

**SCOPE OF WORK FOR ESKOM ROTEK INDUSTRIES FOR THE PROCUREMENT OF PHYSICAL SECURITY SERVICES OVER A PERIOD OF 60 (SIXTY) MONTHS
(5 (FIVE) YEARS)**

1. The fundamental purpose and function of personnel performing the guarding/armed response/specialized security function is to ensure the protection of people, information, assets, processes, and systems at Eskom RoteK Industries SOC Ltd. The job outputs are aligned to **Eskom RoteK Industries SOC Ltd** approved job descriptions and site specific standard operating procedures.

2. The services required from a supplier as well as the type, quality and quantity of guards are determined by Eskom RoteK Industries SOC Ltd by use of the Site threat and risk assessments. The number of personnel to be utilized will vary depending upon the complexity of the site and the business requirements.

The basic tenets of information security are **confidentiality, integrity and availability**. Every element of the security tender program must be designed to implement one or more of these principles.

The primary objectives of PSIRA are **to regulate the private security industry and to exercise effective control over the practice** of the occupation of security service provider in the public and national interest and in the interest of the private security industry itself.

3. Compliance to the regulatory bodies in South Africa will be mandatory. No tender will be considered if compliance is not valid with regards to the following:

- (a) PSIRA – Company and Personal.
- (b) Registered with the UIF
- (c) All employees have to be RSA Citizens.

3.1 Guarding (PSIRA Grade A, B & C guards)

Static unarmed and armed trained guards to perform the guarding duties at the following Eskom RoteK Industries SOC Ltd facilities

3.2 Percentage Breakdown

- 80% Rosherville (Gauteng)
- 20% Other Provinces

3.3 Contract Sites

Take note that the sites are not limited to the below because ERI can from time to time open new depots all over SA. The successful bidder must prove that they can supply Security Guards from the local community where reasonable practical.

- **Gauteng** : Rosherville
- **Mpumalanga** : Witbank, Middelburg, Rietkuil, Duvha Power Station
- **Limpopo** : Logistics Depot
- **Natal** : Logistics Depot

3.4 Guard Duties

- Access and Egress Control
- Report writing must include recording and reporting of suspicious incidents / activities / occurrences

- Security records and registers must be stored for future reference.
- Emergency response situation must be reported with immediate effect.
- Vehicles and employees must be searched at the entrance and exit point.
- Rendering of guarding services at Special Events (e.g. general overall)
- Alcohol-testing breathalyzer must be used always with paper straws on Sites
- Temperature screening must be taken at the entrance gates
- PSIRA card must be worn and uniform must be kept neat to maintain good appearance.
- Equipment's must be used effectively and kept safe.
- Guard duties will be also required to be done from within an elevated Security Guard Tower

3.4.1 Visitor Management

- Positive identification must be checked at all times (SAID, passport, driver's license)
- Visitors details must be recorded electronically or manually
- Appointment must be confirmed prior the access can be granted and/or all visitors must be accompanied by a host at all times
- Visitors must be facilitated by the host from receipt until exiting the site.
- Equipment must be declared and permit be issued.
- Prohibited items (rules / regulations applicable) are not allowed on site.
- Random Searches must be conducted on sites.
- Visitors must questioned about any fire arms in their possession, and whether there is a safe for the safekeeping of visitor's firearms on the premises

3.4.2 Eskom Rotek Industries Employees and Contractors

- Eskom Rotek Industries employees must be identified by their ID card only.
- Employees without cards will be treated as visitors and details recorded accordingly
- Removal permits of all ERI assets must be completed and authorized by a relevant Manager or Supervisor.
- Random Searches must be conducted on sites.
- Prohibited items (e.g. cameras, alcohol, firearms) are not permitted on site.
- Equipment's must be declared at the entrance point.

3.4.3 Vehicle Control

- ID (employee/ Contractor/ visitor)
- Driver's License
- Confirmation of appointment
- Random Searches must be conducted on sites.
- No unnecessary use of disabled/ reserved parking spaces
- Vehicle ignition checks must be conducted on a regular basis when vehicles leave the premises
- Emergency vehicles are an exception ONLY when responding to an emergency
- Preferably, only authorized vehicles should be allowed on site. All vehicles should be controlled when entering but, more importantly, when leaving the site.

