 <b>Eskom</b> National Transmission Company South Africa <sup>TM</sup>	<b>Scope of Work</b>	<b>Telecommunications Western Cape</b>
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**- Western Region – Northern Cape: - Security Services. Static Guarding, Armed Response with Armed Escorting and Ad-hoc Services.**

Alternative Reference  
Number

Area of Applicability **National Transmission  
Company South Africa SOC  
Ltd**


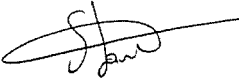


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## Content

### Page

1. Introduction	4
2. Supporting Clauses	4
2.1 Scope	4
2.2 NTCSA Telecommunications radio stations, as listed below	5
2.2.1 Upington Area	5
2.2.2 Kimberley Area	6
2.2.3 De Aar Area	7
2.3 Nature of services to be provided	8
2.3.1 Normative	8
2.3.2 Informative	9
2.4 Abbreviations	9
2.5 Roles and Responsibilities	9
2.6 Process for Monitoring	10
2.7 Related/Supporting Documents	10
3. Pre- deployment provisions	10
3.1 Prior to site deployment the following provisions are to be in place / and adhered to	10
3.2 Security screening requirements of Security officers:	10
3.3 Requirements of Security Officers during deployment.	11
3.4 Firearms	12
3.5 Supervision and Control	13
3.6 Reporting and Communication.	15
3.7 Business continuity management and Contingency plans.	16
3.8 The working times/ Shifts	16
3.9 Security Registers	16
3.10 Incident Reporting	17
3.11 Documentation	17
3.12 Safety Requirements	18
PROVISION OF A SAFETY FILE CONTAINING THE FOLLOWING INFORMATION FOR SIGN OFF PRIOR TO WORK COMMENCING	18
3.13 Salaries and Payments	20
3.14 Uniform	20
3.15 Risk and Insurance Cover	20
3.16 NON- PERFORMANCE SCHEDULE OF DEFICIENCY AND PENALTIES.	21
3.17 Cessation, Delegation, and Assignment	21
3.18 Subcontracting and Assignments	21
3.19 Ethics	22
3.20 Confidentiality	22

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3.21 Contractual Terms and Payments	23
3.22 Bill of Quantities	23
3.23 Service Response Times	23
4 Acceptance	24
5 Revisions	24
6 Development Team	24
7 Acknowledgements	24

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## 1. Introduction

Northern Cape, NTCSA has one service office in Upington (cnr Swakarra and Southpan Streets, Updustia Nywerheidspark Laboia, Upington) that requires static guarding services 24/7 to protect the officials during working hours and further protect the office's assets at night and weekends (non-official working hours).

NTCSA in the Northern Cape has about 78 radio sites within the three areas (Upington, Kimberley and De Aar).

The radio sites are constantly at risk from various criminal acts and incidents and requires protection to safeguard the assets and the officials / technicians.

NTCSA officials / technicians are contacted by National Management Centre (NMC) to attend the radio site enquiry / fault and officials / technicians requires escort by armed competent guards to attend the enquiries.

In some cases, the Radio Sites are found in a bad state in terms of damages and other range of criminal activities, and it will require an Ad hoc Static Guard to safeguard the affected radio site in the meantime the Business will be busy with the process of repairing structure and connecting the lines.

## 2. Supporting Clauses

### 2.1 Scope

The scope of work details the terms, services, and expectations between the Employer (NTCSA Holding SOC LTD) the Contractor.

- Static security guarding 24/7 in Upington Office (only) and with estimated quantity required:
  - Day shift: 1 x security official
  - Night shift: 2 x security officials
- Armed Response for Upington, Kimberley and De Aar areas. Available 24 hours and to cover 1500 km per month to each area; conduct site inspection and escort NTCSA Officials / Technicians to radio sites and attend to NTCSA radio site incidents. Estimated quantity required:
  - 2 x Armed Response Guards Grade B with tools of trade (4 x 4 vehicle, issued with 9 mm piston firearm, wear bullet proof vest, issued a torch).
- Ad hoc Static security guarding for Upington, Kimberley and De Aar radio sites: In case of incident that had occurred in Northern Cape radio sites and require immediate guarding of the assets at the damaged radio sites. Estimated quantity required:
  - 2 x static guards,
  - Proper facilities (guard house, temporal ablution facility & 5l bottled water).

