

	Scope of Work	Camden Power Station
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Title: The Provision of Security Tactical Response and Special Operations for the period of 48 months at Camden Power Station

Document Identifier: 240-164201973

Alternative Reference : N/A
Number:

Area of Applicability: Security

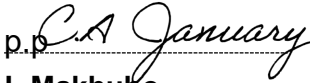
Functional Area: Security

Revision: 2

Total Pages: 34

Next Review Date: N/A

Disclosure Classification: Controlled Disclosure

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1. Introduction

Camden Power Station is designated as a Nation Key Point in terms of the NKP Act and is subjected to be safe guarded by security officers who have been trained in terms of the said NKP act, PSIRA, Firearm Act and SASSETA Act. Eskom Holdings SOC Ltd invites qualified and experienced service providers to submit proposals for the provision of Outcome-Based contracts. This scope of work is for the purpose of outlining the services needed to protect Eskom Camden Power Station assets and the way the operation should be conducted by the service supplier. The services will be provided by an outsourced supplier on an Outcome Based Contracts Model (OBC).

2. Supporting Clauses

2.1 Scope

The scope of work (SOW) specifies the required services to be rendered by the Supplier for a period specified and conditions for the acceptance of such a contract.

2.1.1 Purpose

The purpose of the scope of work is to procure a security services that is aligned to the outcome-based contract model to protect Eskom Camden Power Station assets and personnel through measurable performance outcomes. The Scope of Work (SOW) for an Outcomes-Based contract goes beyond listing services. It clearly defines the results to be achieved, the assets to be protected, the underlying principles, and the specific activities required to deliver those outcomes.

2.1.2 Applicability

This document is applicable to security department at Camden Power Station.

2.1.3 Effective date

This document is effective as of date of authorisation.

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2.2 Normative/Informative References

2.2.1 Normative

- [1] 32-1034: Eskom Procurement Policy
- [2] 32-727: Safety, Health, Environment and Quality (SHEQ) Policy
- [3] ISO 9001 Quality Management Systems
- [4] ISO 18788: 2015 Management System for Private Security Operations
- [5] Occupational Health and Safety Act 85 of 1993
- [6] Prevention of Organised Crime Act 121 of 1998
- [7] Protected Disclosures Act 26 of 2000
- [8] The Promotion of Access to Information Act 2 of 2000
- [9] Critical Infrastructure Protection Act 8 of 2019
- [10] National Key Points Act and Regulations, Act 102 of 1980
- [11] National Key Points Directive, CS/OPS/NSP/P/329/1/B
- [12] The Criminal Procedure Act 51 of 1977
- [13] Firearms Control Act 60 of 2000
- [14] National Strategic Intelligence Act 39 of 1994
- [15] Eskom's Procurement and Supply Chain Management Policy 32-1033
- [16] Private Security Industry Regulation Act and Regulations, Act 56 of 2001
- [17] Private Security Industry Levies Act 23 of 2000
- [18] Eskom's Procurement and Supply Chain Management Procedure 32-1034
- [19] Integrated Risk Management Policy 32-86
- [20] Safety, Health, Environment and Quality (SHEQ) Policy 32-727
- [21] Eskom Incident Management Procedure 32-95
- [22] Eskom Delegation of Authority Policy 240-62072907
- [23] Employment Equity Act 55 of 1998

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- [24] The Eskom Code of Ethics 32-527
- [25] Security Service Provider Code of Conduct (PSIRA)
- [26] PFMA Reporting Procedure rev 2 32-92
- [27] Protection of Personal Information Act 4 of 2013 (POPIA)
- [28] Animal Act 7 Of 1991.
- [29] Performing Animal Protection Amendment Act (Act 4 of 2016).
- [30] Eskom Framework for physical security guarding services.
- [31] Implementation of Eskom Outcome Based Contracts Security Tender
- [32] Security Vetting Policy 32-0122M
- [33] Contractor Access Control Standard 32-0126M
- [34] 32-86: Integrated Risk Management Policy
- [35] 32-84: Security Risk Management Policy
- [36] 32-139: The Control of Eskom Firearms and Ammunition
- [37] 32-95: Safety, Health, and Environmental Incident Management Procedure
- [38] 23-727: Safety, Health, Environment, and Quality Policy
- [39] 32-144: Safekeeping of Private Firearms and Ammunition
- [40] 32-1138: Handling and Safe Practices for Private Firearms and Ammunition on Eskom Premises
- [41] 32-1300 Process Control Manual for Access Control in Eskom
- [42] 559-970769434 Scope of work Statement for Guarding contracts guideline document
- [43] ISO 9001 Quality Management Systems.
- [44] 559- 620181114 Eskom Body-worn camera standard
- [45] South African Civil Aviation Authority Act, 1998 (Act No 40 of 1998)
- [46] Remotely Piloted Aircraft Systems (Part 101) Regulations