3.5 Patrols (On-Foot and Vehicle)

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

- (a) Patrols must be recorded in the Occurrence Book and/or suitable security technology be used
- (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

3.6 **Armed Response and Monitoring Services**

- (i) 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 the Eskom Rotek Industries SOC Ltd Standard for Ballistic Resistance of Body Armour*) as well as have all equipment required to do the work to respond to all alarm activations.
- (ii) **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 change-overs take place. Change-overs must be in accordance with the Firearms Control Act.

3.7 **Patrols and Armed Response**

- (i) Execution of crime prevention patrols of critical infrastructures and hotspot areas including any other specified sites within the boundaries of the provinces.
- (ii) Visiting and patrolling of the *Employers* sites at irregular intervals and not in a specific sequence, to detect the presence of unauthorized person, suspicious activities or occurrences that may endanger personnel.
- (iii) Prevention of unauthorized removal of the *Employers* assets from all sites. Operation Justice
- (iv) Perform armed response activities to Eskom Rotek Industries sites.
- (v) Provide escort duties to the *Employer* and contractors while working in hotspot areas and as required by the *Employer*. Safe guarding of heavy motor vehicles at areas determined by the *Employer*
- (vi) The patrol teams will be expected to report for duty at a specified Eskom Rotek Industries site before commencement with patrol activities. The *Employer* reserves the right to change the reporting base within the boundaries of the allocated geographical area.
- (vii) The *Employer* reserves the right to re-direct crime prevention activities in his/her area of responsibility.
- (viii) No deviations from the operational plan without the authorization of the *Employer* will be permitted.
- (ix) The *Employer* reserves the right to assess the competency levels of the armed guards and to order for the removal of incompetent guards and request replacement of such guards.

4. **AD-HOC SERVICES**

The security personnel providing specialized tactical services in hostile and extremely volatile areas must possess the following competencies:

- Urban Survival and Rural Survival training.
- Advance movement techniques
- Advance scaling techniques
- Cover and concealment
- Shooting techniques
- Target Identification
- Ambush and counter ambush
- Use of distraction devices
- Security Guards (Grade C,B,A)
- Armed Guards (Grades C,B,A)
- SAPS competency certificate to possess firearms
- Tactical Response Team

The fundamental purpose and function of personnel performing the armed Response / Specialized Security Function is to ensure the protection of people, information, assets, processes, systems in the Eskom Rotek Industries environment. The job outputs shall be aligned to the Eskom Rotek Industries approved job descriptions and work instructions. These

services are to enhance security in the region on an as-and-when required basis.
Response time will be determined by the distance from the departure point.

4.1 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 as is required by Eskom Rotek Industries. 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. 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. The *Employer* shall require criminal checks to be done on Reaction Officers by service provider at their own cost.
- (b) 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. The armed response officers will be provided with refresher training during the year .e.g. Reg. 21 training. All personnel of the armed response contractors must have received training, prior to deployment, on site instructions and work procedures. The armed response contractors shall be required to provide certification and results sheet prior to deployment for each individual 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 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 Incident, designed around scenario based situations. RO's must be professional, friendly and helpful in the performance of their duties at all times.

- (c) 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 contact number
 - (iv) PSIRA Registration number of the RO
 - (v) Expiry date
 - (vi) RSA ID Number
 - (vii) Blood Group
 - (viii) Allergies
- (d) The RO must wear the company uniform while on duty together with clear indication by means of a badge or suitable insignia.
- (e) The RO must be issued with a level 3 bullet proof vest (as stipulated in the Eskom Rotek Industries Standard for Ballistic Resistance of Body Armour) to be worn at all times while on duty.
- (f) All response officers responding to the alarm activations and armed escorting must respond with vehicles that clearly display the company logos. The officers must at all times be in possession of a copy of their PSIRA registration, current firearm permit and an updated firearm competency certificate. The officers must present a neat and presentable image at all times.
In addition, all response officers must:-
 - (i) Not sleep on duty / report for duty under the influence of intoxicating substances perform security functions under the influence of intoxicating substances and leave site without authorization from the control room;
 - (ii) The RO/s must have functional radio communication to the control center, torches 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 officers 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. **Contingency plans to be submitted.**
 - (iii) All officers must be declared fit for duty, and the fitness and medical certificates must be handed to the *Employer* prior to deployment;
 - (iv) All officers must be equipped with first aid kits for any emergencies in vehicle. Two armed officers (not lower

- than a grade C and trained in armed response duties) must respond to all incidents at all times;
- (v) When the response officers exit the site, they must remember that they are not on duty for the *Employer* anymore and the *Employer* cannot be held liable for any incidents, injuries or theft that may take place once the officers leave the Eskom Rotek Industries site;
 - (vi) Conduct a thorough shift handover at each shift change ensuring that information and instructions are passed on and the shift supervisor has ensured that a detailed inventory was conducted of all weapons, ammunition, radios, keys and other equipment provided to reaction officers.