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## 2.2 NTCSA Telecommunications radio stations, as listed below:

### 2.2.1 Upington Area:

Radio Site	Closet town to site	Nearest Town Distance(km)
Attie se Plaas_ Telkom RS	Groot Mier	1 5
Garingberg RS	Kakamas	25
Kakamas RS	Kakamas	1 5
Karos_Vodacom RS	Upington	43
Kleinbegin RS	Grobbershoop	34
Kleinsee RS	Kleinsee	8
Komsberg RS	Keimoes	22
Koppe RS	Brandvlei	29
Korridor_Debeers RS	Alexanderbay	27
Kunumaas RS	Aggenies	46
Lieftefontein RS	Lieftefontein	1 5
Loeriesfontein RS	Loeriesfontein	55
Marydale_MTN RS	Marydale	1 5
Nababeep RS	Nababeep	8
Pietersfontein RS	Loeriesfontein	53
Pofadder_Vodacom	Pofadder	6 3
Port Nolloth_Telkom RS	Port Nolloth	1
Regen8 RS	Kakamas	59
Repeater E1_Transtel	Grobbershoop	53
Roggeveldberg RS	Sutherland	45
Rooiberg NC RS	Upington	25
Skuitklipkop RS	Pofadder	66
Struis se Dam_Telkom RS	Askham	35
Sutherland RS (ATNS)	Sutherland	12
Tampansrus	Grobbershoop	30
Vioolsdrift RS	Vioolsdrift	37
Williston RS	Williston	30

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Williston Town RS	Williston	2.7
Zeekoei RS	Augrabies	44

### 2.2.2 Kimberley Area:

Radio Site	Closet town to site	Nearest Town Distance(km)
Bendel RS	Kurumam	69
Bergdam RS	Kimberley	66
Black Rock_Mine Rs	Olifantshoek	34
Boshoff RS	Boshoff	7
De Put RS	Kimberley	26
Diamond RS	Prieska	48
Eensaamskasteel_Telkom	Askham	62
Gakarosa_Telkoms RS	Danielskuil	44
Gelukspoort RS	Hopetown	42
Heuninsberg RS	Petrusburg	30
Hountnek RS	Christiana	21
Jan Kempdorp SABC RS	Jan Kempdorp	12
Kapstevell RS	Postmasburg	24
Klipfontein_Telkom RS	Hopetown	29
Koopmansfontein RS	Delpportshoop	38
Lockshoek RS	Griekwastad	22
Majeng RS	Warrenton	14
Mataleng RS	Barkley West	2
Newton_Telkom RS	Van Zylsrus	45
Padkloof RS	Grobblershoop	74
Petrusburg RS	Petrusburg	39
Prieska RS	Prieska	22
Rustfontein RS	Hotazel	45
Skietpan RS	Hotazel	106
Sondtraal_Telkom RS	Hotazel	58
Toto RS	Olifantshoek	17
Tsilwana RS	Hotazel	108

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Uitkyk RS	Douglas	47
Ulco RS	Delporthoop	21

Radio Site	Closest town to site	Nearest Town Distance(km)
Van Zyl's_Vodacom RS	Van Zylsrus	1
Warrendale RS	Lime Acres	5
Whitebank RS	Kuruman	28
Witberg NC RS	Douglas	25
Wolwedam RS	Kimberley	27

### 2.2.3 De Aar Area

Radio Site	Closest town to site	Nearest Town Distance(km)
Baskop RS	Victoria West	44
Britstown RS	Britstown	21
Colesberg RS	Colesberg	6,5
Fransmanskop Rs	Hanover	28
Horseshoe RS	Victoria	39
Kareekloof RS	Carnavon	34
Middleburg RS	Middleburg	26
Northbank RS	Gariepdam	4,8
Noupoort RS	Noupoort	29
Renosterberg RS	De Aar	27
Rooikop RS	Middleburg	62
Rooipan_Transtel RS	Hopetown	51
Skietnek_Vodacomm RS	Steynsburg	32
Theronsberg RS	Hopetown	32
Victoria West RS	Victoria West	25

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### 2.3 Nature of services to be provided.

