

SERVICE LEVEL AGREEMENT

in respect of the provision of

SECURITY SERVICES

entered into by and between

Transnet SOC Ltd

Registration Number 1990/000900/06

A public company with limited liability and duly incorporated in compliance with the company laws of the Republic of South Africa

Trading as

Transnet National Ports Authority

Port of Port .....

(hereinafter referred to as the "Client")

and

(hereinafter referred to as the "Contractor")

SERVICE LEVEL AGREEMENT (SLA)

For the provision of Security Services to the Transnet National Ports Authority  
A Division of Transnet Limited

Tender Reference: TNPA

Parties to the SLA	The Service Level Agreement will be executed by and between Transnet National Ports Authority Port of Port of Cape Town and .....
--------------------	---

Purpose	<p>The purpose of the Service Level Agreement is to define the Services offered by the Contractor and the Services required by Transnet National Ports Authority (applicable to both parties) and to quantify these Services where possible.</p> <p>This Service Level Agreement also defines the special conditions that will apply for the duration of the Agreement, if any.</p>
---------	---

Scope

Schedule A indicates the commencement, effective date of the Service and the Service shall continue to operate until the termination date as stated in Schedule A, unless terminated by the client in terms of clause 30 of the MOA.

The scope of the security services (the "Service") provided by the Contractor are summarized as to provide an effective, efficient and professional security service to Transnet National Ports Authority whereby:

- The company's assets, plant, equipment, infrastructure, people, including information, are safeguarded;
- Transnet National Ports Authority Customers cargoes received, released and kept in storage by Transnet National Ports Authority are safeguarded;
- Identify, assess, report and react to security risks, threats and vulnerability to prevent such incidents from happening;
- Align to the provisions of the ISPS Code and as a minimum, instill in its workforce, a culture of conformance to the Code in terms of knowledge and awareness, accreditation and compliance with the relevant aspects of the Code and Transnet National Ports Authority Port of ..... Security Plans.
- Full compliance to all related Transnet / Transnet National Ports Authority Security Policy, Security Standard Operating Procedures, Job Descriptions and Work Instructions.
- Fully trained Security Officials in regard to PSIRA and all relevant security training requirements.
- Adequate communication and written reporting on all matters of security.
- Adequate internal investigation capability regarding suspicion or complicity in an incident against its own members. The ability to produce a competent report regarding the outcome. Bearing the cost should the nature of the investigation warrant an independent party to investigate or use specialized tool (Polygraph voice stress analysis) or similar expertise when there is suspicion against its own members.

Note that an additional description of work (Services) that is individual site specific is included as per:

Annexure A – Scope of Work: Site Specific Duties & Schedule of Quantities; Annexure B - Performance Balance Score Card, Annexure C - Penalties for non-conformance in accordance with the MOA and Annexure D - Job Descriptions

Responsibilities

Transnet National Ports Authority Port of Cape Town. must ensure that the implementation of, adherence to and dissemination of the provisions of this Agreement are clearly articulated to the Contractor. This is observed through:

- Signed MOA between Transnet National Ports Authority Park Town and
- Signed SLA between Transnet National Ports Authority Port of Cape Town. and
- Contractor Management Induction Programme
- Additional Induction Programs at all relevant Transnet National Ports Authority Sites for e.g. Hazmat, OHS Act 85/1993, High Voltage etc.

The Contractor must ensure a clear understanding of its obligation in terms of the Individual SLA and that the necessary care and diligences are continuously exercised in fulfilling its duties in terms of the MOA and the Individual SLA.

Communication Forums

Authorized officers and members of the Contractor and Transnet National Ports Authority Port of Cape Town must attend scheduled and emergency communication forums.

The following are key contact persons at Transnet National Ports Authority’s Park Cape Town Office and the respective Ports:

Name	Position	Telephone No
Nozipho Dlepho	Contract Manager: SCM	021 449 3129
Arshaad Fester	Port Security Manager – Project Manager	021 499 4270

The following are the Contractor’s key contact persons:

Name	Position	Telephone No

The following minimum communication forums apply:

- Weekly Meetings will be held on Thursday
- Monthly Meetings will be held at TNPA security board room on the last Friday of the month starting at 10:00. The Contractor’s Branch Manager must attend all monthly meetings.
- Quarterly meeting chaired by Head Office
- Ad hoc and or Emergency Meetings will be held as and when required.
- Quarterly contractor review meetings are held to monitor performance.

