the site instructions and work procedures. The armed response contractors shall be required to provide attendance registers before deployment for each employee.
- 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's designated representative upon request.
- The Employer representative has the authority to monitor, evaluate, and audit all training delivered to the armed response Contractors.
- The supervisors will arrange for weekly training on actions to be taken by the personnel of the armed response contractor in the event of an incident, designed around scenario-based situations. ROs must be professional, friendly, and helpful in the performance of their duties at all times.
- The RO must provide proof that he/she is authorized by PSIRA to practice as an RO.
- The RO must display proof of identity on their person whilst on duty or while in uniform.
- The ID should be in the form of a tag or laminated plastic card and should display the following:
 - ✓ Name

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- ✓ Photograph
- ✓ Company name and telephone number
- ✓ PSIRA registration number (personal)
- ✓ Card's expiry date
- ✓ I.D. Number
- The RO must wear the company uniform while on duty, together with a clear indication using a badge or suitable insignia.
- The RO must be issued with a SA MIX level 3 bulletproof vest to be worn at all times while on duty.
- All response officers responding to the alarm activations must respond with vehicles that display the company logos.
- 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.
- The response officers deployed to the contract must sign a declaration of secrecy before deployment on-site.
- 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.
- 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 backup communication aids are readily available.
- All officers must be declared fit for duty, and the fitness and medical certificates must be handed to the Employer before deployment.
- All officers must be equipped with first aid kits for any emergencies, as well as cell phones, and communication devices to use when required (call other members or law enforcement agencies or emergency units for backup)
- 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.
- 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.

5.2 Armed Escorting – Adhoc Service Only

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

- 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

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

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 certificate in compliance with the PSIRA Act 2001 (Act No. 56 of 2001). All armed escorting officers must not be lower than Grade C.

- Valid firearm permits issued by the authorized firearm control officer for TSP, Firearm Control Act, 2000 (Act No. 60 of 2000).
- Accredited valid training certificates with results (Regulation 21), Firearm Control Act, 2000 (Act No. 60 of 2000).
- Valid South African driver's license (EB)
- Level 3 bullet-proof vests, handcuffs, batons, spotlight, torches with spare batteries, pocketbooks, pens, and head protection.
- A road-worthy all-terrain vehicle, preferably a 4x4, suited for the terrain where PD employees will be traveling. The vehicle must be equipped with a first aid kit and a fire extinguisher.
- 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 in 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:
- Possible ambush positions must be secured before the PD members being escorted are allowed to proceed through the position.
- When the site where the PD members are to perform their duties is reached, the armed escort team needs to secure the area before the PD employees commence work.
- The armed escort must then take up a position for the all-around defence of the area where the PD employees are working and be constantly vigilant.
- All armed escort vehicles shall be equipped with a local-global positioning system, Satellite Surveillance, or any other system that would assist them.
- The armed security officers are to travel in their vehicles and provide protection to the PD employee/s.
- The security officer shall be required to meet the PD employees at a PD site or predetermined place; escort and protect the PD employee for the required period, and then return to where they first met or an alternative drop-off point.
- A vehicle contingency plan shall be in place to react immediately to any emergency request, for e.g., vehicle breakdowns and accidents, etc.

5.3 Armed response – Adhoc Services only

Tactical response services are specialized services that are required to deal with community protests, strike actions, or violent actions by large groups that affect the safety of employees and damage installed NTCSA assets.

The following will be catered to during TRT services:

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- ✓ 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 ad hoc 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.

5.4 Monitoring Services

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

5.5 Security Breaches and Incidents

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

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

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

5.5.1 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 at 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 be immediately informed.

5.5.2 Unauthorized Access

All attempts at unauthorized access must immediately be reported to the CONTRACTOR's control room, the *Employer*, and the 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

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

Employer must be immediately informed of the situation. The assistance of the SAPS may be called upon to assist if deemed necessary.

5.5.3 Searching of persons and vehicles

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

5.5.4 Shift Relief/Handover Procedure

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

- A Security Officer shall not leave his/her post of duty unless his/her relief has arrived.
- 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 takeover. Any shortcomings must be reported to the security supervisor and the *Employer*. It must also be recorded in the OB.
- 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.
- 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 that everything is in order and that all equipment used is operational.
- The new security officers must make an OB entry confirming that the 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.

5.5.5 Removal of Equipment

The removal of company assets and the bringing of private property onto PD premises must be done following Eskom's Removal of Equipment policy and procedure. Copies of the removal permit OV28 Document should be at all postings, should a person wish to remove an item from Eskom premises.

