



Scope of Work:
National Transmission Company South Africa
- East Grid: Physical Guarding Services

Document Number: 240-156795777

**Scope of Work:
National Transmission Company South Africa (NTCSA) –
East Grid Physical Guarding Services**

Compiled by

Nomkhitha Dabi

Security Manager

National Transmission
Company South Africa: East
Grid

Date: 19/02/2025

Recommended by

Ellen Shezi

HV Plant Manager

National Transmission
Company South Africa:
East Grid

Date: 19/02/2025

Authorised by

Naresh Ramparshad

Senior Manager Grids

**National Transmission Company
South Africa: East Grid**

Date: 21/02/2025

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1. Introduction

The aim of the services is to protect the assets, employees, and visitors at substations and offices. The scope of work is for the National Transmission Company: East Grid and is Category A. The requirements are as follows:

- Substations and Offices require a 24/7 unarmed physical static guarding at substations and offices. The sites also require escort services and armed response for the substations, repeater stations and offices. This includes access control, foot patrol around the premises, and armed response linked to a control room.
- Transmission Lines require regular patrols, and an armed response. This includes access inspection of towers control, and an armed response linked to a control room.

All the Grid sites require supervisors. There are escort and armed response service teams as required for each sub-area. Panic button, Guard Monitoring Systems and cell phones are required to be linked to a control and dispatch centre.

Table 1: Security staffing requirements: Pinetown CLN- Area 1 (and 3)

	SITE	Day shift Grade C	Night Shift Grade C	Total Grade C	Armed Response; Patrol & Escort Grade C
Area 1 Pinetown CLN Depot and Substations Static Guarding, Escort and Armed Reaction	Pinetown Depot (Pinetown)	2	2	4	Team1 (2x Day shift & 2x Night shift) based in Illovo
	Ariadne Substation (Thornville)	2	2	4	
	Avon Substation (Shakaskraal)	2	2	4	
	Eros Substation (Harding)	2	2	4	
	Georgedale Substation (Cato Ridge)	4	4	8	Team 2 (2x Day shift & 2 Night) based in Georgedale
	Hector Substation	2	2	4	
	Illovo Substation	2	2	4	
	Mersey Substation	2	2	4	
TOTAL AREA 1		18	18	36	2 Teams (8 Officers)

NOTE: Eros falls under area 3

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Table 2: Bill of Quantities for Pinetown CLN - Area 1 and 3

Item	Description	Quantity (A)	Unit (B)	RATE PSIRA AREA 1 and 3 (C)	Total per month (D=A x C)	Total 36 months T = D x 36)
1	Guarding officer Grade C Officer	36	Per Month			
2	Armed reaction/patrol/escort team Grade C (officers and 2x (4x2) vehicles) Team 1 (ILLOVO) (2x grade c officers for day shift and 2 x grade c officers for night shift) Team 2 (GEORGEDALE) (2x grade c officers for day shift and 2 x grade c officers for night shift)	8	Per Month			
	(b) Armed response/patrols/escorting 4x2 vehicle (kilometres)	3000	Per Month			
GRAND TOTAL (36 MONTHS)						

Table 3: Security staffing requirements: Empangeni CLN - Area 3

	SITE	Day shift Grade C	Night Shift Grade C	Total Grade C	Armed Response/ Escorting/ Line patrol Grade C
Area 3 Empangeni CLN Substations and Depot Static guarding, Escort/Patrols and Armed Reaction	Athene Substation (Empangeni)	3	3	6	1x Team (Day & Night) based Empangeni depot
	Impala Substation (Empangeni)	3	3	6	
	Invubu Substation (Empangeni)	2	2	4	
	Empangeni Depot (Empangeni)	0	0	0	(4x Grade C armed guards and 1x vehicle)
TOTAL AREA 3		8	8	16	4

Table 4: Bill of Quantities for Empangeni CLN Area 3

Item	Description	Quantity (A)	Unit (B)	RATE PSIRA AREA 3 (C)	Total per month (D=A x C)	Total 36 months T = D x 36)
1	Guarding officer Grade C Officer	16	Per Month			
2	Armed reaction/patrol/escort team Grade C officers and 1 x (4x2 vehicle) (2x Day and 2x Night based at Empangeni Depot)	4	Per month			
3	Armed response/patrols/escorting 4x2 vehicle (kilometres)	3000	Per month			
GRAND TOTAL (36 MONTHS)						

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Table 5: Security staffing requirements for Newcastle CLN - Area 3

	SITE	Day shift Grade C	Night Shift Grade C	Total Grade C	Armed Response; Patrol & Escort Grade C
Area 3 Newcastle CLN Substations and Depot Static Guarding, Escort/Patrols and Armed Reaction	Newcastle Depot (Newcastle)	0	1	1	Team1 (2x Day shift & 2x Night shift) based in Newcastle Depot
	Chivelston Substation (Newcastle)	2	3	5	
	Ingagane Substation (Newcastle)	2	3	5	
	Incandu Substation (Newcastle)	2	3	5	
	Bloedrivier Substation (Utrecht)	2	3	5	
	Umfolozi Substation (Encome)	2	2	4	Team 2 (2x Day shift & 2 Night) based in Pegasus
	Pegasus Substation (Dundee) NKP	3	3	6	
TOTAL AREA 3		13	18	31	2 Teams (8 Officers)

Table 6: Bill of Quantities for Newcastle CLN - Area 3

Item	Description	Quantity (A)	Unit (B)	RATE PSIRA AREA 3 (C)	Total per month (D=A x C)	Total 36 months T = D x 36)
1	Guarding officer Grade C Officer	37	Per Month			
2	Armed reaction/patrol/escort team Grade C officers and 1 x (4x2 vehicle) (Two officers, 1 vehicle) Team1 (2x Day shift & 2x Night shift) based in Newcastle Depot Team 2 (2x Day shift & 2 Night shift) based in Pegasus	8	Per month			
	Team 1(Newcastle Depot) Armed response/patrols/escorting 4x2 vehicle (kilometres) capped at 3000km per vehicle	3000	Per month			
	Team 2 (Pegasus Substation) Armed response/patrols/escorting 4x2 vehicle (kilometres) capped at 3000km per vehicle	3000	Per month			
6	GRAND TOTAL (36 MONTHS)					

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Table 7: Security staffing requirements for Ladysmith CLN- Area 3