5. **Armed Escorting**

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.

Guards doing the armed escorting duties must comply with the following requirements and must be capable of rendering the service as follows:

- (a) 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).
- (b) All armed escorting officers must have a Valid PSIRA certificate in compliance to the PSIRA Act 2001 (Act No. 56 of 2001). All armed escorting officers must be a "C" grade registered officer.
- (c) Valid firearm permits issued by the authorized firearm control officer for TSP, Firearm Control Act, 2000 (Act No. 60 of 2000).
- (d) Accredited valid training certificates with results (Regulation 21) Firearm Control Act, 2000 (Act No. 60 of 2000).
- (e) Valid South African driver's license (EB) PPE and safety shoes Eskom standard Level 3 bullet-proof vests, handcuffs, batons, spotlight, torches with spare batteries, pocket books and pens, head protection.
- (f) A road worthy all-terrain vehicle, preferably a 4x4 or 4x2 bakkie suited for the terrain where Eskom Rotek Industries employees will be travelling to. The vehicle must be equipped with a first aid kit and fire extinguisher.
- (g) A valid fuel card for repairs, fuel and toll-fees or proof thereof.
- (h) Updated service record for the firearms and adequate ammunition.
- (i) The armed escort team/s must be in constant contact with a control room for regular reporting and to obtain assistance when needed.
- (j) A proper register must be kept at the control room containing situation reports, incident reports and any communication with the armed escort team.
- (k) **The armed escort team must do the escorting in a tactically sound manner:**
 - (i) When the site where the Eskom Rotek Industries members are to perform their duties is reached, the armed escort team needs to secure the area before the Eskom employees commence work;
 - (ii) The armed escort must then take up a position for all round defense of the area where the Eskom employees are working and be constantly vigilant;
 - (iii) All armed escort vehicles shall be equipped with a local global positioning system or satellite surveillance or any other system that would assist them;
 - (l) The armed security officers are to travel in their own 4x2 bakkie single cab vehicle and provide protection to the Eskom employee/s.
 - (m) 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.

6. **Vehicle contingency plan:**

TSP shall have contingency plans in place to react immediately to any emergency request.

- Vehicle breakdowns
- Vehicle accidents

7. **Specialized Services**

7.1 Minimum B grade accredited with specialized tactical training from accredited training provider.

7.2 The security personnel providing specialized tactical services in hostile and extremely volatile areas must possess the following competencies:

- Urban Survival and Rural Survival training
- Advance movement techniques
- Advance scaling techniques
- Cover and concealment
- Shooting techniques
- Target identification
- Ambush and counter ambush
- Map reading & GPS
- Advance penetration techniques
- Use of distraction devices
- SAPS competency certificate to possess firearm/s
- Advance equipment's
- Night-vision camera
- Fully armored/ bulletproofed vehicle
- Video-camera and recording devices fitted to the armed reaction vehicles
- * A mobile operational center, which is linked to 24-hour control center

7.3 The fundamental purpose and function of personnel performing the armed response/ specialized security function is to ensure the protection of people, information, assets, processes, systems in Eskom. The job outputs shall be aligned to the Eskom approved job descriptions and work instructions

8. Tactical Response Team Requirements

- (a) Team of 14 member
- (b) Shock shield
- (c) Pepper spray
- (d) Hand smoke grenade
- (e) Bullet proof vest level 3 with armor plates
- (f) Hard hat (helmet)
- (g) Shotgun (pump gun)
- (h) Shock baton
- (i) Body armored (elbows, knees, etc.)
- (j) Metal retractable baton stick
- (k) Tonfa baton stick
- (l) Pepper spray grenade (black, red top)
- (m) Pepper spray
- (n) 16 seater kombi must be fitted with base radio for effective communication
- (o) Separate Armored/ bullet proofed company branded Vehicle

9. Requirements of the dog handler and a dog

- 9.1** A dog handler must be trained to handle a dog during the patrol and to be able to interact with it.
- 9.2** A dog must well trained, able to bite suspects and hold them hostage.
- 9.3** A dog must first put their lives on the line and go in against an armed suspect
- 9.4** Dogs must be provided with kennels

