

## Contents

| <u>DESCRIPTION</u>   | <u>REFERENCE</u>  |
|--|-------------------|
| <a href="#">1 SECURITY SERVICE PROVIDER'S (SP) OBLIGATION</a>                  | <a href="#">3</a> |
| <a href="#">2 THE MINIMUM PHYSICAL SECURITY STANDARDS TO BE PROVIDED:</a>      | <a href="#">3</a> |
| <a href="#">3 FUNCTIONAL OFFICE</a>  | <a href="#">5</a> |
| <a href="#">4 GENERIC PHYSICAL GUARDING SECURITY REQUIREMENTS</a>              | <a href="#">5</a> |
| <a href="#">4.1 Standard operating procedures compliance</a>                   | <a href="#">5</a> |
| <a href="#">4.2 Access control – pedestrian</a>                                | <a href="#">5</a> |
| <a href="#">4.3 Access control – vehicle</a>                                   | <a href="#">6</a> |
| <a href="#">4.4 Access control - after hours, weekends and public holidays</a> | <a href="#">6</a> |
| <a href="#">4.5 Unauthorised access</a>  | <a href="#">7</a> |
| <a href="#">4.6 Searching of persons and vehicles</a>                          | <a href="#">7</a> |
| <a href="#">4.7 Patrols</a>  | <a href="#">7</a> |
| <a href="#">4.8 Static guards and armed guards (ad hoc)</a>                    | <a href="#">7</a> |
| <a href="#">4.9 Armed escorting services (ad hoc)</a>                          | <a href="#">8</a> |
| <a href="#">4.10 Vehicle contingency plan</a>                                  | <a href="#">8</a> |
| <a href="#">4.11 Removal of assets (AGSA and private assets)</a>               | <a href="#">8</a> |
| <a href="#">4.12 Security registers</a>  | <a href="#">8</a> |
| <a href="#">4.13 Communication and security equipment</a>                      | <a href="#">9</a> |
| <a href="#">4.14 Key control and parcels</a>                                   | <a href="#">9</a> |
| <a href="#">4.15 Contingency plans</a>   | <a href="#">9</a> |
| <a href="#">4.16 Shift relief/hand-over procedures</a>                         | <a href="#">9</a> |
| <a href="#">4.17 Where and what security services would be required</a>        | <a href="#">9</a> |

### 1. SECURITY SERVICE PROVIDER'S OBLIGATION

Scope of service at the Auditor-General of South Africa sites

- 1.1. The security service comprises but is not limited to the daily physical guarding and access and exit control of all identified the AGSA sites prescribed herein and as revised from time to time by the AGSA and to effectively protect and secure the AGSA's assets, employees and premises, thereby reducing and minimising losses.
- 1.2. The scope also encompasses escorting of AGSA employees, vehicles, response to alarms, ad hoc guarding and static guarding.
- 1.3. The successful security service provider shall be responsible for assisting the AGSA Facilities centre in ensuring that the AGSA's security policies and procedures are implemented and adhered to by all persons entering and exiting the AGSA premises.
- 1.4. The number of security officers, their grading and duty hours per post may vary according to the site-specific requirements. The AGSA shall reserve the right at their own discretion to change or terminate these requirements at any stage while the service level agreement (SLA) is in force.
- 1.5. The detailed security requirements and instructions shall be covered by the post-specific job descriptions at the relevant sites. These may change during the term of the SLA to accommodate the AGSA's operational and strategic requirements. Operational manpower requirements described in the post-specific job description shall be discussed and may only be amended and approved by the AGSA Facilities centre. Under no circumstances shall the manpower requirements be increased or decreased without the appropriate written consent from the AGSA Facilities centre.

