

Gauteng - Provision of Security Services in National Transmission Company South Africa (NTCSA), Telecommunications. Static Guarding Security Services (only); Reaction Unit and Ad hoc Static Guard.

PART 3: SCOPE OF WORK

Document reference	Title: PROVISION OF SECURITY SERVICES IN GAUTENG, INCLUDING SURROUNDING AREAS AND REACTION UNITS AND ADHOC STATIC FOR TELECOMS SITES ON AS AND WHEN REQUIRED BASIS FOR A PERIOD OF THREE YEAR (36 MONTHS)	No of pages
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C3.2	<i>Contractor's Service Information</i>	
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C3.1: EMPLOYER’S SERVICE INFORMATION

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1 Description of the service

1.1 Executive overview

The services shall comprise of the supply of the following: Gauteng - Provision of Security Services in National Transmission Company South Africa (NTCSA), Telecommunications. Static Guarding Security Services (only); Reaction Unit and Ad hoc Static Guard.

The fully trained PSIRA accredited Security Officers and Armed Tactical Security officers (TSOs) to be deployed per identified NTCSA site. The procured services shall be rendered from the following Sub Station or nearest town closest to the NTCSA, Telecommunications radio sites in Gauteng.

1.2 Employer's requirements for the service

The service provider is expected to quote on the services required as per the following documents:

Scope of Work document ETSP-2023171 Provision of Proactive Monitoring and Prevention of Theft / Damage to Telecommunication's Infrastructure, Armed Response & Escorting.

Annexure C1 – OHS tender evaluation template – high risk work

Annexure C5 – Environmental tender evaluation and scoring card (medium risk).

Standard health and Safety.

Supplier risk category – for info.

Acknowledgement form for Eskom SHE rules.

Supplier quality management specification.

Category 4 – list of tender returnables for Western Cape security.

Form A category 4.

Method statement template.

Environmental security requirements criteria template.

The procured services shall be rendered from the following sub station or nearest town closest to the Telecommunications radio stations, listed below:

Gauteng Area:

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	Plant ID	Description	Organisation Unit	Co-ordinates	Building Type
1	Brakf-RS01	Brakfontein RS	Gauteng	26°39'10"S, 28°08'38"E	Brick Building
2	Diamo-RS02	Diamond Hill RS	Gauteng	25°48'16.1"S, 28°31'07.9"E	Containers - 2 x 3m
3	Doorn-RS02	Doornkop RS	Gauteng	26°12'48.9"S, 27°48'04.0"E	Brick Building
4	Drieh-RS01	Driehoek RS	Gauteng	26°23'46.3"S, 27°43'40.3"E	Brick Building
5	Eloff-RS01	Eloff RS	Gauteng	26°11'01.6"S, 28°35'34.3"E	Brick Building
6	Fonta-RS01	Fontana RS	Gauteng	26°36'34"S, 27°33'19"E	Brick Building
7	Midra-RS01	Midrand RS	Gauteng	25°59'03"S, 28°09'36"E	Brick Building
8	Platb-RS01	Platberg_Transnet GT RS	Gauteng	26°23'29"S, 28°00'18"E	Brick Building
9	Primr-RS01	Primrose Hill RS	Gauteng	26°11'05"S, 28°08'52"E	Brick Building
10	Sunny-RS01	Sunnyridge RS	Gauteng	26°10'06"S, 28°10'37"E	Brick Building
11	Taaib-RS01	Taaibos RS	Gauteng	26°54'21"S, 27°53'42"E	Brick Building
12	Vanco-RS01	Vancollerskop RS	Gauteng	26°40'10.5"S, 28°43'20.5"E	Brick Building
13	Vlakf-RS01	Vlakfontein RS	Gauteng	26°18'47.1"S, 28°25'59.5"E	Brick Building
14	Parys-RS01	Parys RS	Gauteng	26°48'0.3"S, 27°28'54"E	Brick Building
15	Preto-RS01	Pretoria RS	Gauteng	25°48'09"S, 28°15'22"E	Brick Building
16	OmniP-RS01	Omni Park RS	Gauteng	26°15'08"S, 27°58'32"E	Containers - 2 x 3m
17	Letha-PS01	Lethabo PS (Radio)	Gauteng	26°44'23"S, 27°58'10"E	Brick Building
18	Groot-RS03	Grootvlei RS	Gauteng	26°46'15"S, 28°29'56"E	Brick Building
19	Megaw-OF01	Megawatt Park Office (Radio)	Gauteng	26°02'18.12"S, 28°05'8.87"E	Brick Building
20	Simme-OF10	Simmerpan Offices	Gauteng	26°13'31"S, 28°09'36"E	Brick Building

1.3 Interpretation and terminology

The following abbreviations are used in this Service Information:

Abbreviation	Meaning given to the abbreviation
TSP	The Service Provider
PSIRA	Private Security Industry Regulator Authority
OPS Manager	Operational Manager
OSO	Officer Security Operations
SNR INSP	Senior Inspector
S/O	Security Officer
RM	Risk Manager
CSM	Contract Security Manager
NTCSA	National Transmission Company of South Africa
K9	Canine response unit
OB	Occurrence Book
RS	Radio site

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2 Management strategy and start up.