The venue for the above meetings will be confirmed prior to the meeting. Quarterly SLA meeting will be attended by the PSO, Snr. Member of the Private Security Company and a Senior TNPA Head Office Representative.

The following items will form part of every Agenda for the weekly and monthly meetings:

- Welcome
- Present & Apologies
- Confirmation of Previous Minutes
- Matters Tabled for Discussion
- Matters Arising
- New Matters
- Action Items
- Conclusion
- NB. Signing of deficiencies will take place at weekly meeting and the querying of any disputed deficiencies will take place at the monthly meeting

Ad Hoc Services and emergency services

Transnet National Ports Authority Port of Cape Town will have control and monitor processes to procure ad hoc and emergency services.

Ad hoc or emergency services would be determined by circumstances and the required signed approval form will be forwarded to the Contractor within a period prescribed as per the MOA.

Ad hoc and emergency services will be utilized for exceptions purposes only and would not be permanently engaged.

The Contractor shall provide additional security officers for delivery within a period of 2 (two) hours from time of receipt of a written request for additional services or within such time as the Parties may agree from time to time.

Performance measurements

Transnet National Ports Authority Port of Cape Town will develop a monthly performance measurement tool for specific services provided and this information will be fed to the office of the Transnet National Ports Authority for the compilation of data.

The following performance indicators are relevant:  
scale of 1 = Unacceptable, 2 = Below standard, 3 = Acceptable & 4 = Consistently exceeding client expectations

Notwithstanding the terms & conditions contained in the MOA, the following areas will make part of the SLA Performance Balance Scorecard:

1. Conformance to daily / ad hoc / emergency guard deployment & placement requirements (including hot-seat change over)
2. Guard presentation (parading) & Quality of guard identification equipment including vehicles & uniform requirements PPE inclusive.
3. Effectiveness of access & egress control procedures, complying to SOPS
4. Conformance to individual site specific job descriptions
5. Adequacy of response to incidents & emergencies and effecting mitigating actions
6. Effectiveness of communication mechanisms
7. Quality of and timeous complete reporting
8. Quality Resolution of Challenges and Non-conformance causes
9. Proper record keeping regarding Manpower/incidents/equipment issues/posting
10. Prompt response to internal industrial action or grievance pertaining to BCEA and other LRA matters
11. Finalization of liability claims submitted within 30 days

Non-  
Performance

Transnet National Ports Authority Port of Cape Town and the Contractor agrees to remove any cause of non-performance and to take corrective action without delay.

Records of incidents and transgressions across the respective Transnet National Ports Authority Port of Cape Town location must be reported not later than at the end of the shift to the designated Port Security Officer or his appointed delegate at Transnet National Ports Authority Port of Cape Town for capturing in the Transnet National Ports Authority database. Serious incidents or incidents of criminal nature must be reported to the Transnet National Ports Authority Port of Cape Town Controlling Officer immediately.

Whilst we will commend and record exceptional performances, non- or substandard performances will not be tolerated. Accordingly, the PSO will have the right to request that a specific security official be removed from their post and be replaced with a competent employee. A non-conformance notice will be issued by the PSO to the contractor. Furthermore three or more serious consecutive non-conformances on a specific criterion for e.g. Late postings, short postings, double shifting and or strikes will lead to a review of the contract.