### 2. THE MINIMUM PHYSICAL SECURITY STANDARDS TO BE PROVIDED

- 2.1. All security officers shall be registered with the Private Security Industry Regulatory Authority (PSIRA) as required by the AGSA, depending on the grading required per site.
- 2.2. The successful bidder shall ensure that all security officers, without exception, wear the appropriate contracted, clean uniforms while on duty. The uniform type shall be determined by the AGSA Facilities centre as per the site-specific instructions.
- 2.3. Each security officer shall be physically and mentally capable of performing all assigned duties. The AGSA reserves the right to review all minimum requirements and give instructions for the removal of any personnel unable to perform their duties satisfactorily.
- 2.4. Security officers shall be issued with at least the following standard equipment: Baton, handcuffs, notebook for recording incidents, nametags. This equipment shall be on each site as per the site information provided, per shift for the duration of the contract.
- 2.5. Hours of duty: All security officers shall report for work on time for the shift, as designated per site instructions. No security officer shall be allowed to work more than 12 continuous hours without time off for sufficient rest to ensure that he/she stays alert and is able to perform the required security duties to the AGSA's satisfaction. The duty hours are indicated on the site information spreadsheet. The AGSA reserves the right to change the duty hours to suit its operational requirements. Changes to duty hours shall be conveyed to the successful bidder within 24 hours prior to the change being implemented.
- 2.6. Security officers shall not leave/desert their posts without being properly relieved by another security officer. It is the service provider's responsibility to provide continuous, quality and uninterrupted security service to the AGSA.
- 2.7. The successful bidder shall indicate what procedures shall be used to ensure and confirm that all security officers have arrived at their posts on time and are neat and properly dressed, with the correct functional equipment – posted and self-posted.
- 2.8. The successful bidder shall have sufficient vehicles at its disposal to render the required service to the AGSA, as indicated on the site information spreadsheet per region, to service these sites. All the vehicles shall be licensed, which licences shall be up to date and such vehicles shall be in a roadworthy condition.
- 2.9. The successful bidder shall have a current operational control room in the area/region where services are to be rendered. Any changes in the operations/ functional capacity of the control room shall be reported to the AGSA Facilities centre in writing within 14 days. These control rooms shall be inspected by the AGSA to determine their functionality and effectiveness. No shared/joint control rooms with other vendors shall be considered.
- 2.10. The successful bidder shall have the following:
  - 2.10.1. Two-way radio communication with a base station
  - 2.10.2. Telephone communication
  - 2.10.3. Cell phone communication
  - 2.10.4. Uninterrupted power supply/generator
  - 2.10.5. Emergency lighting/torches
  - 2.10.6. Emergency contact numbers
  - 2.10.7. Fire extinguishers
  - 2.10.8. Contingency plan for the control room
- 2.11. The successful bidder shall comply with the following:
  - 2.11.1. PSIRA Act 2001 (Act No. 56 of 2001)
  - 2.11.2. Firearms Control Act, 2000 (Act No. 60 of 2000), as amended.
- 2.11.3. The successful bidder shall be able to pay the security officers on time and be able to sustain their operations for a minimum of two months and deliver the standard of service delivery to the AGSA.

### 3. FUNCTIONAL OFFICE

The successful bidder's functional office shall be current and fully operational and be able to render the service as required.

- 3.1. The successful bidder shall have the following:
  - 3.1.1. Manpower: Current operational security staff
  - 3.1.2. Firearms
  - 3.1.3. Vehicles
  - 3.1.4. Security equipment
  - 3.1.5. Radios
  - 3.1.6. Guard patrol systems
  - 3.1.7. Jpex pepper spray gun

### 4. GENERIC PHYSICAL GUARDING SECURITY REQUIREMENTS

- 4.1. Standard operating procedures compliance

All security-related functions shall be conducted by the security service provider in accordance with the AGSA's access control policy and other security-related procedures and as per the approved post security job description.

#### 4.2. Access control - pedestrian

4.2.1. All employees entering the AGSA's premises shall have an AGSA identity access card (ID card). The security officer shall verify all persons entering the AGSA premises. He/she shall ensure that all AGSA employees and visitors have proper identification badges belonging to them prior to allowing access. The security service provider is responsible for ensuring that this requirement is adhered to at all entry and exit points and when conducting security patrols. Where an AGSA employee continuously fails to adhere to this policy, the security officer shall escalate the matter to the relevant regional business executive (BE), regional business unit administration manager (BUAM) and the security manager.

4.2.2. The security officers shall, with the consent of the employee/person, search all luggage/bags, etc. of all persons leaving the premises.

4.2.3. Technical access control systems such as turnstiles, drop-arm barriers tag readers, security vehicle booms, etc. supported by physical security officers shall be monitored to limit access to authorised personnel with visibly displayed ID cards. The security officer shall physically and in person inspect the ID card used by the employee entering to ensure that they are in fact the authorised ID cardholders.