	SITE	Day shift Grade C	Night Shift Grade C	Total Grade C	Armed Response/ Escorting/ Line patrol Grade C
Area 3 Ladysmith CLN Depot and Substations Static Guarding, Escort/Line and Armed Reaction	Danskraal Substation (Ladysmith)	2	2	4	1x Team (Day & Night) based at Danskraal Substation
	Bloukrans Substation (Colenso)	2	3	5	
	Venus Substation (Estcourt)	2	3	5	
	Tugela Substation (Bergville)	2	2	4	(4x Grade C armed guards and 1x vehicle)
TOTAL AREA 2		8	10	18	4

Table 8: Bill of Quantities for Ladysmith CLN- Area 3A

Item	Description	Quantity (A)	Unit (B)	RATE PSIRA AREA 3 (C)	Total per month (D=A x C)	Total 36 months T = D x 36)
2	Guarding officer Grade C Officer	20	Per Month			
4	Substation's reaction team Grade C (Two officers, 1 vehicle) (2x Day shift and 2x Night shift based at Danskraal SS)	4	Per month			
	Armed response/patrols/escorting 4x2 vehicle (kilometres) capped at 3000km	3000	Per month			
6	GRAND TOTAL (36 MONTHS)					

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1.2 PERFORMANCE STATEMENTS AND CONSEQUENCE MANAGEMENT

Guideline statements	Consequence management	Eskom Security/supplier responsibility
1.2.1 There must be zero incidents relating to loss or damage of property during deployment to the Eskom NTCSA facility.	<p>Recovery of losses via Eskom NTCSA Finance issuing an invoice for the loss.</p> <p>Payment of 95% of the invoice value for the facility where losses occurred.</p> <p>More than three incidents – first written warning plus payment of 90% of the invoice value for the facility where losses occurred.</p> <p>Four incidents – second written warning plus payment of 80% of the invoice value for the facility where losses occurred.</p> <p>Five incidents – final written warning, referral to the Supplier Review Committee, plus payment of 50% of the invoice value for the facility where losses occurred.</p> <p>Six incidents – termination.</p> <p>Flag future contracts via the Eskom Procurement Department.</p>	<p>Commitment to change the strategy.</p> <p>Eskom discussions in terms of performance.</p> <p>Intervention of GS/CoE Security Divisions for mentoring and assistance with strategy and performance.</p> <p>Security</p>
1.2.2 All security incidents are detected and recorded, and the correct response provided.	<p>Incidents not detected – payment of 95% of the invoice value for the facility.</p> <p>Response time of more than 15 minutes – payment of 95% of the invoice value for the facility.</p> <p>First written warning after three consecutive failings.</p> <p>Second written warning after four consecutive failings.</p> <p>Final written warning after five consecutive failings plus referral to the Supplier Review Committee.</p> <p>Termination after six consecutive failings.</p> <p>Vehicle tracking reports and Occurrence book /other electronic reports will serve as evidence.</p>	<p>Commitment to change the strategy.</p> <p>Eskom security discussions in terms of performance.</p> <p>Intervention of GS/CoE Security Divisions for mentoring and assistance with strategy and performance.</p> <p>Security Department to commence with the procurement process to appoint a new service provider from the fourth incident.</p>

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1.2.3 There must be compliance with regulatory and legislative requirements, among others, PSIRA, FCA, NKP, and CIPA

First breach of regulatory and legislative requirements – zero payment for the facility invoice equivalent to one month.
 Two hours to rectify the breach.
 Report issued to the regulator and Group Security within 12 hours.
 The spreadsheet, which should include the non-compliance with regulatory and legislative requirements, will result in zero payment equal to the monthly payment.

Intervention of GS/CoE Security Divisions for mentoring and assistance with strategy and performance.
 Security Department to commence with the procurement process to appoint a new service provider from the second breach.

1.2.4 Mandatory technology (E – OB, access control devices, body cameras (bodycams), licence plate recognition) must have availability of more than 95%, and failures must be rectified within two hours.
 Level 3 bulletproof vests must always be worn as instructed by the security manager.
 All security equipment as indicated in the contract must always be available and fully functional.

Second breach – referral to the Supplier Review Committee plus zero payment for the facility invoice equivalent to two months.
 Third breach – termination.
 More than four hours to rectify – 50% of the facility invoice for the shift.
 More than three occasions – 100% of the facility invoice for the shift.
 More than four occasions – zero payment of the facility invoice equivalent.
 More than five occasions – first warning.
 Second written warning after six occasions.
 Final written warning after seven occasions plus referral to the Supplier Review Committee.
 Termination after seven occasions.
 There should be a separate spreadsheet explaining the calculations should one of the technologies fail to work and not be repaired within two hours. The percentage calculations should be mentioned if these will affect the technologies or the entire services to be invoiced by the company for the month.

Commitment to change the strategy.
 Eskom security discussions in terms of performance.
 Intervention of GS/CoE Security Divisions for mentoring and assistance with strategy and performance.
 Security Department to commence with the procurement process to appoint a new service provider from the second warning.

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1.2.5 Achieve overall customer satisfaction with security services of at least 90% per month at all facilities contracted by the company in the OU/BU. The site manager/supervisor is to provide a customer services report to the security manager monthly.

Fewer than two incidents per month with a loss value of less than R20 000.00.
Fewer than two intrusions not detected with zero losses.
Zero breaches of legislative and regulatory compliance.

Flag future contracts via the Eskom Procurement Department.
Intervention of GS/CoE Security Divisions for mentoring and assistance with strategy and performance.
Commitment to change the strategy.

DESCRIPTION OF SERVICES IS AS FOLLOWS:

2. Static Security Services

- a) Monitor specified locations, areas or installations for the presence of unauthorized persons, suspicious activities or occurrences that may endanger personnel or cause damage to assets, prevent criminal activities and interruption of the Eskom normal business.
- b) Control access/egress to/from site by ensuring that only authorized person's gains access/egress to the site and only authorized equipment and material enters or is removed from site. Access control shall include alcohol screening and testing (Security officers must be trained and authorized to do testing of alcohol) as well as Induction of visitors.
- c) Patrolling of sites at irregular intervals and not in a specific sequence, to detect the presence of unauthorized persons, suspicious activities and/or occurrences that may endanger people and assets.
- d) Static guarding sites must be equipped with a panic button and a guard monitoring system linked to the contractor's control room.
- e) Prevent crime incidents against Eskom personnel, contractors, visitors and assets at the sites where security services are being rendered.
- f) Ensure compliance to Eskom Standards, Policies, and Standard operating procedures and work instructions.
- g) Eskom reserves the right to alter the number of security officers per site as to their satisfaction, needs, requirements and to the possibility of total removal of security officers from sites and installing security systems at such sites.
- h) The use of dogs may be required at specified static sites for night shift patrols, hence the contractor must be capable to deliver on such.
- i) Ad hoc security services maybe required from the contractor, from which the contractor will be expected to provide with such services within a maximum of 4 hours after the request has been made and the same rate as per contract applies.