2.1 The Contractor's plan for the service

The contractor will be required to have monthly scheduled standing meetings with the contract Employer or Employer's representative in order to review previous month's plans of how the service will be rendered for the coming month's activities. Where there are situations which require the monthly plans to be revised and reviewed, the Employer or Employer's representative will schedule an ad-hoc meeting to discuss such situation and plan accordingly.

2.2 Management meetings

Meetings will be scheduled as and when required. All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting. Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

2.3 Contractor's management, supervision and key people

Refer to C1 2b TSC3 Data by Contractor.

2.4 Provision of bonds and guarantees

Not applicable.

2.5 Documentation control

All contractual communications will be in the form of properly compiled letters or forms attached to emails and not as a message in the email itself. Any required reports and documents needed by the Service Manager from the contractor will be sent through to the Service Manager who will be identified and agreed upon on the first contract commencement meeting with the Contractor. The same will apply with regards to a contractor representative that the employer will share contract related communication with.

Refer to ETSP-2023171 page 14.3.8 Reporting and communication.

2.6 Invoicing and payment

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The *Contractor* shall address the tax invoice to

_____ and include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*;

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- The contract number and title;
- *Contractor's* VAT registration number;
- The *Employer's* VAT registration number 4740101508;
- Description of service provided for each item invoiced based on the Price List;
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT;
- (add other as required)

Invoices to be submitted electronically to invoiceseskomlocal@eskom.co.za

Electronically submitted must be sent in PDF format ONLY. Each PDF file should contain only one invoice, however the email may contain more than one PDF file.

Please ensure that the NTCSA Order number is clearly indicated on your invoice together with the line number on the order you are billing for.

All queries and follow ups on invoice payments should be made by contacting the Finance Shared Services (FSS) contact Centre on 011 800 5060 or email fss@eskom.co.za

2.7 Contract change management

Changes to the contract shall be approved by the relevant authority of the Employer.

2.8 Records of Defined Cost to be kept by the *Contractor*

In order to substantiate the Defined Cost of compensation events, the *Employer* may require the *Contractor* to keep records of amounts paid by him for people employed by the *Contractor*, Plant and Materials, work subcontracted by the *Contractor* and Equipment. Contractor to keep these records and provide them to the employer on request.

2.9 Insurance provided by the *Employer*

The contractor shall ensure that they submit their all risk insurance at tender stage.

Refer to C1 2a TSC3 Data by Employer clause 86.1

2.10 Training workshops and technology transfer**PSIRA**

The Appointed Service Provider (TSP) as well as all security officers must be registered with the Private Security Industry Regulatory Authority (PSIRA) and comply with all applicable laws. The Appointed Service Provider (TSP) shall provide security officers who have the necessary qualification, skill and expertise and have passed specified training courses approved by PSIRA. It is a requirement to an appointed TSP to ensure that the entire team of security officer's registration numbers remain valid for the duration of the contract whilst deployed at Eskom sites. TSP shall ensure that the security officers are neatly attired in full uniform (PPE included, will be stipulated by Service Manager or the OSO) at all times and they must be provided with the equipment.

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COMPETENCY TO POSSES AND USE OF FIREARM

The service provider (TSP) will ensure that the security officers are registered and qualified at the grade required by NTCSA:

- TSP must ensure that its employees receive the necessary practical and theoretical training to ensure that the employees are competent to possess and use the firearms.
- Regulation 21 training will be conducted twice a year and in accordance with the Firearm Control Act, 2000.
- Records of such training will be sent to the Service Manager, or the OSO and a copy filed in each security officers file after each regulation 21 exercise.
- The training will be conducted at an accredited institution. All practical training or testing which will involve the actual firing of a firearm shall be conducted at a shooting range that complies with the applicable compulsory specification set in terms of the Standards Act, 1993 (Act No. 29 of 1993) and which has been accredited under the Firearms Control Act, 2000.

Note: Security officers that obtain below 80% during the regulation 21 training sessions will not be allowed to work at NTCSA sites.

