

**ANNEXURE I: SUMMARY OF DEFICIENCIES AND PENALTIES**

Item	1st offence,	2nd Offence	3 <sup>rd</sup> Offence and / or Financial Penalty			Frequency	Result In termination of the contract
	All Risks Level	All Risks Level	Low Risk Site	Medium Risk Site	High Risk Site		
Security Officer Conduct	Relevant Security Officer rate per shift						
No Security Officer is being posted			100% of shift rate	150% of shift rate	200% of shift rate	Per Incident, per shift	>5 incidents per month
Post deserted/late coming/early departure							
Under the influence of alcohol and drugs.							
Sleeping on duty							
Working double shift							
Negligent in the discharge of duties							
Pocket/occurrence book of a Security Officer written up in advance / not clearly captured							
Falsification of entries into the occurrence book or unreadable entries							
Pocket/occurrence book not written up hourly							
Security Officer Training	Relevant Security Officer rate per shift						
No training			100% of shift rate	150% of shift rate	200% of shift rate	Per Incident, per shift	>5 incidents per month
Inadequate training							
No Specialised training & Registration							
No PSIRA registration							
Lower grade than required							
Late submission or non-submission of training reports							
Security Officer Uniform	Relevant Security Officer rate per shift						
No Uniform	Warning	50% of shift rate	100% of shift rate	150% of shift rate	200% of shift rate	Per Incident, per shift	>5 incidents per month
Improperly dressed: Private item							
Improperly dressed: deteriorating condition							
(e.g. Torn item)/ unclean							
Improperly dressed: Incomplete items							
Security Officer Identification			Relevant Security Officer rate per shift				
No / Invalid PSIRA Identity card	Warning				200% of shift rate	Per Incident, per shift	>5 incidents per month

No / Invalid employee Identity card/ ID card not to specification		50% of shift rate	100% of shift rate	150% of shift rate			
ID card not clean / in deteriorating condition							
Security Officer Standard Issued Equipment			Relevant Security Officer rate per shift				
No /non-functional standard / not in good condition / no relevant accessories eg spare cells for the torch, security Issued Equipment	Warning	50% of shift rate	100%	150% of	200% of shift rate	Per Incident, per shift	>5 incidents per month
Failure to replace non-functional / not in good condition standard issue item within One (1) hour							
Security Officer Standard Issued Security Aid			Relevant Security Officer rate per shift				
No / deteriorating condition/ non-functional Registers	Warning	50% of shift rate	100% of shift rate	150% of shift rate	150% of shift rate	Per Incident, per shift	>5 incidents per month
No / deteriorating condition/ non-functional Site duty on/off system							
No / deteriorating condition/ non-functional guard monitoring system / Guard monitoring system is non-functional (if supplied by the Service Provider							
No / deteriorating condition/ non-functional							
Chargeable vehicle Laser scanner							
No / deteriorating condition/ non-functional Non							
– Engraved Occurrence Book [manual/electronic]							
Failure to replace non-functional / not in good condition standard security aid item within one (1) hour							
Security Officer Protective Gear		Relevant Security Officer rate per shift					
No protective gear	Warning	50% of shift rate	100% of shift rate	150% of shift rate	200% of shift rate	Per Incident, per shift	>5 incidents per month
Inadequately protected: Private item							
Inadequately protected: deteriorating condition							
Inadequately protected: Incomplete items							
Ancillary Equipment							
Two-way and Base Radios		Relevant Radio rate per shift					
No handheld radio			100% of shift rate	150% of shift rate	200% of shift rate	Per Incident, per shift	>5 incidents per month
Non-functional / not charged handheld radio							
Failure to replace non-functional radio within One (1) hour							
There is no operational base radio on Site where required							
Cell phones/rechargeable laser scanner		Relevant cell phone/Rechargeable laser scanner rate per shift					
No Cell phone/ cell phone or laser scanner without a charger			100% of shift rate	150% of shift rate	200% of shift rate	Per Incident, per shift	>5 incidents per month



Vehicle not as specified							
Unlicensed /un-roadworthy / inoperable/nonfunctional / no fuel or inadequate fuel Vehicles							
Driver not in possession of / invalid / driver's license							
Driver not in possession of / Invalid PDP							
Failure to submit tracker / AVL reports within the specified time							
Sub-Contracting	Targeted sub-contracting percentage						
Failure to meet 40 % sub-contracting	one and a half times the difference between the tendered and achieved participation goals multiplied by the Award Value and divided by one hundred.					Per month	>3 incidents per month
Late submission or non-submission of sub-contracting reports. Late submission or non-submission of progress report	[1.5 X (40% - achieved %) X Awarded value ÷ 100]						
Supervision / Management	Relevant Supervisor / Manager (Grade A) rate per shift						
Self-posting and/or no parade or inspection of a Security Officer			100% of shift rate	150% of shift rate	200% of shift rate	Per Incident, per shift	>5 incidents per month
Failure by the Inspector/supervisor/manager to visit the site twice a day							
Failure to replace the Security Officer within One (1) hour							
Failure by the supervisor/manager/response team / to respond to an incident							
Failure by the service provider to report any security-related incident							
Failure to submit a preliminary incident report within 24 hours							
Failure to submit the full incident report within seven days.							
Late submission of invoices or irregular statements							
Failure by the service provider to attend a scheduled meeting							
Monthly/Quarterly report not received within three (3) days of the following month.							
Late submission or non-submission of Health & Safety minutes							
Failure to meet 100% service level	1.5% [one and a half per cent] to penalty/rebate on the annual total e			10% [ten per cent) estimated security fees		Per Contract Period	>2 incidents per contract period