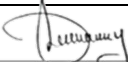






	<b>Scope Of Work</b>	<b>Primary Energy Division</b>
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<b>F.E Shongwe</b> <b>Officer</b> <b>Security Operations</b>	<b>T. Sibeko</b> <b>Senior Advisor</b> <b>Security Operations</b>	<del>M. Moses</del> <b>M. Moses</b> <b>Middle Manager</b> <b>Security Operations</b>	<del>M. Pava</del> <b>M. Pava</b> <b>Senior Advisor</b> <b>Security Solutions</b>	<b>L. Pervaiz</b> <b>Senior Advisor Water</b> <b>Scheme Management</b>	<b>D. Govender</b> <b>Middle Manager</b> <b>Water Operations</b>
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## 1. Introduction and Background of the Komati Water Scheme

Water is a critical strategic resource for Eskom because it is used as a primary energy resource in the generation of electricity. The Komati Water Scheme (KWS) supplies raw water to Arnot, Hendrina, Duvha and Komati Power Stations. The Komati Water Scheme (KWS) comprises of a network of raw water pipelines, pump stations (Wintershoek, Bosloop and Vygeboom PS) and reservoirs and the assets are owned by Eskom – Generation and managed by Primary Energy Department.

The pump stations are registered as national key points installations and are required to have Security Personnel as a minimum to perform functions such as access control, foot and vehicle patrols, CCTV monitoring, control room management, etc.

### Pumpstations

- Wintershoek and Nooitgedacht situated in Carolina.
- Bosloop situated in Belfast.
- Vygeboom situated in Badplaas (eManzana).

The KWS system is remotely operated from the scheme's operational center at Rietkuil, near Arnot Power Station.

### The pump stations and pipelines are secured as below:

Pump Stations		Pipelines /linear infrastructure
Technology and assets	Personnel undertaking the following duties	Vehicle patrols using 4x4 with panic buttons
Non energized (inner and outer fence) along the perimeter.	Access control (manual registers.	
Non-lethal middle tier	Foot patrols	
CCTV camera	Armed responses	
Security control room	Control room managed	
	EP appointments	

## 2. Purpose

The purpose of this document is to clearly define the deliverables of the contractor in relation to:

- **Guarding Services** including both physical guarding and patrols.
- **Provision of Security Technology** in accordance with the specifications outlined in the OBC including the establishment of a new centralized control centre.
- **Maintenance** of the existing assets of CCTV and Electric Fence, and newly installed equipment.

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### 3. Abbreviations

Abbreviation	Explanation
SARS	South African Revenue Services
COID	Compensation for Occupational Injuries and Diseases
SHEQ	Safety, Health, Environmental and Quality
OHS	Occupational Health and Safety
PSIRA	Private Security Industry Regulation Authority
NKP	National Key point
SASSETA	Safety and Security Sector Education Training Authority
PPE	Personal Protective Equipment
SAPS	South African Police Services
FCA	Firearms Control Act
TSP	Total Security Protection
OB	Occurrence Book
OBC	Outcome Based Contract
PSIRA	Physical Security Industry Regulation Act
CCTV	Closed Circuit Television
IACS	Integrated Access Control System
NLEPDS	Non-Lethal Energized Perimeter Detection System
KWS	Komati Water Scheme
AI	Artificial Intelligence
LPR	License Plate Recognition
UPS	Uninterrupted Power Supply
RTU	Remote Terminal Unit
MVA	Main Valve Assembly

### 4. Normative/Informative References

The following legislation is regulating the securing and protection of assets.

- 1) National Key points Act (Act No. 102 of 1980)
- 2) Critical Infrastructure Protection Act 8 of 2019
- 3) Firearms Control Act
- 4) The Private Security Industry Regulation Act 56 of 2001 (PSIRA Act)

(The hard copies of the Eskom standards will be distributed to each company that will be in attendance of the compulsory clarification meeting)

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- 5) 240-170000098 – Security Public Address System for Substations and Telecoms High Sites.
- 6) 240-170000096 - Physical Security Integration Standard.
- 7) 240-59136264 - Emergency Preparedness in Protective Service (At sites).
- 8) 240-153742522 - Pump Station Access Control Procedure.
- 9) 240-59136243 - General Safe Key Control
- 10) 240-59136603 - Key Control
- 11) 240-59136557 - Investigation of Crime
- 12) 240-59136532 - Inspection and Maintenance of Firearms
- 13) 240-153850705 - Foot patrols at the pump stations
- 14) 240-59136064 - Handling and storage of firearms and ammunition –at the pump stations
- 15) 240-59136227 - Employee / Contractor Permit System
- 16) 240-153850708 - Vehicle Patrols along the Pipeline and Valve Pits
- 17) 32-1134 - Eskom Access Control Policy
- 18) 240-58450122 - Eskom Firearms and Ammunition Standard
- 19) 32-0126M - Eskom Contractor Access Control Standard
- 20) 32-138 - Eskom Vetting and Integrity Management Policy
- 21) 240-155373927 - Eskom's COVID-19 Health and Safety Policy Statement
- 22) 32-727 - Eskom's Safety, Health, Environment and Quality (SHEQ) Policy
- 23) 32-95 - Eskom's Occupational Health and Safety Incident Management Procedure
- 24) 240-62946386 - Eskom's Vehicle and Driver Safety Management Procedure
- 25) 240-62196227 - Eskom's Life Saving Rules Standard
- 26) 240-59136243 - Komati Water Scheme Access Control Procedure.
- 27) 240-153 850705 - Komati Water Scheme Foot Patrol Procedure
- 28) 240-153850708 - Komati Water Scheme Vehicle Patrol Procedure

## 5. SCOPE STATEMENT

The Scope is the provision of the following for a duration of five(5) years.

- Baseline security - Physical guarding on a 24/7/365 basis.
- Integrated Physical Security System.
- Establishment of a centralized control centre/room at the Nooitgedacht Pumpstation
- Upgrade and maintenance of existing security systems.

## 6. THE SCOPE OF WORK

The scope of work is for the baseline security, new technologies and upgrades of existing technologies are listed below in table 1. The scope is for a turnkey solution for the pumpstations (Wintershoek, Bosloop and Vygeboom) and associated water pipelines. The service provider to clearly outline their technology rollout plan. Provide a clear plan for reducing the number of physical guards as systems will be automated, including timelines and criteria for reduction.

Note that for baseline security services and linked resources (vehicles, panic buttons) the roll-out is immediate. The service provider will need to discuss the technology roll-out plan with Eskom however implementation should adhere to the timelines as reflected in table one.

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**Table 1: Requirements of the contract to meet the OBC objectives:**

Outcome to be achieved as per the OBC	Technology	Implementation timeline	Specification	Baseline Security Requirements	KPI and related Performance Management consequences	KPI and related Penalties
Electronic register with zero security breaches /unauthorised entry	Handheld Card Reader (1 per pump station + 1 spare)	Within of the 1st quarter of the contract commencement date	Must scan both barcode and chip-based IDs (e.g. SA driver's licenses, Eskom employee cards). Should be able to generate access logs. - Auto-email register daily to predefined recipients. With a historian capability of 5 yrs	Trained Armed Grade C security guards for static security purposes to protect NKP and non-NKP sites, (Static referring to located within a site and will include foot patrols, searching of vehicles and persons), Grade B 's for security supervision and armed tactical responses	Refer table 5 for KPI and performance management criteria	Refer to the Penalty framework under point 9 as well as table 6 for KPI and related penalties
Zero entry to alcohol intoxicated persons (visitors or employees)	Alcohol Testers (1 per pump station + 1 spare)	Within of the 1st quarter of the contract commencement date	Rapid handheld Breathalyzer. - Audible alarm on detection. - Auto logging optional (check current spec).			
Shift surveillance	Body-Worn Cameras (Per person on shift)	Within of the 1 <sup>st</sup> quarter of the contract commencement date	Continuous recording Body Worn Camera Standard			
Rapid Response	Satellite Phones (1 per pump station + 1 spare)	Within of the 1st quarter of the contract commencement date	Two-way satellite communication. - GPS location logging. - Rechargeable with long battery life.			
Rapid Response	PTZ geolocated radios	Within of the 1st quarter of the contract commencement date	Fixed location emergency alert system. – The panic buttons should connect directly to local control room -			
Rapid Response	Total replacement of the existing PA System at all the pump stations	Established and fully operational within 3 <sup>rd</sup> quarter of the contract commencement on all three sites	240-170000098			