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

5.5.6 Security Registers

- 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.
- All security registers and Occurrence Books are to be purchased by the Contractor. All registers and Occurrence Books shall remain the property of NTCSA PD. 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 five years.
- The *contractor* must ensure that the correct security registers are required on-site and are available at each security post at all times.
- 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 the armed response Contractor, must be recorded in the OB by the person visiting the site. The SO on duty must countersign the entry.
- 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 adhere to this requirement at all times.
- Security registers must be kept tidy. Under no circumstances are pages to be torn out.
- Full registers must be handed to the *Employer* for filing for 5 years.
- 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*.

6. Communication Strategy

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

- 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 are the radios inoperable due to flat batteries. Charged Contractor's batteries should also be on-site for use while the initial batteries are being charged. Such radios must be able to communicate with *the contractor's* control room 24hr when necessary.
- 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*.

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- 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 order for any reason whatsoever.
- Additional security equipment, such as handheld metal detectors, etc, may be required from time to time. Any security equipment required will be jointly agreed upon by the *Employer* as per site requirements. The *Contractor* will be informed accordingly and shall provide all the required equipment within the timeframes agreed upon with the *Employer*.

6.1 Key Control

- 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 the NTCSA PD Project at all times.
- Should losses occur due to a lack of key control or unauthorized use of keys by security officers, the *Contractor* will be held liable for such losses.
- Under no circumstances must SOs accept any keys unless prior arrangements and approval have been conveyed to do so by the *Employer*.
- Security officers must not accept vehicle keys or drive/park vehicles at the request of any employee, visitor, or Contractor.

6.2 Response to fire

- 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), the *Employer*, and the Contractor's control room must also be informed. The incident must be recorded in detail in the OB.
- All Security Officers must be competent and have completed a basic level one firefighting course.
- If it appears to be an extinguishable fire, then the Security Officer must first attempt to extinguish it before calling the *Employer*.
- A full, detailed report is to be provided to the *Employer* within 12 hours of the incident.
- It is imperative that the local emergency numbers are available and kept up to date at all security points.

7. Mandatory

- The *Contractor* must be a legally constituted entity allowed to render security services.

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- The *Contractor* must be registered with the Security Industry Regulatory Authority (PSIRA)
- All personnel employed by the *Contractor* must be registered with PSIRA and carry proof of registration when on duty.
- The *Contractor* must have a valid license for all firearms in use.
- All security guards' wages/salaries must be per the Wage Sectoral Determination Act.
- The *Contractor* must operate a properly equipped Control Room 24 hours per day.
- All communication between the control room and sites must be properly recorded in a log, stating, e.g., the time, what was communicated, and the action taken based on the nature of the communication.
- 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.
- The control room must notify the *Employer* representative and Site Owner of any security incident immediately.
- Every site must have 24-hour communication with the Contractor's Control Room, either by radio or cellular phone supplied by the Contractor.
- The supervisory staff of the *Contractor* must react to any security incident reported to their control room. A preliminary report is to be supplied to the Employer within 24 hours of the incident. Final detailed reports with the investigation file are to be supplied to the *Employer* within seven (7) days. If the investigation is still in progress, then a written update report is to be supplied to the Employer every seven (7) days thereafter until the final report is supplied.
- 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 a warm jacket to enable guards to remain operational under adverse weather conditions.
- Guards on duty must be provided with batons, Torches, and handcuffs
- A Work Instruction per site must be formulated by the Security Services representative, the security Contractor, and the NTCSA PD Site Owner.
- Guards must be trained and fully conversant with the Work instructions for the site where they are posted.
- 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 OBs must remain tidy at all times.
- 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. The Security Officer must complete the time-in and registration details of each visitor entering the site and record the time-out upon exit.
- 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.

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- Urban sites: CBD of all major towns and a 10KM radius around the CBD. The Employer will make such a determination between an urban site and a rural site.
- The Contractor must provide a PD-approved guard facility at sites where PD does not have guard facilities available.
- No accommodation for guards will be provided on a PD site. This is the responsibility of the *Contractor*, except at sites in remote areas where a mutually acceptable agreement may be reached with the PD site owner and recorded.
- The Contractor's supervisory/managerial staff must attend monthly Safety and contracts meetings at sites.
- Guards must comply with the Occupational Health and Safety Act. They must be briefed on and adhere to Eskom's Safety Standards and Procedures.

