

Scope Of work:

The Provision of Grade C and B Security Officers for 24 hours static services at Eskom Project site.

1. Security Officers (Grade C)

- All Security officers must be registered with PSIRA at the required grade.
- Security officers must be in possession of their PSIRA and company I.D card at all times.
- Armed Security officers must possess firearm competency certificates (issued by SAPS) and carry it at all times.
- Armed Security officers must always carry Firearm permits as per the Firearm control Act.
- Armed Security officers must have completed SASSETA training on the specific firearms they are expected to use.
- Armed security officers should have undergone Regulation 21 training and continue to do so for at least once per year.
- Security officers may be subjected to a screening process.
- Security officers should not have been convicted of any criminal offence and should disclose all pending criminal prosecutions against them. Non-disclosure of such will result in the officers' automatic removal from Eskom site or duties.
- Security officers should be able to read and write and express themselves well in English.
- Security officers may be required to undergo a polygraph tests as and when required.
- Security officers could be expected to perform driving activities as part of their tasks should have undergone driver training at an accredited institution.
- Security officers will not be allowed to access IT networks registries, communication networks or any sensitive/zoned areas even when responding to alarms.
- 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.
- No security officers are to be deployed in terms of this contract, before undergoing necessary Eskom induction, training and assessments. Eskom 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 to the contractor.

2. Access Control (Grade C guards)

- 2.1 Access control activities consist of the control and management of the movement of employees, visitors and contractors.
 - 2.2 Positive identification at all times:
 - Eskom Employee only by means of Eskom Id Card, No Eskom ID card employee will be treated as a visitor.
 - Visitor and Contractors access by means of SA ID, passport, drivers licence
 - Recording of visitors details electronically or manually.
-

2.3 Visitor confirming process.

- Visitors must be accompanied by a host at all times.
- Declaration, recording and movement control of equipment and material.
- Screening of persons and articles/parcels through the use of electronic equipment ensuring prohibited items are not brought on site.
- Alcohol testing to be conducted at Eskom sites.
- Safety inductions to be conducted at Eskom sites.

3. Firearms

- 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.
- Armed Security officers must have competency certificates for the specific firearm in possession thereof.
- Security Company is responsible for providing firearms, ammunition, firearm safe and registers as per Firearm Act.
- Only company firearms licensed in the security service providers name may be utilised as per this contract.
- The contractor must ensure provision of equipment/facilities for making firearms safe. A procedure to that effect, should also be in place.
- Each armed security officer must be provided with two full (ammunition) magazines.
- The service provider must ensure that Security officer's private firearms are not utilised for their business purposes, in terms of this contract.

4. Training

All Security personnel deployed must be trained in terms of the various legislative requirements. (Private Security Industry Regulatory Authority (PSIRA), Firearm Control Act (FCA) All Security personnel to comply with the continuation and refresher training in terms of FCA.

5. Grade B Supervisor

- All deployed guards must be supervised by a PSIRA Grade B supervisor.
 - The supervisors must ensure that guards deployed at rural/ remote sites or areas with transport challenges are assisted to reach the sites.
 - Smaller and remote sites will require a roaming Supervisor. The posting of guards is required to be done by the Supervisor at all sites (the practice of "self-posting" is not permitted). All equipment must be tested during each and every shift change.
-

6. Communication

The service provider must ensure suitable continuous communication between operational control room and their deployed staff. Either one or more of the following mediums of communications shall be provided as per user requirements: hand-held radios, satellite radio, contracted cell phones, base radios and push to talk (PTT).

7. Contingency plan

The service provider must have contingency plans in place for the following:

Own Strike/Labour unrest amongst own staff.

Shortage of Manpower due to e.g. absenteeism, sick leave annual leave.

Equipment Failure e.g. Vehicle breakdown and Communication system.

8. The working times / Shifts

- Working times determined by PSIRA – 48 hours per week Shift workers and 45 hours per week days
- The security service is required 24 hours a day on a two shift cycle i.e. 06:00 to 18:00 dayshift and 18:00 to 06:00 night shift.
- A signed off reviewed list of Security officers deployed in terms of this contract must be provided on monthly basis, within 5 days prior to the commencement of the new month.
- The contractor is responsible to ensure that every shift complement is satisfied before commencement of the shift.
- Safe handling of firearms during shift changes must be adhered to at all times. The contractor must ensure that a procedure is put in place to that effect.
- Safes must be provided by the contractor for the safekeeping of firearms not in use.
- The Security Officers will be expected to do a pre-job / daily risk assessment and safety talks before commencement of every shift.