Penalties	Penalties for non-conformance will be raised as per the MOA. See attached Annexure C.
Contingency Plan and Risk Assessment	<p>A Transnet National Ports Authority Port of Cape Town. Risk assessment must be conducted regularly.</p> <p>Transnet National Ports Authority Port of Cape Town have contingency plans to cater for the following:</p> <ul style="list-style-type: none"><li>• Emergency events</li><li>• Eviction Operations</li><li>• Strikes, etc</li></ul> <p>The Contractor will provide Transnet National Ports Authority Port of ..... with their contingency arrangement and ensure that the data provided to Transnet National Ports Authority Port of Cape Town remain current. The Contractor to supply an updated contingency for every act of industrial action, whether local/ provincial/ national whether specific to the company or whether specific to the industry.</p> <p>An emergency action plan must be submitted for every National Strike even if unrelated to the security industry or which may hinder the security company operations.</p> <p>The Contractor will formally report any 'new' or emerging risk or security threat to the Transnet National Ports Authority Port of Cape Town..... Port Security Officer or appointed delegate immediately when they observe and or gain knowledge thereof.</p>
Job Descriptions	<p>Transnet National Ports Authority Port of Cape Town will provide job descriptions/standard operating procedures (SOPs) for all premises and areas under their control.</p> <p>For detail refer to Annexure A – Scope of Work: Site Specific Duties &amp; Schedule of Quantities; Annexure B - Performance Balance Score Card, Annexure C - Penalties for non-conformance in accordance with the MOA and Annexure D - Job Descriptions</p>
Review	Performance levels against the SLA will be reviewed quarterly

Request for  
Change

All changes to the scope of work as stipulated in Annexure "A" will be effected by Transnet National Ports Authority, using the Security Change Request Form – see Attachment "1" of this Agreement.

All approved changes to be communicated to the Security Service Provider by the designated Port of Cape Town Port Security Officer.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20....

Contractor: \_\_\_\_\_

NAME AND DESIGNATION OF SIGNATORY WHO  
WARRANTS THAT HE IS DULY AUTHORISED THERETO

WITNESSES:

1. \_\_\_\_\_

2. \_\_\_\_\_

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20.....

\_\_\_\_\_

Port Security Officer: Port of Cape Town

WITNESSES:

1. \_\_\_\_\_

2. \_\_\_\_\_

Schedule A – Contractor Details, Commencement Date & Duration, Address

The Schedule A is compulsory to be completed.

SCHEDULE "A"

Full names of the Contractor (Company):

Commencement Date and time of this Agreement (Effective date/Time):

Day.....Month.....Year.....Time...

Duration of this Agreement:

12 Months

- 5. Expiry date and time of this Agreement: Day .....Month.....Year 20....
- 6. Company name and Physical Address of the Contractor:

(Which shall also be the *domicilium citandi et executandi* of the Contractor)

- 7. Company name and Physical Address of the Client:  
Transnet National Ports Authority

---

---

---

(which shall also be the *domicilium citandi et executandi* of the Client)



## Annexure B – SLA Performance Balance Scorecard

Period Measured:		Control Number: 01		
Item	Description	Measurement (min) Standard (see legend)	Actual Measurement (see legend)	Reference (supporting details)
1	Conformance to daily / ad hoc / emergency guard deployment & placement requirements (including hot-seat change over	3		
2	Guard presentation (parading) & Quality of guard identification equipment & requirements PPE inclusive.	3		
3	Effectiveness of access & egress control procedures, complying to SOPS	3		
4	Conformance to individual site specific job descriptions	3		
5	Adequacy of response to incidents & emergencies and effecting mitigating actions	3		
6	Effectiveness of communication mechanisms.	3		
7	Quality of and timeous complete reporting.	3		
8	Quality Resolution of Challenges and Non-conformance causes.	3		
9	Proper record keeping regarding manpower/incidents/equipment issues/posting.	3		
10	Prompt Response to internal industrial action or grievance pertaining to BCEA and other LRA matters.	3		
11	Finalization of liability claims submitted within 30 days.			
Assessed By (TNPA ):				
Comments:				
Date:				
Contractor Name, Representative Name & Designation:				
Comments:				
Date:				
Legend:				
1 = Unacceptable, 2 = Below standard, 3 = Acceptable & 4 = Consistently exceeding client expectations				

## Annexure C –Penalties for non-conformance in accordance with the MOA

## ANNEXURE C – PENALTIES AS STIPULATED IN THE MOU

The Client shall conduct a risk assessment and rate the likelihood of Incidents, events or accidents, the consequences to the Client of Incidents, events or accidents at all Sites and allocate a rating of Low (L), Medium (M) or High (H). Such ratings shall be recorded in the Individual Agreement not later than during the first month of the Agreement. The following respective penalties shall apply to the Sites for non-compliance of the obligations of the Contractor in terms of this Agreement:

ITEM	PENALTY			
	L	M	H	Frequency
The security officer is on duty without a contracted GSM device or contracted cell phone or this is not in working condition One communication device per post is required	R50	R75	R150	Per Incident
Possession of private cell phone by a security officer whilst on duty				Disciplinary process
The security officer is on duty without a pocket book and pen Record keeping important.	R50	R75	R150	Per Incident
Pocket book of a security officer written up in advance Disciplinary process to manage?				Disciplinary Process
The security officer fails to update the occurrence book	R20	R50	R 100	Per Incident
The security officer is on duty without an identity disc/Card	R50	R75	R100	Per Incident
The security officer is on duty without any instrument to determine time or such instrument is not in working condition Each post needs one instrument to determine time.	R50	R75	R150	Per Incident
The security officer on duty must have a				

flashlight fit for purpose.	R50	R75	R150	Per Incident
The security officer on duty needs a spotlight fit for purpose where a Patrol vehicle is not equipped with a spotlight.	R50	R75	R150	Per Incident
There is no operational base radio on Site where required	R50	R75	R150	Per shift
The security officer is without a hand-held communication device and/or this is not fit for purpose.	R50	R75	R150	Per Incident
A vehicle is without a fit for purpose communication device.	R50	R75	R150	Per Incident
A security officer is on duty without a SABS approved bullet-proof vest where applicable and as required per the scope of work	R250	R350	R700	Per Incident
A security officer (required to carry a firearm) is on duty without a serviceable firearm or has a firearm without appropriate ammunition where applicable and as required per the scope of work	R250	R350	R500	Per Incident
Possession of private firearm by security officer whilst on duty Use legislation and not penalty route to address.				
ITEM	PENALTY			
	L	M	H	Frequency
Vehicle not as specified / un-roadworthy / inoperable / unavailable	R250	R350	R700	Per Incident
Motorbike or quad-bike not as specified in scope of work / un-roadworthy / inoperable / unavailable	R250	R350	R500	Per Incident
Dogs required as per the scope of work and statutory requirements is not provided submission or non-submission of veterinarian reports as required.	R250	R350	R700	Per Incident
Guard tracking / monitoring system inoperable	R250	R350	R500	Per Incident
Self-posting and/or no parade or inspection of a security officer	R250	R350	R500	Per Incident

Late posting of a security officer	R250	R350	R700	Per Incident
Site Supervising Inspector fails to visit site as per scope of work	R50	R75	R150	Per Incident
Non-attendance of weekly/monthly meeting by the Contractor as per scope of work Use contract management process				
Non-attendance of quarterly meetings by managing member or director of the Contractor as per the scope of work Use contract management process				
Unavailability of, and non-submission or late submission of any relevant documentation, sheets, feedback reports on the occurrence of an incident as well as the failure to complete or keep all relevant documents up to date.	R100	R150	R200	Per Incident
Security officer sleeping on duty (orange multiple post) red one man site	R250	R500	R1000	Per Incident
Security officer under the influence of alcohol/drugs/intoxicating substance	R250	R500	R1000	Per Incident
Security officer absent from duty/no security officer deployed No payment for service if not rendered				
Security Officer failing to verify Identification prior to entry of any individual	R250	R500	R 1000	Per Incident
Failure to lock a gate OR open a gate when SOPS state it to be locked	R250	R500	R 1000	Per Incident
Deploying a members without induction and clearance in terms of the SLA and seeking PSO or authorised PSO deputy approval	R250	R500	R 1000	Per Incident
Failure to make a report on damage to security infrastructure or incomplete report resulting in the offender escaping liability	R250	R500	R 1000	Per Incident
Not carrying out a proper hand over as stated in SOPS	R250	R350	R 700	Per Incident

24.6 In addition to the above and in the event of the following security officers not being posted or posted late or being absent from his/her place of duty after being posted or under the influence of alcohol or drugs or found sleeping on duty the following penalties shall apply which shall be deducted by the Client from the fees payable to the Contractor, as set out in the Work Document.