10. Security Breaches and Incidents

10.1 A security breach means the 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 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 behavior
- * Report without delay (OB....) and to Alert authorities/ Eskom management

11. ACCESS CONTROL AFTER HOURS, WEEKENDS AND PUBLIC HOLIDAYS

- 11.1** 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.
- 11.2** The Security Officer must personally complete all the details in the After Hours Register and ensure that all information is legible and accurate.
- 11.3** All persons inside the vehicle or accompanying the employee must be recorded in the register.
- 11.4** All people entering the ERI premises must undergo alcohol testing in terms of the Eskom Substance Abuse Procedure 32-37 - 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.
- 11.5** **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.

12. Searching of persons and vehicles

The searching of persons and/or vehicles entering/exiting Eskom Rotek Industries 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.

13. Shift Relief/ Hand over Procedure

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

- 13.1** A Security Officer shall not leave his/her post of duty unless his/her relief has arrived.
- 13.2** 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.
- 13.3** On sites where SECURITY Officer's perform patrol duties, the SECURITY OFFICER 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.
- 13.4** 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.
- 13.5** The new SECURITY OFFICER 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.

14. Security Registers

- 14.1** The *Employer* will decide what security registers are required at each security post. Normally an Occurrence Book and Visitors Register will be required. 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.
- 14.2** All Security Registers and Occurrence Books are to be purchased by the Contractor. All Registers and Occurrence Books shall remain the property of Eskom Rotek Industries. 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 (5) years.
- 14.3** The *CONTRACTOR* must ensure that the correct Security Registers that are required on site, are available at each security post at all times.

- 14.4 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.
- 14.5 The required information must be completed legibly and accurately. The *CONTRACTOR* must ensure that the SECURITY OFFICER adheres to this requirement at all times.
- 14.6 Security Registers must be kept neat and tidy. Under no circumstances are pages to be torn out
- 14.7 Full registers must be handed to the *Employer* for filing for 5 (five) years.
- 14.8 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*.

15. **Removal of Equipment (OV28)**

The removal of company assets and bringing of private property onto Eskom Rotek Industries premises must be done in accordance with Eskom's Rotek 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 Rotek Industries premises.

16. **Communication Strategy**

Communication and associated equipment to be provided by the *CONTRACTOR* are as Follows:

- 16.1 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. Contractor's batteries should be charged 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 where necessary.
- 16.2 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*.
- 16.3 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*.
- 16.4 The *CONTRACTOR* shall provide torches at all security posts where security services are required at night. These torches shall be operational and handy 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.
- 16.5 Additional security equipment such as handheld metal detectors, guard dogs 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*.
- 16.6 Under no circumstances must SO's accept any keys unless prior arrangements and approval has been conveyed to do so by the *EMPLOYER*.
- 16.7 Security officers must not accept vehicle keys or drive or park vehicles at the request of any Employee, Visitor or Contractor.

17. **General**

- 17.1 The *CONTRACTOR* must be a legally constituted entity allowed to render Security Services.
- 17.2 The *CONTRACTOR* must be registered with the Security Industry Regulatory Authority (PSIRA).
- 17.3 All personnel employed by the *Contractor* must be registered with PSIRA and carry proof of registration when on duty.
- 17.4 The *Contractor* must have a valid license for all firearms in use.
- 17.5 All security guards wages /salaries must be in accordance with the Wage Determination Act.
- 17.6 The *Contractor* must operate a properly equipped Control Room 24 hours per day.
- 17.7 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.
- 17.8 In the event of a Security Incident taking place, the guards on duty must report the Incident to the Control

- Room immediately, and properly record the Incident in the Occurrence Book.
- 17.9** The Control Room must notify the Rotek Security Services representative and Site Owner of any security incident immediately.
- 17.10** Every site must have 24-hour communication with the Contractor's Control Room, either by radio or cellular phone supplied by the Contractor.
- 17.11** Supervisory staff of the Contractor must react to any security incident within a maximum of 2 (two) hours or according to the site established area of the incident being 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.
- 17.12** 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.
- 17.13** Guards on duty must be provided with batons, torches and handcuffs.
- 17.14** A Work Instruction per site must be formulated by the Rotek Security Services representative, the Security Contractor and the Eskom Rotek Industries Site Owner.
- 17.15** Guards must be trained and fully conversant with the Work Instruction for the site where they are posted.
- 17.16** 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
- 17.17** 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.
- 17.18** Rural temporary sites must be visited at least 2 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.
- 17.19** The Contractor must provide guard facilities at sites where Eskom Rotek Industries does not have guard facilities.
- 17.20** No accommodation for guards will be provided on an Eskom Rotek Industries 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.
- 17.21** The Contractor's supervisory/managerial staff must attend monthly Eskom Rotek Industries Safety and contracts meetings at sites.
- 17.22** Guards must comply with the Occupational Health and Safety Act. They must be briefed on and adhere to Eskom's Rotek Safety Standards and Procedures.
- 17.23** Security Officers must be transported to and from work by security service provider's vehicles (Taxi or mini bus)

