

	Security Scope of Work	NTCSA
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1. Introduction

The scope of work details the terms, services, and expectations between the **Employer National Transmission Company South Africa** and the Contractor.

The services shall comprise of the supply of Physical Guarding Services.

The fully trained PSIRA accredited Security Officers and Armed Tactical Security officers (TSOs) & Aerial Surveillance to be deployed per identified **National Transmission Company South Africa** sites (which are also registered National Key Points), on a 24/7 period and on an as and when required basis.

2. Supporting Clauses

2.1 Scope

2.1.1 Purpose

Provision of security services to safeguard National Transmission Company South Africa assets, personal and clients on premises.

2.1.2 Applicability

This document shall apply throughout National Transmission Company South Africa parameters within the Telecommunications, Northwest area.

2.1.3 Effective date

This document is effective from date of successful Contract award starting on the date 01 September 2024.

2.2 Normative/Informative References

- [1] Act 60 of 2000, Firearms Control Act
- [2] Act 102 of 1980, National Key Points Act, section 10
- [3] Act 53 of 1985, The Control of Access to Public Premises and Vehicles Act
- [4] Act 31 of 2002, The Immigration Act
- [5] Act 6 of 1959, The Trespass Act
- [6] Act 51 of 1977, Criminal Procedure and Law of Evidence
- [7] Act 92 of 1982, Nuclear Energy Act
- [8] Act 140 of 1992, The Drugs Act
- [9] Act 108 of 1996, The Constitution of the Republic of South Africa Act

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- [10] Act 85 of 1993, The Occupational Health and Safety Act
- [11] Act 56 of 2001, Private Security Industry Regulation Act
- [12] Act 71 Of 1968, Dangerous Weapons Act
- [13] South African Police Force - Minimum Physical Security Standards (MPSS).

2.2.1 Normative

- [1] ISO 9001 Quality Management Systems
- [2] 32-86: Integrated Risk Management Policy
- [3] 32-84: Security Risk Management Policy
- [4] 32-139: The Control of NTCSA Firearms and Ammunition
- [5] 32-95: Safety, Health, and Environmental Incident Management Procedure
- [6] 23-727: Safety, Health, Environment, and Quality Policy
- [7] 32-144: Safekeeping of Private Firearms and Ammunition
- [8] 32-1138: Handling and Safe Practices for Private Firearms and Ammunition on NTCSA Premises
- [9] 32-1300 Process Control Manual for Access Control in NTCSA

2.2.2 Informative

- [10] Firearm Control Act: Regulations 2004 No.
- [11] **Firearm** licences issued in SA 1994 to 1998 1994: 236033 1995: 150928. 1996: 195613 1997: 195389 1998: 183455

2.3 Definitions

2.3.1 Abbreviations

Abbreviation	Explanation
SAPS	South African Police Service
SACAA	South African Civil Aviation Authority
PSIRA	Private Security Industry Regulatory Authority
SO	Security Officer
TSO	Tactical Security Officer
SASSETA	Safety and Security Sector Educations and Training Authority
ORHVS	Operating Regulation for High Voltage Systems
UIF	Unemployment Insurance Fund
COIDA	Compensation for Occupational Injuries and Disease Act
NKP	National Key point
SOPS	Standard Operating Procedures
ID	Identification Document

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Abbreviation	Explanation
NTCSA	National Transmission Company South Africa
VoIP	Voice over internet protocol
GPS	Global Positioning System
RS	Radio Station
OB	Occurrence Book
K9	Canine Response Unit

2.4 Roles and Responsibilities

- The National Transmission Company South Africa In-house and Contract security teams will be responsible for the day-to-day security functions and operations at the at all radio sites.
- The responsible Project Manager or delegated National Transmission Company South Africa Official shall exercise overall command of the Security resources on sites
- Contract security officer shall execute all security services stipulated as part of the Contract.
- Contract security officer shall ensure PSIRA compliance and compliance to all legislation requirements within the borders of South Africa.
- Each Contract security team shall have a current security compliance file available for inspection at any given time.
- The responsible Project Manager or delegated NTCSA Official shall ensure monthly progress meetings with the security Contract or are met.

2.5 Process for Monitoring

- Monitoring of the security Contract or performance will be presented at the monthly engagement with the delegated National Transmission Company South Africa Official.
- A current security compliance file will be monitored and inspected by security officer National Transmission Company South Africa.

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2.6 Related/Supporting Documents

2.6.1 Risk Assessment

1. Sim-South Area

Site Name	Site Coordinate	Current Security Status	
1. Brakfontein RS	26°39'10"S, 28°08'38"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> Two layered fences of welded mesh and working energised non-lethal fence. <input type="checkbox"/> Anti climb razor wires and spikes on top of welded mesh fence. <input type="checkbox"/> The building is mortar and brick wall. Roof is concrete slab. <input type="checkbox"/> Anti tunnel concrete cement all the perimeter fence. <input type="checkbox"/> Working building lights <input type="checkbox"/> The network tower is still intact with no missing tower support lattices. <input type="checkbox"/> One vehicle sliding gate of welded mesh fence with gate motor linked to NMC, operated by remote control. <input type="checkbox"/> Swinging pedestrian gate which is always locked on padlocks. <input type="checkbox"/> Both gates vehicle and pedestrian have opening detection sensors. <input type="checkbox"/> Four air conditioners installed outside the building. <input type="checkbox"/> Standalone site which is not sharing with other business <input type="checkbox"/> Working security door alarm, EAS <input type="checkbox"/> Fire detectors installed in the building. <input type="checkbox"/> The road from main tar road to the site is pavement driveable with sedan <input type="checkbox"/> Three strong room doors of the building always locked on NTCSA standard locks. <input type="checkbox"/> Beam sensors on the outside of the building. 	<ul style="list-style-type: none"> <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> No security guarding on site. Rely on security system. <input type="checkbox"/> No fire extinguishers outside the building, fire brand box is empty. <input type="checkbox"/> Housekeeping not in order. Old wooden guardhouse left on site. <input type="checkbox"/> Two repaired holes on the fence of the previous intrusion detected. <input type="checkbox"/> The site is accessible and vulnerable in all the sides of the radio site by walking in the veld and forestry. <input type="checkbox"/> No personnel security static guards, reaction, and ad hoc services. Rely on security system. <input type="checkbox"/> No Mass Light installed inside the premises. <input type="checkbox"/> No perimeter lights on the fence. <input type="checkbox"/> Air ventilation holes in the battery room are not secure by cage. <input type="checkbox"/> Fire extinguisher brand empty box

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Sim-West Area

Site Name	Site Coordinate	Current Security Status	
2. Doornkop RS	26°12'48.9"S, 27°48'04.0"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> 1.8m long Diamond mash perimeter fence with a razor wire on top. <input type="checkbox"/> Building is Mortar and brick wall with concrete slap roof. <input type="checkbox"/> Three Strong room doors in the building with padlocks. <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1 <input type="checkbox"/> Ad-hoc Contract security for static guards. <input type="checkbox"/> Security Armed response for the site. <input type="checkbox"/> Three rooms of the building have security strongroom door. <input type="checkbox"/> Beam sensors outside the building <input type="checkbox"/> Site Sharing with Vodacom, MTN and Distribution. <input type="checkbox"/> 17kg carbon dioxide Fire Extinguisher <input type="checkbox"/> Razor wire corroded but still in good condition. <input type="checkbox"/> 1 x Mass Light working. <input type="checkbox"/> No window in the building <input type="checkbox"/> 4 x Building lights working on day/night switch. <input type="checkbox"/> 2 x Alarm speaker installed in the building outside. <input type="checkbox"/> Gate sensors on main access and pedestrian gates. <input type="checkbox"/> Non-lethal energised fence linked Simmerpan installed. <input type="checkbox"/> Grass not long and no trees outside the premises <input type="checkbox"/> No vegetation inside the premises. Good house keeping <input type="checkbox"/> Wooden Guard house with corrugated iron roof. <input type="checkbox"/> One camera installed by Vodacom on the same tower sharing. <input type="checkbox"/> Sprinkler fire system extinguisher inside the building. 	<ul style="list-style-type: none"> <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> The site is accessible front and behind the radio site by walking. <input type="checkbox"/> No anti-tunnel on the perimeter fence on three sites. Tunnelling underneath the fence is possible. <input type="checkbox"/> Non-Lethal fence is not working. <input type="checkbox"/> Gate motor is not working

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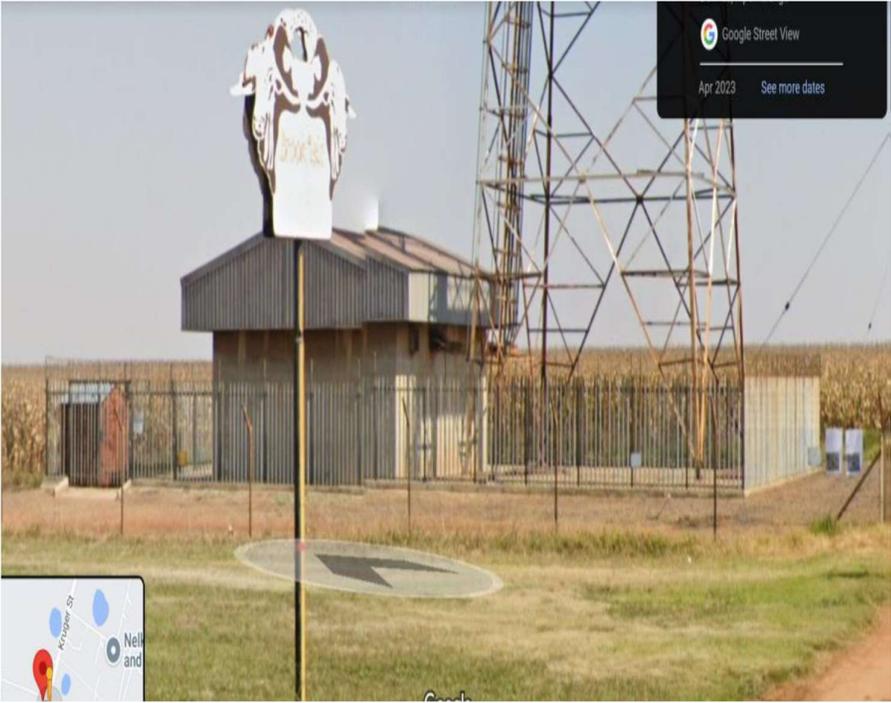
Sim-West Area