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

- Day & Night guarding services in Upington Office 24/7 with the provision of lunch reliever for Day shift.
- Security services and Tactical support services to be rendered includes access control functions at all access control points, perimeter protection by means of patrols and monitoring functions, crime prevention in identified, indicated hot spot areas.
- These functions to be executed for purposes of monitoring and safeguarding the identified radio stations.
- 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 radio stations, tampering, vandalism, unauthorized access, unauthorized removal of copper cables, other assets and equipment, bypassing security measures, security breaches, security incidents.
- 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 station and surroundings, that may negatively affect security of supply or introduce risks to operational performance and stability in the Grid.
- Foot and vehicle patrols shall be conducted to cover the targeted high risk and critical lines and vulnerable areas and shall not be predictable.
- All vehicles, people, equipment, etc., shall be searched as directed by the Security Manager or designated NTCSA Officer Security Operations.
- 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.
- 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.

#### 2.3.1 Normative

- [1] ISO 9001 Quality Management Systems
- [2] Act 60 of 2000, Firearms Control Act
- [3] Act 102 of 1980, National Key Points Act, section 10
- [4] Act 53 of 1985, The Control of Access to Public Premises and Vehicles Act
- [5] Act 31 of 2002, The Immigration Act

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- [6] Act 6 of 1959, The Trespass Act
- [7] Act 51 of 1977, Criminal Procedure and Law of Evidence
- [8] Act 92 of 1982, Nuclear Energy Act
- [9] Act 140 of 1992, The Drugs Act
- [10] Act 108 of 1996, The Constitution of the Republic of South Africa Act
- [10] Act 85 of 1993, The Occupational Health and Safety Act
- [10] Act 56 of 2001, Private Security Industry Regulation Act
- [11] Act 71 of 1968, Dangerous Weapons Act
- [12] Minimum Physical Security Standards (MPSS)

### 2.3.2 Informative

- a) ISO 9001 Quality Management Systems
- b) 32-86 Integrated Risk Management Policy
- c) 32-84 Security Risk Management Policy
- d) 32-139 The Control of Eskom Firearms and Ammunition
- e) 32-95 Safety, Health, and Environmental Incident Management Procedure
- f) 23-727 Safety, Health, Environment, and Quality Policy
- g) 32-144 Safekeeping of Private Firearms and Ammunition
- h) 32-1138. Handling and Safe Practices for Private Firearms and Ammunition on Eskom Premises
- i) 32-1300 Process Control Manual for Access Control in Eskom
- j) ISO 9001 Quality Management Systems

### 2.4 Abbreviations

Abbreviation	Description
NKP	National Key Point
NTCSA	National Transmission Company South Africa

### 2.5 Roles and Responsibilities

NTCSA Officer Security Operations is responsible for compiling and approving the scope of work for this contract

Shall exercise overall command of the Security resources on site

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## 2.6 Process for Monitoring

As Per NEC Term Service Contract.

## 2.7 Related/Supporting Documents

None.

## 3. Pre- deployment provisions

### 3.1 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.
- Access authorization process (site permit).
- Only company firearms licensed in the security Contractors' name may be utilized as per this contract.
- Personal protective equipment including body armour, pepper spray.

No security officers are to be deployed in terms of this contract, before undergoing necessary NTCSA induction. NTCSA 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 at agreed intervals with the service provider or during investigations at the contractor's own cost.

### 3.2 Security screening requirements of Security officers:

The supplier shall provide to the designated NTCSA contracts manager (Officer Security Operations), the following:

- All security officers and supervisors shall be subjected to a police clearance certificate at the cost of the contractor prior the deployment. Police clearance to be always adhered to and includes renewal of expired police clearance certificates and when new employees are employed. This police clearance is to be always kept in the safety file by the Supervisor.
- If any security officer's police clearance has expired, this person shall be immediately removed from shift.
- All Security officers must be registered with PSIRA at the required grade.

