



SERVICE LEVEL AGREEMENT

entered into by and between

TRANSNET SOC LTD

(Registration No. 1990/000900/30)

and

(Registration No.)

PROVISION OF SECURITY SERVICES AT THE PORT OF NGQURA FOR A PERIOD OF THREE (3) YEARS AND THREE (3) MONTHS

Tender Reference TNPA/2026/09/0003/114821/RFP
Port of Ngqura

SERVICE LEVEL AGREEMENT (SLA)

Tender Reference:

Parties to the SLA	The Service Level Agreement will be executed by and between Transnet National Ports Authority Port of Ngqura and
Purpose	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. This Service Level Agreement also defines the special conditions that will apply for the duration of the Agreement, if any.

Scope

Schedule A indicates the commencement and 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 Main Services Agreement (MSA).

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, and 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 Ngqura Security Plans.
- Full compliance with all related Transnet / Transnet National Ports Authority Security Policies, Security Standard Operating Procedures, Job Descriptions, and Work Instructions.
- Fully trained Security Officials concerning 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 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 a specialised tool (Polygraph voice stress analysis) or similar expertise when there is suspicion against its members.

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

Annexure A – Scope of Work; Annexure B – Performance Balance Score Card, Annexure C – Penalties for non-conformance per the MSA and Annexure D – Job Descriptions.

Responsibilities

Transnet National Ports Authority Port of Ngqura 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 MSA between Transnet National Ports Authority Head Office in the Port of Ngqura Gqeberha and
- Signed SLA between Transnet National Ports Authority Port of Ngqura.
- Contractor Management Induction Programme.
- Additional Induction Programs at all relevant Transnet National Ports Authority Sites 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 diligence are continuously exercised in fulfilling its duties in terms of the MSA and the Individual SLA.

Communication
Forums

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

The following are key contact persons at Transnet National Ports Authority's Head Office and the respective Ports:

Name	Position	Telephone No

The following are the Contractor's key contact persons:

Name	Position	Telephone No

The following minimum communication forums apply:

- Weekly SLA Meetings will be held as decided between parties.
- Monthly Meetings will be held at the TNPA security board room on the last Friday of the month. 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 before the meeting. The quarterly MSA meeting will be attended by the PSO, Directors of the Private Security Company, and a Senior Manager of TNPA Security Head Office.

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 the 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 Ngqura 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 MSA.

Ad hoc and emergency services will be utilised for exception purposes only and will not be permanently engaged.

The Contractor shall provide additional security officers for delivery within 2 (two) hours from the 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 Ngqura 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 = Significantly failing to meet SLAs, 2 = Failing to meet SLAs, 3 = Meeting SLAs, 4 = Exceeding SLAs, 5 = Significantly exceeding SLAs.

Notwithstanding the terms & conditions contained in the MSA, 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 changeover).
2. Guard presentation (parading) and quality of guard identification equipment including vehicles & uniform requirements PPE inclusive.
3. Effectiveness of access & egress control procedures, complying with SOPS.
4. Conformance to individual site-specific job descriptions.
5. Adequacy of response to incidents & emergencies and effecting mitigating actions.
6. Turnaround time of thirty (30) minutes to respond to any emergency in a respective port.
7. Effectiveness of communication mechanisms.
8. Quality of and timeous complete reporting.
9. Quality Resolution of Challenges and Non-conformance causes
10. Proper record keeping regarding Manpower/incidents/equipment issues/posting.
11. Prompt response to internal industrial action or grievance about BCEA and other LRA matters.
12. PSIRA Compliance
 - a. Transnet National Ports Authority as a state-owned company reserves the right to do sampling audits on security personnel pay slips to ensure compliance with PSIRA and other regulatory authorities.
13. Pay Queries
 - a. Successful Security Service Providers must ensure that they deal with and conclude pay queries raised by their security personnel within seven (7) days.
14. Finalization of liability claims submitted within thirty (30) days.
15. Vehicle replacement within a minimum turnaround time of 24 hours in cases of any vehicle repair and/or replacement.

Non-Performance Transnet National Ports Authority Port of Ngqura 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 Ngqura 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 Ngqura for capturing in the Transnet National Ports Authority database. Serious incidents or incidents of a criminal nature must be reported to the Transnet National Ports Authority Port of Ngqura 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 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 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 MSA. See attached Annexure C.
Contingency Plan and Risk Assessment	A Transnet National Ports Authority Port of Ngqura Risk assessment must be conducted regularly. Transnet National Ports Authority Port of Ngqura has contingency plans to cater for the following: • Emergency events • Eviction Operations • Strikes, etc The Contractor will provide Transnet National Ports Authority Port of Ngqura with their contingency arrangement and ensure that the data provided to Transnet National Ports Authority Port of Ngqura remains current. The Contractor is 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. 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. The Contractor will formally report any 'new' or emerging risk or security threat to the Transnet National Ports Authority Port of Ngqura Port Security Officer or appointed delegate immediately when they observe and or gain knowledge thereof.
Job Descriptions	Transnet National Ports Authority Port of Ngqura will provide job descriptions/standard operating procedures (SOPs) for all premises and areas under their control. For details refer to Annexure A – Scope of Work; Annexure B – Performance Balance Score Card, Annexure C – Penalties for non-conformance per the MSA and Annexure D – Job Descriptions.
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 are to be communicated to the Security Service Provider by the designated Port of Ngqura Port Security Officer.