4.2.4. Any employee without an ID card shall be treated as a visitor.

4.2.5. The security officer shall first register all visits to the AGSA and, where possible, telephonically contact the employee to be visited. Where there is a reception desk, the visitor shall be directed to the receptionist where a visitor's slip will be issued. Where there is no receptionist, the security officer shall issue a visitor's slip/card and record the particulars in the visitor register. The visitor shall not be allowed to gain access to the office space until he/she is collected at the security point by the host being visited.

4.2.6. After the visit, the signed visitor's slip and/or visitor access card shall be collected at the original point of entry or reception/security checkpoint by the security officer prior to the visitor being allowed to exit the premises. The security officer shall inform his/her supervisor of any missing visitor's slip/card at the end of each day. It is therefore required that a reconciliation be done at the end of each day to determine whether all issued visitor's slips/cards have been returned.

4.2.7. If an employee has forgotten his/her ID card or lost it, a visitor's slip/temporary access card shall be issued to the employee. The employee him/herself shall sign the register.

4.2.8. Employees without authorised ID cards to a specific site shall be treated as visitors and their details recorded in the visitors' register. These employees do not require escorting. The same applies to the employees working at other AGSA sites.

4.2.9. AGSA sites with technical access control systems shall be checked by the security officer upon commencement of each shift to ensure the proper functioning thereof. This function remains the day-to-day responsibility of the site supervisor.

#### 4.3. Access control – vehicle

4.3.1. The security officer shall monitor and control the entry and exit of all vehicles to and from the AGSA premises. Company and employee vehicles shall have valid parking discs clearly displayed on the vehicle windscreen where applicable. At certain premises the requirement may also dictate that all vehicles entering and exiting the premises shall have their details recorded in the vehicle register.

4.3.2. All vehicles leaving the AGSA premises shall be searched prior to being allowed to exit the premises. However, as a courtesy and for the sake of professionalism, consent should be obtained from the driver before searching.

4.3.3. Where applicable, instructions shall be given to the security officer to request the visitor to stop and start the vehicle engine to ensure that the vehicle key ignition switch has not been tampered with and to avert the theft of a vehicle.

4.3.4. Premises with technical access control systems at the vehicle entrances and exits shall be checked by the security officer taking over duty upon commencement of each shift to ensure proper functioning of the system. Any malfunctions shall be recorded in the Occurrence Book and be reported to the Facilities centre.

#### 4.4. Access control after hours, weekends and public holidays

4.4.1. All employees wanting access after hours or on weekends and public holidays are required to record all relevant information in the After Hours Register. This includes all pedestrian and vehicle access. The security officer shall personally complete all the details in the After Hours Register and ensure that all information is legible and accurate. All persons inside the vehicle and accompanying the employee shall be recorded in the register. Any attempts to gain unauthorised access shall be recorded in the Occurrence Book and access shall be denied.

4.4.2. No visitor shall be allowed to enter the premises after hours unless accompanied by an employee.

#### 4.5. Unauthorised access

4.5.1. All attempts to gain unauthorised access must immediately be reported to the Facilities centre.

#### 4.6. Searching of persons and vehicles

4.6.1. The searching of vehicles, bags, box, etc. leaving the AGSA premises is the responsibility of the security officer on duty and shall be done in accordance with the AGSA security policy and procedure.

4.6.2. Search of persons: A private person (including the security officer) does not have the right to search a person. However, the security officer shall confiscate any article believed to have been used or is part of the commission of an offence or which may be used as evidence or intended to be used or which on 'reasonable grounds' is believed to be used in the commission of an offence.

4.6.3. 'Confiscate' means taking from the person and does not include physical body searching the person or their clothing. Any article confiscated shall be handed over to the Facilities centre immediately and, where needed, to the South African Police Service (SAPS) without any delay.

#### 4.7. Patrols

4.7.1. The facilities centre shall determine whether the security officer is required to perform patrol functions at the AGSA premises. The number of patrol points shall be determined by the Facilities centre.

4.7.2. Patrols shall be conducted on foot, unless specified differently.

4.7.3. Detailed electronic recordings and physical records shall be kept, maintained and be produced and provided to the Facilities centre upon request. This information must be treated as confidential and all applicable legislative requirements shall be adhered to.