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- Shift Supervisor Grade B, Tactical security officers Grade B with Armed response and or Cash in Transit and Security guards (Static George Office & Ad hoc security) with Grade C. 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
- 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 79 training during 25/26 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

### 3.3 Requirements of Security Officers during deployment

- All Security officers deployed at Eskom sites must comply and adhere to NTCSA policies and all relevant national legislations
- Security officers must be in possession of their valid PSIRA and company I D cards at all times
- Security uniforms shall be compliant to PSIRA regulations and standards
- 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 SO from site immediately at the cost of the Contractor Defaulting security officers are not to be deployed at any other

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Eskom 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 Eskom site or duties and the contractor 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.

### 3.4 Firearms

- Only NTCSA 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 contractor 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 an Eskom firearm under any circumstances.
- Safe handling of firearms during shift changes must be always adhered to. The contractor must ensure that a procedure is put in place to that effect.
- Safes must be provided by the contractor for the safekeeping of firearms not in use.
- The contractor must ensure provision of equipment/facilities for making firearms safe. A procedure to that effect, should also be in place.
- The contractor must ensure that Security officer's private firearms are not utilized for their business purposes, in terms of this contract.

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### 3.5 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 deployed at rural/remote sites or areas with transport challenges, are assisted to reach the sites
  - Smaller and remote sites will require a roaming Supervisor
  - 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 and every shift change, and all defective or unserviceable equipment must be replaced immediately
  - Operational Manager at Grade A required for the duration of this contract
- (a) Content of Scope of Works for guard posting at contracted sites / work instructions
- i Knowledge of scope of works of all NTCSA sites under his supervision
  - ii Will train all guards according to scope of works and work instructions applicable for specific site
  - iii. Guards posted on site according to request for site with Grade C, company ID card and PSIRA ID card
  - iv. Operational equipment as per contract scope of work on site must all be in place when guard is posted
  - v Security Company will be responsible for their own accommodation, meals, and transport – NO guard will stay on any NTCSA site Operational Manager to ensure petrol cards are issued and available for all patrol vehicles to not compromise the patrolling schedule
  - vi All sites to have 24-hour communication – cell phones, fixed dial, panic buttons, radios
  - vii Emergency files with all company procedures in on site
  - viii All sites will have manpower file with details of guards
  - ix. No guard will be removed or changed at sites before NTCSA Officer Security Operations are notified verbally and a written report submitted of the reason, details of guard and details of replacement guard
  - x The service site (George Office) and any identified ad hoc site (site that had an incident and required static posting) must be visited twice a week

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- xi. Weekly site visit reports must be completed, fully and correctly, and submitted no later than 16h00 every Wednesday (week Thursday to Wednesday).
- xii. When a site has been visited, an OB report must 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 necessary)
  - 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.
- xv. All equipment is in good working condition.
- xvi. Incident Flash report will be done as follows:
  - 1. Immediately telephonically to NTCSA Officer Security Operations responsible for Province.
  - 2. Written incident report within 4 hours to NTCSA Officer Security Operations containing the following details.
    - 2.1 What happened?
    - 2.2 When (date and time)?
    - 2.3 Where?
    - 2.4 Who (responsible / on duty / persons involved)?
    - 2.5 How?
    - 2.6 Affidavits of security guards on duty and Supervisor
    - 2.7 GPS Co-ordinates of the site where incident happened.
  - 3. Full report in 24 hours to NTCSA Officer Security Operations, including the following details:
    - 3.1 Grid/Business Unit
    - 3.2 Site
    - 3.3 Suspects Who & Number
    - 3.4 What happened
    - 3.5 Assets Stolen/Damaged
    - 3.6 Loss Value
    - 3.7 Recovery Value

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- 3 8 SAPS Stations
- 3 9 Name of Complainant
- 3 10 CAS
- 3 11 Arrests
- 3 12 Vegetation management
- 3 13 Fence/Security System
- 3 14 Status
- 3 15 Perimeter Lighting
- 3 16 Impact
- 3 17 NTCSA Employee on Standby/Duty
- 3 18 External Service Providers
- 3.19 Officers on Duty
- 3 20 External PSIRA Numbers and Name and Surnames

xix Supervisors and guards will adhere to NTCSA

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

(b) Content of Scope of Works for armed response

- i. As per points i-xix 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 works and area deployment

4 Armed response vehicles to be roadworthy and equipped with correct equipment and documentation as per scope of works and work instructions

### 3.6 Reporting and Communication

- The Contractor 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 radio, contracted cell phones, base radios and push to talk (PTT).
- An operational centre / control room shall remain in constant reach and communication with

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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 Telecoms Security Manager/Security Officer with all Team Leaders / Operations managers responsible for the various deployments.