Site Name	Site Coordinate	Current Security Status	
3. Driehoek RS	26°23'46.3"S, 27°43'40.3"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> Building is Mortar and brick wall with concrete slap roof. <input type="checkbox"/> Three Strong room doors in the building with padlocks. <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1). <input type="checkbox"/> Three rooms of the building, Battery room, radio room and Charger room <input type="checkbox"/> The site is an accessible by sedan from the main road. <input type="checkbox"/> Anti-tunnel cement is built on the entire perimeter fence on the outer perimeter steel palisade fence. <input type="checkbox"/> Site Sharing with city of Johannesburg. <input type="checkbox"/> No holes at the perimeter. Perimeter fence is in the good condition. <input type="checkbox"/> Building lights working <input type="checkbox"/> The building is without windows. <input type="checkbox"/> Gate sensors on main access and pedestrian gates. <input type="checkbox"/> Two swinging palisade gates on the main outer gate. One swinging pedestrian gate which is joint in the welded mash fence. Positioned in the middle of fence Infront. Entrance to pedestrian gate is gained by walking in between the palisade and welded mash fence. <input type="checkbox"/> Fire detection system all three rooms inside the building. <input type="checkbox"/> Good housekeeping. No grass inside the premises 	<ul style="list-style-type: none"> <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> The site is accessible in all the sides of the radio site by walking. <input type="checkbox"/> Non-Lethal fence is not working, wires are hanging and cut-off. <input type="checkbox"/> Site does not have personnel security static guards, reaction, and ad hoc services. <input type="checkbox"/> No Fire Extinguisher on site. <input type="checkbox"/> The gate operates manually. No gate motor as it was stolen. <input type="checkbox"/> No beam sensors on the outside of the building <input type="checkbox"/> No Mass Light installed. <input type="checkbox"/> Three wooden guard houses of the abandon security company which are left on site uncollected. <input type="checkbox"/> Gate sensors are not working. <input type="checkbox"/> No perimeter lights. <input type="checkbox"/> Criminal risks exist for personnel/staff who work on the site due to previous crime trends and risk classification.

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Sim-East Area

Site Name	Site Coordinate	Current Security Status	
4. Eloff RS	26°11'01.6"S, 28°35'34.3"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> Two layered perimeter fences. 1.8m long palisade perimeter fence with a razor wire on top, The outer diamond mash fence <input type="checkbox"/> Building is Mortar and brick wall with concrete slab roof. Corrugated iron on top of concrete roof <input type="checkbox"/> No missing support lattices from the tower member, still intact <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1). <input type="checkbox"/> The site is an accessible by sedan from the main road. <input type="checkbox"/> Anti-tunnel cement is built on the entire perimeter fence on the steel palisade fence. <input type="checkbox"/> No holes at the perimeter. Palisade perimeter fence is in the good condition. <input type="checkbox"/> The building is without windows. <input type="checkbox"/> Beam sensors inside and outside of the building <input type="checkbox"/> Good housekeeping. No grass inside the premises <input type="checkbox"/> Fire detection system inside the building. <input type="checkbox"/> Radio room door is a strong room door supported by wooden door from inside. <input type="checkbox"/> Two swinging palisade gates and two swinging gates on the diamond mash fence. <input type="checkbox"/> Anti-tunnel cement is built on the entire perimeter fence. Tunnelling underneath the palisade fence won't be possible. 	<ul style="list-style-type: none"> <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> The site is accessible in all the sides of the radio site by walking. <input type="checkbox"/> Site does not have energised non-lethal fence. <input type="checkbox"/> Site does not have personnel security static guards, reaction and ad hoc services. <input type="checkbox"/> Firebrand box with no Fire Extinguisher on site. <input type="checkbox"/> The gate operates manually. No gate motor installed. <input type="checkbox"/> No mass Lights installed and no perimeter lights. <input type="checkbox"/> Penetration through the Palisade fence and diamond mash fence is possible. Fence perimeter protection is inadequate. <input type="checkbox"/> No gate sensors on main access and pedestrian gates. <input type="checkbox"/> Wooden guard house of the abandon by security company which is left on site uncollected.

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Sim-West Area

Site Name	Site Coordinate	Current Security Status	
5. Fontana RS	26°36'34"S, 27°33'19"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> Two layered fences of welded mesh and working energised non-lethal fence. <input type="checkbox"/> Anti climb razor wires and spikes on top of welded mesh fence. <input type="checkbox"/> The building is mortar and brick wall. <input type="checkbox"/> Anti tunnel concrete cement all the perimeter fence. <input type="checkbox"/> Roof is concrete slab. <input type="checkbox"/> Working building lights <input type="checkbox"/> The network tower is still intact with no missing tower support lattices. <input type="checkbox"/> One vehicle sliding gate of welded mesh fence with gate motor linked to NMC, operated by remote control. <input type="checkbox"/> Swinging pedestrian gate which is always locked on padlocks. <input type="checkbox"/> Both gates vehicle and pedestrian have opening detection sensors. <input type="checkbox"/> Four air conditioners installed outside the building. <input type="checkbox"/> Standalone site which is not sharing with other business <input type="checkbox"/> Working security door alarm, EAS <input type="checkbox"/> No windows on the building. <input type="checkbox"/> Fire detectors installed in the building. <input type="checkbox"/> The road from main tar road to the site is pavement driveable with sedan. <input type="checkbox"/> Three strong room doors of the building always locked on NTCSA standard locks. <input type="checkbox"/> Beam sensors on the outside of the building. 	<ul style="list-style-type: none"> <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> No security guarding on site. Rely on security system. <input type="checkbox"/> No fire extinguishers outside the building, fire brand box is empty. <input type="checkbox"/> Housekeeping not in order. Old wooden guardhouse left on site. <input type="checkbox"/> Two repaired holes on the fence of the previous intrusion detected. <input type="checkbox"/> The site is accessible and vulnerable in all the sides of the radio site by walking in the veld and forestry. <input type="checkbox"/> No personnel security static guards, reaction, and ad hoc services. Rely on security system. <input type="checkbox"/> No Mass Light installed inside the premises. <input type="checkbox"/> No perimeter lights on the fence. <input type="checkbox"/> Air ventilation holes in the battery room are not secure by cage. <input type="checkbox"/> No fire break on the perimeter fence. <input type="checkbox"/> Fire extinguisher brand empty box

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Sim-North Area

Site Name	Site Coordinate	Current Security Status	
6. Midrand RS	25°59'03"S, 28°09'36"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> The site is situated inside the perimeter of NTCSA college EAL where access is gain (access control, guarding, patrol and searching <input type="checkbox"/> Reinforced welded mash perimeter fence with a razor wire on top and working perimeter cameras of the EAL College <input type="checkbox"/> Building is Mortar and brick wall. Concrete slap roof. <input type="checkbox"/> Three Strong room doors in the building with padlocks. <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1) <input type="checkbox"/> The site is located inside EAL's perimeter fence and is monitored by EAL Contract security personnel. <input type="checkbox"/> Batteries are locked in the steel safe. <input type="checkbox"/> Concrete network tower <input type="checkbox"/> The building is without windows. <input type="checkbox"/> The site is accessible through driving from the Main gate of the college. <input type="checkbox"/> 4X Building lights working. <input type="checkbox"/> 4X Air conditioners <input type="checkbox"/> Fire detectors and Sprinkler fire system extinguisher inside the building. <input type="checkbox"/> A serviceable fire extinguisher is located within the fire brand box outside the building. <input type="checkbox"/> Good housekeeping, no vegetation and grass been cut. 	<ul style="list-style-type: none"> <input type="checkbox"/> No perimeter fence for the building.

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Sim-West Area

Site Name	Site Coordinate	Current Security Status	
7. Omni Park RS	26°15'08"S, 27°58'32"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> Corrugated iron container with the steel door. <input type="checkbox"/> Corrugated iron door locked on padlock. <input type="checkbox"/> Corrugated iron roof <input type="checkbox"/> The site is inside the complex industry with Contract security for industry at main access control and security system including VeriSecure Access control (ID, Driver's licence, and vehicle licence disk scanner). <input type="checkbox"/> Two separated palisade fence, radio room and Network tower. Fence in good condition. <input type="checkbox"/> The network tower is still intact with no missing tower support lattices. <input type="checkbox"/> No vegetation. The container is located/built in the pavement. <input type="checkbox"/> One spotlight outside in the front door of the containers. <input type="checkbox"/> The site is accessible only from the main security gate, access control 	<ul style="list-style-type: none"> <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> No security guarding on site. <input type="checkbox"/> No alarm <input type="checkbox"/> No door alarm security system <input type="checkbox"/> No fire detectors in the container. <input type="checkbox"/> Contract Security armed response sharing with NTCSA Transmission Northern Grid and the location of armed response time is not reliable, is partially effective. <input type="checkbox"/> No fire extinguishers outside the building

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Sim-North Area

Site Name	Site Coordinate	Current Security Status	
8. Pretoria RS	25°48'09.0"S 28°15'22.0"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> 1.8m height welded mash perimeter fence with a razor wire on top. Perimeter fence is 3m length and the perimeter fence is in the good condition. <input type="checkbox"/> Working Non-lethal Fence which covers the whole perimeter. Electrified fence in good condition. <input type="checkbox"/> Building is Mortar and brick wall. <input type="checkbox"/> Building roof is a concrete slap. <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1). <input type="checkbox"/> Contract Security armed response <input type="checkbox"/> Vehicle entrance gate with a gate motor linked NMC operate on remote control. <input type="checkbox"/> Properly Access control, access to the site is gained through NMC. <input type="checkbox"/> Pedestrian gate secured with the padlock and gate sensor. <input type="checkbox"/> Grown vegetation inside the premises. <input type="checkbox"/> Two Strong room doors in the building secured with padlocks. (Radio Room and auxiliary room) <input type="checkbox"/> Forestry, grass, and weeds outside the premises surrounding the site <input type="checkbox"/> Site chairing with MTN network provider. <input type="checkbox"/> Two Contract security guards employed by South African Weather Services are guarding the main access gate to the site. <input type="checkbox"/> Access road to the site is off-road track at about 200m in between the forestry drivable with a Sedan car. <input type="checkbox"/> Air-ventilation in the building secured by welded steel burglars. <input type="checkbox"/> No fire extinguisher on site. Sprinkler fire system extinguisher inside the building. 	<ul style="list-style-type: none"> <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> The site is accessible behind the radio site by walking from down the suburb to the mountain. <input type="checkbox"/> Members of public created a thoroughfare / forest footpath behind the radio site. <input type="checkbox"/> No security guarding the site. <input type="checkbox"/> About 40 people living behind the site make squatter camp homes closest to the site in the middle of the forest built out of discarded boards and plastics, closest to the site. <input type="checkbox"/> Pedestrian gate electric fence is only on top. Not covers the whole gate. <input type="checkbox"/> No fire breaks. The veld fires may result in damaging the perimeter fence. <input type="checkbox"/> No perimeter fence lights. <input type="checkbox"/> The site is easily access from behind by walking.