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3. Crime Prevention Patrols and Armed Response

- a) Execution of crime prevention patrols of critical network infrastructure and hotspot areas including any other specified NTCSA sites within the boundaries of KwaZulu Natal Province or East Grid.
- b) Visiting and patrolling of NTCSA sites at irregular intervals and not in a specific sequence, to detect the presence of unauthorized person, suspicious activities or occurrences that may endanger personnel or critical network infrastructure.
- c) Prevention of unauthorized removal of NTCSA assets from NTCSA sites and network infrastructure.
- d) Perform armed response activities to substations, NTCSA offices, and network infrastructure and hotspot areas in the assigned area of operation.
- e) Provide escort duties to Eskom employees and contractors while working in hotspot areas and as required by NTCSA.
- f) The use of dogs for night shift patrols is a requirement for the predetermined and specified areas.
- g) The patrol teams will be expected to report for duty at a specified Eskom site and control room before commencement with patrol activities. NTCSA reserves the right to change the reporting base within the boundaries of the allocated geographical area.
- h) The East Grid Security Manager or his/her delegate reserves the right to re-direct crime prevention activities in his/her area of responsibility.
- i) No deviations from the operational plan without the authorization of the East Grid Security Manager or his/her delegate will be permitted.
- j) The security service providers' duties are not limited to the above but shall include any other legal security activities that NTCSA may introduce in order to enhance security in the KwaZulu-Natal Operating Unit, in line with the security services outlined here above and such activities shall be communicated to the Service provider in writing.

4. Technical requirements for security guarding contracts

- a) Level 3 bulletproof vests with plates
- b) Vehicle tracking (live) for all contracted services (TRT, inspection, armed response, etc.) must always be available in the control centre, and detailed vehicle movement reports submitted monthly with the invoices.

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- c) Guard patrol tracking points at strategic areas within the sites, as agreed with NTSCA Security employees.
- d) A 24-hour control centre must be available with a minimum of two controllers per shift and equipped with the necessary capabilities to provide a competent service.
- e) Scenario-based exercises every two months to prepare the team (guarding and response) for adequate response capability. These exercises must be documented and sent to the Security Manager and will form part of the key performance indicator (KPI).
- f) The company should have contingency plans for immediate response by deploying backup vehicles, security technology, access to drones, etc. for facilities where there is an increase in risk. This plan should be clearly demonstrated during the tender stage and the rates declared up front (if any). During the site visit technical evaluation, the private security service provider should indicate the alternative response when the risk increases.
- g) Real-time guard monitoring systems (with panic button capability) and live tracking of all security officers and their movements, including start and end times, linked to an independent armed response company that has a response capability of less than 15 minutes.

4.1. Company

- a) The company must be officially registered in South Africa as a business entity.
- b) The company and the company owner(s)/directors must be registered in terms of Section 20 of Private Security Industry Regulatory Act as Security Service providers. Eskom reserves the right to immediately terminate services of any company not in good standing with PSIRA.
- c) The company must have an established and functional 24-hour security control room and Eskom reserves the right to conduct inspections of the facilities.
- d) The company should meet all the site(s) requirements and be able to render the required services without fail.
- e) The company must ensure that Security officer's salaries/wages are according to PSIRA rates for the grade that they have been employed and deployed for on NTSCA sites. Nonpayment of Security officers' salaries/wages will be considered a serious breach in terms of this contract as it has adverse effect on the services to be rendered.
- f) The service provider should have sound knowledge of applicable South African legislation and ensure compliance thereto.
- g) The contractor will be expected to attend weekly operational and monthly contract management meetings.
- h) In the event of non-performance by the supplier, Eskom reserves the right to cancel the contract immediately and replace with another service provider. All costs incurred as a result of such action will be recovered from the outgoing contractor.

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4.2. Security Officers

- a) All Security officers must be registered with PSIRA grade C and above.
- b) Female security officers are to be posted during the day only unless otherwise arranged with the NTCSA East Grid Security Manager.
- c) All Security officers and supervisors must have matric certificates.
- d) All Security officers providing services at National Key Points must have valid NKP training certificates before commencing duties in any NKP. This includes managers, supervisors and patrol/reaction officers.
- e) All Security officers providing services at National Key Points must undergo NKP refresher training once a year.
- f) All armed Security officers must undergo an annual refresher training, as per Regulation 21 of the Firearms Control Act. Failure to undergo the training at the required interval will result in forfeiture of the shift rate for each shift for the duration of the contravention.
- g) Security officers must be always in possession of their valid PSIRA certificate and card as well as the company ID card.
- h) Security officers found working without valid PSIRA certificates and valid PSIRA cards will be removed from site and the shift rate will be deducted. Working without a valid PSIRA card and/or valid PSIRA certificate constitutes an infringement of the PSIRA Act as well as the Life Saving Rule: Permit to Work and NTCSA takes a serious stance against the infringement of the laws of the country and the Life Saving Rules.
- i) The service provider must provide signed copies of the PSIRA Code of Conduct for all Security Officers, Service Provider manager and supervisors who will be rendering services in the East Grid.
- j) 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 security officer from site immediately at the cost of the Contractor. Security Officers who have tested positive for alcohol and or drugs are not to be deployed at any other East Grid site, under any circumstances.
- k) All security officers must be always unarmed, unless otherwise stated/unless performing reaction/patrol activities.
- l) Armed security officers must possess firearm competency certificates (issued by SAPS) and always carry them.
- m) Armed security officers must always carry firearm permits as per the Firearm Control Act.
- n) Armed security officers must have completed SASSETA training on the specific firearms they are expected to use.