Signed at _____ on this _____ day of _____

Contractor: _____

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

WITNESSES:

1. _____

2. _____

Signed at _____ on this _____ day of _____

Port Security Officer: Port of Ngqura

WITNESSES:

1. _____

2. _____

3. _____

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:

1. Expiry date and time of this Agreement: DayMonth.....Year.....
2. Company name and Physical Address of the Contractor:

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

4. 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 A – Work Documents: Site Specific Duties (Part 1), Schedule of Quantities (Part 2) & Rates (Part 3)

Item No.	General Location	Specific location	Grade of Officers	Hours on Duty	Days Per Week	Officers Per Shift	Job description Refer to:	Primary Function of Officers	Cost Per Guard (monthly)	Assessment Rate	Cost per Month
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(H) (M) (L) (K)	(L)
1											
2											
3											
4											
5											
6											
7											

Annexure B – SLA Performance Balance Scorecard

Item	Description	Measurement (min) Standard (see legend)	Actual Measurement (see legend)	Reference (supporting details)
1	Incidents per area of deployment	3		
2	Monetary losses per area of deployment	3		
3	Effectiveness of access & egress control procedures, complying with SOPS	3		
4	Deficiencies as a percentage of contract value	3		
5	Attendance of weekly and monthly meetings	3		
6	Regulatory Compliance	3		
7	General Performance	3		
Assessed By (TNPA): Comments: Date:				
Contractor Name, Representative Name & Designation: Comments: Date:				
Legend: 1 = Significantly failing to meet SLAs, 2 = Failing to meet SLAs, 3 = Meeting SLAs, 4 = Exceeding SLAs, 5 Significantly exceeding SLAs				

ANNEXURE C – Penalties as stipulated in the MSA

The Client shall conduct a risk assessment and rate the likelihood of Incidents, events, or accidents, and the consequences to the Client of Incidents, events, or accidents at all Sites. 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 with the obligations of the Contractor in terms of this Agreement:

ITEM	PENALTY	FREQUENCY
The security officer is playing or busy on his/her cellphone and not attending to the people who want to enter or exit the port	350	Per Incident
Security officer failed to follow the SOP of the post where he/she is posted.	R300	Per Incident
Security officers mixed private clothes with the uniform	R200	Per Incident
The security officer is on duty without a pocketbook and pen	R75	Per Incident
Pocketbook of a security officer written up in advance	R75	Per Incident
Pocketbook not written up hourly.	R50	Per Incident
The security officer is on duty without an identity disc	R75	Per Incident
The security officer is on duty without any instrument to determine time or such instrument is not in working condition.	R75	Per Incident
The security officer is on duty without a flashlight in working order	R75	Per Incident
The security officer is on duty without a spotlight in working order, whereas patrol vehicles are not equipped with a spotlight.	R75	Per Incident
The security officer is without a communication device (PTT, or cellphone), and/or this is not in working order.	R75	Per Incident
A vehicle is without a communication device (PTT or cellphone) and/or the radio communication is not in working order.	R75	Per Incident
A security officer is on duty without an SABS-approved bullet-proof vest	R350	Per Incident
A security officer (required to carry a firearm) is on duty without a serviceable firearm or has a firearm without appropriate ammunition.	R500	Per Incident
Possession of a private firearm by a security officer whilst on duty	Zero Tolerance, not to be posted and taken through disciplinary processes	Per Incident
Vehicle not as specified / un-roadworthy /	R500	Per Incident

Service Level Agreement between Transnet and

inoperable/unavailable		
Motorbike or quad-bike not as specified / un-roadworthy / inoperable/unavailable	R350	Per Incident
Horses or dogs not as specified or provided	R500	Per Incident
Guard tracking / monitoring system inoperable.	R350	Per Incident
Self-posting and/or no parade or inspection of a security officer	R500	Per Incident
Late posting of a security officer	R500	Per Incident
Late submission or non-submission of vet reports	R500	Per Incident
Security officer fails to verify person before at the access control point	R1000	Per Incident
Late submission or non-submission of Health & Safety minutes	R200	Per Incident
No visit from the off-site Supervising Inspector to the Site	R350	Per Incident
Non-attendance of weekly meetings by the Contractor	R500	Per Week
Non-attendance of monthly/Quarterly meetings by managing member or director of the Contractor	R750	Per Month/Quarter
Unavailability of, and non-submission or late submission of any relevant documentation, sheets or failure to complete or keep all relevant documents up to date	R200	Per Incident
Failure to hand in or late submission of feedback report on the occurrence of an Incident	R500	Per Incident
Security officer sleeping on duty.	R750	Per incident
Security officer under the influence of alcohol/drugs	Zero Tolerance, not to be posted and taken through disciplinary processes	Per Incident
Security Officer post for a double shift	R1000	Per Incident
Security officer absent from duty/no security officer deployed	R750	Per Incident
The contractor failed to provide a complete set of uniforms as per the MSA to the security officer.	R200	Per Incident
No security equipment (batons. or handcuffs) was issued or could not be presented when requested.	R75	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
Site Supervisor	R750 per shift
Site Controller	R750 per shift