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Sim-East Area

Site Name	Site Coordinate	Current Security Status	
9. Primrose Hill RS	26°11'05"S, 28°08'52"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> 1.8m long Diamond mash perimeter fence with a razor wire on top and bulb wire at the bottom. <input type="checkbox"/> Building is Mortar and brick wall. Concrete slap roof. <input type="checkbox"/> Two Strong room doors in the building with padlocks. <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1). <input type="checkbox"/> Contract Security armed response <input type="checkbox"/> Ad-hoc Contract security for static guards. <input type="checkbox"/> Security Armed response for the site. <input type="checkbox"/> Batteries are locked in the steel safe. <input type="checkbox"/> Vehicle entrance gate bolted on the steal. <input type="checkbox"/> Pedestrian gate secured with the padlock. <input type="checkbox"/> One Window steel burglar on the side of the building. One window secures by corrugated iron. One window with metal fine-mesh. <input type="checkbox"/> The site is accessible through driving from the Estate 24/7 security guarding. Only one access of driving to the site. The main gate to the complex business kept by the Estate security personnel. <input type="checkbox"/> Building Lights <input type="checkbox"/> Fire detectors and Sprinkler fire system extinguisher inside the radio room. 	<ul style="list-style-type: none"> <input type="checkbox"/> Diamond mash fence is easily to bypass, fence is one layer. <input type="checkbox"/> Building lights are not working. <input type="checkbox"/> Vehicle and pedestrian entrance gate are diamond mash fence which is easily to cut by perpetrators. <input type="checkbox"/> Multiple holes on the perimeter fence <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> No Non-lethal Fence <input type="checkbox"/> The site is accessible behind the radio site by walking from down the suburb to the mountain. <input type="checkbox"/> The site is not man by the security Guards

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Sim-East Area

Site Name	Site Coordinate	Current Security Status	
10. Sunnyridge RS	26°10'06"S, 28°10'37"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> 1,8m fence is two layers of protection welded mesh perimeter fence outer and non-lethal fence inner with a razor wire on top. Two layers fence closer to the building and another two layers closer to Korhaan Street. <input type="checkbox"/> Building is Mortar and brick wall. Concrete slab roof supported by tiles roof on top. <input type="checkbox"/> Radio room and battery room, strong room doors swinging outside, and support steel doors installed swinging inside. <input type="checkbox"/> The outside strong room doors are always locked on NTCSA standard locks. <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1). <input type="checkbox"/> Network tower built on top of the radio site building roof. <input type="checkbox"/> Fire extinguisher installed on the building outside. <input type="checkbox"/> Landline phone inside the radio room. <input type="checkbox"/> Smoke detector installed in the radio room and battery room. <input type="checkbox"/> All the Pedestrian gate secured with the padlock, all swinging. <input type="checkbox"/> Two motor vehicle gates are linked to Simmerpan MNC, operated remotely. <input type="checkbox"/> No windows on the building. <input type="checkbox"/> The driveway site is pavement accessible easily by driving on sedan. <input type="checkbox"/> One building Light in front of the building. <input type="checkbox"/> Fire detectors and Sprinkler fire system extinguisher inside the radio room and battery room. <input type="checkbox"/> 2 x Outside beams with alarm speaker. <input type="checkbox"/> The site is sharing with MTN. <input type="checkbox"/> Anti tunnel cement is built in all the perimeter fence. 	<ul style="list-style-type: none"> <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> The entire non-lethal fence is corroded and not working. <input type="checkbox"/> Site does not have personnel security static guards, reaction, and ad hoc services. <input type="checkbox"/> Outside building lights not working. <input type="checkbox"/> No spotlights <input type="checkbox"/> All the gates pedestrian and vehicle gates are corroded. <input type="checkbox"/> Fire extinguisher not serviceable <input type="checkbox"/> Housekeeping not in good condition growth weeds inside the premises including on the driveway to site. <input type="checkbox"/> Pole fallen to the roof behind the radio site.

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Sim-South Area

Site Name	Site Coordinate	Current Security Status	
11. Vancollerskop RS	26°40'10.5"S, 28°43'20.5"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> Two layered protection inner and outer perimeter fences <input type="checkbox"/> 1.8 m long welded mesh outer perimeter fence with a razor wire on top and inner non-lethal fence. <input type="checkbox"/> Perimeter fence is in the good condition. <input type="checkbox"/> Building is Mortar and brick wall with the concrete slap roof. The building can delay the perpetrators. <input type="checkbox"/> No windows on the building <input type="checkbox"/> Three Strong room doors in the building with padlocks. <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1). <input type="checkbox"/> Contract Security armed response <input type="checkbox"/> Ad-hoc Contract security for unarmed static guards on 24/7 basis. (Patrolling and access control). <input type="checkbox"/> Vehicle entrance and pedestrian gate built with the solid stainless steel and both gates are always locked with the padlocks. Vehicle gate has a gate motor. Both gates have sensors. <input type="checkbox"/> The wooden guardhouse with the corrugated iron roof. <input type="checkbox"/> Anti-tunnel concrete cement around the perimeter fence <input type="checkbox"/> Building has a smoke detector installed inside the building. <input type="checkbox"/> Three lights in the building which are working. <input type="checkbox"/> Long grass and trees outside the premises <input type="checkbox"/> No vegetation inside the premises. Good house keeping <input type="checkbox"/> The road to the tower at about 2.5 km is a tar road. 	<ul style="list-style-type: none"> <input type="checkbox"/> Diamond mesh fence is easily to bypass, fence is due to decommissioned non-lethal. <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> The site is accessible behind the radio site by walking from the mountain. <input type="checkbox"/> No fire breaks, Veld fires can damage the perimeter fence. <input type="checkbox"/> Gate motor decommissioned is operated manual by the security guards. <input type="checkbox"/> No fire extinguisher, the fire brand extinguisher box is empty. <input type="checkbox"/> The main road is a gravel which is not easily accessible. <input type="checkbox"/> The armed response is based on Pretoria West, will not respond on the reasonable time. <input type="checkbox"/> No perimeter lights. <input type="checkbox"/> No mass and spotlights.

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Sim-East Area

Site Name	Site Coordinate	Current Security Status	
12. Vlakfontein RS	26°18'47.1"S, 28°25'59.5"E	Current Measures'	Vulnerability
		<ul style="list-style-type: none"> <input type="checkbox"/> 1.8m long perimeter fence, two layers of protection. Welded mash outer fence with a razor wire on top and inner non-lethal fence. <input type="checkbox"/> No windows on the building. <input type="checkbox"/> Welded mash in the good condition. No holes on the perimeter fence <input type="checkbox"/> Building is mortar and bricks wall with concrete slap roof. <input type="checkbox"/> Energised non-lethal fence linked to Simmerpan NMC. <input type="checkbox"/> Three strong room doors in the building with the NTCSA standard locks <input type="checkbox"/> Security Alarms (BIP, Door Alarm, DC Load Fail, Charger 1 Alarm and Battery 1). <input type="checkbox"/> The site is inside NTCSA live line, and NEW distribution perimeter fence access is on one gate, located closer in between Live line and New Dx sites. Two dx sites have Contract security officers closer to the radio site, working 24/7. <input type="checkbox"/> Motorised access gate operates on remote control. Gate motor is working and secured with the padlock. The gates are in a good condition. <input type="checkbox"/> Pedestrian gate secured with the padlock. <input type="checkbox"/> 4 x working building lights operate manually on the light switch. <input type="checkbox"/> Two spotlights installed on the network tower which improve the deterrent to the site <input type="checkbox"/> All three rooms of the building have a fire detector. <input type="checkbox"/> Serviceable fire extinguisher installed out building inside the fire brand box. <input type="checkbox"/> The network tower still intact with no missing support lattices. <input type="checkbox"/> Anti tunnel cement all around the perimeter fence. <input type="checkbox"/> Housekeeping in the good condition 	<ul style="list-style-type: none"> <input type="checkbox"/> Non-lethal fence corroded. <input type="checkbox"/> No gate sensors on vehicle gate and pedestrian gate <input type="checkbox"/> No CCTV cameras on site <input type="checkbox"/> Air conditioner installed on the building outside not secured by the cage. <input type="checkbox"/> The site does not have armed response, security escort and static guards' services. <input type="checkbox"/> No fire breaks on the perimeter fence.

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2.6.2 Crime Statistics

NTCSA Telecoms Crime Stats – Gauteng Province																
Site Name	Responsible Section	Site Coordinates	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Total
1. Brakfontein RS	Sim-South	26°39'10"S, 28°08'38"E	2	3	2	2	1	1	0	0	0	0	0	0	0	11
2. Doornkop RS	Sim-West	26°12'48.9"S, 27°48'04.0	0	0	0	1	0	0	0	2	2	1	1	0	0	7
3. Driehoek RS	Sim-West	26°23'46.3"S, 27°43'40.3	2	2	1	1	1	1	0	1	1	2	1	1	4	16
4. Eloff RS	Sim-East	26°11'01.6"S, 28°35'34.3	0	1	0	1	0	0	1	0	0	0	1	0	2	6
5. Fontana RS	Sim-West	26°36'34"S, 27°33'19"E	2	0	0	0	1	1	1	1	0	0	0	0	0	6
6. Midrand RS	Sim-North	25°59'03"S, 28°09'36"E	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7. Omni Park RS	Sim-West	26°15'08"S, 27°58'32"E	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8. Pretoria RS	Sim-North	25°48'09.0"S 28°15'22.0	1	0	0	0	0	0	0	0	2	0	1	0	0	4
9. Primrose Hill RS	Sim-East	26°11'05"S, 28°08'52"E	0	0	0	0	0	0	1	1	0	0	3	1	0	6
10. Sunnyridge RS	Sim-East	26°10'06"S, 28°10'37"E	0	0	1	0	0	0	0	0	2	0	0	0	0	3
11. Vancollerskop RS	Sim-South	26°40'10.5"S, 28°43'20.5	0	0	0	0	0	0	0	0	0	0	0	2	0	2
12. Vlakfontein RS	Sim-East	26°18'47.1"S, 28°25'59.5	0	0	0	0	0	0	0	0	0	0	0	0	0	6
Total number of incidents 2012 – 2024															67	

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Security assessment Risk Rating