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Rapid Response	Establishment and Maintenance of a central control room at Nooitgedacht pumpstation that can view CCTV footage of all sites and respond to alarms and incidents. This will include including 2x min C grade operators per day and night shift @ 24/7/365 annually	Established and fully operational within the last quarter of the 1 <sup>st</sup> year of the contract	240-170000098 & 240-91190304	a) All control room operators/controllers shall <ul style="list-style-type: none"> <li>• Be registered with PSIRA in accordance with applicable legislation</li> <li>• Be trained and compliant with National Key Point (NKP) requirements</li> <li>• Have valid and up-to-date NKP training certification</li> <li>• Be fully inducted on the Komati Water Scheme</li> </ul>		
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**7. Zone Classification for Security Prioritization as per the OBC.**

To ensure the reliable operation of the Komati Water Scheme and its role in supporting Eskom’s power generation at Hendrina, Duvha, Komati, and Arnot power stations, the infrastructure has been divided into High-Impact Zones and Low-Impact Zones. This classification guides the security measures applied to each area based on the criticality of the infrastructure to operational continuity. Refer to table 2 below for the high and low impact zone classification.

**• High-Impact Zones**

These are components or areas where a security breach, vandalism, or equipment failure could directly compromise water delivery to one or more Eskom power stations. Zero tolerance is applied to security lapses in these zones to maintain uninterrupted operations.

**• Low-Impact Zones**

These areas are considered less critical in terms of immediate operational impact. While still protected, these zones may allow for minor tolerances under the condition that corrective actions are implemented promptly.

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**Table 2: High and low impact zones**

Infrastructure Component	Impact Classification	Justification
Pump Stations Vygeboom Bosloop Wintershoek Nooitgedacht	High	Direct supply to power stations; failure leads to significant operational impact.
Main Pipelines Vygeboom to Bosloop Bosloop to Wintershoek Wintershoek to Arnot Arnot to Piccadilly	Low	
Kendal to Kusile Pipeline	Low	Bulk supply to strategic generation site.
Kriel to Matla Pipeline	Low	Vital connector between two high-consumption nodes.

## 8. Outcomes-Based Performance Metrics

Service providers will be evaluated and remunerated based on the achievement of the following outcomes specific to the security departments risk: Refer Table 3 below.

**Table 3: Outcomes based performance metrics.**

Metric	Target	Measurement Method	Tolerance Level
<ul style="list-style-type: none"> <li>Incidents relating to loss or damage of property during deployment to the Eskom facility</li> </ul>	<ul style="list-style-type: none"> <li>High-Impact Sites: Zero incidents (zero tolerance).</li> <li>Low-Impact Sites (e.g., non-critical facilities): ≤ 2 minor incidents per month (with corrective actions implemented)</li> </ul>	<ul style="list-style-type: none"> <li>Daily incident reports reviewed by the Site Manager.</li> <li>Monthly audit of incident logs.</li> <li>Verification through client feedback and Eskom facility reports.</li> </ul>	<ul style="list-style-type: none"> <li>High-impact sites: Zero tolerance for any incidents.</li> <li>Low-impact sites: Minor incidents allowed, provided corrective actions are taken within 24 hours.</li> </ul>
<ul style="list-style-type: none"> <li>All security incidents are detected, recorded, and correct response rendered</li> </ul>	<ul style="list-style-type: none"> <li>High-Impact Sites: 100% detection, recording, and correct response (zero tolerance for failures).</li> <li>Low-Impact Sites: ≥ 95% detection, recording, and correct response (minor delays allowed, provided</li> </ul>	<ul style="list-style-type: none"> <li>Review of incident logs and response reports.</li> <li>Eskom feedback on incident handling.</li> </ul>	<ul style="list-style-type: none"> <li>High-impact sites: Zero tolerance for missed incidents or incorrect responses.</li> <li>Low-impact sites: Minor delays (e.g., &lt; 1 hour) allowed, provided they</li> </ul>

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	they are resolved within 1 hour).		are documented and resolved promptly.
<ul style="list-style-type: none"> <li>Compliance to regulatory and legislative requirements (PSIRA, FCA, NKP, 2.2.1, CIPA, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>High/low Impact Sites: 100% compliance (zero tolerance for non-compliance).</li> </ul>	<ul style="list-style-type: none"> <li>Monthly audits of compliance documentation.</li> <li>Review of training records and certifications (e.g., PSIRA licenses).</li> <li>External regulatory body inspections and reports.</li> </ul>	<ul style="list-style-type: none"> <li>High/Low impact sites: Zero tolerance for non-compliance.</li> </ul>
<ul style="list-style-type: none"> <li>Mandatory Technology Availability and Equipment Compliance.</li> </ul>	<ul style="list-style-type: none"> <li>High-Impact Sites: 99% availability; failures rectified within 2 hours.</li> <li>Low-Impact Sites: 95% availability; failures rectified within 6 hours.</li> </ul>	<ul style="list-style-type: none"> <li>Daily system uptime reports.</li> <li>Maintenance logs and response time records.</li> </ul>	<ul style="list-style-type: none"> <li>High-impact sites: Zero tolerance for extended downtime (&gt; 2 hour).</li> <li>Low-impact sites: Minor downtime (&lt; 6 hours) allowed, provided it does not recur frequently.</li> </ul>
<ul style="list-style-type: none"> <li>Achieve overall customer satisfaction of security services of at least 90% per month.</li> </ul>	<ul style="list-style-type: none"> <li>High-Impact Sites: ≥ 95% satisfaction per month.</li> <li>Low-Impact Sites: ≥ 85% satisfaction per month.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly customer satisfaction surveys.</li> <li>Site Manager/Supervisor to compile and submit a customer service report to the Security Manager.</li> </ul>	<ul style="list-style-type: none"> <li>High-impact sites: Zero tolerance for satisfaction below 95%.</li> <li>Low-impact sites: Satisfaction levels between 85-95% are acceptable, provided improvement plans are implemented.</li> </ul>

**9. Consequence Management Framework with Main Supplier Accountability**

**9.1 Main Supplier’s Accountability for Service Partners**

The main supplier/contractor who signs the contract with Eskom will be held fully accountable for the performance actions, and breaches of any service partners, subcontractors, or third-party vendors involved in delivering the services. This includes:

- Financial losses incurred due to non-performance or breaches by service partners.
- Compliance with all regulatory and legislative requirements.
- Adherence to the agreed-upon KPIs and service levels.
- Implementation of corrective actions and strategy changes as required

**9.2 Obligations of the Main Supplier/Contractor**

The Main Supplier must:

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Ensure that all service partners comply with Eskom's requirements and the contract terms.

- Monitor and report on the performance of service partners regularly.
- Take immediate corrective action if service partners fail to meet the required standards.
- Bear all costs associated with breaches, losses, or penalties caused by service partners.

### 9.3 Consequence management framework (Penalty Framework) (Outcomes-Based)

#### Incidents Relating to Loss or Damage of Property

##### High-Impact Sites (Zero Tolerance):

- **First Breach:** Formal written warning, mandatory retraining, and recovery of losses by Eskom. The main supplier must ensure corrective actions are taken by the service partner.
- **Second Breach:** Financial penalty (5% of contract value), independent audit, and recovery of losses. The main supplier must replace the non-performing service partner.
- **Third Breach:** Termination of contract and recovery of all losses.