SECURITY OFFICIAL	PENALTY
Shift Supervisor	R1000 per Incident
National Key Point Security Officer	R1000 per Incident

24.7 Notwithstanding any other provision of this Agreement, the penalty deduction shall be limited to a maximum of 50% (fifty percent) of the monthly contract value payable to the Contractor in respect of any particular Site.

24.8 The Parties may identify additional breaches in the Individual Agreement and determine applicable penalties.

Additional Breaches in terms of 23.8 in terms of the MoA


RISK ASSESSMENT AND RATING OF INCIDENTS IN TERMS OF CLAUSE 23.5 OF THE MAIN CONTRACT: TNPA 802: PORT OF .....

SITE	ITEM	PENALTY			FREQUENCY
		L	M	H	
All sites	Security officer absent from duty/no security officer deployed	-	-		Per incident
	Security Officer under the influence of alcohol/drugs	-	-		Per incident
	Late posting of a security officer	-	-		Per incident
	Failure to hand in or late submission of feedback report on the occurrence of an incident	-	-		Per incident
	Security officer sleeping on duty	-	-		Per incident
	Security officer absent from duty/no security officer deployed	-	-		Per incident
	Late posting of shift supervisor	-	-		Per incident
Shift supervisor absent from	-	-		Per incident	

	duty/no shift supervisor deployed				
	Shift supervisor found sleeping on duty	-			Per incident
	Security officer failing to verify identification prior to entry of any individual	-			Per incident
	Failure to lock a gate or open a gate when SOPS state it to be locked or opened	-			Per incident
	Deploying a member/s without induction and clearance in terms of the MoA and seeking PSO or authorized PSO deputy approval	-			Per incident
	Failure to make a report on damage to security infrastructure or incomplete report resulting in the offender escaping liability	-			Per incident
	Not carrying out proper handover as stated in the SOPS	-			Per incident
	Non-attendance of monthly/quarterly meetings by managing member or director of the Contractor				

24.9 Any penalty imposed in terms of this clause 23 shall be offset against the invoiced (vatable) amount, as declared in the Contractor's Tax Invoice, to which the penalty has attached, and the VAT payable by the Client to the Contractor shall be calculated on the invoiced amount less the service-related penalty imposed

#### Penalty Rating

Not Applicable	
Low	
Medium	
High	

#### ANNEXURE D - Job Descriptions

The scope of work forms part of the individual SLA and define and regulates security-risk management services provided by the Security Service Provider at the Transnet National Ports Authority at the Head Office.

##### 1. Site Specific Security Service Requirements

Refer to Annexure A for detail.