Security Risk Ratings																					
Site Name	Responsible Section	Site Coordinates	Nearest Town	Distance to Nearest Town	Site Owner	Access to Site	Type of Building 9 (Chromadek, FibreGlass)	Fence	Condition of Fence / Gate	Access Control	Alarm System	Security System	No. of Beams	Site Patrolling	Armed Response	Static Guarding	Adhoc Request (K9)	Crime Stat- No of incidents	Probability	Impact	Risk Rating
1. Brakfontein RS	Sim-South	26°39'10"S, 28°08'38"E	Vereeniging	37Km	TX	Contrate road on the farm gates	Brick & Mortar wall	Welded Mash & Non-Lethal 1.8 meter	Good	Electronic - Remote Operating	EAS	DSC	3	Yes	Yes	As and when required	As and when required	11	3	C	Medium
2. Doornkop RS	Sim-West	26°12'48.9"S, 27°48'04.0"E	Soweto	9Km	TX	Tar road with no gate	Brick & Mortar wall	Welded Mash & Non-Lethal 1.8 meter	Good	Manual - Lock and Key	EAS	None	0	Yes	Yes	As and when required	As and when required	7	4	C	Medium
3. Driehoek RS	Sim-West	26°23'46.3"S, 27°43'40.3"E	Westonaria	25Km	TX	Contrate road with no gate	Brick & Mortar wall	Welded Mash, Palisade and Non-lethal fence 1.8 meter	Poor	Manual - Lock and Key	EAS	None	3	Yes	Yes	As and when required	As and when required	16	5	B	High
4. Eloff RS	Sim-East	26°11'01.6"S, 28°35'34.3"E	Eloff	0 km	TX	Tar and short gravel with no gate.	Brick & Mortar wall	Welded Mash & Non-Lethal 1.8 meter	Good	Manual - Lock and Key	EAS	None	0	Yes	Yes	As and when required	As and when required	6	3	C	Medium
5. Fontana RS	Sim-West	26°36'34"S, 27°33'19"E	Fochville	22Km	TX	Through the farm lock gate with gravel pavement RD	Brick & Mortar wall	Welded Mash & Non-Lethal 1.8 meter	Good	Electronic - Remote Operating	EAS	None	0	Yes	Yes	As and when required	As and when required	6	3	C	Medium

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6.	Midrand RS	Sim-North	25°59'03"S, 28°09'36"E	Midrand	0 Km	TX	EAL Security gate Main entrance tar RD	Brick & Mortar wall	Inside the perimeter of EAL.	Good	Inside the perimeter of EAL.	EAS	None	0	Yes	Yes	As and when required	As and when required	0	1	E	Low
7.	Omni Park RS	Sim-West	26°15'08"S, 27°58'32"E	Aeroton	2Km	TX	Factory Security gate Main entrance tar RD	Corrugated iron container	Palisade fence 1.8 meter	Good	Inside the perimeter of Factory.	EAS	None	0	Yes	Yes	As and when required	As and when required	0	1	E	Low
8.	Pretoria RS	Sim-North	25°48'09.0"S 28°15'22.0"E	Pretoria	11Km	TX	Estate security main entrance and lock gate behind estate. Short off road between the trees	Brick & Mortar wall	Welded Mash & Non-Lethal 1.8 meter	Good	Electronic - Remote Operating	EAS	None	0	Yes	Yes	As and when required	As and when required	4	4	C	Medium
9.	Primrose Hill RS	Sim-East	26°11'05"S, 28°08'52"E	Germiston	5Km	TX	Lock gate behind estate. Short off road between the trees	Brick & Mortar wall	Diamond mash fence	Poor,	Manual Lock and Key	EAS	None	0	Yes	Yes	As and when required	As and when required	6	4	C	Medium
10.	Sunnyridge RS	Sim-East	26°10'06"S, 28°10'37"E	Primrose	7Km	TX	Suburb tar road. Remote control gate linked to NMC	Brick & Mortar wall	Welded Mash & Non-Lethal 1.8 meter	Good	Electronic - Remote Operating	EAS	None	0	Yes	Yes	As and when required	As and when required	3	3	C	Medium
11.	Vancollerskop RS	Sim-South	26°40'10.5"S, 28°43'20.5"E	Greylingstad	14Km	TX	Famer locked gates on contrate RD.	Brick & Mortar wall	Welded Mash & Non-Lethal 1.8 meter	Poor	Manual Lock and Key	EAS	None	0	Yes	Yes	As and when required	As and when required	2	4	C	Medium
12.	Vlakfontein RS	Sim-East	26°18'47.1"S, 28°25'59.5"E	Springs	7Km	TX	Dx entrance gate tar RD.	Brick & Mortar wall	Welded Mash 1.8 meter	Good	Manual Lock and Key	EAS	None	0	Yes	Yes	As and when required	As and when required	6	3	B	Medium

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Security Risk Matrix

Risk probability	Risk severity				
	Catastrophic A	Hazardous B	Major C	Minor D	Negligible E
Frequent 5	5A	5B	5C	5D	5E
Occasional 4	4A	4B	4C	4D	4E
Remote 3	3A	3B	3C	3D	3E
Improbable 2	2A	2B	2C	2D	2E
Extremely Improbable 1	1A	1B	1C	1D	1E

Risk Rating Legends					
Low		Medium		High	

Risk Likelihood (probability) and severity (impact) table explanation :-

Likelihood	Definition	Value
Frequent	Likely to occur many times (has occurred frequently)	5
Occasional	Likely to occur sometimes (has occurred infrequently)	4
Remote	Unlikely to occur, but possible (has occurred rarely)	3
Improbable	Very unlikely to occur (not known to have occurred)	2
Extremely improbable	Almost inconceivable that the event will occur	1

Severity	Definition	Level
Catastrophic	If the risk occurred, it would: Cause multiple deaths and/or Destruction of equipment and resources	A
Hazardous	If the risk occurred it would cause: A large reduction in safety margins, physical distress, or a workload such that the operators cannot be relied upon to perform their tasks accurately or completely Serious injury Major equipment damage	B
Major	If the risk occurred it would cause: A significant reduction in safety margins, a reduction in the ability of the operators to cope with adverse operating conditions because of an increase in workload or as a result of conditions impairing their efficiency Serious incident Injury to persons	C
Minor	If the risk occurred, it would cause a: Nuisance Operating limitations Use of emergency procedures Minor incident	D
Negligible	Few consequences	E

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2.6.3 Armed Response Vehicle Location (Place of departure)

Site Name	Responsible Section	Site Coordinates	Nearest Town	Distance to Nearest Town	Armed Response Located Place	Response Time	Control Centre Location	Geographical Footprint	Local Partners
1. Brakfontein RS	Sim-South	26°39'10"S, 28°08'38"E	Vereeniging	37Km					
2. Doornkop RS	Sim-West	26°12'48.9"S, 27°48'04.0"E	Soweto	9Km					
3. Driehoek RS	Sim-West	26°23'46.3"S, 27°43'40.3"E	Westonaria	25Km					
4. Eloff RS	Sim-East	26°11'01.6"S, 28°35'34.3"E	Eloff	0 km					
5. Fontana RS	Sim-West	26°36'34"S, 27°33'19"E	Fochville	22Km					
6. Midrand RS	Sim-North	25°59'03"S, 28°09'36"E	Midrand	0 Km					
7. Omni Park RS	Sim-West	26°15'08"S, 27°58'32"E	Aeroton	2Km					
8. Pretoria RS	Sim-North	25°48'09.0"S 28°15'22.0"E	Pretoria	11Km					
9. Primrose Hill RS	Sim-East	26°11'05"S, 28°08'52"E	Germiston	5Km					
10. Sunnyridge RS	Sim-East	26°10'06"S, 28°10'37"E	Primrose	7Km					
11. Vancollerskop RS	Sim-South	26°40'10.5"S, 28°43'20.5"E	Greylingstad	14Km					
12. Vlakfontein RS	Sim-East	26°18'47.1"S, 28°25'59.5"E	Springs	7Km					
TOTAL NUMBER OF ARMED RESPONSE = 4 per area.									

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2.6.4 Risk identification and analysis for rendering a Contract security service.

- The armed response security Contract will assist to respond to the site at the reasonable time for all security incidents.
- The Local SAPS services assistance is minimal and not reliable due to lack of resources.
- The radio sites are in the remote areas, and they are widely dispatched from one another.
- Dangers can come in many structures, whether it is programmers breaking into explicit control frameworks to upset everyday activities; Terrorists who intend to directly harm vital infrastructure or criminals who steal metal, which poses a particular threat to the electricity grid.
- NTCSA Telecommunications faces an increased risk of network instability caused by criminal activity. There are numerous remote locations where security measures are currently insufficient to reduce risk. As a result, telecom sites are extremely vulnerable.
- Asset theft is common throughout the region and is a risk because there is no security personnel deployed to respond to security incidents immediately. This causes incidents to happen again and puts assets and staff's safety at risk. Due to a lack of investigations, the criminals are not brought to justice.
- These occurrences adversely affect the NTCSA radio sites and critical thump on influences on the administration of the NTCSA power utility.
- The high pace of occurrences additionally brings about critical monetary misfortunes to NTCSA radio site communications. Staff members are called out at night to fix these problems, which has a negative impact on their safety and security.
- The risk to infrastructure and personnel is negatively impacted by the rising number of incidents. The gamble is consequently evaluated a crime rate on the NTCSA Crime Register for communication. " This risk is based on the risk analysis that indicates an increase in the number of security incidents due to inadequate security measures that resulted in the failure of the NTCSA Telecommunications network. Telecoms operations are gravely endangered by this. Different mediations are anticipated the relief of the risk, and these will be illustrated as a component of the drives in the Security incident.

3. Scope of Work

- a) Category A includes Access Control, Patrols and Static Guarding
- b) Category B includes Armed Response, Escorting, Ad-hoc (Events Management and Close Protection), Tactical Response and Special Operations.
- c) Category C includes 24/7/365 Live Surveillance Monitoring Control and Response team
- d) Category D includes canine units (K9- Patrol and Protection Dog DH1-DH2 Level).

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3.1 Estimated Resource required.