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- o) Armed security officers should have undergone Regulation 21 training and continue to do so for at least once per year.
- p) NTCSA reserves the right to have at its own costs, all security officers intended to be armed as per this contract, assessed in the safe handling and use of firearms before they may be deployed on NTCSA sites. Assessments of additional security officers over and above the contracted numbers shall be at the contractor's costs. NTCSA will assist as far as reasonably possible with the arrangement of the assessment either internally or with an NTCSA preferred supplier.
- q) NTCSA will provide at its own costs, a once off training of Security officers on alcohol screening for the exact number of security officers intended to be deployed in terms of this contract. Training of additional security officers over and above the contracted numbers shall be at the contractor's costs. NTCSA will assist as far as reasonably possible with the arrangement of the training which shall be provided by the NTCSA preferred supplier.
- r) Security officers will be expected to sign a declaration of secrecy form, before commencement of their duties in terms of this contract.
- s) Security officers must be subjected to a security screening process and the security service provider must provide police clearance reports for each guard deployed before the commencement of the contract and every 12 months thereafter.
- t) 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 NTCSA site or duties.
- u) The security service provider must provide a valid medical fitness for duty certificate for each security officer before deployment to any East Grid site. Security officers with expired medical fitness for duty certificates are not allowed to work in NTCSA sites. Failure to adhere to this rule constitutes an infringement of the Life Saving Rules and shall result in the deduction of the full shift rate per guard for each shift the guard without a valid medical fitness for duty certificate is posted.
- v) Security officers should be able to read and write and express themselves well in English.
- w) Security officers may be required to undergo a polygraph test as and when required, at the cost of the security service provider.
- x) Security officers tasked as dog handlers must have been trained at an accredited institution and have appropriate qualification as dog handlers.
- y) Security officers expected to perform driving activities as part of their tasks should have undergone Advanced driver training at an accredited institution and be in possession of a valid driver's licence at all times while performing driving duties. Both the driver and the crew must have valid South African drivers licences and South African identity documents.

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- z) Security officers will not be allowed to access IT networks registries, communication networks or any sensitive/zoned areas even when responding to alarms.
- aa) Security officers should be trained on the Standard Operating Procedures (SOPs) relevant for their site of deployment and/or be made available for training by Eskom at no additional costs on any process or procedure necessary for them to do their duties. Proof of training must be kept on file and availed to Eskom on request.
- bb) All security officers must be trained in first aid and firefighting and have valid certificates at all times.
- cc) No security officers are to be deployed in terms of this contract, before undergoing necessary NTCSA induction, training, and assessments. NTCSA reserves the right to remove such officers that have not complied with this requirement from their sites or duties as per this contract at the cost of the contractor.

4.3. Shifts

- a) The security service is required 24 hours a day on a two-shift cycle i.e., Day shift: 06:00 to 18:00 and Day shift: 18:00 to 06:00.
- b) 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.
- c) The contractor is responsible to ensure that every shift complement is satisfied before commencement of the shift.
- d) 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.
- e) Safes must be provided by the contractor for the safekeeping of firearms not in use.
- f) The Security Officers will be expected to do a pre-job / daily risk assessment and safety talks before commencement of every shift.

4.4. Uniform

- a) Wearing of uniform is compulsory and as per PSIRA requirements. Corporate wear shall be worn at Office buildings and combat uniform for field work.
- b) Uniforms must always be clean and correctly worn. The uniform must be in good condition.
- c) The winter uniform should include a warm coat, boots, gloves, and a beanie (woolen hat).
- d) Personal protective equipment (PPE) must include safety shoes, raingear, and bullet proof vest Level III (inclusive of the plates).
- e) Bullet proof vests with bodycams equipped with live-view capability and monitoring. shall be worn as part of uniform by all security officers. Only NTCSA shall indicate exclusions to this rule for certain sites or posts as per the site risk assessments; if applicable.

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- f) For obvious hygiene and safety reasons, each Security officer must be issued with his/her own bullet proof vest.

4.5. Firearms

- a) Only Eskom approved firearms namely, 9mm pistols, Rifles and Shot guns may be allowed for usage in terms of this contract. Revolvers are specifically excluded for usage as per this contract.
- b) Armed Security officers must have valid competency certificates for the specific firearm in possession thereof and Firearm Refresher Training.
- c) Security Company is responsible for providing firearms, ammunition, firearm safe and registers as per Firearm Act.
- d) Only company firearms licensed in the security service providers name may be utilized as per this contract.
- e) The contractor must ensure provision of equipment/facilities for making firearms safe. A procedure to that effect, should also be in place.
- f) Each armed security officer must be provided with two full (ammunition) magazines.
- g) The service provider must ensure that security officer's private firearms are not utilized for their business purposes, in terms of this contract.

4.6. Equipment

- a) The contractor must provide Security officers with necessary equipment to adequately perform their duties as per site Standard operating procedures and/or work instructions.
- b) The contractor must ensure that the status of all equipment is constantly checked, maintained, are always safe for usage and in an operational condition.
- c) Where there are no existing facilities, Security officers are must be provided with water, ablution facilities and shelter.
- d) The following equipment must be supplied unless otherwise stated:
- e) Cellphone in all sites, including the patrol vehicles, loaded with R100 airtime on the first day of each month.
- f) Two-way radios or company Push-to-talk (PTT) must be linked to Security Service provider/Contractor's control room (per site)
- g) Firearms – as per Site specification.
- h) Firearms safe – as per SAPS & SABS specifications.
- i) Torches, batteries/chargers (minimum of two cells)
- j) Spotlights for Crime prevention patrols.
- k) Handcuffs.
- l) Batons.
- m) Pepper spray

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- n) Pocket book, black and red pen.
- o) Sunscreen with an SPF of 40 or above

4.7. Vehicles

- a) The contractor must ensure that vehicles suitable for all environments (on and off road) are provided where vehicles are required for the provision of the security services.
- b) All vehicles are to be fitted with a vehicle tracking device and be tracked 24 hours from a control room.
- c) Movement reports are to be provided to Eskom on weekly basis and as and when required.
- d) The correct number of vehicles must always be available 24/7. When vehicles are taken for maintenance, a replacement vehicle must be provided at contractor's costs.
- e) All vehicles must start off each shift with a full tank (fuel).
- f) All vehicles must be registered under the contractor's name and be branded with the contractors' company name.
- g) The contractor is expected to comply with NTCSA standards, policies and procedures regarding maintenance and usage of vehicles.
- h) No passengers shall be carried at the back of bakkies not designed and SABS approved for such purpose.

4.8. Communication

- a) Communication between security control room and Security officers must be adequate, reliable and sustainable.
- b) All guards posted on sites including patrol vehicles, must be issued with fully functional panic buttons linked to the Company control room and reaction vehicles monitored for 24 hours.
- c) The contractor must provide radio or Push-to-talk (PTT) communication between the deployed officers and Contractor control room. All sites including the vehicles must be provided with cellular phones which are loaded with R100 airtime on the 1st of every month.
- d) Radio or PTT communication must be established between deployed security officers and the contractor control room immediately and without hassles.
- e) Communication between the Contractor control room and Eskom Control room must be established immediately without delays.
- f) Patrolling security officers must be always in radio/ PTT contact to ensure safety and effective service delivery.
- g) Communication between Security officers, control room, supervisors, and NTCSA representatives must be recorded in an Occurrence book for later reference.

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- h) Security officers must be supplied with clear and precise work instructions and radio/PTT communication procedures to ensure effective communication.
- i) All contact lists must be reviewed on a monthly basis, dated, signed, and provided at all sites.