##### 2. Roles & Responsibilities: Manager or his delegated Authority (Supervising Inspector)

Notwithstanding the terms and conditions of the MOA –

- The Manager /Supervising Inspector must at all times protect the interests of Transnet National Ports Authority Port of ..... to the best of his/her ability, in accordance with the laws and Transnet National Ports Authority policies and with due regard to the interest of all other interested parties.
  - The Manager/Supervising Inspector will ensure that the employees that he uses to render the security services to Transnet National Ports Authority Port of ..... are well trained and inducted to render the services
  - Once an officer has undergone the required induction 04 hrs lecture and 4hr practical he will be required to obtain a port ID card at the contractors expense, if induction is not completed Port ID will not be issued.
  - The Manager/ Supervising Inspector to supply the following items for the officer's site file.
    1. Certified copy of Identity Documents
    2. Certified copy of PSIRA Certificate
    3. Copy of CV outlining work history and at least three previous employers where applicable and name and contact details of next of kin
    4. Signed copy of Protection of Information Act 84 of 1982 in particular section 4
    5. Any other Training Certificates which are relevant
  - The Manager/Supervising Inspector shall ensure that the employees that he/she uses to render the security services to Transnet National Ports Authority Port of ..... are provided with the equipment to render the services and are trained to use the equipment effectively.
  - The Manager/Supervising Inspector shall carry out minimum two site inspections per shift (Port Specific)
  - The Manager/Supervising Inspector shall carry out inspection on the security officer posted at the entrance and the outside of the building
  - The Manager/Supervising Inspector must assess vulnerability, identify risk, evaluate controls and recommend immediate steps if a threat is identified
  - The Manager/Supervising Inspector must make an entry of his/her visit in the occurrence book OB on each visit, stating the time and details of any observations in Green Ink.
  - The Manager/Supervising Inspector will foster close liaison with the Transnet National Ports Authority Port of ..... Security Department and report any emergency or immediate threat to the Transnet National Ports Authority Port of ..... Security Management.
  - The Manager/Supervising Inspector will report all incidents on the prescribed incident report form to Transnet National Ports Authority Port of ..... Security Management on all security breaches and incidents that occurred within their area of control not later than the next working shift during which the incident occurred.
  - The Manager/ Supervisor will supply by the last day of each month a report outlining the following
    1. Monthly Manpower return consisting of the following information (Names and Surnames / ID Number / PSIRA Number/ Company Number/ Status e.g. Current resigned /dismissed/ deceased / incompetent )
    2. Full equipment return Radios spare battery and chargers / Batons/ Handcuffs/ Chevron Jackets etc
    3. Number of supervisor visits per site
    4. Incident report and disciplinary actions.
3. Roles and Responsibilities of the Security Officers
- Every security officer that is deployed to render the security services to Transnet National Ports Authority Port of ..... must be reliable, honest and correctly inform his/her employer of the level of training, skill, experience and qualifications that he/she has attained. The officer must be properly trained to render the required service to Transnet National Ports Authority Port of ..... and be able to effectively use the equipment that he/she is issued
-

with to render the required service. Be able to reasonably communicate in writing and verbally/orally in English.

- Every officer must confirm his presence on duty by recording it in his post OB and on the TNPA posting sheet and sign his signature as proof.

#### (a) Access & Egress Control (As per site)

The security officer will enforce access and egress control as follows:

##### *Transnet National Ports Authority Port of Port Elizabeth Staff*

- All Transnet National Ports Authority Port of ..... staff will be in display and or produce a Transnet National Ports Authority Port of ..... ID card with a clear photo before entry to the Transnet National Ports Authority Port of .....
- All staff shall use there own security access control disk to gain entry through electronic doors.
- Staff who have no ID card or a disk must fill in a visitors permit
- All staff that enters the building after hours, weekends or public holidays must complete a visitor's permit.
- Staff must be requested to allow the security officer to record, in a dedicated Register, the machine type (*e.g. Toshiba Pocket PC e350*), Model Number (*e.g. PSA50 YXT*), Serial Number (*e.g. 12345678G*), and the Owners Details (*Last Name, First Name, Department, Phone, ID Number, Signature*) of electronic equipment when leaving the building with such equipment.

##### *Visitors & Contractors / Service Providers*

- All visitors must show a valid photo ID and sign the visitors register prior to entry
- All visitors will declare their laptops and must be requested to allow the security officer to record, in a dedicated Register, the machine type (*e.g. Toshiba Pocket PC e350*), Model Number (*e.g. PSA50 YXT*), Serial Number (*e.g. 12345678G*), and the Owners Details (*Last Name, First Name, Department, Phone, ID number, Signature*) of electronic equipment upon entry to the building with such equipment.
- When visitors exit the building with electronic equipment the recorded details must be compared and security will sign the equipment out.
- When visitors exit the building with electronic equipment that was not previously recorded, such details must be recorded in the Register together with a copy of an authorization letter by the authorizing Head of Department of Designate. Only then will the security officer sign the equipment out.
- Upon arrival scheduled / pre-authorized Visitors must declare their business and security will then phone the person being visited who will come to meet the visitor and escort them to the area of business within the building. Visitors must be escorted back to security upon completion of their business.
- Visitors must not be allowed to remove any Transnet National Ports Authority Port of ..... property including scrap without proper written authority.
- All unofficial / unscheduled visitors shall only be allowed access to a designated area when they are first fetched by an authorized escort from the security reception area.
- All visitors carrying packages and baggage must declare the contents.
- Security must be in possession of an Approved Schedule of Office Cleaning Workers and Security staff must check the identities of incoming cleaners against the Schedule, and also ensure that all cleaners leave the premises on completion.