#### 4.8. Static guards and armed guards (ad hoc)

4.8.1. Security officers shall be unarmed. The exception to the rule shall be to provide an armed guard. The Facilities centre shall approve or reject a request for an armed guard after having reviewed the motivated request.

4.8.2. All security officers posted and performing official guarding duties shall be proficient in the handling of a firearm in accordance to the Fire Control Act, 2000 (Act No. 60 of 2000).

#### 4.9. Armed escorting services (ad hoc)

4.9.1. These armed escort services shall be provided as and when needed.

4.9.2. The security officers performing these armed escorting and protection duties shall be armed and comply with the current Firearm Control Act, 2000 (Act No. 60 of 2000).

4.9.3. This service shall be for a required duration of the ad-hoc or otherwise stated.

4.9.4. All armed escort vehicles shall be equipped with a local global positioning system such as a Portable Garmin, Portable Tom Tom or Satellite Surveillance or any other system that would assist them.

4.9.5. These services shall require but are not limited to following:

Armed security officers to travel in their own vehicle and provide protection to the AGSA employee.

4.9.6. The security officer shall be required to meet the AGSA employees at an AGSA site or predetermined place; escort and protect the AGSA employee for the required period and then return to where they first met or an alternative drop-off point.

4.9.7. The security officer and the successful bidder's vehicle shall have communication with its control room at all times.

#### 4.10. Vehicle contingency plan

4.10.1. The successful bidder shall have contingency plans in place to react immediately to any emergency request.

4.10.1.1. Vehicle breakdowns

4.10.1.2. Vehicle accidents

4.11. **Removal of assets (AGSA and private assets)**

4.11.1. The removal of company assets and bringing of private property onto the AGSA premises shall be in accordance with the AGSA's access control policy and all other related policies and procedure documents.

4.11.2. Copies of the gate release permits and the removal permit register shall be at all postings should a person wish to bring private assets onto the premises.

4.12. **Security registers**

4.12.1. The AGSA Facilities centre shall decide what security registers are required at each security post. In general, the following security registers will be required: Occurrence Book, After Hours Register, Visitors' Register, access control - vehicle & pedestrian, firearm register and a key register. The security register requirements are not limited to the aforementioned list

4.13. **Communication and security equipment**

4.13.1. Communication and associated security equipment to be provided by the successful bidder as prescribed by the AGSA

4.14. **Key control and parcels**

4.14.1. Under no circumstances shall a security officer accept any keys, unless prior arrangements were made and approval was given by the Facilities centre.

4.15. **Contingency plans**

4.15.1. The successful bidder must comply with the following contingency plans to cover the following scenarios:

4.15.1.1. A strike by the successful bidder's security personnel

4.15.1.2. A strike by the security industry

4.15.1.3. Provision of extra security officers to assist the AGSA in the event of ad hoc security-related operations.

4.16. **Shift relief/hand over procedures**

4.16.1. The AGSA reserves the right to change these procedures in writing in consultation with the service provider to costume its operational and strategic requirements.

4.17. **Where and what security services would be required**

4.17.1. Security services shall be required at, but are not limited to the following sites

4.17.1.1. Head office – 300 Middel Street, Brooklyn, Pretoria

4.17.1.2. Lefika House - 300 Middel Street, Brooklyn, Pretoria

4.17.1.3. Brooklyn Gardens – 300 Middel Street, Brooklyn, Pretoria

Please see the next page with the detailed security structure and security equipment.

| AGSA physical security guarding and security equipment requirements |                  |          |          |
|---|------------------|----------|----------|
| No.   | Site name        | Quantity | Unit     |
| 1   | AGSA Head Office | 1        | Post     |
|   |                  |          |          |
|   | <b>Total</b>     |          | <b>2</b> |





| Working hours |   |   | Security equipment |   |   |   |   |   |
|---------------|---|---|--------------------|---|---|---|---|---|
|               |   |   |                    |   |   |   |   |   |
| 1             | 1 |   | 0                  | 1 | 0 | 0 | 1 | 1 |
| 1             | 1 | 0 | 0                  | 1 | 0 | 0 | 1 | 1 |