

SCOPE OF WORK: ARMED RESPONSE AND MONITORING CONTRACT KZN OPERATING UNIT

1. MONITORING AND RESPONSE

1.1 The Service Provider must operate a properly equipped control room 24 hours per day.

1.2 All communication between the control room, armed response unit, Eskom Representative and Law Enforcement Agencies must be properly recorded in a log, stating i.a. the time of communication, what was communicated and action taken based on the nature of the communication.

1.3 The Service Provider must be able to re-act/ respond to the site where an alarm has been activated within fifteen (15) minutes.

1.4 Response Officer must have the following:

- Bullet Proof Vest (Level 3) must be worn at all times
- Full and correct uniform and PPE
- Firearm
- Firearm competency certificate, firearm licence, firearm permit, PSIRA Cards and Company ID must be carried at all times.
- All appropriate equipment (Torches, radio etc.)

1.5 The Service provider shall immediately notify Eskom's Security Representative of any verified alarms and of the actions taken and provide a written report to the Eskom Representative within twenty-four (24) hours of the incident happening.

1.6 The Service Provider must perform data back-ups as regularly as required to prevent available recording space running out and "over-recording" taking place. Back-ups to be stored in a secure facility.

1.7 The Service provider must provide Eskom with a monthly alarm activation/ reaction report per site.

1.8 The Service Provider must provide Eskom with a monthly systems performance report per site indicating:

- Alarm availability

- Alarm reliability
- Alarm dependability

1.9 The Service Provider must provide Eskom with alarm reports and/or video footage (if applicable) of any confirmed incidents upon request without any charge.

1.10 Where reaction to alarms has led to the arrest of suspects, the Service Provider's staff must provide statements to the South African Police Services and give evidence in terms of the Criminal Procedures Act during prosecution of such suspects.

1.11 The Service Provider must be capable of providing an armed response service in the entire province of KZN either through 3rd party outsourced services or the Service Providers own armed response teams. Any lapse in providing a complete service as per the agreed contract will result in the termination of the contract.

1.12 The Service provider shall immediately notify Eskom's Security Representative of any verified alarms and of the actions taken immediately via a communications platform (MS Teams) with the following contents:

Eskom site/location	
Date of incident	
Signal received time	
Response Stand Down Time	
Name of Response Co. and Response Officers with PSIRA No.	
OB Number/s	
Brief Description	
Arrests if any	
SAPS Details (Name of Station, Officer/s details)	
SAPS OB Number	
Eskom person notified and response feedback	
Time of exit (SAPS/Armed Response)	
Lock-up signal received	

1.14 A detailed report must be submitted to the Eskom Representative within twenty-four (24) hours of the incident happening. The report must contain findings and recommendations.

1.15 The Service Provider must perform data back-ups as regularly as required to prevent available recording space running out and “over-recording” taking place. Back-ups to be stored in a secure facility.

1.16 The Service provider must provide Eskom with a monthly alarm activation/ reaction report per site which must be attached to each pro-forma invoice (one-page attachment to confirm the operational capability of the alarm system and confirmation of an armed response service).

1.17 Eskom will only pay for equipment (cameras/alarms) which are functional and can be monitored. All malfunctioning cameras and/or alarm systems must be reported immediately to Eskom representative.

1.18 There are no limited or specific number of armed response callouts. If there are overactive alarms or FTT units, then Eskom representative must be notified immediately and if concessions are made for the armed response callouts, then it must be done in writing and with agreement from all parties.

1.19 The service provider must have the capability to remotely access the routers and GSM units to restart or reset these units or send out a technician and their own cost to restart or reset the units.

1.20 All routers will have unique passwords which will only be known to the Eskom representative and Service Provider. Any person that accesses these units to misuse the data will be at the risk to the Service Provider and not Eskom.

1.21 All invoices/remittance advice will be submitted as per the Security Department request. Any late submissions will be subjected to a written submission by the Company Director outlining the reasons for the late submission.