#### (b) Communications

- An Instruction Register shall be maintained as a means of communicating concise instructions or information to security services personnel originating from the Transnet National Ports Authority Port of ..... person responsible for security
- Security Officers shall have the ability to communicate quickly and effectively and to operate the designated communication equipment efficiently
- Security Officers must be competent in after hour and emergency communications procedures and the correct radio procedures.
- Emergency numbers must be clearly displayed in the security reception area and the Security Officer must be aware of the current emergency / duress code to be used when reporting a volatile situation, including reports to Armed Response Service Providers or Control Rooms.
- The Security Officer shall maintain the security arrangements for exit control with the Main Gate into the complex and mobilize these procedures in a security emergency.

#### (c) Deliveries & Mail

- Security Officers must be competent in the identification and recognition of letters and parcels that may contain hazardous substances or explosives
- All deliveries / collections must be scheduled in advance by department heads.
- Security must receive prior notification of such delivery / collection details (who, what, when, how).
- Upon receiving / collection of goods or equipment, Security will compare that to a corresponding pre-schedule entry
- All deliveries / collection must have valid documentation; under no circumstances must security accept deliveries / collection without supporting documentation.
- No deliveries / collection must be kept in the security area without the accompanying documentation; the security shall inform the relevant department of any delivery received immediately.
- All mail must first be delivered to the BUE's secretary for sorting and is subject to the Mail Handling Procedure
- All courier packages must be checked and identified at reception in the courier's presence prior to accepting such packages.
- Housekeeping must be maintained at all times

#### (e) Incident Recording & Reporting

- The security officer shall record all security incidents and breaches, including details of who was involved, time, date, location and a description of the incident, and to whom and when it was reported in his/her pocket book and in the OB
- The security officer shall maintain in his position a pen and a pocket note book as per PSIRA requirements.
- All completed Pocket Book and OB's belong to TNPA and must be given to the PSO once completed. Pocket Books are not allowed to be taken off the premises.

#### (f) IT&S Equipment

- All electronic equipment being sent for repairs or on loan must have a signed release form from the IT Department. Security will compare the details of the equipment to the approved release form.
  - Access to server and computer rooms must only be allowed upon proper notification and authorization from the IT Designate.
  - An Access Register must be maintained of all access to server rooms.
-

#### (h) Firearms

- The Security Officer shall maintain the rule that firearms are not allowed on Transnet / Transnet National Ports Authority Premises
- Only Law Enforcement Officers on official duty at the time of their visit to the Transnet National Ports Authority Port of ..... premises may be allowed to carry their firearms.
- The security officer may not accept any firearms for safe keeping

#### 4. Code of Conduct for Security Officials

- The Security Officer / Supervising Inspector shall not act in matters involving conflict of interest without appropriate disclosures.
- He / She shall truthfully give details of the service he / she can render
- The Security Officer shall at all times display honesty and integrity in the performance of his duties.
- The Security Officer / Supervising Inspector shall not act in matters involving conflicts of interest without appropriate disclosures and approval.
- The Security Officer / Supervising Inspector shall, as far as possible, in the course of rendering the security service to TNPA 802 comply with all applicable laws endeavour to protect life and property and prevent crime, with the minimum use of force.
- The Security Officer / Supervising Inspector shall safeguard information entrusted to him.
- A Security Officer / Supervising Inspector shall not disclose any information originating from a person without written authority of that person
- A Security Officer / Supervising Inspector shall not maliciously injure the reputation of his colleagues, clients or employees.