##### Low-Impact Sites ( $\leq 2$ Minor Incidents/Month):

- **First Breach:** Verbal warning, corrective action within 24 hours, and recovery of losses. The main supplier must ensure the service partner implements corrective actions.
- **Second Breach:** Written warning, additional training, and recovery of losses. The main supplier must review the service partner's performance.
- **Third Breach:** Financial penalty (5% of contract value), performance review, and recovery of losses. The main supplier must replace the non-performing service partner.

Table 4 below represents the penalties to be imposed on the contractor as per outcome based KPI'S

**Table 4: Penalty Framework table**

KPI Failure	Penalty
>1 security breach per site/qtr.-High Impact zone	5% monthly fee deduction + mandatory corrective plan.
Missed response time SLA	2% deduction per incident; repeat failures trigger contract review.
Patrol route deviation	1% deduction per occurrence; >3 deviations = guard replacement.
Access control failure	R10,000 per tailgating incident + system upgrade requirement.

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KPI Failure	Penalty
Data report delays	R5,000/day late fee until submission.

**Note:** As per the OBC guideline -contractor earns **bonuses** for 12+ months of zero breaches (1% of the contract value back)

**10. Technology and Data Ownership**

- Ownership of Installed Technology: All technology (e.g., surveillance cameras, access control systems, alarms, GPS tracking devices, etc.) installed by the contractor during the contract period will remain the property of Eskom upon contract expiry or early termination.
- Data Ownership and Access: All data collected (e.g., surveillance footage, access logs, incident reports) during the contract period will be the sole property of Eskom. The contractor must provide Eskom with unrestricted access to this data.
- Data Storage and Security: The contractor must store all data securely in compliance with the Protection of Personal Information Act (POPIA) and other relevant legislation.
- Data must be encrypted and stored on servers located within South Africa unless otherwise approved by Eskom.
- Data Handover: Upon contract expiry or termination, the contractor must provide Eskom with all data in a usable format (e.g., digital files, cloud access) and ensure no data is retained or deleted without Eskom’s written consent.
- Monitoring Access: Eskom must be provided with a secure link to monitor all surveillance and access control systems in real time. The contractor must ensure the link is operational 24/7 and accessible to authorised Eskom personnel.
- Third-Party Control Centre access: Eskom must have the right to visit the contractor’s or third-party control centre at any time, without prior notice, to inspect operations, verify compliance, and ensure data integrity.
- Licence Fees: The contractor shall ensure that all license fees for installed systems, equipment, and technologies are paid and maintained throughout the contract period, with ownership and responsibility transferring to Eskom upon contract expiry or termination.

**11. Key Considerations**

- Maintenance Costs: These are recurring and should be budgeted annually.
- Replacement Costs: These depend on the lifespan of existing equipment and should be planned for as systems age or fail.

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## 12. Guarding Scope

### 12.1 The working times / Shifts

- a) Working times as determined by PSIRA – 48 hours per week
- b) The security service is required for the following:
  - i. 24 hours a day / 7 days a week on a two-shift cycle i.e., 06:00 to 18:00 dayshift and 18:00 to 06:00 night shift.
  - ii. A signed off reviewed list of Security guards 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, no short postings are allowed, and shift fill-ins to be immediately provided where shortages occur.
- 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.

## 13. Nature of services to be provided.

### 13.1 Static Guarding

The service provider ensures that fully trained and competent armed static guards (NKP Competency Training, certification, and accreditations) perform static guarding duties at Nooitgedacht, Vygeboom and Bosloop pump stations which are National key points. The static guarding function will include and is not limited to:

### 13.2 Access Control

- a) Access control activities at all pump stations (Vygeboom, Bosloop and Nooitgedacht/Wintershoek) that are NKP's, which prescribes that only AUTHORISED persons, vehicles, vessels, tools, equipment, objects, and materials shall be permitted to enter or leave Eskom installations or specific designated areas within the facility, building or property.
- b) For ease of reference the access control of which the security guards need to familiarise themselves with is managed by undertaking the following,
- c) Ensuring that there is a complete and accurate record and register of all individuals entering the site/workplace both during and after work hours.
- d) Ensuring every person entering the site/pump station premises, office, site, or area must have a legitimate reason to be present and must be positively identified and screened by security officials on entry and exit,
- e) Managing the removal of assets (both in and out of the site/pump stations)
- f) Testing all persons for Alcohol use/consumption on entry and exit
- g) Confirming visitors (using the visitor register on site, calling relevant Eskom person to verify ID, purpose etc)
- h) Searching of vehicles entering and exiting the Pump station.
- i) Induction will be given to guards regarding the access control procedures and processes for monitoring on the KWS sites.

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- j) All security guards must familiarise themselves with the site-specific procedures on access control including identifying of persons entering and searching of vehicles.
- k) The KWS Access control procedure guides the above.

#### **14. Control Room Establishment (at no cost to Eskom).**

- a) The awarded Supplier shall establish and maintain a control room in one of the nearest towns. The control room shall comply fully with PSIRA requirements and shall remain operational on a 24-hour basis, seven days a week.
- b) Eskom Security team will frequently visit the control room to check compliance as guided by PSIRA.
- c) The awarded supplier will be required to screen identified personnel for an established control room by submitting the WAG 1 forms to the Provincial NKP Secretariat.

#### **15. Patrols**

**Both foot and vehicle patrols teams, shall provide a real time guard monitoring or guard patrol capability. The service provider and the system shall be capable of generating monthly reports, in line with service delivery:**

- a) Execution of crime prevention patrols and armed response at the critical network infrastructure and hotspot areas including any other specified sites within regional boundaries.
- b) Visiting and patrolling of Eskom 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 Eskom assets from Eskom sites and network infrastructure.
- d) Perform armed response activities to substations, Eskom 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 Eskom.
- f) The patrol teams will be expected to report for duty at a specified Eskom site before commencement with patrol activities. Eskom reserves the right to change the reporting base within the boundaries of the allocated geographical area.
- g) The Komati Water Scheme Head of Security or his/her delegate reserves the right to re-direct crime prevention activities in his/her area of responsibility.
- h) No deviations from the operational plan without the authorization of the Eskom Head of Security or his/her delegate will be permitted.
- i) Patrol teams to utilize body-worn cameras while doing patrols and the recordings to be downloaded at the end of every shift.
- j) Patrol teams to ensure the Body-worn cameras are fully charged before every shift.
- k) Panic Button with armed response.

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**16. Foot Patrols within the Pumpstations**

- a) The static guarding function shall undertake foot patrols along the perimeter fences of pump stations (Vygeboom, Bosloop and Nooitgedacht/Wintershoek) that are NKP's and specific areas within the pump station.
- b) Identify, assess, and report any defects of the electric fence or inner or outer non-energised fence.
- c) Identify, assess, and report all security treats both within and outside the perimeter fence.

**17. Vehicle Patrol Security Patrol (To be undertaken by Grade B NKP Guards)**

The service provider shall provide fully trained and competent armed patrols security guards (Grade B) with NKP Competency, training, and accreditations to undertake these guarding duties along the servitudes, crime hot spots and other areas determined by the head of security and the contract manager. The patrol guarding function will include and is not limited to:

- a) Vehicle patrols using a 1-ton bakkie with 4x4 capability.
- b) Vehicle patrols shall be undertaken with a minimum of two Grade B security guards, which include supervisory visits between the pump stations, as well as servitude patrols,
- c) The servitude patrols shall include the entire (Komati Water Scheme pipelines which extends from Vygeboom Dam (near Badplaas) to Duvha Power Stations (Near Witbank), the Kendal to Kusile pipeline and the Matla to Kriel pipeline including and not limited to other hot spot areas as determined on an ad-hoc basis by the Eskom Head of Security.
- d) The service provider (Grade B security guard/supervisor) and the head of security shall agree upon the patrol plan for the week ahead by Friday of the current week.
- e) The kilometres travelled for these patrols will be determined from the agreed starting point or agreed overnight storing place of the vehicle on the KWS, which will include security meetings, investigations etc on the site. Any travel outside the scheme, or areas not approved by the head of security shall not be paid for by the employer.