Basic Level 1 first aid and Basic level 1 firefighting:

All security officers placed will be trained on the basic level 1 first aid and the basic level 1 fire-fighting duties. Certificates of these training programs must be supplied to NTCSA Officer Security Operations prior to deployment.

2.11 Design and supply of Equipment

Not applicable.

2.12 Things provided at the end of the *service period* for the *Employer's* use

2.12.1 Equipment

Not applicable.

2.12.2 Information and other things

Not applicable.

2.13 Management of work done by Task Order

Work execution to be conducted as per scope of work.

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3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The *Contractor* shall comply with the health and safety requirements within the tender advert for this Service Information.

3.2 Environmental constraints and management

The *Contractor* shall comply with the environmental criteria and requirements within the tender advert.

3.3 Quality assurance requirements

The Contractor shall comply with the quality criteria and requirements within the tender advert.

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4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed

Refer to ETSP-2023171 page 10

4.1.2 BBBEE and preferencing scheme

Transformation – BBBEE Improvement or Retention Plan

Transformation remains an area of focus, where NTCSA continuously strives to align itself with national transformation imperatives to unlock growth, drive industrialization, create employment and contribute to skills development.

NTCSA encourages its suppliers to constantly strive to improve their B-BBEE rating. Whereas Tenderer/s will be allocated points in terms of a preference point system based on specific goals, NTCSA also requests that tenderer/s submits their B-BBEE improvement or retention plan within 30 days of signing the contract.

Tenderer/s are therefore requested to indicate the extent to which they will maintain (only if the respondent is a Level 1) or may improve/maintain their B-BBEE status over the contract period if their B-BBEE status is level 2 or 3. Tenderer/s with a B-BBEE status level 4 at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of B-BBEE Level 3 by the end of the first year of the contract and thereafter improve their B-BBEE status level or migrate by one level higher.

Tenderer/s with a B-BBEE recognition status of Level 5 to Level 8 or non-compliant at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of Level 4 by the end of the first year of the contract and thereafter improve at least one B-BBEE Level higher of each year from the second year of the contract.

Tenderer/s are requested to submit their B-BBEE Improvement Plan as an essential document within 30 days of signing the contract.

NB: A valid B-BBEE certificate or Sworn Affidavit is a condition for contract award, if your company's annual Total Revenue is R10 Million or less you qualify as an Exempted Micro Enterprise therefore you can submit Sworn Affidavit. If your annual Total Revenue is R50 Million or less, you qualify as Qualifying Small Enterprise and must comply with all of the elements of QSE score card relevant to your sector unless an entity is at least 51% Black owned you are required to obtain a Sworn affidavit. If your Annual Total Revenue is above R50m you need to submit a Valid B-BBEE certificate

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Skills development

Tenderers are required to submit proposals in a table below for developing the skills of unemployed candidates in the country. Skills development is intended to address NTCSA core, scarce and critical skills and the scarce and critical skills. These skills are also included in a 2020 list of occupations in high demand as stipulated in the Government Gazette 43937. Candidates shall be from all provinces in the country, and their composition shall be representative of the population demographics of South Africa

1. Skills Development

Tenderers are required to propose against the following training initiatives;

Skills Type	Entry Requirement	Eskom Target	Supplier's Proposal
Response Guard Grade C	Older than 18 years Grade 10 Speak write and understand English	4 per site	
Security Guard Grade C	Matric	4 per site	
Security Guard Grade D	Matric	4 per site	
Health and Safety Officer		2	
Site Supervisors Grade B	Matric	2	

****Preference for skills development candidates shall be sourced from previously disadvantaged with preference given to local to site communities**

2. Job Opportunities

Suppliers should propose the number of jobs to be created as a direct result of this contract. This proposal must be made on the table below:

Proposed number of Jobs	Number of Jobs to be Retain

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Procurement spend on entities with a minimum 51% black ownership

The winning tenderer is encouraged to procure/spend on designated groups on the following paid invoices for both:

- the indirect expenses (e.g., overheads) on goods and services supplied to the contractor/supplier by designated groups; and
- direct spend on goods and services supplied by the subcontractors for the execution of the scope of work.

Activities, as a proportion of the local procurement content, which may be subcontracted to designated black owned enterprises must be submitted in a table below.

Procurement Designated Group	from	NTCSA Target	Tenderer Proposal
Black Owned		4.0%	
Black Women Owned		3.0%	
Black Youth Owned		2.0%	
Black Persons with Disability		1.0%	

Section 3: SDL&I Penalty and Performance Security

As security for fulfilment of all SDL&I obligations, Eskom will apply a penalty of 2.5% of every invoice amount (excluding VAT) for failure to submit SDL&I performance reports every quarter; or failure to meet the SDL&I obligations in a contract.