9. Security Registers

- The Security Service provider will be required to provide with the Occurrence books, Visitors and After-hours register where necessary.
 - Occurrence book to be correctly completed by Security officers and supervisors listing all occurrences and visits on site.
 - Visitors register to be completed daily and filed on site for future reference and pages must be numbered.
 - Contractor must ensure that quality registers are provided. Register must remain bonded, with no loose pages.
 - 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.
-

10. Incident Reporting and Investigation

- All incidents and response to incidents must be handled according to the relevant SOPS and/or work instructions for each site.
- All incidents and response must be immediately reported to the Eskom control room.
- The SAPS must be contacted immediately only for criminal incidents or suspected ongoing criminal activities.
- Weekly status reports are to be supplied by the service provider.
- The contractor is to ensure that all involved personnel are available for relevant court proceedings, incident investigations and assist Eskom and the SAPS in their investigations as and when required.
- All incidents (including incidents in terms of the Occupational Health and Safety Act), should be reported within 24 hours and a preliminary investigation report provided within 24 hours as well as a final Incident investigation report within Seven (7) days.

11. 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.

- List of all potential security officers intended to be deployed on Eskom sites in terms of this contract.
 - Certified ID copies and PSIRA certificates of all security officers.
 - Certified copies of firearm competency certificates of the security officers.
 - List of all firearms to be used and certified copies of the licenses.
 - Certified copies of all Security officers' firearm competency certificates.
 - Certified copies of SASSETA training certificates for all armed Security officers.
 - Certified copies of the company and Directors PSIRA registrations certificates.
 - Criminal check records as proof that the Security officers have not been convicted of any criminal offence.
 - A compressive risk assessment and a site risk assessment report for all sites.
 - Emergency Preparedness procedure with relevant contact details.
 - Equipment list per site.
 - Standard operating procedures per site to include the following but not limited to and should be approved by Eskom representative before application:
 - Wearing of uniform standard.
 - Communication procedure.
 - Firearm handling procedure.
 - Shift changes.
 - Response process.
-

12. Safety Requirements

- All vehicles utilized to transport staff, must be fitted with SABS approved seatbelts.
- The Service provider is responsible to ensure that the security officers deployed at Ad-hoc sites have access to a shelter, water and sanitation.
- All Security officers should receive a safety induction before they can be deployed on Eskom sites.
- Safety recommendations following an incident shall be implemented by all Security Service providers to prevent further reoccurrences at any of the Eskom site, as per allocated timeframes.
- Open fires, the use of bar heaters and hotplates as heaters at Eskom sites, is totally prohibited.
- Security officers should observe the provisions of the Criminal procedure Act and all relevant legislation regarding the use of minimum force. Security officers should at all-time use minimum force sufficient to bring the situation under control and such force shall cease as soon as the situation is brought under control. No deliberate assault on suspects will be condoned.

13. Salaries and Payment

Security companies shall pay security guard at least the minimum wage specified on the Sectorial Determination, of the Private Security Sector, South Africa. Register all security guards with the Department of Labour: UIF, COID and provident fund.

14. Uniforms

- The contractor must comply with legislative requirement (PSIRA Regulation 13). Uniform items must be kept in clean, neat and good condition at all times.
 - Uniform must be functional in terms of the environment where security staff are deployed.
 - Bullet proof vests shall be worn as part of uniform by all security officers. Only Eskom shall indicate exclusions to this rule for certain sites or posts as per the site risk assessments; if applicable.
 - For obvious hygiene and safety reasons, each Security officer must be issued with his/her own bullet proof vest.
-

15. Non Performance

Schedule of Deficiency and Penalties

DEFICIENCY		PENALTY
1	Security officer (SO) not posted on duty as agreed upon. (Short posting)	One shift cost deduction
2	SO intoxicated/ or under the influence of liquor or drugs.	Permanent removal of SO from Eskom contract duties.
3	Refusal by SO to comply with lawful instruction.	Permanent removal of SO from Eskom contract duties.
4	Sleeping on duty.	One shift cost deduction
5	Desertion of post by SO	One shift cost deduction
6	Negligent by SO in the performance of their duties	Permanent removal of SO from Eskom contract duties.
7	SO late for duty (tantamount to short posting)	One shift cost deduction
8	SO without a functional torch or spot light	10% deduction of the SO shift rate
9	SO or site without a functional radio or PTT or Cellphone	10% deduction of the total monthly site cost
10	No functional panic button on site only for applicable sites	10% deduction of the total monthly site cost
11	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
12	SO not armed in one shift	50% deduction of the shift rate
13	Non submission of site inspections reports by Crime prevention and response team.	Non payments of the total services (i.e. the cost for the SOs, vehicle)
14	Late reporting of patrol teams at designated reporting site.	Total shift cost deduction (i.e. the cost for the SOs, vehicle)
15	SO not wearing proper uniform items or uniform is worn out.	One shift cost deduction
16	SO not in possession of a baton or hand-cuffs	10% deduction of the SO shift rate
17	No Fire Extinguisher or First Aid Kit	One shift cost deduction