**18. Tactical Response Team**

- a) The service will be required on an, as and when required bases, as per the identified security threat condition.
- b) The services shall include the armed escorting of Eskom/Contractor team when required.
- c) The armed escorting team shall be required to meet the Eskom employees at an Eskom site or predetermined place, escort, protect and monitor the Eskom employees for the required period on site, and safety return the employees to the predetermined drop off point.
- d) The armed security officers are to travel in their own company vehicle and provide protection to the Eskom employee/s.
- e) A 48-to-72-hour notice to the Security Service provider will be given, to ensure the availability of sufficient armed escorting personnel and vehicles. Requests be made by the appointed contracts manager. This will be informed by the Head of security onsite.
- f) The reimbursable kilometres are as per the AA rate and/or context included in the fixed priced of the vehicle or as per the negotiated rate for kilometre as per the contract that is reimbursed as per the patrol rate for kilometres as stipulated.

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- g) 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.
- h) The armed escort team must do the escorting in a tactically sound manner:
- i) Ambush positions must be secured before the Eskom members being escorted are allowed to proceed through the position.
- j) 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.
- k) The armed escort must take up a position for all round defence of the area where the Eskom employees are working and be constantly vigilant and conduct situation awareness.
- l) Each armed response vehicle must be equipped with 2 x fully always trained and equipped armed escort officers when service is rendered (driver and crew).
- m) The team will utilize one -2 vehicles to travel on any given day, all vehicles to the same site on the day, or different vehicles dispatching to different sites on any given day.
- n) Depending on the daily need between 2 to 4 fully trained & equipped armed escort officers and 1-to-2-armed response vehicles will be required.

### **18.1 Tactical Armed Response Vehicle Requirements**

- a) A road worthy all-terrain vehicle, 2 x 4 / 4x4 (4 door) suited for the terrain where Eskom employees will be travelling to.
- b) The vehicle must be equipped with a first aid kit and fire extinguisher.
- c) The vehicles should be armored (bullet proof) and equipped with panic buttons and a fixed radio base set.
- d) All armed escort vehicles must be equipped with a local global positioning system or Satellite Surveillance or any other system that would assist them.
- e) Vehicle contingency plan: The contractor shall have contingency plans in place to react immediately to any emergency request, vehicle breakdowns and vehicle accidents.
- f) A valid fuel card for repairs, fuel, and toll-fees.

### **18.2 Tactical Armed Response Security Officer Minimum Requirements**

- a) All Security officers must be registered with PSIRA at the required grade in compliance to PSIRA Act 2001 (Act No. 56 of 2001).
- b) All armed escorting officers must have Grade B/C with Armed Response.
- c) Tactical security officers Grade B/C with Armed response certification, contractor shall provide proof of PSIRA armed response certification.
- d) Have up to date SAPS Firearm competency certificates with strict adherence to the Firearms Control Act.
- e) Armed Security officers must always carry Company issued Firearm permits whilst on duty, as per the Firearm Control Act.
- f) Accredited valid training certificates with results (Regulation 21), Firearm Control Act, 2000 (Act No. 60 of 2000).
- g) Accredited Level 1 First aid and firefighting training.

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- h) Armed Security officers must have completed SASSETA business purpose training on the specific firearms they are expected to use:
  - 9mm pistols for self-defence.
  - Semi-automatic rifles for escort duties.
  - Only Company licensed firearms to be issued to Security Escort officers.
- i) Updated service record for the firearms and adequate ammunition to be issued.
- j) Valid South African driver's license (EB).
- k) Armed Escort Officer shall be physically and mentally fit to perform the nature of duties as detailed in this scope of works.
- l) Have the expertise to but not limited to legal aspects and the use and handling of firearms.
- m) Results of Criminal background checks (AFIS accredited service providers) of the Escort Officers not older than 3 months from the date of deployment. Reports shall be provided prior to the agreed upon deployment date.
- n) Security officers will be expected to sign a declaration of Secrecy before commencements of their duties in terms of this contract.
- o) Copies of signed PSIRA Code of Conduct of all Security Officers deployed at sites.
- p) 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 and the contractor held liable for any losses or damages incurred as a result thereof.
- q) Security officers must be able to read and write and express themselves well in English.
- r) Security Officers must be always sober.
- s) Security Officers must be issued with PPE and Safety shoes.
- t) Security Officers must be issued with Level 3 bullet-proof vests, handcuffs, torches with spare batteries, pocketbooks, and pens.
- u) Security Officers to be issued with mobile phones with adequate airtime.
- v) A register must be kept containing situation reports, incident reports and any communication mean with the armed escort team.

## **19. Technical Requirements, Competencies, and Accreditations required by the Service Provider-Static guarding and OBC.**

### **The Service provider must:**

- a) Be registered with the Registrar of companies, SARS, COID and PSIRA.
- b) Obtain NKP Service provider registration from the NKP Regulator for all indicated sites where services will be rendered.
- c) Be a well-established company and exist for at least 2 years.
- d) Have access to licensed firearms.
- e) Have access to a PSIRA and SASSETA registered training facility.
- f) Be able to supply, sustain and manage enough Security guards to satisfy the requirements of Eskom Komati Water Scheme.
- g) Security guards must be firearm competent with SAPS firearm competency for business purposes.

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- h) SAPS Firearm competency certificates and PSIRA identification cards must be carried whilst on duty at an Eskom site.

## 20. Resources provided by the service provider.

The resources required to perform this scope of work is tabled below. The resource list is informed by the KWS security plan, threat and risk assessment, and the current limitations on permanent Eskom Employees. The equipment (Vehicles and Panic Button) is priced outside the equipment that is required and included in the price schedule of the PSIRA rates. Refer to table 5 below for the guarding component of the scope -static guarding.

**Table 5: Resources to be provided by the service provider for the scope-guarding.**

Site Name	Static Guarding				Roaming Guarding		Equipment paid by Employer not included in PSIRA rate.		
	Dayshift Grade B	Nightshift Grade B	Dayshift Grade C	Nightshift Grade C	Dayshift Grade B Roaming between pump stations	Nightshift Grade B to be stationed at a predetermined pumpstation waiting to respond to emergencies	Panic Button	Patrol Vehicle	Body Cam
Nooitgedacht / Wintershoek Single site	1	1	4	4	2	2	2	Two off 4x4 vehicle to perform 8000 km (Crime and Emergency Response) and to perform patrols on KWS servitudes	38
Bosloop Pump Station	1	1	4	4			0	0	
Vygeboom Pump Station	1	1	4	4			0	0	
Servitudes and Pipelines	0	0			2	2	2	2 of 4x4 vehicle to perform 12 000 km patrols on the Kendal-Kusile, Kriel-Matla and other infrastructure	
Control Room (KWS Site monitoring)	1	1	1	1					
Total	4	4	13	13	4	4	4	Four vehicles to undertake 20 000 km of patrols	

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**NB** - Should the tenderer motivate for a different complement of resources; they should substantiate the reasons in the tender documents.

**NB** – the vehicle can be interchanged as needed; however, the total accumulative kilometers must not exceed the allowed contract kilometers.