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2.2.2 Informative

- [1] Act 31 of 2002, The Immigration Act
- [2] Act 6 of 1959, The Trespass Act
- [3] Act140 of 1992, The Drugs Act
- [4] Act 71 Of 1968, Dangerous Weapons Act
- [5] Control of Access to Public Premises and Vehicles Act, No. 53, 1985
- [6] Protection of Constitutional Democracy against Terrorists and Relative Activities, Act 33 of 2004
- [7] Constitution of the Republic of South Africa, 1996
- [8] Public Finance Management Act 1 of 1999
- [9] Protection of Information Act 84 of 1982
- [10] Prevention and Combating of Corrupt Activities Act 12 of 2004
- [11] Labour Relations Act 66 of 1995
- [12] Basic Conditions of Employment Act 75 of 1997
- [13] Basic Conditions of Employment Act 75 of 1997: Sectoral Determination 6: Private Security Sector

2.3 Definitions

Contractor / Supplier	The Contractor / Supplier who is awarded the contract and will deliver the services outlined in the document.
Employer	Refers to Eskom, Camden Power Station
Services Manager	The employee nominated by Eskom, Camden Power Station who manage the above listed TSC3 contract for the stated goods / Services strictly in accordance with the conditions of contract stated in the Contract Data

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Accountability	Accountability, in terms of ethics and governance, is equated with answerability, culpability, liability, and the expectation of account-giving.
Asset	Anything that has tangible or intangible value to the organisation.
Security manager (SM)	The most senior security Officer employed at a business unit.
Competence	The ability to apply knowledge and skills to achieve intended results.
Consequence	The outcome of an event that affects objectives.
Contract	An agreement between two or more parties, one being Eskom, with the intention of creating rights and obligations with legal consequences or effect, as amended from time to time.
Divisional security manager	The Security Middle Manager (Task Grade M17 and above) responsible at divisional level for co-ordinating and advising on the security function in that division or business.
Incident	An event with consequences that have the capacity to cause a loss of life, harm to assets, a physical security breach, or a loss of assets and have a negative effect on human rights and/or the fundamental freedoms of internal or external stakeholders or any event that poses a threat to the security of the assets of an organisation.
Contract Manager	The person responsible in the security Department appointed to manage the security service provider.
Non-compliance/Nonconformity	The non-fulfilment of applicable legislative, regulatory, or organisational requirements such as Eskom's approved security policies, standards, directives, procedures, work instructions, and standard operating procedures.

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Non-performance	A non-fulfilment of applicable performance standards and Eskom's approved security policy standards, directives, procedures, work instructions, and standard operating procedures.
Penalties	Deductions and recoveries for non-compliance in terms of the contract (shortages and unavailability of resources).
Private security service provider	An entity or organisation that conducts or contracts security operations and whose business activity includes the provision of security services, either on its own behalf or on behalf of another such entity or organisation.
Responsibility	Responsibility is held by the individual who carries out an activity or performs the work. While there may be additional roles delegated to support the required tasks, at least one role bears the responsibility for the specified work.
Regulatory training and Assessments	Adherence to statutory and regulatory compliance to NKP Act, Firearms control Act, Psira Act and OHS Act.
2-Man rule	A security officer may not be posted at any post alone nor may a security officer go out on patrol (vehicle and foot) alone there must always be a minimum of two security officers
Tender	Refers to an open or closed competitive request for quotations / prices against a clearly defined scope / specification.
Control Centre	Where alarms and CCTV footage are monitored and needed response/s initiated from. The alarms and CCTV footage can be aggregated to a national security control centre that can initiate requisite actions from a national perspective.