8. Response to Emergencies

- An "emergency" is any incident or action that requires the evacuation of a site/ affected area.
- Assist in emergencies as instructed by the Supervisor/ Manager as per site-specific emergency plans.
- Assist in executing the evacuation procedures as applicable to the site.
- Ensure that all persons, employees, information, and assets are protected
- Appropriate training in safety, evacuation, and emergency procedures
- Emergency contact nos.. will be made available by the Supervisor/ SM, and can be found in the Control room. (*Security personnel must familiarise themselves with.*)

8.1 Equipment to be supplied by *Contractor*

- All uniforms - Uniforms must reflect the company logo and PSIRA ID card.
- Uniform issues must include a baton, handcuffs, pen, pocketbook and flashlight, and Pepper Spray.
- Personal protective equipment (PPE) must include a bulletproof jacket/vest.
- Rain gear.
- Handheld radios / Cell phones as specified by PD.
- 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 Contractors 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 the *Employee*.

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

8.2 Equipment to be supplied by PD

- PD property supplied to the *Contractor* for the execution of their duties remains the property of PD 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 will be returned to the *Employer* in the same workable condition that it was handed to the *Contractor*.
- The *Contractor* will be responsible at all times for any loss of or damage to the *Employer's* 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.

8.3 Responsibility of the Site Security Supervisor

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

- Company liaison on site, dealing with all aspects of the contract.
- Ensure that the shift complement is motivated.
- Ensure that the shift times are adhered to, including the appropriate shift handover time.
- Ensure that all personnel are fully equipped.
- Attend to the company's human resources problems.
- Address operational grievances with *Employer* supervisors.
- Ensure that safe and reliable home-work-home transport is available for all shifts at the contractor's own cost.
- Liaise with *Employer* supervisors to schedule staff for on-the-job training. Address complaints raised by the *Employer* within 12 hours.
- Daily interfaces with the *Employer* concerning operational contractual issues as well as Contractor staff performance.
- Attend contract safety forums. The site representative, or designated person, should act as the Safety Representative for the company.
- To inspect shifts during shift parades and submit a shift list to the *Employer*, including the PSIRA registration number of all staff on duty.

8.4 Categories of Labour Required

- Site representative.
- Uniform according to PSIRA requirements.
- Male and female PSIRA Grade registered security officers, firearm competent Security Officers (must be competent in pistol).
- Firearm competency training certificates are to be produced for the Employer every six months.
- Only South African citizens with a valid South African ID and 21 years of age or older
- No work permits will be allowed for non-South Africans

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- Physically and mentally fit for the job
- At least 12 months of experience in a security environment
- Physical medical evaluation reports are to be submitted to the *Employer* before the commencement of the contract at the cost of the Security Contractor.

8.5 Task Instruction Process

- A task order has to be issued by the Site Employer, Physical Security Services, in consultation with the Contractor Manager for each assignment.
- 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, and completion dates.
- Any specific requirements related to the quality standards for the services required?
- Any constraints are relevant to the services.
- Any specific criteria related to the suitability of sub-contractors and or suppliers to provide the service and/or reports.
- Contractor to prepare the quote after they receive the task instruction (with the above details) as per the agreed price structure.
- Both parties are to reply/respond within 48 hours for acceptance of a quote.
- Service only to commence after official approval by the *Employer* (Contracts /Owner).
- 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 is to be obtained from the Employer for any early warning changes before the investigation can continue.
- Task Instruction and Employer's Instruction to be included in the NEC contract as samples.

8.6 Time Sheets

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

9. Occupational Health and Safety Requirements

The supplier shall provide the following:

- A Baseline Assessment
- Appointment and Competencies
- Acknowledgment of NTCSA's PD rules & requirements
- Health and Safety Plan
- Valid Letter of Good Standing

 Eskom National Transmission Company South Africa™	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- Medical fitness certificate
- Medical Surveillance Programme
- SHE Policy

10. Supplier Code of Conduct for Contracted Security Contractors

- 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 that are restricted to the specific areas of their 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 governing the set areas.