**The service provider shall supply ESKOM with the following:**

- a) Detailed plan of home-work-home transport for its employees (where applicable) Transport of guards will not be on the back of bakkies/ or similar vehicles. Safety belts must be worn by all guards when transported.
- b) Detailed list of firearms and ammunition required for the job and appropriate magazines and holsters.
- c) List of all operational equipment as required and/ stipulated by Eskom.
- d) List of responsible individuals for the control and registry of service provider firearms during shift handovers.
- e) Medical and PSIRA certificates for each employee.
- f) Detailed plan to supply additional personnel in case of emergencies and special projects at Eskom.
- g) Detailed strike management plan and a list of manpower to counter shortfalls during labour actions.
- h) Fitness test/ medical competence and firearm competence certificates as stipulated by Eskom.
- i) The Service provider shall provide security guards who have the necessary qualification, skill and expertise and have passed appropriate training courses approved by the PSIRA. It is the inherent responsibility of the Supplier to ensure that the entire security guard's registration numbers are currently valid.
- j) The Service provider shall ensure that the security guards guard are neatly always attired in full uniform, and they must be provided with the equipment necessary for the efficient performance of their duties and responsibilities, to ensure the highest level of service to be rendered at any given time.
- k) The Service provider will ensure that the security guards are registered, trained, and qualified at the grade required by Eskom.
- l) The Service provider must comply with all relevant legislation: Acts, Provincial Ordinances or by-laws and Private Security Industry Regulatory Authority requirements.

**20.1 Security Guards (Grade B, C)**

- a) All Security guards guard must be registered with PSIRA at the required grade and registration valid.
- b) Security guards must be in possession of their PSIRA and company I.D card always.
- c) Armed Security guards must possess valid PSIRA Armed response certificates as well as a valid SAPS firearm competency certificates (issued by SAPS) and always carry it.
- d) Armed Security guards must always carry Firearm permits as per the Firearm control Act.
- e) Armed Security guards must have completed SASSETA business purpose training on the specific firearms they are expected to use,

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- f) Armed security guards should have undergone Regulation 21 training and continue to do so for at least once per year copies of Regulation 21 training results must be available on site.
- g) Security guards will be expected to sign a declaration of Secrecy before commencements of their duties in terms of this contract.
- h) Security guards will be expected to sign the PSIRA Code of Conduct, copies of signed Code of conduct must be available on site.
- i) Security guards shall be subjected to a criminal check screening process.
- j) Security guards 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 guards' automatic removal from Eskom site or duties.
- k) Security guards should be able to read and write and express themselves well in English.
- l) Security guards may be required to undergo a polygraph test as and when required.
- m) Security guards expected to perform driving activities as part of their tasks should have undergone driver training at an accredited institution.
- n) Security guards will not be allowed to access IT networks registries, communication networks or any sensitive/zoned areas even when responding to alarms.
- o) Security guards 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.
- p) No security guards are to be deployed in terms of this contract, before undergoing necessary Eskom induction, training, and assessments as well as criminal background checks.
- q) Eskom reserves the right to remove such Guards that have not complied with this requirement from their sites or duties as per this contract at the cost to the contractor.
- r) All security personnel are to be trained and equipped with correct PPE to comply to all relevant laws of the country, including appropriate body armour (Level III soft armour, Level IIISA special mix protection plates)

## 20.2 Supervision (Grade B)

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. 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 shift change.

## 20.3 Additional activities

- a) Inspection of the Occurrence Book daily (postings to be acknowledged and specified in the OB for each pumpstation, patrols, inspections etc. to be logged in detail), and escalating OB risks and treats to the Eskom Security Manager.
- b) Submissions of shift posting sheets to Eskom Security Operations Guard daily.
- c) Submission of patrol reports to Eskom Security Operation Guard daily.
- d) Execute alcohol testing of personnel prior to posting, non-compliance to be recorded in OB.
- e) Submit monthly safety statistic on monthly to the HOD.
- f) Provide feedback/meeting with HOD every Monday.

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- g) Update all pump station with new communication/covid 19/other risks on daily requirement/posting.
- h) Pipeline patrols as per agreed patrol schedule, which must at minimum include a weekly planned patrols of the Kendal to Kusile Pipeline, Matla to Kriel and other crime hot spots.
- i) Planned patrolling of other vulnerable sites and linear infrastructure as indicated by the KWS Security Guard Operations.
- j) Submit vehicle tracking records at each month end, to the HOD.
- k) To update personal file for all security weekly/compliance
- l) To submit vehicle lock sheet/check sheet, monthly time sheet
- m) To provide to HOD monthly safety starts, monthly report saps, vehicle visits, Incident, Alco test etc.
- n) Monthly meeting with supervisors/security guards and provide feedback to Head of Security and Contract Manager
- o) keep the security guards file update in term of compliance/Audit by PSIRA, NKP, Eskom, SAPS.
- p) monitor all contract security guards and report all their needs to their Line manager.
- q) arrange any training/refresher as per the requirement.
- r) Medical fitness records.
- s) Crime and near miss incident investigations including developing a response plan.

#### 20.4 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) Only factory ammunition to be issued, no remanufactured ammunition to be utilized at Eskom sites.
- c) Firearms to be connected to pistol lanyards issued to all deployed security officers whilst on duty.
- d) No company issued firearm is to be stored for safekeeping on any of the applicable Eskom sites.
- e) Technical maintenance certificates must be available for all issued firearms.
- f) Armed Security guards must have competency certificates for business purpose for the specific firearm in possession thereof.
- g) Security Company is responsible for providing firearms, ammunition, firearm safe and registers as per Firearm Act.
- h) Only company firearms licensed in the security service providers name may be utilised as per this contract.
- i) The contractor must ensure provision of equipment/facilities for making firearms safe. A procedure to that effect, should also be in place.
- j) Each armed security guard must be provided with two full (ammunition) magazines.
- k) The service provider must ensure that Security guard's private firearms are not utilised for their business purposes, in terms of this contract.

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- l) 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.

## 21. Shift Relief/ Hand Over Procedure

A formal Shift relief handover will be done daily as prescribed below:

- a) A Security guard shall not leave his/her post of duty unless his/her relief has arrived.
- b) The Security guard will not leave his/her post of duty until the delegated Eskom employee or security supervisor has arrived and is satisfied that all is in order.
- c) The security guard taking over must satisfy himself/herself that all is in order before accepting full responsibility. He/she must check that any equipment, torches, two-way radios, telephones, firearms, etc are on hand and in operational order. He/she must also ensure that all required registers are up to date and on hand. Should there be any keys on hand, these must also be checked.
- d) The security guard taking over duty must make an appropriate entry in the OB thereby verifying that all is in order at shift take-over. Any shortcomings must be reported to the security supervisor and Eskom Head of Security. It must also be recorded in the OB.
- e) The security guard going off duty and the one reporting for duty will do one foot patrol together to ensure that all is in order before duty is handed over.
- f) The Security guard going off duty must stay and witness the security guard taking over. He/she must make an entry in the OB stating his/her name and that he/she has handed over duty and full responsibilities to the new guard, stating his/her name. He/she must also state everything is in order and all equipment used is operational.
- g) The new Security guard must make an OB entry confirming that duty and responsibility have been taken over. He/she must also confirm that everything is in order and all equipment is on hand and operational.

**NB:** The Security Service providers' duties are not limited to the above but shall include any other legal security activities that Eskom may introduce to enhance security in the Operating Divisions, in line with the security services outlined here above and such activities shall be communicated to the Service provider in writing.

## 22. Training

All Security personnel deployed must be trained in terms of the various legislative requirements.

- a) Private Security Industry Regulatory Authority (PSIRA),
- b) National Key Point (NKP), Firearm Control Act (FCA).
- c) All Security personnel to comply with the annual continuation and refresher training in terms of the NKP and FCA.
- d) Training records for the year prior to contract commencement for all deployed security officers to be provided.
- e) Reg 21 Firearm training and NKP continuation training schedule to be provided on commencement of the contract for the applicable year, training results to be provided to the HOD as and when training is completed during the year.
- f) The Contractor's Human Resources and Industrial Resources policies and procedure such as sick leave, grievance hearings, disciplinary hearings, ethics, safety etc

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### 23. 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(two-way) radios, satellite radio, contracted cell phones, base radios, and push to talk (PTT).