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2.4 Abbreviations

Abbreviation	Explanation
CCTV	A system consisting of camera equipment, storage, monitoring and associated equipment for transmission and controlling purposes.
NKP Act	National Key Point Act
PSIRA	Private Security Industry Regulatory body.
SASSETA	Safety and Security Sector Education and training Authority
SOW	Scope of work
BOQ	Bill of quantities
OBC	Outcomes-Based contract
FCA	Firearm Control Act
NDO	Normal Day Off
DH	Dog Handler
SACAA	South African Civil Aviation Authority
VLOS	Visual line of sight
ROC	Remote Operator Certificate
RPL	Remote Pilot License
SANDF	South African National Defence Force
APA	Animal Protection Act
SOP	Standard Operating Procedure

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Abbreviation	Explanation
SHE	Safety Health and Environment
OHS	Occupational Health and Safety
TRA	Threat Risk Assessment
UASOC	Unmanned Aircraft System Operating Certificate
UASLA	Unmanned Aircraft System Letter of Approval

2.5 Roles and Responsibilities

- Contract Manager shall manage and administer the contract for the provision of security services for Tactical Response Team and Special Operation for a period of **48** months at Camden Power Station.
- Security department shall use this document for the procurement of contract security services.
- The security manager shall ensure that this SOW is in line with requirements of the OBC model, Eskom Policies and Security Procedures at the BU level.

2.6 Process for Monitoring

- Security department will ensure compliance to this document.

2.7 Related/Supporting Documents

N/A

3. SCOPE OF WORK

The scope outlines the required service for the Provision of Security Tactical Response and Special Operation for a period of 48 months at Camden Power Station as follows:

- The supply of armed security tactical response and special operations.

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- The supply of security surveillance aerial drone for **as and when required**.
- The supply of mobile ablution facility for **as and when required**.
- The supply of Canine Dog Unit.
- Supply of security Tactical response Officers with bodycams.

Note: Camden has successfully installed the following security systems:

- Electronic access control system
- Biometric system in the management office.
- Station Perimeter fence: CCTV Project is in execution almost 80% of the work has been completed.
- CCTV Cameras in Critical identified area as per station TRA. (NKP and None NKP areas)

Note: There is a project (security technology) underway to cover security challenges as identified by the station to install CCTV and biometric access in the following areas

These areas include but are not limited to:

- 16 x Equipment Rooms
- Computer Rooms
- Control Rooms
- Switchgear Rooms
- IT Server Rooms
- Materials Management and Procurement

3.1 GENERAL PROVISIONS

3.1.1 All-Inclusive Service Delivery

- All security equipment, vehicles, firearms, ammunition, uniforms, communication devices, **Body worn cameras**), PPE personal protective equipment (Body armour soft vest & hard plates Level 3 protection), guard monitoring systems, mobile surveillance systems and operational tools shall be included in the contract price.
- No startup costs, equipment deposits, or additional charges will be permitted.

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- Service provider assumes full responsibility for all operational expenses including fuel, maintenance, insurance, and consumables as well as employee transportation to and from work.
- PSIRA regulations mandate that security equipment costs be incorporated into service fees, not charged separately.

3.1.2 Legislative and Regulatory Framework

3.1.2.1 National Key Points Act Compliance

As a designated National Key Point under the National Key Points Act 102 of 1980, Camden Power Station is subject to stringent regulatory requirements that mandate comprehensive protection of strategic infrastructure. The Act empowers the Minister of Police to declare and protect sites of national strategic importance against sabotage, espionage, and other threats that could compromise national security or economic stability. This designation places specific obligations on Eskom as the facility owner, including the implementation of approved security measures as identified in the **SAPS GSR ASSESSMENT** and includes the maintenance of occurrence books for incident recording, and immediate notification of security breaches to relevant protecting authorities. Adherence to prescribed training standards according to the NKP Act and Firearm Control Act.

The National Key Points framework requires that all security measures implemented at a NKP like Camden must align with prescribed **SAPS GSR ASSESSMENT, Minimum Physical Security Standard (MPSS) and other** standards for perimeter protection, access control, surveillance systems, and personnel vetting procedures. Non-compliance with these requirements can result in severe legal consequences, including prosecution under national security legislation. Furthermore, the Act mandates that security upgrades and modifications must receive prior approval from designated authorities, ensuring that proposed solutions meet national security standards while maintaining operational effectiveness.

- All Service Providers to be registered with the NKP or be in possession of a valid letter from SAPS issued by the NKP office indicating the company's application for registration to offer services at Camden Power Station (a National Key Point).
- All Security Personnel deployed at the National key point must be NKP registered under the Company's name for Camden power Station.

