

Name of Outsourced Security Service Provider	
Name of Outsourced Security Service Provider Representative	
Date of Operational Risk Assessment	
Address of Operational Assessment	
Email Contact of Outsourced Service Provider	-
Region / District	
Name of Community Safety Security Risk Management Officials	

Operational Risk Assessment		0	00-Jan-00
1	Management, Admin and Staff (non-scoring)		Comments
1.1	Please provide details of your Contract Manager		
1.1.1	Is there an identified / do you have a dedicated contract manager?		
	Yes		
	No		
1.1.2	If Yes, please provide the contact details of this person		
		Name	
		Email	
		Mobile	
1.1.5	Current staff (Admin and Security officers) compliment as per payroll		
	More than 50		
	Less than 10		
	Between 10 and 30		
	Between 31 and 50		
	None		
1.2	How many PSIRA registered and trained security officers do you have available per category (Capacity)		
1.2.1	Normal Physical Guarding		
1.2.1.1	More than 50		
1.2.1.2	Less than 10		
1.2.1.3	Between 10 and 30		
1.2.1.4	Between 31 and 50		
1.2.1.5	None		
1.2.1.6	Not Applicable		
	Other Compliances (non-scoring)	improvements to be considered	Comments
1.3	Reliability and Compliance		
1.3.1	Has the company and/or anyone of the Directors ever been blacklisted to the WCG or not allowed to be registered with PSIRA, dishonoured a contract or had a contract been terminated before it's time? If yes, please explain		
1.3.1.1	Yes		
1.3.1.2	No		
1.4	Communication		

1.4.1	How do you communicate important client needs or site specific information to your staff and or security officials? (Provide proof: messages, emails, minutes, attendance register)		
1.4.1.1	No communication methodology in place		
1.4.1.2	Verbal Communication only		
1.4.1.3	Written Instruction only (includes mobile messages)		
1.4.1.4	Verbal followed by written instruction (includes mobile messages)		
1.4.2	How frequently does communication from management take place to your client		
1.4.2.1	No Communication		
1.4.2.2	Monthly		
1.4.2.3	Weekly		
1.4.2.4	Daily		
1.4.3	How do you communicate to your clients? (Provide proof: messages, emails, minutes, attendance register)		
1.4.3.1	No communication		
1.4.3.2	Communicated verbally through staff member associated with project		
1.4.3.3	Electronic Media (WhatsApp/Messenger/Telegram/SMS / E-mail)		
1.4.3.4	Written communication		
1.4.3.5	Meetings incl all of the above		
1.4.4	What communication methods are most frequently used by your company to communicate with the guarding compliment? (Provide proof: messages, emails, minutes, attendance register)		
1.4.4.1	No Communication		
1.4.4.2	Written Notice placed on Notice Boards		
1.4.4.3	Communicated verbally only through control and / or supervisor		
1.4.4.4	Personalised letters / Notices / Communicated verbally through control and / or supervisor		
1.4.4.5	Electronic Media (WhatsApp/Messenger/Telegram/SMS / E-mail)		
1.4.4.6	All of the above (excluding 2.4.1)		
1.5	Training		
1.5.1	Do you provide contract / site specific training?		
1.5.1.1	Yes		
1.5.1.2	As required by the client		
1.5.1.3	No		
1.5.2	How frequently is staff development and or industry related training provided? (Provide training plan, attendance registers, certificates)		
1.5.2.1	No training		
1.5.2.2	Annually		
1.5.2.3	Every 6 months		
1.5.2.4	Quarterly		
1.5.2.5	Monthly		
1.5.2.6	Immediately when need is identified		