### **3.7 Business continuity management and Contingency plans**

The Contractor 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.

### **3.8 The working times/ Shifts**

- Working times determined by PSIRA - 48 hours per week Shift workers.
- The security service is required 12 hours a day i.e., 18:00 to 06:00 Night shift and 06:00 to 18:00 Day 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 contractor 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.

### **3.9 Security Registers**

- The Security Contractor 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 site.
- Contractor must ensure that quality registers are provided. Register must remain bonded, with no loose pages.

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- 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 NTCSA at any time

### 3.10 Incident Reporting

- 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 Officer Security Operations
- Telecommunications technician on standby will call the control centre for armed response when there is a site break-in
- 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 /Monthly status reports are to be supplied by the Contractor
- The contractor is to ensure that all involved personnel are available for relevant court proceedings, incident investigations and assist NTCSA 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 7 days as well as a final Incident investigation report within 30 days
- Contractor manhours to be supplied to the Senior SHEQ Advisor on a monthly basis at the end of the month.
- The Contractor shall be held liable for any losses incurred by NTCSA due to the Contractors negligence
- *In the event that the Employer's material or equipment is stolen, lost or damaged while the Contractor's guards are on duty or contracted to be on duty and, upon investigation by the Employer it is found to be as a result of default in any of its obligations or negligence under this Contract by the Contractor or its employees/guards, the Contractor shall be held liable for the total cost and payment of stolen, lost and/or damaged material or equipment Payment shall be made by the Contractor within . . . days of notification/invoice from the Employer In the event that the Contractor fails to make payment within . . . days, the Employer may set off the amount by deducting it from a subsequent invoice for payment to the Contractor*

### 3.11 Documentation

The following documentation is to be supplied by the security Contractor before deployment

- Certified copies of the company and Directors PSIRA registrations certificates
- Confirmation of company registration with the SAPS NKP Regulator

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- 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. The Supervisor shall be responsible to perform daily vehicle checks which are to be kept on file and available as and when required by Telecommunications.
- Emergency Preparedness procedure with relevant contact details.
- Equipment list per patrol vehicle.
- Standard operating procedures per shift to include the following but not limited to and should be approved by NTCSA representative before application:
  - Incident response, management, and reporting
  - Wearing of uniform standard.
  - Communication procedure.
  - Firearm handling procedure.
  - Medical emergency procedure
  - Shift changes.
  - Response process.

### 3.12 Safety Requirements

PROVISION OF A SAFETY FILE 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
- SHEQ BASELINE RISK ASSESSMENT (BRA)
- OHS COMPETENCIES
- SECTION 17 HEALTH & SAFETY REPRESENTATIVE.

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- 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

In addition

- All vehicles utilized to transport staff, must be fitted with all safety features including and specifically SABS approved seatbelts and airbags
- All Security officers should receive a safety induction before they can be deployed on NTCSA sites from NTCSA representative (Officer Security Operations, SHEQ Advisor, not limited)
- Safety recommendations following an incident shall be implemented by all Security Contractors to prevent further reoccurrences at any of the Eskom site, as per allocated timeframes
- Open fires, at NTCSA Telecommunications radio 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 to be submitted at the end of the month together with**

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the invoice (and shall clearly show the kilometres thereon).

### 3.13 Salaries and Payments

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.

### 3.14 Uniform

- The contractor 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. Sufficient 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 SOs.
- For obvious hygiene and safety reasons, each Security officer must be issued with his/her own bullet proof vest.