2. The minimum operating standards to be provided for the Armed Response Service:

2.1 All Reaction Officers will be PSIRA registered and have successfully passed the required PSIRA grading courses as is required by Eskom. All security officers will have an up-to-date

PSIRA registration card on their person at all times or a certified copy of the PSIRA certificate. Up to date criminal background checks results shall be provided to the AREA OFFICER for all Security Officers working on Eskom sites **within 30 days of starting the contract**. Eskom shall require random vetting to be done on Reaction Officers.

2.2 The SP shall ensure that all security officers, without exception, wear the appropriate contracted, clean uniforms while on duty. The uniform type will be determined by the AREA OFFICER. The SP must ensure that all Reaction Officers are issued with bullet-proof vests and safety shoes. The SP must ensure that the bullet-proof vest and safety shoes are worn on all sites and on every shift.

2.3 RO's will not be allowed to wear any civilian clothing with or under their uniforms while physically on duty.

2.4 The SP must ensure that all RO's are issued with suitable clothing to equip them against adverse weather conditions.

2.5 All ROs shall have nametags on their uniforms that will identify who they are. These nametags shall be worn visibly at all times while on duty. The type of name tags will be approved by Eskom prior to commencing the contract.

2.6 Each RO must be physically and mentally capable of performing all assigned duties. THE SP must ensure that each employee is able to provide the required services through training and/or physical/medical examinations.

2.7 The SM reserves the right to review all minimum requirements and instruct the removal of any personnel unable to perform their duties satisfactorily.

2.8 All ROs are required to read, write and speak English.

2.9 ROs must be professional, friendly and helpful in the performance of their duties at all times.

2.10 ROs shall be issued with at least the following standard equipment: baton, Firearms, Bullet-proof vests, radios handcuffs, whistle, torches and notebook for recording incidents.

2.11 The SERVICE PROVIDER shall issue all ROs with their company ID card and this ID card shall be carried on the RO's person at all times, when physically on duty at a Eskom

site. Reaction officers off duty shall not be on site once off duty.

2.12 All ROs shall be properly trained as per PSIRA guidelines and Eskom satisfaction before being allowed to assume duty at any Eskom site.

2.13 Hours of duty: All Reaction Officers must report to work on time for the shift as designated. No Reaction Officer shall be allowed to work more than 12 continuous hours without time off for sufficient rest to ensure that he/she stays alert and is able to perform the required security duties to Eskom's satisfaction. The duty hours are indicated on the task instruction. Eskom reserves the right to change the duty hours to suit its requirements.

2.14 Reaction Officers shall not leave their area without being properly relieved by another Reaction officer. It is THE SP's responsibility to provide continuous uninterrupted security service to Eskom.

2.15 The SP shall have sufficient vehicles at his disposal to render the required service to Eskom. All the vehicles must be licensed, these licenses must be up to date and the vehicles must be in a roadworthy condition. The vehicles must be clearly marked with the SP's company logo's'. No site checks will be conducted by the SP utilising unmark vehicles.

2.16 The SP must have a fully operational control room in the area/ region where services are to be rendered. Any changes in the operations / functional capacity of the control room must be reported to the security manager in writing within 14 days. These control rooms will be visited by the security manager or delegated person in order to determine their functionality and effectiveness.

2.17 The SP must provide an organ gram and details of their current infrastructure as well as the proposed infrastructure should they upgrade and increase their infrastructure. **The following details must be included in the monthly report:**

- Personnel strength tables
- Management ratios
- Supervision ratios
- Office locations; Head Office, Regional and operational offices
- Where control rooms are situated.
- Number of vehicles, per type and registration numbers.
- Communication capabilities include nr 2 way radios and reception range.

- Nr of company owned firearms – type, number, storage facilities and condition -
- Employee requirements, education qualification, recruitment, selection and training.

2.18 The SP must on an annual (quarterly or 1x 6 months) basis supply the SM with their training and annual refresher training schedule for reaction officers working on Eskom sites. The content of this training must take into account Eskom security job descriptions and the site specific requirements. The SM must have input into the training content. A retraining schedule must be provided to the SM detailing the type of retraining that will be conducted as well as the names and dates when the individual ROs will receive their retraining. The results of the training must also be made available to the SM on request.