4.1.3 Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

Not applicable

4.2 Subcontracting

4.2.1 Preferred subcontractors

Not applicable

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Not applicable

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4.2.3 Limitations on subcontracting

Not applicable

4.2.4 Attendance on subcontractors

Not applicable

4.3 Plant and Materials

4.3.1 Specifications

Not applicable

4.3.2 Correction of defects

Not applicable

4.3.3 *Contractor's* procurement of Plant and Materials

Not applicable

4.3.4 Tests and inspections before delivery

Not applicable

4.3.5 Plant & Materials provided "free issue" by the *Employer*

Not applicable

4.3.6 Cataloguing requirements by the Contractor

Not applicable, each line item shall be catalogued on the SAP system

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5 Working on the Affected Property

Refer to ETSP-2023171 page 8 point 3, document content.

5.1 *Employer's* site entry and security control, permits, and site regulations

Refer to ETSP-2023171 page 8 point 3, document content.

Successful service provider will need to undergo security screening by the State Security Agency before commencement of services.

5.2 People restrictions, hours of work, conduct and records

Refer to ETSP-2023171 page 8 point 3, document content.

5.3 Health and safety facilities on the Affected Property

Refer to ETSP-2023171 page 8 point 3, document content.

5.4 Environmental controls, fauna & flora

Refer to environmental requirements issued with the tender.

5.5 Cooperating with and obtaining acceptance of Others

Refer to ETSP-2023171 page 8 point 3, document content.

5.6 Records of *Contractor's* Equipment

Refer to ETSP-2023171 page 8 point 3, document content.

5.7 Equipment provided by the *Employer*

Refer to ETSP-2023171 page 8 point 3, document content.

5.8 Site services and facilities

5.8.1 Provided by the *Employer*

Refer to scope of work Document Identifier: 559-1161775181

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5.8.2 Provided by the *Contractor*

Refer to scope of work Document Identifier: 559-1161775181.

5.9 Control of noise, dust, water and waste

As per requirements listed under:

Annexure C5 – Environmental tender evaluation and scoring card (medium risk).

Standard health and Safety.

Supplier risk category – for info.

Acknowledgement form for Eskom SHE rules.

5.10 Hook ups to existing works

Not applicable

5.11 Tests and inspections

5.11.1 Description of tests and inspections

Not applicable.

5.11.2 Materials facilities and samples for tests and inspections

Not applicable.

6 List of Drawings

Not applicable.

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7 Schedule of Deficiencies and Penalties

No	Deficiency	Penalty
1	Security officer (SO not posted on duty as agreed upon. (Short posting)	One shift cost deduction
2	SO intoxicated/ or under the influence of liquor or drugs.	Permanent removal of SO from NTCSA contract duties.
3	Refusal by SO to comply with lawful instruction.	Permanent removal of SO from NTCSA contract duties.
4	Sleeping on duty.	One shift cost deduction
5	Desertion of post by SO	One shift cost deduction
6	Negligent by SO in the performance of their duties	Permanent removal of SO from NTCSA contract duties.
7	SO late for duty (tantamount to short posting)	One shift cost deduction
8	SO without a functional torch or spotlight	10% deduction of the SO shift rate
9	SO or site without a functional radio or PTT or Cell phone	10% deduction of the total monthly site cost
10	No functional panic button on site	10% deduction of the total monthly running cost
11	SO not wearing bullet proof vest. Vests worn without plates and wearing of non-level 3 bullet proof vests will be deemed as no bullet proof vest was worn.	50% deduction of the SO shift rate per occurrence
12	SO not armed in one shift	50% deduction of the shift rate
13	Non submission of guard patrol tracking reports	Non-payments of the total services (i.e., the cost for the SOs)
14	Non submission of site inspections reports by Inspector and Operational Manager.	Non-payments of the total services (i.e., the cost for the SOs, overhead expenses)
15	Late reporting of patrol teams at designated reporting site.	Total shift cost deduction (i.e., the cost for the SOs, vehicle)
16	SO not wearing proper uniform items or uniform is worn out.	One shift cost deduction
17	SO not in possession of a baton or handcuffs.	10% deduction of the SO shift Rate
18	Unavailability of patrol teams on call out.	Total shift cost deduction (i.e., the cost for the SOs, vehicle)
19	No Fire Extinguisher or First Aid Kit.	One shift cost deduction
20	Deviation from the required route without permission	One shift cost deduction

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ALL THE FINES MUST BE DEDUCTED AND SPECIFIED ON THE MONTHLY INVOICE

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8 THE CONTRACTOR PERFORMANCE SCORE CARD