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- All Security Personnel deployed at the National Key Point are required to undergo the annual NKP refresher training, proof of training and training results will be provided to the Security manager on completion of training.
- Sufficient firearms must be registered in the service providers company name and to ensure compliance in respect of the requirements of the National Key point Act, Firearms Control Act and Eskom firearm standards.

3.1.3 PSIRA Regulatory Compliance

All security service providers contracted to operate at Camden Power Station must demonstrate full compliance with the Private Security Industry Regulation Act 56 of 2001. This legislation establishes the Private Security Industry Regulatory Authority (PSIRA) as the governing body responsible for regulating all aspects of private security operations in South Africa. Compliance requirements include company registration, individual registration of security personnel, adherence to prescribed training standards, and maintenance of operational records that meet regulatory specifications.

- The Service provider(s) must be registered with PSIRA
- All security personnel must hold a valid Psira registration, typically Grade C or higher, with an added endorsement or competency for Armed Response / Cash in Transit.
- The Directors must be registered with PSIRA with a minimum of Grade B.
- All Security Personnel deployed at the National Key Point must be PSIRA registered under the Company's name.
- PSIRA compliant in terms of the PSIRA levies Act
- Signed PSIRA Code of Conduct by the Director (s) to be handed to the Security Manager.
- Registered with the Private Security Sector Provident Fund (PSSPF) and all payments up to date
- PSIRA letter of good standing to be handed in monthly with the invoice for assessment purposes.

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- All security personnel must hold a valid Psira registration, typically Grade C or higher, with an added endorsement or competency for Armed Response / Cash in Transit.
- Certification must be from accredited training provider (often involving PFTC or SASSETA-accredited assessment).

PSIRA compliance extends beyond basic registration to encompass ongoing obligations for skills development, equipment certification, and operational auditing. Security technology providers must demonstrate that their personnel possess appropriate qualifications for handling sophisticated security systems, including biometric technologies, integrated surveillance platforms, and access control networks. Additionally, any firearms or specialised security equipment deployed at the facility must be properly licensed and registered in accordance with PSIRA regulations and related Firearms Control Act.

The regulatory framework also mandates that security service providers maintain comprehensive insurance coverage, establish formal complaints procedures, and participate in industry oversight mechanisms. These requirements ensure that contracted providers operate within legal parameters while maintaining professional standards that align with the critical nature of National Key Point protection.

Tactical Armed Response Security Officer Minimum Requirements

- A Shift Supervisor Grade B minimum with Armed Response Training
- Armed Tactical security officers Grade C with Armed response Training.
- Grade C armed Tactical security officers shall be physically and mentally fit to perform the nature of duties as detailed in site specific scope of works, determined by changing risks and/ or business requirements.
- Armed Tactical security officers shall have training and expertise in the use of specialized tactical equipment for crowd control.
- Armed Tactical Officer must respond with urgency to security breaches, perimeter control, containment and command and other serious incidents that threaten the safety and security of the NKP and Non NKP.

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- Armed Tactical Security officers must have completed SASSETA business purpose training on the specific firearms they are expected to use (handgun/Shotgun and self-loading Rifle) 12 Bore shotguns with rubber bullets will be required for crowd control.
- Armed tactical security officers must possess valid firearm competency certificates for business purposes issued by SAPS and should have undergone Regulation 21 training for the contracting period for the starting year & annually thereafter. Proof of training will be required before commencement of the duties.
- Armed tactical security officers must have completed SASSETA Armed Response Tactical unit standard (123510 / 113513) with a valid PSIRA armed response registration.
- The Service provider must ensure that all the employees or work force have the relevant Tactical Response and Special Operation uniform or gear (i.e. protective shields, button sticks, etc

3.1.4 OHS Regulatory Compliance

- Refer to the SHE and OHS specifications.
- Refer to Environmental Checklist.
- Refer to quality management systems requirements.

3.1.5 Additional Requirements of the Service provider(s)

- Implementation of a robust command-and-control structure for effective coordination and contract management.
- The contractor shall provide proof of approved security and tactical training courses successfully completed by the security officers to the security Manager before deployments will occur when Tactical response teams are required at Camden Power Station.
- The contractor shall ensure PSIRA registrations for all security personnel are valid and up to date for the duration of the contract.
- The contractor shall be required to submit proof of annual FCA Regulation 21 and NKP continuation training results for all deployed security personnel.