### 3.15 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 *Contractor*) arising from or in connection with the *Contractor's* Providing the Service for any one event is what the Contractor deems appropriate.
- The minimum amount of cover for insurance against loss and damage caused by the *Contractor* to the *Employer's* property is **(for NTCSA Telecoms property) – R 25 million.**
- The minimum limit of indemnity for insurance in respect of death of or bodily injury to employees of the *Contractor* 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)**

### CONTROLLED DISCLOSURE



### 3.16 NON- PERFORMANCE: SCHEDULE OF DEFICIENCY AND PENALTIES

NO.	DEFICIENCY	PENALTY
1	Security officer (SO) not posted on duty as agreed upon (Short posting\	One shift cost deduction
2	SO intoxicated/ or under the influence of liquor or drugs.	Permanent removal of SO from NTCSA Contract duties
3	Refusal by SO to comply with lawful instruction	Permanent removal of SO from NTCSA contract duties
4	Sleeping on duty	One shift cost deduction
5	Desertion of post by SO	One shift cost deduction
6	Negligent by SO in the performance of their duties	Permanent removal of SO from NTCSA contract duties
7	SO late for duty (tantamount to short posting\	One shift cost deduction
8	SO, without a functional torch or spotlight	10% deduction of the SO shift rate
9	SO, or site without a functional radio or PTT	10% deduction of the total monthly site cost
10	SO not armed in one shift	100% 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 contractor	To be recovered from company

### 3.17 Cessation, Delegation, and Assignment

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

### 3.18 Subcontracting and Assignments

The contract shall not be assigned or subcontracted in whole or in part, by the Contractor without prior approval from the Employer. Any attempted assignment or subcontracting hereunder without the prior written consent of the Employer shall be void

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

### 3.19 Ethics

Any offer, payment, consideration, or benefit of any kind made by the *Contractor*, 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 *Contractor* (including civil or criminal action).

### 3.20 Confidentiality

The *Contractor* 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 *Contractor*, enters the public domain or to information which was already in the possession of the *Contractor* at the time of disclosure (evidenced by written records in existence at that time). Should the *Contractor* disclose information to Others, the *Contractor* ensures that the provisions of disclosure are complied with by the recipient.

If the *Contractor* 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 *Contractor* is, at any time, required by law to disclose any such information which is required to be kept confidential, the *Contractor*, 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. If such protective order is not, or cannot, be obtained, then the *Contractor* 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.

### CONTROLLED DISCLOSURE

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*.

### 3.21 Contractual Terms and Payments

Acceptance of the Contractor's Offer shall form an agreement between the *Employer* and the contractor upon the terms and conditions contained in this agreement.

### 3.22 Bill of Quantities

ITEM	DESCRIPTION	UNIT	QTY	RATE per month
1	Static Guards Grade C (Day & Night shifts) with Day lunch reliever	P/M	D=1 N=2	
2	Armed officer Grade B (Day & Night)	P/M	2	calculated with tools of trade
3	Ad hoc Static Guard Grade C (Day & Night)	Ea	2	When required
4	Monthly running cost Panic Package and Patrol Guard	P/M	2	
5	Upington, Kimberley and De Aar payment (panic package)	Once off		
6	Patrol vehicle and Tracking	P/M	3	
7	SHEQ requirements	Once off		

### 3.23 Service Response Times

The required reaction time to all activation shall conform to the following

Road Condition	Visibility	Requirement		
		Sec/KM	Min 5KM per	Min per 10KM
Good	Good	30	2.5	5

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	Poor / Night-time	45	3.75	7.5
Poor	Good	60	5	10
	Poor / Night-time	90	7.5	15

*Minimum response times.*

#### 4. Acceptance

This document has been seen and accepted by:

Name & Surname	Designation
G Eksteen	Manager Field Services
Z Hassen	Middle Manager Telecommunications

#### 5. Revisions

Date	Rev.	Compiler	Remarks
Oct 2024	0	Siviwe Gantsho	New Document

#### 6. Development Team

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

- Siviwe Gantsho
- Morne Ruben Arendse
- Hendrick Tlou Manamela
- Phiwokuhle Makhoba

#### 7. Acknowledgements

- Mpumalanga Province Ops Manager and Field Services for the points of highlight and ideas.
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