- a) Where the site requires that two-way radios be part of the security equipment, these radios must be provided.
- b) The number of radios required will be determined by the Eskom Head of Security
- c) Battery chargers must also be provided to ensure that at no time the radios are inoperable due to flat batteries. The Service providers are to ensure that batteries should also be on site for use while the initial batteries are being charged.
- d) Such radios must be able to communicate with the Service Provider's control room on a 24-hour basis where necessary.
- e) Communication checks to be conducted weekly and confirmed in the OB daily.

### 24. Contingency plan

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

- a) Own Strike/Labour unrest amongst own staff.
- b) Community protests impacting shift changes and relief officers.
- c) Shortage of Manpower due to e.g., absenteeism, sick leave annual leave.
- d) Vehicle contingency plan: TSP shall have contingency plans in place to react immediately to any emergency request with regards to vehicle breakdowns and vehicle accidents for both escorting services and vehicles used for patrol duties.
- e) Equipment Failure e.g., Communication system.
- f) Infectious diseases for example Covid 19.
- g) Grievance procedure.

### 25. Security Registers

- a) The Security Service provider will be required to provide with the Occurrence books, Visitors and After-hours registers.
- b) Occurrence book to be correctly completed by Security guards and supervisors listing all occurrences and visits on site.
- c) Complete the OB to indicate the following:
- d) Shift start time, personnel postings,
  - a. Record inspection results and activities on hourly basis.
  - b. Report all emergencies and possible illegal activities to the designated managers.
  - c. Ensure that no unauthorised person enters the premises.
- e) Logging of Patrol of the facilities and perimeters of the site.

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- f) 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.
- g) 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.
- h) Security registers should be kept minimum of 3 years maximum of 5 years.
- i) Firearm movement register

#### **25.1 Other registers / documents include:**

- a) Posting Sheets
- b) Patrol reports
- c) Firearm hand over / take over register.
- d) Firearm permits.
- e) Firearm Discharge register
- f) Inspection Reports (weekly and monthly)
- g) Removal permits.
- h) Weekly, monthly inspection registers.
- i) Section report registers
- j) Monthly safety inspection register
- k) Meter reading register
- l) Pocket book
- m) Found property register.
- n) Removal permit register
- o) Take meter readings in the pump station (daily)
- p) Stock control register

#### **26. Incident 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 (including incidents in terms of the Occupational Health and Safety Act), should be reported immediately, and within 24 hours and a preliminary investigation report (Flash report) provided. A final Incident investigation report must be complete within Seven (7) days.
- c) Crime incidents shall be investigated, and a report should be submitted timeously to the Eskom Head of Security and Eskom Security contracts manager.
- d) The SAPS must be contacted immediately only for criminal incidents or suspected ongoing criminal activities.
- e) Weekly status reports are to be supplied by the service provider.
- f) 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.

#### **27. Response to emergencies**

An "emergency" is any incident or actions that require the evacuation of a site/ affected area.

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- a) Assist in emergency situations as instructed by the Head of Security as per site specific emergency plans.
- b) Assist in executing the evacuation procedures as applicable to the site.
- c) Ensure that all persons, employees, information, and assets are protected.
- d) Appropriate training in safety evacuation and emergency procedures
- e) Emergency contact numbers will be made available by Head of Security and can be found in the site control room of which security personnel must familiarise themselves with.

## 28. 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 at commencement of the contract.

- a) List of all potential security guards intended to be deployed on Eskom sites in terms of this contract.
- b) Certified ID copies and PSIRA certificates of all security guards.
- c) Copies of NKP competency certificates and or NKP training results for those still awaiting their issuing of NKP competency certificates.
- d) List of all firearms to be used and certified copies of the licenses.
- e) Certified copies of all Security guards' SAPS firearm competency certificates.
- f) Certified copies of SASSETA business purpose training certificates for all armed Security guards.
- g) Certified copies of the company and Directors PSIRA registrations certificates.
- h) Criminal check records as proof that the Security guards have not been convicted of any criminal offence.
- i) Certified copies of Advance driving course, for all drivers.
- j) A list of all vehicles and maintenance records for vehicles to be used as per this contract.
- k) Driver risk profiles must be submitted for every driver as per this contractor.
- l) A compressive risk assessment and a site risk assessment report for all sites.
- m) Emergency Preparedness procedure with relevant contact details.
- n) Equipment list per site.
- o) Standard operating procedures per site to include the following but not limited to and should be approved by Eskom representative before application:
  - p) Wearing of uniform standard.
  - q) Communication procedure.
  - r) Firearm handling procedure.
  - s) Shift changes.
  - t) Response process.
  - u) Compliance to Covid 19 standards and requirements
  - v) Grievance procedures and sick leave procedures

## 29. The Employer's Requirements

The *Employer's* requirements in general are:

- a) The Employer requires the Contractor to provide personnel with appropriate and suitable skills to perform the scope in accordance with this scope.

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- b) The Employer requires the Contractor to adhere to the applicable schedules.
- c) The Employer requires the Contractor to attend kick-off, reviews, and progress meetings.
- d) Provisions must be made by the Contractor in the tender for replacement and replenishment of equipment to be supplied. Asset registers of such equipment shall be maintained by the service provider and shall be audited by Eskom from time to time.
- e) The Contractor to adhere and support the SD and L concept to purchase local within limits regarding availability.
- f) The Employer will provide access to the Contractor at a designated area determined by the Employer.
- g) The Contractor maintains the Working Areas and appropriate access roads in a safe and favourable working condition.
- h) The Employer's safety officers inspect the Contractors' Working Areas and Facilities for compliance to Eskom standards.

### 30. Safety Requirements

- a) All vehicles utilized to transport staff, must be fitted with SABS approved seatbelts.
- b) No transporting of persons on open /Vehicle shall be allowed.
- c) The Service provider is responsible to ensure that the security guards deployed at Ad-hoc sites have access to a shelter, water, and sanitation.
- d) All Security guards should receive a safety induction before they can be deployed on Eskom sites.
- e) 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.
- f) Open fires, the use of bar heaters and hotplates as heaters at Eskom sites, is totally prohibited.
- g) Security guards should observe the provisions of the Criminal procedure Act and all relevant legislation regarding the use of minimum force. Security guards 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.

### 31. Operational equipment requirements including PPE etc.

The service provider must have a 24-hour dedicated control room in the Mpumalanga province.

The following equipment is standard issue, and it is at the Service Provider's s cost to ensure that all security guards are issued with the equipment to perform their duties on Eskom sites:

- a) Baton, Pepper spray (full and working) and Pocket Book.
- b) Torches per guard with fully charged batteries or provided with charger on site. Communication devices e.g. Two-way radios/PPT with chargers and linked to the service providers control room for reliable and effective communication or alternatively Company Contracted Cell phones (devices capable of sending WhatsApp messages with camera function) with chargers to be able to communicate with contractor control room effectively.
- c) Handcuffs.