KPA1	KPA	EVIDENCE	TARGET RATING	RATING Low=1 to Excellent=5
Service Delivery	Compliance to scope of work and requirements	Non-Conformance reports/ NP reports	3.5	
Customer Satisfaction	Improved customer services/ perceptions	Customer Survey	3.5	
Compliance	Legal & Regulatory Compliance	Report on Compliance / Inspection/ Audit Reports	3.5	
Crime and Incident Management	Incidents	Incident Reporting	Immediate Reporting/within 24hrs (3.5)	
	Incidents	Incidents Incident report Reduction in incidents	Reduction in incidents by 10% (3.5)	
	Losses	Zero Losses Report	Zero Losses (3.5)	
	Successes/ Recoveries	Reports	Increase by 5% (3.5)	
	Proactive initiatives	Crime prevention plans	At least 3 per quarter (3.5)	
Training	Attendance at training	Training report	95% compliance (3.5)	
	Record keeping	Training files	100% compliance (3.5)	
Firearm training and compliance	Compliance to Eskom and regulatory standards	Compliance reports/ inspection reports	100% compliance (5)	

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9 SCOPE OF WORK

Security Contractors Supervisor

Security Risk Management _____

Scope of works for Supervisors of (Company name) for _____ (Company

name for duration of contract _____ (Start date) _____ (End date).

Supervisor details: _____ (Name) _____ (Tel)

Content of Scope of Works for guard posting at contracted sites

- A. Knowledge of scope of works / work instructions of all NTCSA sites under his/her supervision.
- B. Will train all guards according to scope of works and work instructions applicable for specific site.
- C. Guards posted on site according to the request for site with Grade C, Company ID Card, PSIRA ID card, operational equipment as per contract scope of works on site must all be in place when guard is posted.
- D. Security Company will be responsible for their own accommodation, meals and transport (**NO guard will stay on NTCSA site**).
- E. All sites to have 24-hour communications - cell phones / fixed dial / panic buttons / radios.
- F. Emergency files with all company procedures in on site.
- G. All sites will have manpower file with details of guards.
- H. No guards will be removed or changed at sites before NTCSA Security Risk Management Supervisor is notified verbally and a written report submitted of the reason, details of guard and details of replacement guard.
- I. All sites must be visited twice a week (one day shift, one night shift visit).
- J. Weekly site reports must be completed, fully and correctly, and submitted no later than 10h00 every Wednesday (week Thursday to Wednesday).
- K. When site has been visited, an OB report must be written in site OB. OB report must contain the following information:

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- name of guard on duty
 - time / date of visit
 - details of supervisor who made visit,
 - stance of operational equipment
 - firearm inspected,
 - registers inspected,
 - all faults reported,
 - all problems reported by guards - cross-reference with OB no.; date; time (this must also be reflected on weekly report under "general").
 - emergency equipment checked - fire extinguisher / first aid kit.
 - toilet clean.
 - Guard post neat and tidy.
 - Guards dressed in full uniform and bullet proof vest and neat and tidy.
- L. Make sure all registers are in place as per site and neat and tidy.
- M. Guard post neat and tidy.
- N. Guards dressed in full uniform and bullet proof vest and neat and tidy.
- O. All equipment is in good working condition.
- P. All complaints from NTCSA employees will be noted and immediately reported to NTCSA Officer Security Operations by Supervisor responsible for site.
- Q. Only orders given by NTCSA Security Risk Management Supervisor for site will be carried out.
- R. Incident flash report will be done as follows:
- Immediately telephonically to Security Risk Management Supervisor responsible for site.
 - Written flash report within 04 hours containing of the following details:
 - What happened
 - When (date and time)
 - Where,
 - Who (responsible / on duty / persons involved)
 - How,
 - Affidavits of security guards on duty and supervisor
 - Full report in 08 hours to NTCSA Security Risk Manager.
 - Supervisors and guards of (company name) will adhere to NTCSA:
 - ✓ Health and Safety Act
 - ✓ Emergency Plan per site.
 - ✓ Scope of Works
 - ✓ Work Instructions.

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Content of Scope of Works for armed response

- I. As per points A-R per section 9.1.
- II. Armed response members fully trained in armed response.
- III. Armed response members in possession of firearm competency certificates.
- IV. Twice a year undergo firearm training as per Firearm Act for business purpose.
- V. Correct handing over of firearm procedures between shifts as per correct registers as per Firearm Control Act and safekeeping thereof.
- VI. Ensure armed response vehicles are deployed according to scope of works and area deployment.
- VII. Armed response vehicles to be roadworthy and equipped with correct equipment and documentation as per scope of works and work instructions.