4.9. Armed Reaction Teams and armed escorting Teams

Duties of Armed Reaction Officers

- a) Observe surroundings.
- b) Protecting lines and servitudes by static guarding when instructed.
- c) Monitoring and detecting unauthorized activity and responding effectively to breaches.
- d) Report suspicious incidents/activities/occurrences to control room and Eskom Central Grid and SAPS.
- e) Conduct search according to Criminal Procedure Act and Eskom policies.
- f) Escorting, patrolling, inspecting, and restraining undesired/criminal activities.
- g) Respond to alarms triggered from lines and servitudes and substations.
- h) Armed response to respond within 15 minutes of the indication/activation of alarm or callout.
- i) Be available and provide evidence during investigations, hearings, and court proceedings.
- j) Intelligence gathering
- k) The RO must display proof of identity on his person whilst on duty or while in uniform. The ID/PSIRA card should be in form of a tag or laminated plastic card and should display the following: -
 - l) Name
 - m) Photograph
 - n) Company name and telephone number
 - o) PSIRA registration number (personal)
 - p) Cards expiry date
 - q) It must specify that He/She is a trained Armed Reaction officer.
- r) The RO must wear the company uniform while on duty together with clear indication by means of a badge or suitable insignia.
- s) The RO must be issued with a SA MIX level III bullet proof vest to be worn at all times while on duty.
- t) All response officers responding to the alarm activations must respond with vehicles that clearly display the company logos a 4x2 and (4x4) as per Eskom Vehicle safety standard.
- u) The officers must at all times be in possession valid firearm permit and a valid firearm competency certificate. The officers must present a neat and presentable image at all times in addition, all response officers must.

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- v) The response officers deployed to the contract must sign a declaration of secrecy prior to deployment on site.
- w) The RO/s must have functional radio communication to the control Centre (fixed unit in the vehicle or mobile device), torches, pepper spray and handcuffs. There must be uninterrupted communication channels between the response officers and the control room/center for regular reporting and to obtain assistance when required.
- x) The armed response Contractors will conduct radio checks at the start of each shift and periodically during each shift to ensure that equipment is functioning correctly, and guards are alert and monitoring their radios. The armed response Contractors must ensure back up communication aids is readily available.
- y) All officers must be declared fit for duty, and the fitness and medical certificates must be handed to the Employer prior to deployment.
- z) All officers must be equipped with first aid kits for any emergencies, as well as cell phones, communication devices to use when required (call other members or law enforcement agencies or emergency units for back up)
- aa) Two armed officers (not lower than a grade C and trained in armed response duties) must respond to all alarm activations at all times.
- bb) Conduct a thorough shift handover at each shift change ensuring that information and instructions are passed on to the next ROs and a detailed inventory is conducted of all weapons, ammunition, radios, keys and other equipment provided.
- cc) All Reaction Officers (RO's) must obtain matric (grade 10) certificate, must be fit for purpose (as per doctor's medical certificate), PSIRA registered (not lower than C grade) and have successfully passed the required PSIRA grading courses of armed response/CIT training.
- dd) All ROs are required to read, write, and speak English. All security officers will have an up to date PSIRA registration cards on their person at all times or a certified copy of the PSIRA certificate.
- ee) Up to date criminal background checks results shall be provided to the Employer for all reaction officers working on the contract before starting the contract. But for NKP (Critical infrastructure) criminal background checks and vetting to be submitted 14 days prior to the commencement of contract.
- ff) The Employer shall require criminal checks to be done on Reaction Officers annually.
- gg) All supervisors and security officers provided by the armed response service providers must have received appropriate PSIRA and SASSETA training including weapons handling, radio communications, access control, armed response capability training.
- hh) The armed response Contractors will provide refresher training during the year.e.g. Reg. 21 training 2 x times per year. All personnel of the armed response contractors must have received training, prior to deployment, on site instructions and work procedures. The armed response

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contractors shall be required to provide certification and results sheet prior to deployment for each individual employee.

- ii) The armed response Contractors will maintain training records for each security officer and supervisor including failures and subsequent remedial training and requalification. These records will be made available to the Employer designated representative upon request.
- jj) The Employer representative has the authority to monitor, evaluate and audit all training delivered to the armed response Contractors. The supervisors will arrange for weekly training on actions to be taken by the personnel of the armed response contractor in the event of incident, designed around scenario-based situations. ROs must be professional, friendly, and helpful in the performance of their duties at all times.
- kk) The RO must provide proof that he/she is authorized by PSIRA to practice as a RO.
- ll)
- mm) The control room operator must dispatch armed reaction teams to respond to emergencies upon the receipt of panic button signal.
- nn) Armed reaction teams will consist of the following: -
 - The company's armed reaction team as per the contract.
 - The Local SAPS
 - Eskom Security Officer on standby
- oo) The control room operator must declare details of vehicles to be used by armed reaction teams to the local SAPS for identification purposes.
- pp) The control room operator must enter all transactions related to the incidents and make them available for investigation purposes.

4.10. Armed Escorting/Patrol Officers

Services (consisting of an armed driver, armed crew member and a suitable vehicle) shall be required for escorting and/or patrolling services on an "as and when" required basis. Escorting will be rendered to NTCSA employees to and from high-risk areas and patrolling will be conducted as directed by NTCSA Security. Armed Escorting response Officers to respond within 15 minutes of the indication/activation.

Guards doing the armed escorting/patrolling duties must comply with the following requirements and must be capable of rendering the service as follows:

- a) Updated competency certificates with strict adherence to the Firearms Control Act. The security officers performing these armed escorting, patrolling and protection duties shall be armed and comply with the current Firearm Control Act, 2000 (Act

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No. 60 of 2000). All armed escorting officers must have a Valid PSIRA certificates in compliance to the PSIRA Act 2001 (Act No. 56 of 2001). All armed escorting officers must have Grade C.