**3.1.1 Static Guarding Unarmed Guards. Ad-hoc Services, only when required. Gauteng
(Sim South, North, East, West, Sim Plant & Fibre)**

No	AD-HOC SERVICES FOR 10 SITES: STATIC GUARDING AREA 1 (PSIRA rates)	NUMBER OF HOURS ALLOCATED PER SHIFT	AVERAGE NUMBER OF DAYS PER MONTH	CONTRACT DURATION
1.	UNARMED GRADE C	QUANTITY REQUIRED		
2.	UNARMED GUARDS DAY SHIFT MON – SUN, 24/7	10	12	21 Days per month 36 months
3.	UNARMED GUARDS NIGHT SHIFT MON – SUN, 24/7	10	12	21 Days per month 36 months
4.	BULLETPROOF MOBILE GUARDHOUSE	10	Once-off <i>(See type of guard house Below)</i>	
5.	PORTABLE TOILET	10	36 months	
6.	WATER (SEALED)	1 X 10 LITRES Daily per site	36 months	
7.	GUARDS WITH BULLET PROOF VEST PER GUARD	10	36 months	



(To withdraw services once site is properly secured)

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3.1.2 Armed Escorting (Only When Required), Gauteng (Sim South, North, East, West, Sim Plant & Fibre)

3.1.3 GAUTENG (Sim South, North, East, West, Sim Plant & Fibre) RADIO SITES		CONTRACT DURATION
AREA 1 (PSIRA)		
ARMED RESPONSE GRADE C	QUANTITY REQUIRED	
FOR A NORMAL DAY SHIFT MON – SUN, 24/7	12	36 months
FOR A NORMAL NIGHT SHIFT MON – SUN, 24/7	12	36 months
4x4 VEHICLE WITH PETROL CARD, SPOTLIGHT AND NIGHT VISION	12	36 months

3.2 Tactical / Armed Response

3.2.1 Armed Escorting (Only When Required), Gauteng (Sim South, North, East, West, Sim Plant & Fibre) AD hoc Services.

3.2.2 GAUTENG (Sim South, North, East, West, Sim Plant & Fibre) RADIO SITES		CONTRACT DURATION
AREA 1 (PSIRA)		
ARMED RESPONSE GRADE C	QUANTITY REQUIRED	
FOR A NORMAL DAY SHIFT MON – SUN, 24/7	12	60 months
FOR A NORMAL NIGHT SHIFT MON – SUN, 24/7	12	60 months
4x4 VEHICLE WITH PETROL CARD, SPOTLIGHT AND NIGHT VISION	12	60 months

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3.2.3 Dog and Dog Handler (Only When Required), Gauteng (Sim South, North, East, West, Sim Plant & Fibre)

3.2.4 GAUTENG (Sim South, North, East, West, Sim Plant & Fibre) RADIO SITES		CONTRACT DURATION
DOG AND DOG HANDLER	QUANTITY REQUIRED (Estimation)	
FOR A NORMAL DAY SHIFT MON - SUN	12	36 months
K9- Patrol and Protection Dog DH 1-DH2 Level	12	36 months
FOR A NORMAL NIGHT SHIFT MON - SUN	12	36 months
K9- Patrol and Protection Dog DH 1-DH2 Level	12	36 months
4x4 VEHICLE WITH PROVISION TO CARRY THE DOG PETROL CARD	12	36 months

NOTE: Total cost per month will be PSIRA rate base which will exclude profit and VAT but will have their relief security officer in as a permanent employee.

Notwithstanding share of overhead cost includes liability and other insurance, payroll and admin, control centre, transport cost (vehicles, maintenance, and fuel), fixed infrastructure, rates & taxes, registers, security aid, occupational health and safety compliance, management, and statutory fees payable.

For safety reasons no security guards shall be transported at the back of a bakkie.

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3.3 Nature of services to be provided.

The nature of services to be provided but not limited thereto are as follows:

- Security services and Tactical support services to be rendered shall be access control functions at all access control points, perimeter protection by means of patrols and monitoring functions, crime prevention in identified and indicated hot spot areas, crowd disruption functions as and when required.
- These functions to be executed for purposes of monitoring and safeguarding the identified Telecommunication radio site.
- The protective condition shall focus on deterring, detecting, deflecting, and defending against acts of criminality and economic sabotage such as disruption & obstruction of access / egress routes at the stations, vandalism, unauthorized access, unauthorized removal of copper cables, other assets and equipment, bypassing security measures, security breaches, security incidents, industrial action (strikes, demonstrations, protests, sit-ins, picketing etc.), but not limited thereto.
- The deployed members shall be agile, swift, observant, and vigilant; and shall rapidly respond to alarms, security incidents, crime scenes, imminent or potential threats in the radio site and surroundings, that may negatively affect security of supply of telecommunication services and introduce risks to operational performance and stability in the Region.
- Foot and vehicle patrols shall be conducted to cover the targeted high-risk sites and vulnerable areas and shall not be predictable.
- All vehicles, people, equipment, etc., shall be searched as directed by the Project Manager or designated National Transmission Company South Africa official.
- Reaction and response to any security emergencies or life-threatening situations on site without delay.
- Gathering of information on potential threats and/or emerging risks.
- Proactive assessment of information from various sources including environmental scanning and daily risk assessments.
- Prevention of unauthorized removal of National Transmission Company South Africa

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assets from National Transmission Company South Africa sites and network infrastructure, through searches and screening of people, objects, vessels, and vehicles.

- Provide situational and operational reporting 24/7 on issues and incidents.
- Record events and incidents through audio- visual or digital means e.g., strike actions, protests, gatherings, demonstrations, crime scenes, but not limited thereto.
- Perform crime scene management and preservation of evidence, witnesses, etc. until SAPS responds and takes over.
- Drone patrols by licensed drone operators (SACAA certification to be produced) and armed response vehicles, as directed by the Project manager or delegated National Transmission Company South Africa Official.

3.4 Pre- deployment provisions

Prior to site deployment the following provisions are to be in place / and adhered to.

- Security clearance assessment conducted on all deployed personnel.
- Safety file reviewed and approved.
- Site induction.
- ORHVS awareness
- Access authorization process (site permit)
- Only company firearms licensed in the security Contract ors' name may be utilized as per this Contract.
- Personal protective equipment includes body armour, pepper spray.
- As and when required the use of riot control and crowd management equipment.
- Body cams on all armed response security operators

No security officers are to be deployed in terms of this Contract, before undergoing necessary National Transmission Company South Africa induction. National Transmission Company South Africa reserves the right to remove such Officers that have not complied with this requirement from their sites or duties as per this agreement at the cost to the Contractor. Security officers shall be subjected to polygraph examinations on agreed intervals with the service provider or during investigations.

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3.5 Security screening requirements Armed Response and Tactical Security Officers

The supplier shall provide to the designated National Transmission Company South Africa Contract s manager, the following:

- Results of Criminal background checks not older than 3 months from the date of deployment. The report shall be provided within fourteen days from date of deployment.
- All Security officers must be registered with PSIRA at the required grade.
- Tactical security officers Grade C with Armed response and or Cash in Transit. Where the PSIRA certificate does not indicate as such proof of course results for Armed response, Cash in Transit, Crowd management to accompany the PSIRA certificates.
- Shift Supervisor Grade B.
- Team leader
- Proof of Tactical security training and experience of all deployed officers at site level, including crowd control.
- Armed Security officers must have completed SASSETA training on the specific firearms they are expected to use.
-
- Armed Security officers must possess valid firearm competency certificates for business purposes (issued by SAPS) and always carry it.
-
- Armed security officers should have undergone Regulation 21 training during 2023/2024 FY.
- Security officers will be expected to sign a declaration of Secrecy before commencements of their duties in terms of this Contract.
-
- Copies of signed PSIRA Code of Conduct of all Security Officers deployed at sites.

3.6 Requirements of Security Officers during deployment

- All Security officers deployed at National Transmission Company South Africa sites must comply and adhere to National Transmission Company South Africa policies and all relevant national legislations.
- Security officers must be always in possession of their valid PSIRA and company ID cards.
- Security uniforms shall be compliant to PSIRA regulations and standards.

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- During protests, demonstrations, strikes, etc. fully kitted uniformed security officers equipped with appropriate personal protective equipment must manage and control violent protest or other situations. Video recording of such incidents will be required.
- Armed Security officers must always carry Company issued Firearm permits whilst on duty, as per the Firearm Control Act.
- Security officers will be subjected to alcohol and drug testing at sites and shall have their person and possessions searched, without exception. Refusal to co-operate will necessitate removal of the TSO from site immediately at the cost of the Contract or. Defaulting security officers are not to be deployed at any other National Transmission Company South Africa site, under any circumstances.
- Security officers should not have been convicted of any criminal offence and should disclose all pending criminal prosecutions against them. Non-disclosure of such will result in the officers' automatic removal from National Transmission Company South Africa site or duties and the Contract or held liable for any losses or damages incurred as a result thereof.
- Security officers must be able to read and write and express themselves well in English.

3.7 Firearms

- Only National Transmission Company South Africa approved firearms are allowed. For the usage in terms of this Contract licensed 9mm pistols for self-defence and shotguns with rubber bullets will be applicable.
- Armed Security officers must have competency certificates for the specific firearm in possession thereof.
- The Contract or is responsible for providing firearms, ammunition, belt / shotgun slings, holsters, tactical torches, pepper spray, firearm safes, crowd control equipment, registers as per the Firearm Control Act, for the management and control of the company's firearms.
- No Security officers shall be permitted to use or be issued with a National Transmission Company South Africa firearm under any circumstances.
- Safe handling of firearms during shift changes must be always adhered to. The Contract or must ensure that a procedure is put in place to that effect.
- Safes must be provided by the Contract or for the safekeeping of firearms not in use
- The Contract or must ensure provision of equipment/facilities for making firearms safe. A procedure to that effect, should also be in place.
- The Contract or must ensure that Security officer's private firearms are not utilized for their business purposes, in terms of this Contract.
- No Contract or firearms will be kept safe / stored on National Transmission Company South Africa premises; the company is to ensure that the firearms are issued / returned / stored & transported in terms of the Provision of the Firearm Control Act.

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3.8 Supervision and control

- All deployed guards must be supervised by a duly assigned and delegated PSIRA Grade B supervisor per shift.
- The supervisors must ensure that Officers are assisted to reach the sites and paraded when reporting on and off duty.
- The posting of Officers is required to be done by the Supervisor at all sites (the practice of "self-posting" is not permitted).
- All equipment must be tested during each shift change, and all defective or unserviceable equipment must be replaced immediately.
- Operational Manager at Grade A is required for the duration of this Contract.

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3.9 CATEGORY A: Content of Access Control, Patrols and Static Guarding

- i) Knowledge of scope of work of all National Transmission Company South Africa sites under Operational Manager supervision
- ii) Will train all guards according to the scope of work and work instructions applicable for site specific.
- iii) Guards deployed on site according to request shall have Grade C, company ID card and PSIRA ID card.
- iv) Operational equipment as per Contract scope of work on site shall all be in place when guard is deployed.
- v) Security Company Contract or shall be responsible for their own accommodation, meals, and transport - NO guard shall stay on any National Transmission site. Operational Manager shall ensure petrol cards are available and issued for all patrol vehicles to not comprising patrolling schedule.
- vi) All sites to have 24-hour communication - cell phones, fixed line, panic buttons, radios.
- vii) Emergency file with all company procedure shall be on site.
- viii) All sites will have Manpower file with details of guards.
- ix) No guard shall be removed or changed at sites before National Transmission Company South Africa Security Risk Management supervisor has been notified verbally and a written report submitted of reasons, details of guard and details of replacement guard.
- x) All sites shall be visited twice week.
- xi) Weekly site visit reports shall be completed, fully and accurately, and submitted no later than 16h00 every Wednesday (i.e., week Thursday to Wednesday).
- xii) When a site has been visited, an OB report shall be written in site OB. OB report must contain the following information:
 - 1. Name of guard on duty
 - 2. Time / date of visit
 - 3. Details of supervisor who made visit.
 - 4. Stance of operational equipment
 - 5. Firearm inspected (where applicable)
 - 6. Registers inspected.
 - 7. All faults reported.
 - 8. All complaints / incidents reported by guards - cross-referenced with OB no., date, time - this must also be reflected on weekly report under "general".
 - 9. Emergency equipment checked - fire extinguisher / first aid kit
- xiii) Make sure all registers are in place as per site and neat and tidy.
- xiv) Guards dressed in full uniform with bullet proof vest and neat and tidy.