2.19 The SP must comply with all relevant legislation: Acts, Provincial Ordinances or by-laws and Private Security Industry Regulatory Authority requirements

2.20 The SP must be able to pay SOs on time and sustain their operations and standard of service even if there is a problem /delay with the Eskom monthly payment.

2.21 The SP must supply Eskom SM with a copy of the pension fund payment receipt every three months

2.22 The service provider must be a legally constituted entity allowed to provide security services.

2.23 The service provider must be registered with the Private Security Industry Regulatory Authority (PSIRA)

2.24 All personnel employed by the service provider must have been trained at a PSIRA accredited training institution and proof must be available on request.

2.25 The service provider must have a valid license for all firearms in use. All armed response officers must be in possession of a valid competency certificate and must be fully literate in terms of the Firearm Act.

2.26 All security guards wages / salaries must be in accordance with the Wage Determination Act.

2.27 A minimum of two response officers will be required to respond to alarm activations at all times.

3. Work Instruction for Control Room Operators

3.1 Operate all the functions to agreed levels by Eskom security in the control room, which includes CCTV, alarm and telephonic and radio systems. The recording of details in the Occurrence Book (OB) is essential to ensure accurate and credible record keeping. The operator must play a full and proactive role in the running of the CCTV system to ensure an effective service is provided.

3.2 Instruct security officers on patrol (either in foot or vehicle) to attend incidents and help co-ordinate situations at the Eskom facilities.

3.3 Undertake virtual patrols every 24 hours on the cameras and record all patrols in the OB.

3.4 Pro-actively deal with any security-related incident, as directed by the Eskom security department.

3.5 Record all incidents in the appropriate format and write concise and accurate incident reports (as necessary).

3.6 Report all suspicious activity immediately to the shift supervisor and SM. Ensure that a current telephone list with all emergency numbers are readily available in the control room.

3.7 Undertake staff training as required and receive guidance and instruction from the shift supervisor and/or SM when necessary. Help train new members to become efficient and effective in the control room.

3.8 Record and report all control room equipment failures, cameras failures, alarms and electronic device failures no later than 30 minutes upon noticing the defective equipment to the HOD or site supervisor. Handover the compliant to the next shift and request follow-up and feedback if the equipment is not repaired (on the same shift of reporting). Failure to do so would compromise the Eskom security plans.

4. Key Skills requirement:

- Registered as a minimum C grade/NKP security officer with PSIRA
- Thorough knowledge of the overall operation of the CCTV system (and other security systems at the Eskom facility)
- Detailed knowledge of the understanding of legal and human rights legislation in South Africa relating to CCTV monitoring

5. The following are key issues that define the extent of the risk during surveillance:

Areas to be monitored: (which areas are the most vulnerable, what can occur there, and when may it happen). This should cause the operators to view these areas as part of their patrolling schedule or request close surveillance strategy at appropriate times.

Critical areas: Where are the critical points and where is it possible for the areas/places in the facility that can be circumvented or sabotaged?

People: Are there any characteristics of people who may be suspects – i.e movement, behavior etc. Have these potential people been profiled?

6. General

The control room operator must work in this position for four hours at a time (although occasionally this is longer), which may occur several times during the shifts; this will vary dependent upon numbers of staff on duty. The main duties of the operator are to monitor the many security systems within the Eskom facility (where applicable). This includes answering the telephone lines, use of the radio system, overseeing the CCTV monitors covering all the cameras around the facility and at times retrieving footage recordings. When an activation or alert on one of the systems occurs or some suspicious activity is observed, the control room operator needs to make a decision as to how to deal with the situation and then decide whether to send the response vehicle to respond, call the emergency services and/or notify certain key people. While guidance is laid down a certain degree of discretion is expected. The operator needs to follow necessary procedures on logging incidents and other such matters in the Occurrence book and act as a channel for information to the shift supervisor and the SM.