- b) The RO must provide proof that he/she is authorized by PSIRA to practice as a RO.
- c) The RO must display proof of identity on his person whilst on duty or while in uniform.
- d) The ID/PSIRA card should be in form of a tag or laminated plastic card and should display the following: -
 - I. Name
 - II. Photograph
 - III. Company name and telephone number
 - IV. PSIRA registration number (personal)
 - V. Cards expiry date
 - VI. It must specify that He/she is a trained Armed Reaction officer.
- e) The RO must wear the company uniform while on duty together with clear indication by means of a badge or suitable insignia.
- f) All Reaction Officers (RO's) must obtain matric (grade 12) certificate, must be fit for purpose (as per doctor's medical certificate), PSIRA registered (not lower than C grade) and have successfully passed the required PSIRA grading courses of armed response/CIT training.
- g) Valid firearm permits issued by the authorized firearm control officer for TSP, Firearm Control Act, 2000 (Act No. 60 of 2000).
- h) Accredited valid training certificates with results (Regulation 21), Firearm Control Act, 2000 (Act No. 60 of 2000), Accredited First aid training and firefighting.
- i) Valid South African driver's license(both driver and crew).
- j) PPE and safety shoes
- k) SA MIX Level III bullet-proof vests handcuffs, batons, spotlight, torches with spare batteries, pocketbooks and pens, head protection.
- l) A road worthy all-terrain vehicle, preferably a 4x2 or 4x4 (as per Eskom Vehicle safety procedure) suited for the terrain where Eskom employees will be travelling to. The vehicle must be equipped with a first aid kit and fire extinguisher.
- m) The armed escort team/s must be in constant contact with a control room for regular reporting and to obtain assistance when needed. A proper register must be kept at the control room containing situation reports, incident reports and any communication with the armed escort team.

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- n) The armed escort team must do the escorting in a tactically sound manner: Possible ambush positions must be secured before the Eskom members being escorted are allowed to proceed through the position.
- o) When the site where the Eskom members are to perform their duties is reached, the armed escort team needs to secure the area before the Eskom employees commence work.
- p) The armed escort must then take up a position for all round defense of the area where the Eskom employees are working and be constantly vigilant.
- q) All armed escort vehicles shall be equipped with a local global positioning system or Satellite Surveillance or any other system that would assist them.
- r) The armed security officers are to travel in their own vehicle and provide protection to the Eskom employee/s.
- s) The security officer shall be required to meet the Eskom employees at an Eskom site or predetermined place; escort and protect the Eskom employee for the required period and then return to where they first met or an alternative drop-off point (including Eskom employee's residence).
- t) Vehicle contingency plan: The service provider shall have contingency plans in place to react immediately to any emergency request.
 - I. Vehicle breakdowns
 - II. Vehicle accidents
- u) The armed response company security officers must comply with all requirements as stipulated in terms of PSIRA and other applicable legislation. All response officers must use the stipulated personal protective clothing as well as have all equipment required to do the work to respond to all alarm activations.
- v) For the provision of armed response services by trained and competent security officers, the following is required:
- w) The premises from which the Reaction Officers (RO) operates must comply with local municipal regulations regarding the operation of such business and proof of this must be available and supplied to the Employer at the start of the contract.
- x) Where domestic premises are used for satellite bases these must provide for a dedicated sector for business and operational purpose and must comply with local municipal and health regulations.

4.11. Security Registers

- a) The Security Service provider will be required to provide with the Occurrence books, Visitors and After-hours register, Information book, Firearm registers A7, discharge register and Firearm daily permits.

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- b) All visitors' registers and Occurrence Books must be covered and handled with care to prevent tearing and being soiled.
- c) Occurrence book to be correctly completed by Security officers and supervisors listing all occurrences and specific details of actions performed during visits on site.
- d) Visitors register to be completed daily and filed on site for future reference and pages must be numbered.
- e) Contractor must ensure that good quality registers are provided. Registers must remain bonded, with no loose or torn pages.
- f) 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 Eskom at any time.

4.12. Incidents Reporting and Investigation

- a) All incidents and response to incidents must be handled according to the relevant SOPS and/or work instructions for each site.
- b) All incidents and response must be immediately reported to the Eskom control room.
- c) The SAPS must be contacted immediately only for criminal incidents or suspected on-going criminal activities. For NKP sites the NKP regulations, apply.
- d) Weekly and monthly status reports are to be supplied by the service provider.
- e) 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.
- f) 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 24 hours as well as a final Incident investigation report within seven (7) days.
- g) The security service provider must make security officers involved in incidents, available for polygraph tests at its own cost.

4.13. Safety Requirements

- a) Transportation of injured persons on vehicles not suitable for the purpose is totally prohibited. The Service Provider is encouraged to make use of the services of the Eskom contracted Emergency service provider, as far as it is practically possible.
- b) All vehicles utilized to transport staff, must be fitted with SABS approved seatbelts.
- c) The Service provider is responsible to ensure that the security officers deployed at Ad-hoc sites have access to a shelter, water and sanitation.
- d) Contractor supervisors must be dressed in full uniform including bullet proof vests while conducting duties in NTCSA sites..

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- e) All contractor managers, supervisors, employees and security officers must receive a safety and security induction before they can enter or be deployed on NTCSA sites.
- f) Safety recommendations following an incident shall be implemented by all Security Service providers to prevent further reoccurrences at any of the NTCSA sites, as per allocated timeframes.
- g) Open fires, the use of bar heaters and hotplates as heaters at NTCSA sites, is totally prohibited.
- h) 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.

4.14. Inspections / Site Visits and Leadership Visibility

- a) Eskom will carry out random inspections and evaluation visits.
- b) The Directors of Security Companies must visit sites at least 3 times during the day, and 3 times during the night monthly.
- c) As part of the above visits, Security officer may be taken off site for practical and theoretical evaluation at a suitable location.
- d) Eskom reserves the right to visit and conduct inspection of the contractor's control rooms and carry out evaluation at any random time.
- e) The security contractor must comply fully with all legislation, Eskom policies, standards and procedures.
- f) The Eskom reserves the right, to order the removal of a Security officer(s) who has been found not to be competent or negligent in his/her duties.
- g) Non-conformances are to be issued by Eskom should the Service provider fail to comply with the contract terms.
- h) No security officers are to be deployed on Eskom sites or as per this contract without written confirmation from Eskom that they have satisfied the stipulated minimum requirements as per this contract.

4.15. Documentation

The following documentation is to be supplied by the security service provider at least four (4) weeks before a Task Order can be issued and commencement of the contract.

- a) List of all potential security officers intended to be deployed on Eskom sites in terms of this contract.
- b) Certified ID copies and PSIRA certificates of all security officers.
- c) Certified copies of matric/Grade 12 certificates for all security officers and supervisors.