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- xv) All equipment is in good working condition.
- xvi) Incident Flash report shall be done as follows:
1. Immediately telephonically to National Transmission Company South Africa Security Risk Management supervisor responsible for site
 2. Written incident report within 4-hour to National Transmission Company South Africa Security Risk Management supervisor and Regional Manager, containing the following details:
 1. What happened?
 2. When?
 3. Where?
 4. Who (responsible / on duty / person/s involved)?
 5. How?
 6. Affidavits of security officer / guard on duty and Supervisor
 7. GPS co-ordinates of the site where incident happened.
 3. **Full report in 24-hours to National Transmission Company South Africa Security Risk Management, including the following details:**
 1. Grid / Business Unit
 2. Site name
 3. Suspect Who and Number
 4. What happened
 5. Assets Stolen / Damaged
 6. Loss Value
 7. Recovery Value
 8. SAPS Station
 9. Name of Complainant
 10. CAS
 11. Arrest
 12. Vegetation Management
 13. Fence / Security System
 14. Status
 15. Perimeter Lighting
 16. Impact
 17. National Transmission Company South Africa on Standby / Duty
 18. External Service Providers

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19. Officers on Duty

20. External: PSIRA Numbers and Names and Surnames

xx) Operational Manager and guard shall adhere to National Transmission Company South Africa:

1. Health and Safety Act
2. Emergency Plan per site
3. Scope of Work
4. Work Instructions

4. Electronic Guard Tracking System

Electronic systems with remote monitoring capabilities to monitor guard patrols must be installed at all sites at the cost of the appointed service provider and this will be removed by the appointed service provider upon expiration of the bid. Software training and registration on these systems must also be provided at no cost to NTCSA, Telecoms. The installed guard patrols systems must provide daily patrol reports and submit these electronically to the NTCSA, representatives (Officer Security Operations, Service Manager). Detailed reports must be provided daily. The NTCSA, Telecoms will allow 10% deviation on patrol reports taking into consideration the following issues only.

- Incomplete contact (security officer does not perform successful contact with a point along the specified route).
- Load shedding or power failure for any reason e.g., maintenance, disaster, etc.
- Patrol system repairs or maintenance:
 - o Device malfunction must be reported immediately within three hours of malfunction.
 - o Provisions to replace the device must be made within 8 hours.
- Specific issues discussed with specific offices and formal acceptance has been authorised.

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3.10 CATEGORY B: Content Armed Response, Escorting, Ad-hoc (Events Management and Close Protection), Tactical Response and Special Operations

3.10.1. Armed Escorting

- i) As per points (i) to (xx) per section (a)
- 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 purposes.
- 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 work in the various area.
- vii) Ensure armed response vehicles and all vehicles used for this Contract are fitted with GPS tracking system as part of invoice.
- viii) Armed response vehicle to be roadworthy and equipped with correct equipment and documentation as per scope of work and/ or work instructions.
- ix) 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.
- x) Reaction Officers doing the armed escorting duties must have updated competency certificates with strict adherence to the Firearms Control Act. The Reaction 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). All armed escorting officers must have a Valid PSIRA certificates in compliance to the PSIRA Act 2001 (Act No. 56 of 2001). All armed escorting officers must not be lower than Grade C.
- xi) Valid firearm permits issued by the authorized firearm control officer for TSP, Firearm Control Act, 2000 (Act No. 60 of 2000).

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- xii) Accredited valid training certificates with results (Regulation 21), Firearm Control Act, 2000 (Act No. 60 of 2000).
- xiii) Valid South African driver's license (EB) Code 10
- xiv) Level 3 bullet-proof vests handcuffs, spotlight, torches with spare batteries, pocketbooks and pens, head protection.
- xv) A road worthy all-terrain vehicle, preferably a 4x2 suited for the terrain where NTCSA employees will be travelling to. The vehicle must be equipped with a first aid kit and fire extinguisher.
- xvi) 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 at the control room containing situation reports, incident reports and any communication with the armed escort team.
- xvii) The armed escort team must do the escorting in a tactically sound manner:
- xviii) Possible ambush positions must be secured before the NTCSA members being escorted are allowed to proceed through the position.
- xix) When the site where the NTCSA members are to perform their duties is reached, the armed escort team needs to secure the area before the NTCSA employees commence work.
- xx) The armed escort must then take up a position for all round defence of the area where the NTCSA employees are working and be constantly vigilant.
- xxi) All armed escort vehicles shall be equipped with a local global positioning system or Satellite Surveillance or any other system that would assist them.
- xxii) The armed Reaction Officers are to travel in their own vehicle and provide protection to the NTCSA employee/s.
- xxiii) The Reaction Officers shall be required to meet the NTCSA employees at an NTCSA site or predetermined place; escort and protect the NTCSA employee for the required period and then return to where they first met or an alternative drop-off point.

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3.10.2. REACTION SECURITY SUPERVISOR

- Content of Scope of Works for guard posting at Contract ed sites / work instructions
- Knowledge of scope of works of all NTCSA sites under his supervision.
- Will train all RO according to scope of works and work instructions applicable for specific site.
- Reaction Officers posted on site according to request for site with Grade C, company ID card and PSIRA ID card. Operational equipment as per Contract scope of work on site must all be in place when Guards Reaction Officers is posted.
- Security Company will be responsible for their own accommodation, meals and transport – NO Reaction Officers will stay on NTCSA site.
- All sites to have 24-hour communication – cell phones, fixed dial, panic buttons, radios.
- Emergency files with all company procedures in on site.
- All sites will have manpower file with details of Reaction Officers
- No Reaction Officers will be removed or changed at sites before NTCSA Security Risk Management Supervisors are notified verbally and a written report submitted of the reason, details of Reaction Officers and details of replacement Reaction Officers
- All sites must be visited twice a week – one day shift and one night shift visit.

3.10.2.I. Weekly site All faults reported.

- All problems reported by Reaction Officers – cross-referenced 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
- Make sure all registers are in place as per site and neat and tidy.
- Reaction Officers dressed in full uniform with bullet proof vest and neat and tidy.
- All equipment is in good working condition.

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- All complaints from NTCSA employees will be noted and immediately reported to NTCSA Security Risk Management Supervisor responsible for the site.
- Only orders given by NTCSA Security Risk Management Supervisor for site will be carried out.
- Incident Flash report will be done as follows:
 - Immediately telephonically to Security Risk Management Supervisor responsible for site
 - Written flash report within 04 hours to NTCSA Security Risk Management Supervisor and Regional Manager, containing the following details.
 - What happened?
 - When (date and time)?
 - Where?
 - Who (responsible / on duty / persons involved)
 - How?
 - Affidavits of security Reaction Officers on duty and Supervisor
 - Full report in 08 hours to NTCSA Security Risk Manager.
 - Supervisors and Reaction Officers will adhere to NTCSA:
 - Health and Safety Act
 - Emergency Plan per site
 - Scope of Works
 - Work Instructions
 - Content of Scope of Works for armed response
 - As per points i-xix per section (a)

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- Armed response members fully trained in armed response.
- Armed response members in possession of firearm competency certificates
- Twice a year undergo firearm training as per Firearm Act for business purposes.
- Correct handing over of firearm procedures between shifts as per correct registers as per Firearm Control Act and safekeeping thereof.
- Ensure armed response vehicles are deployed according to scope of works and area deployment.
- Armed response vehicles to be roadworthy and equipped with correct equipment and documentation as per scope of works and work instructions.
- Annexure Scope of Works for Supervisor to be signed by Supervisor and recorded on file.
- Vehicle contingency plan: Security Service Provider shall have contingency plans in place to react immediately to any emergency request.
- Vehicle breakdowns
- Vehicle accidents

3.10.3. Monitoring Services

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

3.10.4. Security Breaches and Incidents

- 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, unauthorised 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 behaviour.
- Report without delay (OB)
- Alert authorities/ NTCSA management

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3.10.5. Standard Operating Procedure on Sites

(a) Shift Relief/ Hand over Procedure

- A formal Shift relief handover will be done daily as prescribed below:
- A Reaction Officer shall not leave his/her area of operation unless his/her relief has arrived.
- The Reaction 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 Reaction 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.
- On sites where Reaction Officer perform patrol duties, the Reaction 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.
- The Reaction Officer going off duty must stay and witness the Reaction 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.
- New Reaction 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.

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3.11 CATEGORY C: 24/7/365 Live Surveillance Monitoring Control and Response team

- The main scope of 24/7/365 Live surveillance monitoring control and response team to offer National Transmission Company South Africa, Telecommunications peace of mind for copper theft monitoring and prevention and radio sites protection 24 hours per day with armed response in case of an unauthorized entry.
- It should be noted that the implementation of this service , namely; “24/7/365 Live surveillance monitoring control and response team” on an as and when basis to National Transmission Company South Africa, Telecommunications radio sites for a period of (5) five years, is to minimize the risk of theft and vandalism to the Telecommunications infrastructure within National Transmission Company South Africa, which hampers service delivery on mission critical services to electrical network of South Africa, and results in losses of millions per year. Funds allocated for preventative maintenance, is now spent to replace broken and stolen telecommunication plant equipment.

Overall summarised duties:

Utilising of a fully operational Control room in Gauteng, East London and Gqeberha jurisdiction area 24/7 to:

- Monitor and record all cameras 24/7, 365 days
- Act in case of suspicious activity - investigate, call on two-radio and/ or cell phone.
- Sent armed response team when applicable.
- Provide Proof of Evidence (PoE) reports monthly together with invoices.

Armed Response team:

- Armed response team be in form of ownership, or Joint Venture, etc. A letter of intent from the Security company stating the arrangement made, must be submitted. Any changes to the agreement must be approved by National Transmission Company South Africa prior commencement.
- Tracking device on Vehicles and Personnel.
- Monitored Dash Cam in all Response Vehicles (Monitor inside and outside)

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Equipment to be monitored:

- All main entry gates to the radio sites.
- All entry gates/ doors to buildings/ containers.
- All equipment rooms.
- All battery rooms; (where applicable)
- All cable gantries entrance to towers/ masts.
- Full perimeter fencing, including the area outside the fence up to 20 meters.