- 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 MSA

Failure to lock a gate OR open a gate when SOPs state it to be locked	R500	Per Incident
Deploying a member without induction and clearance in terms of the MSA or without the approval of the PSO.	R750	Per Incident
Failure to make a report on damage to security infrastructure or incomplete report resulting in the offender escaping liability	R750	Per Incident
Not carrying out a proper handover as stated in SOPs	R500	Per Incident

- 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.

ANNEXURE D - Job Descriptions

The scope of work forms part of the individual SLA and defines 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 details.

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

Notwithstanding the terms and conditions of the MSA –

- The Manager /Supervising Inspector must at all times protect the interests of Transnet National Ports Authority Port of Ngqura to the best of his/her ability, per 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 Ngqura are well trained and inducted to render the services.
- Once an officer has undergone the required induction 04 hours of lecture and 4hr practice he will be required to obtain a port ID card at the contractor's 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 relevant Training Certificates
- 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 Ngqura are provided with the equipment to render the services and are trained to use the equipment effectively.
- The Manager/Supervising Inspector shall carry out a minimum of two site inspections per shift, one x visit before twelve and one x visit after twelve days and night.
- The Manager/Supervising Inspector shall inspect 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 Ngqura Security Department and report any emergency or immediate threat to the Transnet National Ports Authority Port of Ngqura Security Management.
- The Manager/Supervising Inspector will report all incidents on the prescribed incident report form to Transnet National Ports Authority Port of Ngqura 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 Numbers / PSIRA Numbers/ Company Numbers/ Status e.g. Current resigned /dismissed/deceased/incompetent)
 - 2. Full equipment return Push To Talk Radios and chargers/ Posh over Cellular Smartphones/ Batons/ Handcuffs/ Reflector jackets etc.
 - 3. Number of supervisor visits per site
 - 4. Incident report and disciplinary actions.
 - 5. Submission to TNPA yearly a valid letter of confirmation from the Private Security Sector Provident Fund Section 13A.

6. Submission to TNPA yearly a valid letter of good standing from the National Bargaining Council Private Security Sector Health Insurance.

3. Roles and Responsibilities of the Security Officers

- Every security officer that is deployed to render security services to Transnet National Ports Authority Port of Ngqura 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 Ngqura 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 the site occurrence book and on the TNPA contract inspection 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 Ngqura Staff

- All Transnet National Ports Authority Port of Ngqura staff will be on display and or produce a Transnet National Ports Authority Port of Ngqura ID card with a clear photo before entry to the Transnet National Ports Authority Port of Ngqura.
- All staff shall use their security access control disk to gain entry through electronic doors.
- Staff who have no ID card or a disk must fill in a visitor permit
- All staff who enter 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 visitor register before 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 the 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 Ngqura 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 have 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 Ngqura 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-hours and emergency communications procedures and the correct radio procedures.
- Emergency numbers must be 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/collecting goods or equipment, Security will compare that to a corresponding pre-schedule entry.
- All deliveries/collections must have valid documentation; under no circumstances must security accept deliveries/collections without supporting documentation.
- No deliveries/collections 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 the reception in the courier's presence before 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 pocketbook and the occurrence book (OB).
- The security officer shall maintain in his position a pen and a pocketbook as per PSIRA requirements.
- All completed Pocketbooks and OBs belong to TNPA and must be given to the PSO once completed. Pocketbooks 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 for 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 Ngqura premises may be allowed to carry their firearms.
- The security officer may not accept any firearms for safekeeping.

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 comply with all applicable laws and endeavor 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 the 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 Ngqura Notwithstanding the terms and conditions of the MSA, the following is emphasized:
- PSIRA Identity Card, which should be worn at all times.
- All Security Officers are to be in full laundered uniform when on TNPA Property.
- ID cards are 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, including batons 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 is to be worn with the uniform.
- Only caps from the company are allowed to be worn while on duty.
- Head Gear to be worn correctly.
- No sunglasses are to be worn on duty.
- Only uniform beanies permitted solid colors only. No Balaclavas.
- Females to keep their hair neat.
- Makeup is to be used sparingly, jewelry to be limited to customary pieces only.
- All Security Officers are to maintain high standards of personal hygiene.
- No eating drinking or smoking in the public eye when on duty, use facilities provided.
- No carrying of bulky objects in pockets, only pocketbook.
- Security officers are not to be seen sitting on the floor or leaning against the infrastructure when on duty.
- No horseplay is permitted when in uniform and on duty.