10.1 Standard of Performance

The Contractor shall comply with the following:

- No security officer or supervisor will be assigned, reassigned, or transferred within or away from the site before notifying the *Employer* of the specific site where the service is rendered.
- All staffing will comply with NTCSA PD requirements.
- Ensure that all assigned personnel pass a comprehensive pre-employment background/reference check.
- Ensure that all its officers (confirmed for employment at NTCSA PD sites) shall report for all shifts 15 minutes before the hour to facilitate a smooth shift changeover.
- 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, the *Employer* shall reserve the right
- to implement penalties.
- Provide the *Employer*, seven days before commencing employment 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 the PSIRA Act and ESKOM training standard (available on request).
- Further, the Contractor shall submit certified copies of the following for each of its personnel to the site:
 - ✓ Grade A, B & C PSIRA certificates for all guards
 - ✓ NKP Certificate
 - ✓ Armed Response Training certificates

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

- ✓ Grade B PSIRA certificate for the directors of the company
 - ✓ Other security-related qualifications
 - ✓ Valid driver's license code 08 (*For drivers*)
 - ✓ Valid and certified Identity document
 - ✓ Valid passport and a Valid work permit
 - ✓ Valid criminal checks / Police clearance certificate
 - ✓ Occupational Health Practitioner Medical Fitness report confirming that the employee is healthy and can be subjected to physical and firearm Assessments.
 - ✓ Firearm competencies issued by SAPS
- Ensure that all necessary equipment, services, or materials required are kept in the condition as required by law, regulations, and procedures, and readily available for the *Employer* to inspect and test without prior notice.
 - The inspections will be conducted in such a manner as not to interfere with the ability of the *Contractor* to perform its obligations.
 - If it is determined as a result of these inspections that the services, equipment, documents, or materials are 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 penalties per a schedule as mutually agreed upon between *Contractor* and *Employer* before initiation of the contract.

10.2 Induction on Site

- *The employer* shall provide the *Contractor* with all relevant training standards 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 the deployment of any officer who does not meet the pre-assignment minimum requirements.

The Contractor shall ensure its officers comply with the following:

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

	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

11. Penalties

The Employer shall impose penalties in terms of the following:

- Non-compliance with specific legislative requirements, as per the schedule attached.
- No provision of the full complement.
- Non-compliance with the acceptable turnover rate.
- Non-performance of duties and negligence by the guard
- Criminal conduct

11.1 Staffing and Associated Penalties

11.1.1 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.
- *The employer* will only pay for the services requested as per the Task Instruction.

11.1.2 Shortfills

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

11.1.3 Shortfalls

- Shortfalls occur when the required services are not supplied at any post on the work site. *Employers* will only pay for time 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.

11.1.4 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 two (2) days before having the inexperienced individual take over any post on their own.
- The *Contractor* will bear the associated expense for the double postings.

 Eskom National Transmission Company South Africa TM	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

11.1.5 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 the actual number of hired replacements.
- Turnover will be calculated on an annual basis, and a turnover rate more than 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 the total number of personnel.

11.1.6 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 authorize 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 of rest from having worked a previous shift, unless such reporting is necessitated by an emergency.

12. 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.

13. The following security equipment is for projects or sites, but it is not exhaustive:

Standard / Procedure	Document Number
Standard for Bullet-resistant Guard facilities	240-91252315
Physical Access Control at Eskom Premises	32-1134
Specification for Non-Lethal Energized Perimeter Detection Systems	240-78980848
Specification for Integrated Access Control System for Eskom Sites	240-102220945
Lighting for perimeter security at Eskom installations	240-91252455
Specification For CCTV Surveillance with Intruder Detection	240-91190304

 Eskom National Transmission Company South Africa™	Projects Delivery (PD) Security Scope of Work (SOW)	Document Identifier	559-325623071	Rev	1
		Effective Date	July 2025		
		Review Date	July 2028		

14. Brownfields and Greenfield's physical security requirements and/or documents, but not limited to:

Description	Document Number
National Industrial Action - Disaster Contingency Plan	240-123324469
Security Threat Assessment (STA) Standard	240-79537982
PD Scope of Work (SOW)	NTCSA PD Project-Specific
PD Comprehensive Security Plan	559-1104185957
Construction Regulations Audit Checklist	240-180000215
National Strategic Intelligence Act	Act No. 39 of 1994
The Critical Infrastructure Protection	Act No. 8 of 2

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.

Complied by



Date: 23/09/2025

Nokuthula Masina

PD Officer Security

Supported by

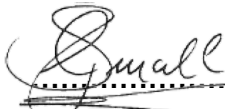


Date: 2025/08/23

Pearl Muholi

**Manager Security
(Acting)**

Approved by

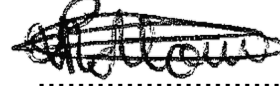


Date: 2025/09/23

Geoffrey Small

Middle Manager SHEQS

Accepted by Risk Owner



Date: 23/09/2025

Portia Ndlovu

Project Manager