18. Response to emergencies

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

- (i) Assist In emergency situations as instructed by the Supervisor/ Manager as per site specific emergency plans
- (ii) Assist in executing the evacuation procedures as applicable to the site
- (iii) Ensure that all persons, employees, information and assets are protected
- (iv) Appropriate training in safety evacuation and emergency procedures
- (v) Emergency contact numbers. Will be made available by Supervisor/ SM, can be found In Control room, security personnel must familiarize themselves....

19. EQUIPMENT TO BE SUPPLIED BY THE CONTRACTOR

- (i) All uniforms- Uniform must reflect Company Logo and PSIRA ID card.
- (ii) Uniform issue must include baton, handcuffs, pen, pocket book and a flashlight.
- (iii) Personal protective equipment (PPE) must include bullet proof jacket / vest.
- (iv) Rain gear.
- (v) Hand held radios (base radios)/ Cell phones.

- (vi) Compliant Breathalyzer machine and its components (gloves, straws,) 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*.

20. EQUIPMENT TO BE SUPPLIED BY ESKOM ROTTEK INDUSTRIES

- 20.1 Eskom Rotek Industries' (ERI) property supplied to THE CONTRACTOR for the execution of their duties remains the property of Eskom Rotek Industries 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 AGREEMENT will be returned to the *Employer* in the same workable condition that it was handed to the CONTRACTOR.
- 20.2 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.
- 20.3 Registers (OB, Removal Permit, and Access Registers etc.)
- 20.4 Ablution Facilities
- 20.5 Guardhouses
- 20.6 Water & Electricity
- 20.7 Landline for internal use
- 20.8 Vehicle Scanners
- 20.9 Temperature Scanners

21. RESPONSIBILITIES OF THE CONTRACTOR SECURITY SITE REPRESENTATIVE

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

- 21.1 Company liaison on site dealing with all aspects of the contract.
- 21.2 Ensure that shift complement is motivated.
- 21.3 Ensure that the shift times are adhered to, including appropriate shift and overtime."
- 21.4 Ensure that all personnel are fully equipped."
- 21.5 Attend to company human resources problems.
- 21.6 Address operational grievances with *Employer* supervisors.
- 21.7 Ensure that safe and reliable home-work-home transport is available for all shifts.
- 21.8 Liaise with Employer Supervisors to schedule staff for on-job training.
- 21.9 Address complaints raised by the *Employer* within 12 hours.
- 21.10 Daily interfaces with the *Employer* with respect to operational contractual issues as well as Contractor staff performance.
- 21.11 Attend Contract Safety Forums. The site representative, or designated person, should act as Safety Representative for the company.
- 21.12 To inspect shifts during shift parades and submit a shift list to the *Employer* including the PSIRA registration number of all staff on duty.

22. CATEGORIES OF LABOUR REQUIRED

- Site Representative
- PSIRA requirements Uniform according to
- 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.**
- Physical and mentally fit for the job
- At least two (2) years' experience in the security environment
- Physical medical evaluation reports to be submitted to the *Employer* every six months at the cost of the Security Contractor.
- Competent to operate a breathalyzing machine

23. TASK INSTRUCTION PROCESS

- (a) A task order has to 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, this to 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.
- (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.

24. TIME SHEETS

- (i) 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.
- (ii) Time sheets approved by the Employer to be submitted with invoices for payments.
- (iii) All records must be available at all times should there be any dispute around attendance.

25. OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

The Supplier shall provide the following:

- (i) A baseline risk assessment
- (ii) H&S costing
- (iii) Appointment and Competencies
- (iv) Acknowledgement of Eskom's Rotek rules & requirements
- (v) Health and Safety Plan
- (vi) Valid Letter of Good Standing
- (viii) Medical fitness certificate x 1 or Medical surveillance program according to SHE policy

26. SUPPLIER CODE OF CONDUCT CONTRACTED SECURITY CONTRACTORS

26.1 STANDARD OF CONDUCT

- (a) It is 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.
- (b) 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 at the set areas.

26.2 STANDARD OF PERFORMANCE

The *CONTRACTOR* shall comply with the following:

- (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 Rotek Industries 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 Rotek Industries sites) shall report for all shifts 15 (fifteen) 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) 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.
- (h) 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 penalties in accordance with a schedule as mutually agreed upon between *Contractor* and *Employer* prior to initiation of the contract.
- (i) Ensure that on all ERI's entrances there are 2 officers who are competent to conduct alcohol tests as per Eskom Substance Abuse Procedure 32-37, the Procedure will be made available on request.

26.3 PENALTIES

The *Employer* shall impose penalties in terms of the following:

- (i) Non-compliance to specific legislative requirements, as per schedule attached.
- (ii) Non provision of the full compliment.
- (iii) Non -compliance to the acceptable turnover rate.
- (iv) Non -performance of duties and negligence by guard.
- (v) Non-performance of alcohol test on entrances.

26.4 STAFFING AND ASSOCIATED PENALTIES

(i) 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.

(ii) SHORTFILLS

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

(iii) 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.

(iv) 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.

(v) **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.

(vi) **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 rest from having worked a previous shift, unless such reporting is necessitated by an emergency.

(vii) **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.

27. SCHEDULE OF DEFICIENCIES AND PENALTIES

- Take note that in any event where failure becomes so much that it will impact on the standards as agreed upon, the contract can be terminated. There should always be open communication between the Contractor Management and the ERI Security Management.
- Any non-conformances issued will be reported and if more than 5 (five) Non-Conformances reported the supplier can be issued with an intent to report them to the Eskom Suppliers Review Committee.

- (i) **Complement posted short** – Invoice must reflect that deduction for the current month. Record to be kept per shift by Contractor and ERI Shift Supervisor.
- (ii) **Guards found intoxicated** – Guard must be removed from site and immediately replaced. A shortage must reflect on the Invoice and Registers.
- (iii) Refusal by any Guard to perform a lawful instruction from ERI Management and or Supervisor the Guard must be immediately removed and action must be investigated.
- (iv) When a Guard found sleeping and proof supplied the Guard must be replaced immediately and warning be issued to the applicable Guard. Remember that the circumstances need to be looked into and steps taken to prevent recurrence.
- (v) Any guard being late must be reprimanded and a warning issued. Where a valid reason was supplied it must be recorded as such to the Shift Supervisor and the Control Room.
- (vi) Any illegal fire-arm permits found ERI will issue a non-conformance against the Supplier.
- (vii) Any False PSIRA documents found or an untrained Guard or any Contractor Employee on duty a non-conformance will be issued and the person needs to be removed from service at any ERI site.
- (viii) Any incident where a loss to ERI occurred and it can be proven that the Guard did not perform his/her duties the replacement will be the responsibility of the Security Supplier. This will be investigated by the Forensics Team of ERI and the Management of the Security Supplier.
- (ix) The Guard houses and the Guard towers will be always kept clean and not being damaged at all. If found not to be the case then a Non-conformance can be raised or an opportunity will be given to rectify within one shift period.
- (x) No additional staff can be posted without the written consent of ERI and only where a valid PO was issued.
- (xi) During the Festive periods management from both parties will agree on additional resources to ensure all assets and people on site are protected. This will be quoted for and implemented for the period prior agreed on.

(xii) All non-performance 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-- performance(s). The contract non- performance procedure must be always followed.

(xiii) Security officers not provided with standard equipment or without the standard equipment being clean and in working order, the following penalties shall apply and shall be deducted by Eskom Rotek Industries from the amounts owing to the Contractor:

- | | |
|---|---|
| (a) Part(s) of uniform | = R 1000 per shift, per security official |
| (b) Identity card | = R 200 per shift, per security official |
| (c) Flashlight and batteries | = R 200 per shift, per security official |
| (d) Battery pack | = R 200 per shift, per security official |
| (e) Base radio | = R 1000 per shift per site |
| (f) Compliant Breathalyzing Machine | = 1000 per shift, per entrance point |
| (g) Non-compliant Breathalyzing Machine Operator | = R1000 per Officer |