Responsibilities of service provider

(Control, monitoring and response to surveillance systems)

- Any attempt of unauthorised entry to a radio site should immediately be reported to the relevant responsible persons at National Transmission Company South Africa, NMC, officials to be identified after the appointment of the successful service provider.
- No unauthorised entry to National Transmission Company South Africa, radio sites should be allowed.
- A request to enter National Transmission Company South Africa, radio sites will be submitted to the Control Room of the Service Provider, whereby the Control Room will confirm it with NTCSA NMC.
- The existing and newly installed surveillance systems need to be monitored and maintained/ repaired by the appointed Service Provider.
- The Service Provider should be mindful and note that the surveillance systems (Existing and New) for now must be integrated into their own systems. When the Contract expires the integrated system should be fully disconnected and be terminated from the Service Providers' system and Network.
- All surveillance systems installed at the NTCSA radio sites are owned by National Transmission Company South Africa.
- The Service Provider must share the architecture of their solution with National Transmission Company South Africa.

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- The Service Provider need to familiarise themselves with the existing surveillance systems in the NTCSA Telecommunication radio sites and establish how these systems can be integrated into their own system/s to ensure these systems are controlled and monitored on a 24 hour / 365 days basis by Service Provider's Control and Monitoring Centre themselves. The systems integration should include the understanding and importance of critical factors such as planning, system design, requirements, software design, configuration management, integration, testing, subcontractors, quality integration, test facilities or any other requirements.
- Service Provider are responsible to attend to all alerts/ alarms where surveillance systems are under their control and monitoring. Service Provider will be held responsible for any losses and damage of sites under their control and monitoring as result of negligence on the Service Provider's part to respond to alarms and alerts in timely manner.
- Service Provider should repair defective surveillance equipment/ systems immediately.
- It is the Service Provider's responsibility to maintain and ensure the software program and all data captured is available 24/7/365 via their own secure servers.
- All relevant software licence fees and alike, is the Service Provider's responsibility for the duration of the Contract.
- All incident data captured shall be kept for record purposes for minimum period of 5(five) years or until the Contract expires which ever one comes first, all data should be handed over to NTCSA Security Risk Management official and be fully deleted from the service provider's records after a period of 5 (five) years or expiring of the Contract which ever one is first. NOTE: All captured data remains the sole property of National Transmission Company South Africa and may not be shared with anyone else, except the appointed NTCSA Project Manager or delegate official, as will be indicated after the appointment of successful Service Provider.
- If Service Provider ceases trade and can't successfully complete his/ her Contract obligations, then the Service Provider will be obliged to provide NTCSA full access to the hardware, firmware, and software to ensure the NTCSA can continue with its business.

ALL EQUIPMENT PROVIDED BY THE SERVICE PROVIDER MUST BE EQUAL OR BETTER SPECIFICATION AS PER SPECIFICATION PROVIDED IN TENDER.

- All electronic equipment to be of high quality (SABS or Equivalent)
- All electronic equipment to be connected via battery backup, in case of power failure, with a "power off" alarm to the Control Room function.
- Cameras, communication devices to be supplied and installed, which will be the property of National Transmission Company South Africa.

Equipment and Technical Specification Requirements:

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- Sophisticated camera equipment to monitor targeted areas.
- CCTV systems with latest surveillance cameras.
- Artificial Intelligence (AI) device and software at all monitored sites.
- Dedicated site Audio Speaker and VoIP intercoms system.
- Night vision apparatus to operate at night to detect activities in remote area.
- Sophisticated anti-tamper alarm units to be installed at all sites for purpose of an early warning system.
- Asset and vehicle tracking systems (Service Provider's own vehicles and tracking system);
- Where vehicles of Service Provider is in for routine/ unplanned/ accident damage/ panel repair shop, the Service Provider shall make sure adequate vehicle fleet is made available to execute Contract ual obligations to NTCSA.
- Any other extra technical equipment not mentioned above must be included by Service Provider.

- d, Category D includes canine units (K9- Patrol and Protection Dog DH1-DH2 Level).**

- Contract or shall have a proven track record of providing similar services. Contract or shall provide, with his/ her tender, the Curriculum Vitae (CVs) of the company (or outsourced) equestrian and canine training centre management and instructors.
- Contract or shall have onsite canine kennels, food, veterinary services, training facilities, training material and aids, as well as logistical support to accommodate horses and canines and handlers during training (at Contract or facility).
- The onsite veterinary services shall at least include the services of a veterinary assistant.
- The Canines will be kept on site as agreed and arranged with the NTCSA Telecomms Officer Security Operations in line with the relevant legislation requirements.

The Contract or shall provide, with his/ her tender, a proposed quality and compliance assurance plan which addresses:

- Training and refresher training of canines and handlers in accordance relevant legislation and comprehensive management practices.
- Contract or possessing the necessary permits for acquiring and storing the training aids required for the training of canines.
- Contract or shall provide, with his/ her tender, the proposed criteria for screening and deploying dog handlers.
- Contract or shall provide, with his/ her tender, the proposed training curriculum to be used during the execution of the services.
-

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3.11.1 Specifications applicable to all canines:

- All canines shall have positive identification (microchip).
- The canines deployed to the NTCSA facility may be either male or female.
- All female canines shall be spayed.
- All canines shall be between fourteen (14) months and thirty-six (36) months of age at the time of delivery to the NTCSA facility.
- The canine's height, weight and build shall be proportionate.
- All canines shall have a skin and coat suitable to working in a harsh environment e.g., no light skin pigmentation.
- All canines shall be free of any congenital abnormalities and shall have no physical, mental, or social anomalies the canine shall be replaced by Contract or at no additional cost to NTCSA.
- All canines shall have no damaged and broken teeth.
- All canines shall be free of disease, allergies, and external parasites.
- All canines shall be vaccinated, and deworming shall be up to date.
- Canine ears shall not be cropped.
- Canine tails shall not be docked.
- All canines shall be made available to NTCSA security, for inspection and selection purposes, before deployment.
- Contract or should have a larger than required population (at least 10% larger) of canines available for deployment purposes.
- All proposed horses and canines shall be examined by a South African Veterinary Council registered veterinarian who needs to certify that the animals are in satisfactory health.
- This examination shall be at the cost of the Contract or.
- The health history which includes all veterinary records, x-rays, and laboratory test results, as well as the completed vaccination record of the canine shall be provided to NTCSA security upon delivery of the horse/ canine.
- Contract or shall provide to NTCSA security, as part of tender specifications, a full list of all aspects that will be evaluated to determine the medical history.
- All canines shall have a sound temperament and be properly socialised in respect of obedience; travelling in vehicles and aircraft; and working in the proximity of wild animals in a bush environment.
- All canines shall be assessed for noise phobia, with the focus on gun shyness and operational hazards such as aircraft noise and shall be able to work in these noisy environments.
- Contract or shall provide a warrantee in terms of the work performance of all canines, including behavioural problems such as unpredictable aggression amongst all canines procured.

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- Should the horse or canine develop any social or psychological problems within twelve (12) months after delivery, Contract or shall attempt to retrain the canine. Should the canine not be retrain-able, the Contract or shall replace the animal and conduct the training of both the animal and the handler at no additional cost to NTCSA.

Screening, training, and selection

- Contract or shall screen and make recommendations on suitable candidates for dog handler training focussed on the suitability of the dog handler to work with dogs.
- The dog handler candidates shall be provided to NTCSA security.
- Dog handler screening shall be scheduled in parallel with canine selection to ensure that dog handler training can commence in a timely manner.

Reporting and Communication

- The Contract or must ensure suitable continuous communication between the operational control room and their deployed staff. Either one or more of the following mediums of communications shall be provided as per user requirements: hand-held radios, satellite phones, Contract ed cell phones, base radios and push to talk (PTT).
- An operational centre / control room shall remain in constant reach and communication with the deployed security personnel, at all sites.
- Situational reports and a complete operational report - Daily briefings and debriefings on location (issuing of tasks).
- A WhatsApp communication platform will be established by the National Transmission Company South Africa, Project Manager with all Team Leaders / Operations managers responsible for the various deployments.
- Business continuity management and Contingency plans
- The Contract or must have contingency plans in place for the following:
 - Own Strike/Labour unrest amongst own staff.
 - Shortage of Manpower due to e.g., absenteeism, sick leave annual leave.
 - Equipment Failure e.g., Vehicle breakdown and Communication system.
 - Internal grievance procedures.
 - The working times/ Shifts

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- Working times determined by PSIRA - 48 hours per week Shift workers.
- The security service is required 24 hours a day on a two-shift cycle i.e., 06:00 to 18:00 dayshift and 18:00 to 06:00 night shift.
- A signed off reviewed list of Security officers deployed in terms of this Contract must be provided on monthly basis, within 5 days prior to the commencement of the new month.
- The Contract or is responsible to ensure that every shift complement is satisfied before commencement of the shift.
- The Security Officers will be expected to do a pre-job/ daily risk assessment and safety talks before commencement of every shift.

3.12 Security Registers

- The Security Contract or will be required to provide the Occurrence books, Firearm registers and Firearm daily permits.
- Occurrence book to be correctly completed by Security officers and Supervisors listing all occurrences, patrols, and visits on plant.
- Contract or must ensure that quality registers are provided. Register must remain bonded, with no loose pages.
- Accurate records of all occurrences are to be kept for a minimum of 12 months post the occurrence and should be made readily available to National Transmission Company South Africa at any time.

3.13 Incident Reporting and Investigation

- All incidents and response to incidents must be handled according to the relevant SOPS and/or work instructions for each site.
- All incidents and response/s must be immediately reported to the National Transmission Company South Africa control room.
- The SAPS must be contacted immediately only for criminal incidents or suspected.
- ongoing criminal activities, including firearm related incidents e.g., accidental discharge of firearm.
- Weekly and monthly status reports are to be supplied by the Contractor.
- The Contract or is to ensure that all involved personnel are available for relevant court proceedings, incident investigations and assist National Transmission Company South Africa and the SAPS in their investigations as and when required.
- All incidents (including incidents in terms of the Occupational Health and Safety Act), should be reported within 24 hours and a preliminary investigation report provided within seven (7) days as well as a final Incident investigation report within thirty (30) days.

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3.14 Documentation

The following documentation is to be supplied by the security Contract or before deployment.