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- d) Certified copies of firearm competency certificates of the security officers.
- e) List of all firearms to be used and certified copies of the licenses.
- f) Certified copies of all Security officers' firearm competency certificates.
- g) Certified copies of SASSETA training certificates for all armed Security officers.
- h) Certified copies of the company and Directors PSIRA registrations certificates.
- i) Criminal check records as proof that the Security officers have not been convicted of any criminal offence.
- j) Certified copies of Advanced driving course, for all drivers.
- k) Certified copies of drivers licences, for all drivers.
- l) Certified copies of computer training certificates, for control room operators.
- m) Certified copies of control room operations training.
- n) Certified copies of first aid training certificates for all security officers.
- o) Certified copies of firefighting certificates for all security officers.
- p) Certified copies of NKP training certificates for all security officers/supervisors and managers who will be servicing NKPs including the officers in patrol/response vehicles.
- q) Certified copies of Dog handlers training certificates for all handlers.
- r) A list of all vehicles and maintenance records for vehicles to be used as per this contract.
- s) Driver risk profiles must be submitted for every driver as per this contractor.
- t) A compressive risk assessment and a site risk assessment report for all sites.
- u) Leave procedure and leave plan.
- v) Proof of registration of all security officers with the provident fund.
- w) PSIRA letter of good standing.
- x) COID letter of good standing.
- y) Appointment letter of Safety Officer.
- z) Incident Management Procedure.
- aa) Emergency Preparedness and response procedure with relevant contact details.
- bb) Training matrix including security and safety training for guards.
- cc) Contingency Plans

4.15 Contingency Plans

The Contractor must provide to the NTCSA Security Manager and place in each site file and vehicle file, before commencement of the contract, contingency plans for the following:

- I. Own Strike/Labour unrest amongst own staff.
- II. Shortage of Manpower due to e.g., absenteeism, sick leave, annual leave, contractor employees labour unrest.
- III. Equipment Failure e.g., Vehicle breakdown and Communication system.
- IV. Internal grievance procedures.

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V. The contingency plan must clearly indicate the response times to all contingencies

4.16 Measuring of good performance.

- a) Loss value not exceeding R50 000.00 for all contracted sites per OU/BU in a contract period.
- b) Fewer than five intrusions for the contract period for all contracted sites per OU/BU.
- c) Systems availability more than 95% for the contract period (three years) per OU/BU.
- d) Innovation by introducing security technology at the supplier's cost for early detection and crime prevention, the creation of innovative crime prevention strategies, partnering with the Community Policing Forum (CPF), community involvement, relevant stakeholders, etc. Maintaining security systems that are found on site to ensure optimal security and crime prevention as a value-added service.
- e) Achieving overall customer satisfaction of security services of at least 90% per month at all facilities contracted by the company in the OU/BU or at the PS, meaning that all site owners must have a more than 90% satisfaction with the security services provided and that, where the service provider is lacking, services must be improved to ensure 100% satisfaction.

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4.16. Equipment list per site.

This includes but not limited to:

Bullet-proof vests (L3 SA MIX SABS)/Vests worn with plates

Torch

Radio

Occurrence Book

Visitors Book

Assets/Equipment Removal Book

Pocket Book

Black pen and red pen

Hand cuffs

Pepper spray

150ml of Sunscreen with SPF 50 or more (issued every three months)

Rain suits

Beanies X two per guard

Caps X 2 per guard

Socks x four pairs per guard

Umbrellas (one per guard)

Safety boots

Company Cell phone with R30 or more airtime at all times. (To be monitored by control and replenished at the commencement of each shift).

Panic button linked to an independent armed response company

Real time monitoring unit

Guard patrol points

Uniform

Name tags

Shoulder flashes

Socks (2 pairs for winter and two pairs for summer)

(No t-shirt to show when wearing uniform. Only company colour coded socks to be worn)

Pull over – sleeveless

Pull over X 2 per guard

Thick winter jacket X two per guard

Waterproof genuine leather safety boots

Long sleeved shirts 2x per guard

Short sleeved shirts x 2 per guard

Combat pants X 2 per guard

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Combat skirt (ladies) X 2 per guard

Uniform to be replenished yearly at the anniversary of the contract

4.16

Standard operating procedures per site to include the following but not limited to and should be approved by Eskom representative before application:

- a) Wearing of uniform standard.
- b) Communication procedure.
- c) Firearm handling procedure.
- d) Shift changes schedule.

Failure by the Security Service providers to provide with the above requirements at the stipulated time period may result in immediate termination of the services and appointment of another service provider.

Schedule of Deficiency and Penalties

DEFICIENCY		PENALTY	FREQUENCY
1	Security officer not posted on duty as agreed upon (Short posting)	One shift cost deduction and issue a written Warning letter to the Contractor	Per Incident
2	SO intoxicated/ or under the influence of liquor or drugs.	Permanent removal of SO from NTCSA contract duties. One shift cost deduction if no replacement is done within 30 minutes	Per Incident
3	Refusal by SO to comply with lawful instruction.	Permanent removal of SO from NTCSA contract duties.	Per Incident
4	Sleeping on duty.	One shift cost deduction issued and a written Warning letter to the Contractor	Per Incident
5	Desertion of post by SO	One shift cost deduction and removal of SO from NTCSA sites.	Per Incident
6	Negligence by SO in the performance of their duties or breach of security	A joint investigation will be conducted. Decision on liability will be determined by such investigation. If there is evidence of negligence, the Service Provider will be held liable for losses. Permanent removal of SO from NTCSA contract duties.	Per Incident
7	SO late for duty (tantamount to short posting)	One shift cost deduction	Per Incident
8	Guard(s) not equipped with required specified equipment or non-functioning equipment. These include but not limited to: Bullet-proof vests (L3 SA MIX SABS)/Vests worn without plate/s/vests with Velcro straps that do not properly close Torch Pepper spray Radio	Related item is to be replaced or provided immediately to ensure effective security service is provided. Notation in OB book. 20% of shift cost 2 nd Offence: 50% of shift cost. 3 rd Offence: One shift cost deduction & Issue written warning to the Contractor	Per Incident

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	Pocket Book Hand cuffs Rain suits (top and bottom) Beanies Caps Socks 150ml SPF 50 sunscreen (issued every three months) Umbrellas (one per guard) Safety boots (genuine leather) Company Cell phone (with atleast R30 airtime) Panic button linked to an independent armed response company Real time monitoring unit Uniform/Name tags		
9	SO, without a functional torch or spotlight (each security officer must be issued with a torch/spotlight)	10% deduction of the SO shift rate	Per Incident
10	SO, or site without a functional radio or PTT ,Cell phone and not in possession of a baton or handcuffs (cellphones must have a minimum of R30 at all times)	10% deduction of the total monthly site cost	Per Incident
11	No functional panic button on site	10% deduction of the total monthly running cost	Per Incident
12	SO not wearing bullet proof vest. Vests worn without plates and wearing of non-level 3 bullet proof vests will be deemed as no bullet proof vest was worn.	50% deduction of the SO shift rate per occurrence	Per Incident
13	SO not armed in one shift	50% deduction of the shift rate	Per Incident
14	Non submission of vehicle tracking reports	Non-payments of the total services (i.e., the cost for the SOs, vehicle) and issue written warning to the Contractor	Per Incident
15	Non submission of site inspections reports/mileage sheets and weekly Crime prevention plan by patrol/response team/escorting/TRT.	Non-payments of the total services (i.e., the cost for the SOs, vehicle) and issue written Warning to the Contractor	Per Incident
16	Late reporting of patrol teams/response team/escorting/TRT at designated reporting site.	Total shift cost deduction (i.e., the cost for the SOs, vehicle) and issue written Warning to the Contractor	Per Incident
17	SO not wearing proper uniform items or uniform is worn/faded/torn/not properly fitting; No Fire Extinguisher or First Aid Kit or no valid first aid certificate or no valid firefighting certificate.	One shift cost deduction	Per Incident
18	SO not in possession of a baton or handcuffs (items not worn on the body of the security officer)	10% deduction of the SO shift rate	Per Incident
19	Unavailability of patrol / escorting, TRT teams on call out notification to NTCSA Security Contract Manager/Supervisor.	A written notice of non-compliance and shift cost deduction. 2 nd Offence: Second written notice of non-compliance and shift cost deduction.	Per Incident