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- d) Security Supervision 1 visit per shift.
- e) Fire extinguishers for vehicles.
- f) First aid kits.
- g) Real time guard monitoring devices/ systems and reporting capability.
- h) Access control services such as Breathalyzer testing and access control monitoring.
- i) Bullet proof vests (Level III Special SA Mix) as per specification.
- j) Security uniforms.
- k) Safety shoes preferably combat boots as a precaution for snake bites.
- l) Panic Button with armed response.
- m) Neat, clean, covered and properly bonded Security Registers on site.
- n) First Aid Kit as per General Safety standard 3.4 per site must be inspected monthly to ensure all contents are still intact, usable and expiry date checked. The replenishment of the kit contents is at the cost of the security contractor.
- o) Training and refresher training of security guards on First Aid, Fire Fighting, Use of Fire Extinguisher, and Substance screening and testing must be conducted at the cost of the security contractor.
- p) Security Company uniform for all types of weather, reflective jacket with company logos.
- q) Bullet-proof vests SA MIX 111 SABS per guard. Tenderers to refer to specification guideline.
- r) A live guard monitoring system with adequate coverage of the entire Eskom facility monitored by the Service Provider control room.
- s) The service provider must have a 24-hour dedicated control room in the province or vicinity where they intend tendering.
- t) Proof of address must be submitted with the tender documents.
- u) The control room will be inspected by a designated Eskom Security official during the evaluation of the tender.
- v) The business premises must be registered with PSIRA as a security business at that location.
- w) The control room must have an electronic two-way radio base set that is connected to a radio network, which enables radio communication to the sites and patrol/response vehicles through the province.
- x) SABS approved Firearm safes.
- y) Emergency Radio's with spare battery in the case of power failure.
- z) Operational computer with email facilities and capable of doing live tracker monitoring to ensure that the security guard patrols the designated area regularly.
- aa) The Control room must have a minimum of two controllers per shift.
- bb) The registered premises must have an administration guard from Monday to Friday during normal office hours.
- cc) The control room must have strict access control, and it must be according to PSIRA standards. A PSIRA certificate regarding the control room standard must be submitted with the tender documents.
- dd) Guards must be paid equal to the above-mentioned PSIRA salary rates. Proof of the salary rates of the service provider must be submitted with the tender documents.
- ee) All personnel must belong to a provident fund. A compliance letter from the fund must be attached to the tender.

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- ff) The Service Provider must submit proof of a Public Liability Insurance Policy to the value of at least R15 Million providing cover against all claims (including claims related to the use or misuse of firearms), against Eskom, Contractor, or its employees.
- gg) The Service Provider must have at least four vehicles (Dedicated to the Eskom contract) in road-worthy condition and must submit a certified copy of the registration certificate and road worthy certificate of the vehicles. Where a Service Provider leases a vehicle a copy of the lease agreement must accompany the tender documents.
- hh) The vehicles provided should not be more than 20000 km, and not more than one year old at the inception of the contract.
- ii) Where one of the vehicles is being serviced or is under maintenance a replacement vehicle should be made available.
- jj) An inspection by Eskom Security personnel will be carried out after the closing date of the tender.
- kk) A list of equipment shall be fully specified as per sites requirements in the bill of quantities (BOQ). Eskom will provide specifications for mobile guard houses and facilities.
- ll) Service providers must supply this on an "as and when" required basis.
- mm) The specification will be determined per the task order. All vehicles must be equipped with a local global positioning system or any other vehicle tracking device or system however,
- nn) All security guards' equipment /site requirements listed below shall form part of the scope for the provision of security services and shall be covered in the overhead fee and profit percentage payable to the supplier to ensure that the guards are fully equipped to perform their duties.

### **32. Occupational Health and Safety Requirements**

The supplier shall provide the following:

- a) Occupational Health and Safety appointments in accordance with the Occupational Health and Safety act.
- b) Approved safety plan.

### **33. Salaries and Payment**

Security Service Providers 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.

### **34. Transportation of Security Guards**

Eskom shall not pay additional costs for the transportation of guards to and from work as these are provided for in the 20% overhead fee for security services.

### **35. Manpower and other resource requirements**

All Security guards, equipment, tools, and training deployed by the Service Provider to Eskom sites must comply and adhere to Eskom policies and all relevant national legislations.

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**36. Continuous Improvement**

Regular performance reviews will be conducted to assess progress and identify areas for improvement.

**37. Contract Management and Accountability**

- Regular performance reviews will be conducted to assess the achievement of outcomes.
- Failure to meet agreed-upon outcomes will result in penalties, performance improvement plans, or contract termination.
- Service providers must continuously propose and implement innovative solutions to improve security outcomes.

**38. Non-Performance****Table 6: Schedule of Deficiencies/ Penalties-Static guarding**

Item	Deficiency / Penalty	1 <sup>st</sup> Incident	2 <sup>nd</sup> Incident	3 <sup>rd</sup> Incident	4 <sup>th</sup> incident
1	Guard/s not posted on duty as agreed, i.e., short posting.  (Frequency per incident)	<ul style="list-style-type: none"> <li>• Contractor must rectify the deficiency within one hour of notification.</li> <li>• Total shift cost payment shall be deducted from month end invoice equals to the number of short postings for the service not rendered.</li> <li>• Penalty fee of R1000 in addition for each short posting per shift</li> <li>• Written early warning notification process.</li> </ul>	<ul style="list-style-type: none"> <li>• Pro- rata shift cost payment shall be deducted from month end invoice equals to the number of short postings for the service not rendered.</li> <li>• Penalty fee of R1000 in addition for each short</li> <li>• Issue NCR</li> </ul>	<ul style="list-style-type: none"> <li>• Pro- rata shift cost payment shall be deducted from month end invoice equals to the number of short postings for the service not rendered.</li> <li>• Penalty fee of R1000 in addition for each short</li> <li>• 2<sup>nd</sup> &amp; 3<sup>rd</sup> Written notification of non-compliance (NCR).</li> </ul>	<ul style="list-style-type: none"> <li>• Pro- rata shift cost payment shall be deducted from month end invoice equals to the number of short postings for the service not rendered.</li> <li>• Penalty fee of R1000 in addition for each short</li> <li>• 4<sup>th</sup> Written notification of non-compliance (NCR) &amp; Recommend to Supplier Review Committee.</li> </ul>
2.	Guards intoxicated or under the influence of liquor / drugs	<ul style="list-style-type: none"> <li>• Remove permanently from site and blacklist him/her from other BU's.</li> <li>• Contractor must replace within an hour of notice.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove permanently from site and blacklist him/her from other BUs.</li> <li>• Contractor must replace within an hour of notice.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove permanently from site and blacklist him/her from other BUs.</li> <li>• Contractor must replace within an hour of notice.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove permanently from site and blacklist him/her from other BUs.</li> <li>• Contractor must replace within an hour of notice.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Written Early warning.</li> <li>• Failure to replace, Total shift cost payment shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• Failure to replace, Total shift cost payment shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Written Early Warning.</li> </ul>	<ul style="list-style-type: none"> <li>• Failure to replace, Total shift cost payment shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Written Early warning and Issue NCR</li> </ul>	<ul style="list-style-type: none"> <li>• Failure to replace, Total shift cost payment shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Issue NCR</li> </ul>
3	Refusal to comply with lawful instruction	<ul style="list-style-type: none"> <li>• Remove permanently from site per incident.</li> <li>• Contractor must replace within an hour of notice.</li> <li>• shift cost payment shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove permanently from site per incident.</li> <li>• Contractor must replace within an hour of notice.</li> <li>• shift cost payment shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Written Early warning and Issue NCR</li> </ul>	<ul style="list-style-type: none"> <li>• Remove permanently from site per incident.</li> <li>• Contractor must replace within an hour of notice.</li> <li>• shift cost payment shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Issue NCR</li> </ul>	<ul style="list-style-type: none"> <li>• Remove permanently from site per incident.</li> <li>• Contractor must replace within an hour of notice.</li> <li>• shift cost payment shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Issue NCR</li> </ul>
4.	Sleeping on duty	<ul style="list-style-type: none"> <li>• R500 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R500 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Early warning notification process</li> </ul>	<ul style="list-style-type: none"> <li>• R500 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• If this practice continues, issue NCRs.</li> </ul>	<ul style="list-style-type: none"> <li>• R500 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• If this practice continues, issue NCRs.</li> </ul>
5.	Gross negligent by security officer in the performance of their duties	<ul style="list-style-type: none"> <li>• Permanent removal from Eskom</li> <li>• Issue NCR</li> <li>• Eskom Security Manager must</li> </ul>	<ul style="list-style-type: none"> <li>• Permanent removal from Eskom</li> <li>• Issue NCR</li> </ul>	<ul style="list-style-type: none"> <li>• Permanent removal from Eskom</li> <li>• Issue NCR</li> </ul>	<ul style="list-style-type: none"> <li>• Permanent removal from Eskom</li> <li>• Issue NCR</li> </ul>