1.5.3	Does the above training provide you with opportunities to influence the Standard Operating Procedures of your Clients? (Proof to be provided)		
1.5.3.1	Yes		
1.5.3.2	No		
2	National Bargaining Council Compliance (non-scoring)		Comments
"Not Applicable" should be selected in cases of new Security Companies with proven no staff or contracts. "Not Applicable" should not affect the overall score			
2.1	Information on Salaries and proof of administration		
2.1.1	Do you pay your security officers the salaries as prescribed according to the National Bargaining Council for Private Security Sector (NBCPSS) Main Collective Agreement?		
2.1.1.1	Yes		
2.1.1.2	No		
2.1.1.3	Not Applicable		
2.1.2	Do you issue your security officials with payslips?		
2.1.2.1	Yes		
2.1.2.2	No		
2.1.2.3	Not Applicable		
2.1.3	Do you keep copies of payslips issued? Proof provided		
2.1.3.1	Yes		
2.3.3.2	No		
2.3.3.3	Not Applicable		
3	Security Service Category (Scoring)		Comments
A.1	Physical Guarding Control Room operation		Comments
A.1.1	Do you have a fully functional Control Room (Physical verification by assessor and proof of ownership or lease to be provided)		
A.1.1.1	Yes		
A.1.1.2	No		
A.1.2	If, yes. Is your Control Room operational 24/7/365? Verify Occurrence Book for shift deployment		
A.1.2.1	Yes		
A.1.2.2	No		
A.1.2.3	Not Applicable	Where a 'No or Not Applicable' response is captured, no further evaluation will be performed for Physical Guarding Control Room operation	
A.1.3	Do you monitor any sites/locations remotely from your Control Room		
A.1.3.1	Yes - radio check was done with a security site being monitored		
A.1.3.2	No - radio check could not be confirmed with a site being monitored		
A.1.4	Do you have a dedicated Control Room Manager 24/7/365?		
A.1.4.1	Yes - Control room manager was present during ORA		

A.1.4.2	No - Control room manager was not present during ORA		
A.1.4.3	Not Applicable		
A.1.5	Are the Operators in your Control Room appropriately graded as Grade B or Higher? Please provide proof - Check Posting sheet or OB entry, PSIRA App verification		
A1.5.1	Yes		
A1.5.2	No		
A1.5.3	Not Applicable		
A.1.6	Will the WCG sites (incl linked with CCTV) be monitored from this Control Room / Operational Command Centre?		
A.1.6.1	Yes		
A.1.6.2	No		
A.1.7	Demonstrated type of technology utilised in the control room		
A.1.7.1	None		
A.1.7.2	Base Radio		
A.1.7.3	Satelite radio		
A.1.7.4	Security Officer Patrol System		
A.1.7.6	Telephone (incl. cellular phone)		
A.1.7.7	UPS or generator backup system		
A.6	Physical security officers		Comments
A.6.1	Are all your security officers issued with a		
A.6.1.1	Corporate uniform		
A.6.1.2	Company jacket		
A.6.1.3	Company shirt		
A.6.1.4	Company pants		
A.6.1.5	Company tie		
A.6.1.6	Company name tag		
A.6.1.7	Appropriate shoes		
A.6.1.8	Security company epulettes		
A.6.1.9	None issued		
A.6.2	Are all your security officers issued with the following standard service aids		
A.6.2.1	Radio		
A.6.2.2	Baton		
A.6.2.3	Pen		
A.6.2.4	Pocket Book		
A.6.2.5	Torch (for night duty only)		
A.6.2.6	Occurrence Book		
A.6.2.7	Handcuffs/ Cable Tie (SAPS Graded		
A.6.2.8	None issued		
A.6.3	Do your security officers possess a minimum PSIRA Grade C (required for WCG sites)		
A.6.3.1	Yes		
A.6.3.2	Grade D or lower		
A.6.3.3	No		
A.6.3.4	Not Applicable		
A.7	Security Vehicles		Comments
A.7.1	How many security vehicles do you own for normal physical guarding?	Where a No or Not Applicable response is captured, no further evaluation will be performed for Security Vehicles	
A.7.1.1	Not Applicable		

A.7.1.2	None		
A.7.1.3	One		
A.7.1.4	Two		
A.7.1.5	Three or more		
A.7.2	Kindly provide proof of ownership of the security vehicles (eg. a certified and audited asset register, lease agreement depicting)		
A.7.1	Yes		
A.7.2	No		
A.7.3	Are all your vehicle drivers PSIRA grading of A,B & C?		
A.7.3.1	Yes		
A.7.3.2	No		