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		3 rd Offence: A final written notice of non-compliance (9.1 Notice) if no charge after the Final written warning a contract will be terminated in line with the termination clause of the Contract	
20	Staff not being paid by service provider, which compromises the quality and effectiveness of the provided service to NTCSA.	<p>If a company is found not to have paid staff accordingly and not have notified the contract manager through a written letter, 14 days in advance of the security officers' pay day, this is considered an unfair labour practice.</p> <p>First offence: non-compliance will be issued and a 5 percent deduction of the total monthly security cost.</p> <p>2nd Offence: Second written notice of non-compliance issued and a 5% deduction of the total monthly cost.</p> <p>3rd Offence: A final written notice of non-compliance and a 10% deduction of the monthly cost. If no change after the final written warning a contract will be terminated in line with the termination clause of the contract.</p>	Per Incident
21	Deviation from the required route without permission from NTCSA representative	One shift cost deduction	Per Incident
22	Failure of service provider to grant paid annual leave (21 days per annum) to security officers within 12 months from the start of the security contract.	One shift cost deduction	Per Incident
23	Failure to provide a valid PSIRA letter of good standing.	10% monthly contract price deduction	Per Incident
24	Failure to provide Provident Fund letter of good standing.	10% monthly contract price deduction	Per Incident
25	Damage/Loss to the Eskom property	A joint investigation will be conducted. Decision on liability will be determined by such investigation. If there is evidence of negligence, the Service Provider will be held liable for losses/replacement/repairs.	Per Incident
26	Breach of Contract	<p>First of non-compliance will be issued.</p> <p>2nd Offence: Second written notice of non-compliance</p> <p>3rd Offence: A final written notice of non-compliance if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract</p>	Per incident

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27	Security officers posted without valid matric certificates	One shift cost deduction	Per incident
28	Security officers posted at NKPs without valid NKP training certificates	One shift cost deduction	Per incident
29	Armed security officers without valid proof of firearm refresher training	One shift cost deduction	Per incident
30	NKP security officers without valid proof of NKP refresher training	One shift cost deduction	Per incident
31	Unlicensed firearm or firearm issued without a permit	One shift cost deduction	Per incident
32	Unroadworthy vehicle	One shift cost deduction	Per incident
33	No valid police clearance for all guards (must be provided yearly)	One shift cost deduction	Per incident
34	No valid medical fitness for duty (must be provided yearly)	One shift cost deduction	Per incident
35	Security officer without a valid PSIRA certificate	One shift cost deduction	Per incident
36	Security officer without a valid PSIRA card	One shift cost deduction	Per incident
37	Failure to provide COID letter of good standing	10% monthly contract price deduction	Per incident
38	Failure to replenish uniform at the anniversary of the contract	One shift cost deduction	Per incident
39	Industrial action/demonstration/go-slow/protest action/failure to properly perform security duties due to any grievance/disagreement by contractor security guards in and around East Grid NTCSA sites	10% monthly contract price deduction	Per incident
41	Failure by service provider to provide a contingency plan or update the contingency plan yearly (Contingency plan must be provided before guards are deployed on sites)	R200	Per day
40	Failure by security service provider to activate contingency plan within the stipulated times as per contingency plan	10% monthly contract price deduction	Per incident

5. Legislation Knowledge and Compliance

5.1. Legislative

- Income Tax Act, Act 58 of 1962
- Firearms Control Act, Act 60 of 2000
- Public Liability Insurance
- Basic Condition of Employment Act
- Private Security Industry Regulation Authority Act
- To act as authorized officers in terms of the Control of Access to Public Premises and Vehicles, Act 53 of 1985

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- g) Occupational Health and Safety, Act 85 of 1993
- h) Compensation for Occupational Injuries and Diseases Act 130 of 1993
- i) Companies' Act or Registration with CIPRO
- j) Protection of Personal Information Act 4 of 2013

5.2. Company Compliance

- a) Reliability checks by relevant National Intelligence structures, security screening of security officials and signing of declaration of secrecy by security officials.
- b) Adherence to all internal security policies and procedures of Eskom including Standard Operating Procedures (SOP)
- c) Contract security officers must not be allowed to access IT networks registries, communication networks or any sensitive/zoned sites when responding to the alarm.
- d) To sign a Service Level Agreement with reference to Performance Standard Agreement and Non-performance Punitive Clauses
- e) In the event of non-performance by the contractor, Eskom Southern Grid reserves the right to cancel the contract immediately and replace that contractor.
- f) All cost incurred as a result of such action will be recovered from the contractor.
- g) Security officers must always present an acceptable image and appearance.
- h) Agree on reference checks.
- i) Report any breach at any of the Eskom sites and infrastructure.
- j) Accurate records of all occurrences are to be kept safe for the period of the contract and should be made readily available for inspection at any time by Eskom Security Manager
- k) Non-conformance reports to be issued by Eskom if the contractor fails to comply with the contract.

5.3. Other Requirements

- a) A monitoring device to be installed by the contractor on Eskom Property to indicate the time that the contractor responded to the alarm.
- b) The monitoring device to be installed and be linked directly to Company Control Room.
- c) Document to be submitted to Eskom to indicate how the contractor will respond to the alarms.
- d) Reports to be sent on a weekly basis to Eskom.

6. Document Control

6.1. Contributors

Philani Magwaza – Contracts Manager

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6.2. Revision History

Revision	Compiler	Date	Reason
0	N. Dabi	27/11/2024	
1	N. Dabi	06/01/2025	New corporate requirements added
2	N. Dabi	12/02/2025	Bill of quantities had to be revised

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