- Certified copies of the company and Directors PSIRA registrations certificates.
- Confirmation of company registration with the SAPS NKP Regulator.
- List of all potential security officers intended to be deployed on NTCSA sites in terms of this Contract.
- Certified ID copies and PSIRA certificates of all security officers.
 - Certified copies of firearm competency certificates of the security officers.
- List of all company firearms to be used and certified copies of the licenses.
- Criminal check records as proof that the Security officers have not been convicted of any criminal offence.
- A list of all vehicles and maintenance records for vehicles to be used as per this Contract.
- Emergency Preparedness procedure with relevant contact details.
- Equipment list per site.
- Standard operating procedures per site to include the following but not limited to and should be approved by National Transmission Company South Africa representative before application:
 - Incident response, management, and reporting
 - Wearing of uniform standard.
 - Communication procedure.
 - Firearm handling procedure.
 - Medical emergency procedure
 - Shift changes.
 - Response process.

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3.15 Safety Requirements

Provision of a Safety filed containing the following information for sign off prior to work commencing.

- OHS Policy
- Valid letter of good standing (COIDA / equivalent)
- Health & Safety Plan
- SHE Organogram
- Baseline OHS Risk assessment (BRA)
- OHS Competencies
- Section 17 Health & Safety representative.
- Health & Safety Representative Training
- Hazard identification and risk assessment training.
- GSR First Aider
- GSR Incident / Accident Investigator
- Incident Investigation Root Cause Analysis Training
- Fire Official
- Medical Certificates
- Incident reporting and Investigation process
- Monthly health and safety agenda.
- Site induction manual
- Smoking Policy
- Monthly Health and Safety Representative Checklist
- Site Supervisor details
- Covid 19 Requirements

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Levels of inspections:

1. First level:

- Conducted by a Contract or security official (shift member) on duty for that shift.
- Required once for the Dayshift and once for Nightshift.
- OB entry must be in red and with key words be "First Level Inspections".
- This inspection shall include and not limited to Contract or security officers, registers and equipment. A comprehensive OB inspection entry must be made in this regard.
- Each register must be inspected during each inspection and relevant entry made in those registers indicating the OB number (use a full line and do not leave blank line spaces).

2. Second level:

- Conducted by an offsite Contract or inspector (minimum Grade B).
- Required once per shift for Dayshift and Nightshift (note: no visit during the hour of changeover and takeover of shifts i.e 05:00-07:00 & 17:00-19:00).
- OB entry must be in red, and the keywords must be "Second Level Inspection".
- This inspection shall include and not limited to Contract or security officials, equipment. A comprehensive OB inspection entry must be made in this regard.
- Each register must be inspected during each inspection and an entry be made in those registers indicating the OB number (use a full line and do not leave blank line spaces).

3. The full patrol is required for First & Second Level Inspections

- Information to be included:
- Initial and surname of person conducting inspection,
- PSIRA number, and
- Signature.

4. Access and Egress Control Duties

a) Guard Duties

- Observe surroundings,
- Report suspicious incidents/activities/ occurrences.
- Render guarding services at special events
- Alcohol testing on sites

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5. Visitor Management

- Positive identification at all times (SA ID, passport, drivers' licence)*
- Recording of visitors details electronically or manually,*
- Confirm appointment and/or all visitors must be accompanied by a host at all times*
- Facilitation of visitors (receipt and exit by host)*
- Declaration of equipment, issuing of permits*
- Prohibited items (rules/ regulations applicable)*
- Random searches*

6. NTCSA/ NTCSA Employees

- Only by means of NTCSA/ NTCSA ID card,*
- Employees without cards will be treated as visitors and details recorded accordingly,*
- Removal permits,*
- Random searches*
- Prohibited items,*
- Declaration of equipment*

7. Vehicle Control

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

8. Patrols

- Patrol routes and times will vary according to site requirements however the following is applicable:*
- Patrols must be recorded in the OB, if suitable security technology is not available,*
- Purpose of patrol must be clear (areas of importance)*
- Determine equipment required,*
- Check strategic points against patrol report.*
- Report and record irregularities, report and record all deviations.*
- Secure scenes of crime and/or incidents.*
- Respond to alarms on perimeter fence and report.*
- Monitor the movement of suspicious vehicles/people and report,*

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9. In addition:

- All vehicles utilized to transport staff, must be fitted with SABS approved seatbelts.
- All Security officers should receive a safety induction before they can be deployed on National Transmission Company South Africa sites.
- Safety recommendations following an incident shall be implemented by all Security Contractors to prevent further reoccurrences at any of the National Transmission Company South Africa site, as per allocated timeframes.
- Open fires, the use of bar heaters and hotplates as heaters at National Transmission Company South Africa sites, is totally prohibited.
- Security officers should observe the provisions of the Criminal procedure Act and all relevant legislation regarding the use of minimum force. Security officers should at all-time use minimum force sufficient to bring the situation under control and such force shall cease as soon as the situation **is** brought under control. No deliberate assault on suspects will be condoned.
- All vehicles must be equipped with a local global positioning system or any other vehicle tracking device or system.
- A monthly vehicle trip report shall be submitted at the end of the month together with the invoice.

3.16 THE CONTRACT OR 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	Reduction in incidents by	

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		incidents	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 NTCSA and regulatory standards	Compliance reports/ inspection reports	100% compliance (5)	

3.17 Payment of Invoice

The Service Provider will submit his claim as per the contract Payment Certificate format with supporting documents on the assessment day. The Contract Number must be clearly visible on the contract Payment Certificate.

- The Employer will assess Payment certificates on actual work completed. Any possible issues regarding the claim will be addressed by the Employer to the Contractor.
- On acceptance of the Payment Certificate by the Employer, the Appointed Service Provider submits his invoice as agreed upon with the Employer. Payment will take place as per the Conditions of Contract.

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contract or* 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 Contract or shall address the tax invoice to **National Transmission Company South Africa** and include on each invoice the following information:

- Name and address of the *Contract or* and the *Service Manager*,
 - The Contract number and title,
 - Contractor's* VAT registration number,
 - The *Employer's* VAT registration number
 - 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 procedures for invoice submission and payment (e.g. electronic payment instructions)*

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3.18 Salaries and Payment

- Security companies shall pay security officers no less than the minimum wage specified on the Sectorial Determination, of the Private Security Sector, South Africa. Register all security guards with the Department of Labour: UIF, COID and provident fund.

3.19 Uniforms

- The Contract or must comply with legislative requirement (PSIRA Regulation 13).
- Combat gear and uniforms must be functional in terms of the environment where security staff are deployed. Enough uniforms to be provided to each security officer.
- Bullet proof vests shall be worn as part of uniform by all security officers.
- Pepper sprays shall be issued to all SO.
- For obvious hygiene and safety reasons, each Security officer must be issued with his/her own bullet proof vest.

3.20 Risk and Insurance Cover

- The minimum amount of cover for insurance in respect of loss of or damage to property (except the *Employer's* property, Plant and Materials and Equipment) and liability for bodily injury to or death of a person (not an employee of the *Contract or*) arising from or in connection with the *Contractor's* Providing the Service for any one event is what the Contract or deems appropriate.
- The minimum amount of cover for insurance against loss and damage caused by the *Contract or* to the *Employer's* property is (for **Transmission property**) - **R 25 million**.
- The minimum limit of indemnity for insurance in respect of death of or bodily injury to employees of the *Contract or* arising out of and in the course of their employment in connection with this Contract for any one event is **as prescribed by the Compensation for Occupational Injuries and Diseases Act No. 130 of 1993 and the Contractor's common law liability for people falling outside the scope of the Act with a limit of Indemnity of not less than R500 000 (Five hundred thousand Rands)**

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3.21 Non- Performance

2.23.1. Schedule of Deficiency and Penalties

NO.	DEFICIENCY	PENALTIES
1	Security officer (SO) is 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	Negligence 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	10% deduction of the total monthly site cost
10	SO, not armed in one shift	50% deduction of the shift rate
11	Non submission of site inspections reports by Crime prevention and response team.	Non payments of the total services (i.e., the cost for the SOs, vehicle and don\
12	Late reporting of patrol teams at designated reporting site.	Total shift cost deduction (i.e., the cost for the SOs, vehicle and don\
13	Losses suffered because of negligence by SO	To be recovered from company

2.23.2. Cessation, delegation, and assignment

The *Contract or* does not cede, delegate, or assign any of its rights or obligations to any person without the written consent of the *Employer*.

NB. All non-conformance letters shall be handed to the security company owner(s) in the presence of the Employer. The Contract or shall acknowledge receipt of the letter and the security company shall in writing when it will be able to rectify non-conformance(s). the Contract non-performance procedure shall be always followed.

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3.22 Ethics

Any offer, payment, consideration, or benefit of any kind made by the *Contract or*, which constitutes or could be construed either directly or indirectly as an illegal or corrupt practice, as an inducement or reward for the award or in execution of this Contract constitutes grounds for terminating the *Contractor's* obligation to Provide the Service or taking any other action as appropriate against the *Contract or* (including civil or criminal action).

3.23 Confidentiality

The *Contract or* does not disclose or make any information arising from or in connection with this Contract available to Others. This undertaking does not, however, apply to information which at the time of disclosure or thereafter, without default on the part of the *Contract or*, enters the public domain or to information which was already in the possession of the *Contract or* at the time of disclosure (evidenced by written records in existence at that time). Should the *Contract or* disclose information to Others, the *Contract or* ensures that the provisions of disclosure are complied with by the recipient.

If the *Contract or* is uncertain about whether any such information is confidential, it is to be regarded as such until notified otherwise by the Employer.

In the event that the *Contract or* is, at any time, required by law to disclose any such information which is required to be kept confidential, the *Contract or*, to the extent permitted by law prior to disclosure, notifies the *Employer* so that an appropriate protection order and/or any other action can be taken, if possible, prior to any disclosure. In the event that such protective order is not, or cannot, be obtained, then the *Contract or* may disclose that portion of the information which it is required to be disclosed by law and uses reasonable efforts to obtain assurances that confidential treatment will be afforded to the information so disclosed.

The taking of images (whether photographs, video footage or otherwise) of the Affected Property or any portion thereof, while Providing the Service and after the end of the *service period*, requires the prior written consent of the *Employer*. All rights in and to all such images vests exclusively in the *Employer*.

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4. Acceptance

This document has been seen and accepted by:

Name	Designation
Mark Ganesan	Middle Manager, Telecommunications, Central Region
Boitumelo Molapisi	Manager Telecom Network Operations, Gauteng Province
Jabu Masuku	Officer Security Operations, Gauteng Province

5. Revisions

Date	Rev.	Compiler	Remarks
September 2024	12	G.J. Masuku	Document template not registered. 32-4 (Rev 11) Document template for procedures, manuals, standards, instructions, etc.

6. Development Team

The following people were involved in the development of this document:

- G.J. Masuku
- B. Molapisi

7. Acknowledgements

N/A

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