#### Dress Code and Standard Requirements

- The security officers shall at all relevant times comply with the identification requirements of Transnet National Ports Authority Port of ..... Notwithstanding the terms and conditions of the MOA the following is emphasized:
  - PSIRA Identity Card, which should be worn at all times
  - All Security Officers to be in full laundered uniform when on TNPA Property
  - ID cards to be worn when on duty, cards must be worn on the left breast pocket.
  - PPE must be worn at all times when on duty, inkling baton with frogs and handcuffs or any other protection equipment, batons must be worn on the right.
  - Only company approved insignia to be worn with uniform.
  - No civilian clothing to be worn with uniform
  - Head Gear to be worn in the correct fashion
  - No sunglasses to be worn on duty
  - Only uniform beanies permitted solid colors only. No Balaclavas
  - Hair to be kept short for males and males to be clean shaven
  - Females to keep hair tied up and neat.
  - Make up to be used sparingly, jewelry to be limited to customary pieces only.
  - Earrings must be studs or sleepers only
  - All Security Officers to be clean shaven and maintain high standards of personal hygiene
  - No eating drinking or smoking in the public eye when on duty, use facilities provided. If no facilities provided above may be permitted.
  - All officers on duty must practice uniformity at the post, one officer uses a jacket all will use a jacket etc.
  - No carrying of bulky objects in pockets , only pocket book
  - Security officers not to be seen sitting on the floor or leaning against the infrastructure when on duty
-

- No horse play permitted when in uniform and on duty

The Security Officer shall have the following items in their possession:

- Baton
- Flashlight/torch with batteries
- Handcuff & pouch with key
- OB book & pens
- Pocket Book covered
- Portable two-way radio linked to a base station OR contract cell phone and immediate contact with Control Room AND radio / Cellphone chargers
- Rain suit
- Watch working

#### 6. Housekeeping, Safety & Fire Awareness

The Security Officer shall observe and report breaches / non-compliance to housekeeping standards:

- All walkways in the building must be clear of storage items
- All Occupational Health & Safety incidents and accidents must be reported in terms of the OHS Act 85 of 1993
- Security drivers will obey the requirements the Road Traffic Act 93 OF 1996
- All fire protection equipment must not be obstructed.
- All emergency exits must not be obstructed; break glass keys must never be tampered and readily available.
- All computer cords must not become a hazard and should be neatly bound.
- The First Aid Box at the reception are replenished with stock each month
- No improvised or heating systems to be used on premises.

#### 7. EMERGENCIES

##### ON DISCOVERY OF FIRE

The Security Officer shall observe the following whilst maintaining an appropriate level of security awareness:

The Security Officer shall raise the alarm by:

- Inform the (Responsible fire department on Tel: No. 041-5071671)
- Activate the fire alarm / siren / break glass situated at the entrance and at the bottom and top floors.
- Inform the switch board, security duty supervisor / control room
- Inform the fire wardens and emergency controller of the building
- Guide people away from the fire
- If trained, attempt to fight the fire without endangering own life or that of others
- Should the fire be too big to handle, withdraw, closing, where possible, doors and windows
- Direct the Emergency Services to the disaster zone
- Await further instructions from the emergency controller

The Security Officer shall observe the following whilst maintaining an appropriate level of security awareness:

#### EMERGENCY EVACUATION PROCEDURES

---

The Security Officer shall observe the following whilst maintaining an appropriate level of security awareness:

- Do not panic.
- The IT staff and technical staff to isolate all equipment and make it safe, before proceeding to designated assembly point.
- Leave doors and windows open, where applicable. Close all doors and windows, in the case of a fire.
- Leave cupboards and drawers unlocked.
- Walk briskly to nearest escape route indicated by these signs and displayed in the passage.
- Do not use the lifts
- Walk to the designated assembly point, which is located at the front of the car park or as directed by the Evacuation Controller. Suppliers and visitors must be assisted.
- Remain at the assembly point and wait for further instructions from Evacuation Marshals and/or Evacuation Controller.
- Keep away from any "disaster" areas.
- If posted to a gate ensure easy access for emergency services

#### AREA CHECK

Nominated marshals to check all areas and ensure all offices have been evacuated and that there are no persons in toilets before proceeding to Assembly Point.

#### ROLL CALL

Evacuation marshals to conduct roll call. Missing or unaccounted for people must be reported to the Evacuation Controller.

#### ALL CLEAR

People will remain at the assembly point until the "ALL CLEAR" signal is issued by the Evacuation Co-ordinator.

---

Attachment 1: Security Change Request Form