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		call for a meeting with the security contractor Site Supervisor to discuss the incident and lesson learnt.			<ul style="list-style-type: none"> <li>• Recommendation for supplier Review</li> </ul>
6	Desertion of post by Security Officer	<ul style="list-style-type: none"> <li>• Penalty of R1000 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Early warning notices to the contractor</li> </ul>	<ul style="list-style-type: none"> <li>• The penalty of R1000 cost deduction shall be deducted from the month end invoice equals the number of incidents detected.</li> <li>• Early warning notices and Issue NCR to the contractor</li> </ul>	<ul style="list-style-type: none"> <li>• Penalty of R1000 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Issue NCR</li> </ul>	<ul style="list-style-type: none"> <li>• Penalty of R1000 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> <li>• Issue NCR</li> <li>• Same penalty to be followed per frequency of incidents</li> <li>• Recommend Supplier for Review</li> </ul>
7.	Security officer late for duty	<ul style="list-style-type: none"> <li>• Pro rata shift cost deduction per SO per incident</li> </ul>	<ul style="list-style-type: none"> <li>• Pro rata shift cost deduction per SO per incident</li> <li>• Penalty fee of R500 per incident in addition.</li> </ul>	<ul style="list-style-type: none"> <li>• Pro rata shift cost deduction per SO per incident</li> <li>• Penalty fee of R500 in addition.</li> <li>• this practice continues, issue NCR's</li> </ul>	<ul style="list-style-type: none"> <li>• Pro rata shift cost deduction per SO per frequency per incident</li> <li>• Penalty fee of R1000 in addition.</li> <li>• <b>this practice continues, issue NCR's</b></li> </ul>
8.	Security officer not fully dressed in company Uniform (e.g. wearing own jersey)	<ul style="list-style-type: none"> <li>• R250 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R250 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R250 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R250 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>
9.	Security officer without a functional torch or spotlight	<ul style="list-style-type: none"> <li>• R50 cost deduction shall be deducted from month end invoice equals to the number of</li> </ul>	<ul style="list-style-type: none"> <li>• R50 cost deduction shall be deducted from month end invoice equals to the number of</li> </ul>	<ul style="list-style-type: none"> <li>• R50 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R50 cost deduction shall be deducted from month end invoice equals to the number of</li> </ul>

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		incidents detected.	incidents detected.		incidents detected.
10	Security officials body cameras (not issued / not wearing / camera offline)	<ul style="list-style-type: none"> <li>• R1000 cost deduction shall be deducted from month end invoice equal to the number of body cameras issued / not worn per shift</li> </ul>	<ul style="list-style-type: none"> <li>• R1000 cost deduction shall be deducted from month end invoice equal to the number of body cameras issued / not worn per shift</li> </ul>	<ul style="list-style-type: none"> <li>• R1000 cost deduction shall be deducted from month end invoice equal to the number of body cameras issued / not worn per shift</li> </ul>	<ul style="list-style-type: none"> <li>• R1000 cost deduction shall be deducted from month end invoice equal to the number of body cameras issued / not worn per shift</li> </ul>
11	Security officer or site without a functional radio or PTT	<ul style="list-style-type: none"> <li>• R100 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R100 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R100 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R100 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>
12	Security officer not armed during one shift	<ul style="list-style-type: none"> <li>• R750 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R750 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R750 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R750 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>
13	Non availability of patrol vehicles during shift	<ul style="list-style-type: none"> <li>• R750 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R750 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R750 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>	<ul style="list-style-type: none"> <li>• R750 cost deduction shall be deducted from month end invoice equals to the number of incidents detected.</li> </ul>
14	Incidents relating to loss due to theft/ damage of property during deployment to / in areas assigned as per SOW	<ul style="list-style-type: none"> <li>• Recovery of losses via</li> <li>• Eskom Finance issuing an invoice for the loss</li> <li>• Written warning</li> <li>• Loss recovery Criteria for recoveries from</li> </ul>	<ul style="list-style-type: none"> <li>• As per preceding column, Issue NCR.</li> <li>• Loss recovery Criteria for recoveries from the contractors in terms of the SoW will form part of the NEC document.</li> </ul>	<ul style="list-style-type: none"> <li>• As per preceding column.</li> <li>• Issue NCR.</li> <li>• Loss recovery Criteria for recoveries from the contractors in terms of the SoW will form part of the NEC document.</li> <li>• Per incident</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing incidents (NCR).</li> <li>• Recommend for Supplier Review Committee</li> </ul>

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		the contractors in terms of the SoW will form part of the NEC document.	<ul style="list-style-type: none"> <li>Per incident</li> </ul>		
15	Non detection of security breaches/losses	<ul style="list-style-type: none"> <li>Penalty criteria to form part of NEC document</li> </ul>	<ul style="list-style-type: none"> <li>Penalty to be imposed on non-detection of security breaches &amp; incidents.</li> </ul>	<ul style="list-style-type: none"> <li>Penalty to be imposed on non-detection of security breaches &amp; incidents.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing incidents (NCR)</li> <li>Recommend for Supplier Review Committee</li> </ul>
16	Non - Compliance to regulatory and legislative requirements (PSIRA, FCA, NKP, etc)	<ul style="list-style-type: none"> <li>Remove the security officer non-compliance.</li> <li>Total shift cost deduction</li> <li>Written early warning.</li> </ul>	<ul style="list-style-type: none"> <li>Remove the security officer non-compliance.</li> <li>Total shift cost deduction</li> <li>Issue NCR.</li> </ul>	<ul style="list-style-type: none"> <li>Remove the security officer non-compliance.</li> <li>Total shift cost deduction</li> <li>Issue NCR.</li> </ul>	<ul style="list-style-type: none"> <li>Remove the security officer non-compliance.</li> <li>Total shift cost deduction</li> <li>Issue NCR.</li> <li>Recommend for Supplier review</li> </ul>

### 39. Acceptance

This document has been seen and accepted by:

Name	Designation
Lee-Ann Pervaiz	Senior Advisor Water Scheme Management
Dan Govender	Middle Manager Water Operations
Vathiswa Mati	Senior Advisor Water Scheme Management
Fannie Shongwe	Officer Security Operations
Tersia Walton	Officer Water Operations
Monette Roets	Middle Manager Security Operations
Tessa Sibeko	Senior Advisor Security Operations
Njabulo Makhanya	Senior Engineer
Frits Thuynsma	Chief Technologist
Anesh Surendra	Middle Manager Engineering
Remone Govender	Senior Manager: Security Solutions Physical
Matsobane Phosa	Senior Advisor Security Solutions (Physical)
Julian Moses	Senior Advisor Armoury

### 40. Development Team

- Matsobane Phosa: Senior Advisor: Security Solutions
- Lee-Ann Pervaiz: Senior Advisor: Water Scheme Management
- Dan Govender: Middle Manager Water Operations

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- Tersia Walton: Officer Water Operations
- Fannie Shongwe: Officer Security Operations
- Vathiswa Mati: Senior Advisor Water Scheme Management
- Tessa Sibeko: Senior Advisor Security Operations
- Frits Thuynsma: Chief Engineer
- Njabulo Makhanya: Senior Engineer

**41. Acknowledgements (if applicable)**

Not applicable.

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