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- The Service provider shall provide SABS accredited firearm safes and registers for safekeeping of company firearms while on site in accordance with the Firearm Control Act.
- The Service provider shall provide crowd control equipment, and all security registers required to be used on site.
- The Contractor shall have Operating/ Control room in the region of nearest Municipality within three months of signing the contract.
- Panic buttons shall be installed to either the Contractors control room or to the Eskom Security Control Room for the duration of the contract & monthly functionality tests shall be conducted.
- Contractor to submit SHE Statistics on time at the end of every month for the duration of the contract.
- Contractor to report on staff turnover, all newly appointed Security officers will be checked for compliance by Security Management before the induction forms are signed so supporting documents needs to accompany the application.
- Contractor to ensure sufficient Relief personnel numbers are available to prevent short posting.
- Contractor to ensure proper records are kept of all security operations on site e.g. vehicle KM's, patrols, posting, firearms and reports.
- Prevention of Negligent discharging of firearms must be managed very closely
- Tracking reports for vehicles to be handed in Monthly to the Security Manager for Invoicing Purposes
- All vehicles to be fitted with a reverse hooter and company branding
- All vehicle's to be fitted with patrol lights and emergency response lights as per PSIRA ACT
- Service provider must submit weekly and monthly reports, and the content of the report shall be discussed and agreed to between the Security Manager/Eskom Contract Manager.
- Service provider will be expected to submit contingency plan to cover events such as strikes, shortage of manpower, sick leaves etc and this must be approved by the security manager or Eskom contract manager.

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- Security response teams will patrol the sites covered by the drone and upload photos of the sites where the weather does not allow the drone to operate and install six (6) web-based movable camera system with solar and sim card capability at the expense of the supplier
- Shift supervisors to conduct SMAT (Behavioural Safety Observation) and submit proof via the Eskom App
- Contractor to attend Monthly SHEQ Meeting, and conduct plant safety walk by Safety Officers and SHE Representative
- Contractor to submit monthly man-hours to Eskom Security Management on the 1st day of every month.
- The Security Officers will be expected to do a pre-job/ daily risk assessment and safety talks before commencement of every shift. The risk assessment must be updated as new risks are identified or emerge.
- Contractor shall ensure that before posting security, members must review the risk assessment when new risk arises.
- Safe handling of firearms during shift changes must always be adhered to. The contractor must ensure that a procedure is put in place to that effect.
- The contractor must ensure provision of equipment/facilities for making firearms safe (e.g bullet trap). A procedure to that effect, should also be in place.
- The contractor must ensure that Security officer's private firearms are not utilized for their business purposes, in terms of this contract.
- No Contractor firearms will be kept safe / stored on Eskom Power Station premises; the company is to ensure that the firearms are issued / returned / stored & transported in terms of the Provision of the Firearms Control Act.
- Security officers will be subjected to alcohol and drug testing, body search at sites and shall have their possessions searched, without exception. Refusal to co-operate will necessitate removal of the security personnel from site immediately at the cost of the Contractor. Defaulting security officers are not to be deployed at any other Eskom site, under any circumstances.

3.2 Other Compliance Frameworks:

- Firearm Control Act and associated regulations.

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- South African Civil Aviation Authority (SACAA) drone operations.
- Animal Protection Act (APA) for canine operations.
- Occupational Health and Safety Act requirements.
- Construction Regulations (NEC3 Contract compliance).
- Environmental Act and Labour Act.

3.2.1 CORE SERVICE REQUIREMENTS (Prior to site deployment the following provisions are to be in place / and adhered to.

- Criminal checks from a reputable screening company must be conducted on all deployed personnel and the screen results be made available prior to deployment. The checks must not be older than three (3) months and to be renewed annually for the duration of the contract
- Safety file to be reviewed and approved.
- Access authorization process (site permit), including medical fitness assessments to be conducted on every security officer deployed at Camden Power Station.
- No security officers are to be deployed in terms of this contract, before undergoing necessary Eskom induction. Eskom reserves the right to remove such Officers that have not complied with this requirement from their sites or duties as per this agreement at the cost to the contractor.
- Security officers will be expected to sign a declaration of Secrecy before commencing with their duties in terms of this contract.
- Only company firearms licensed in the security Contractors name may be utilized as per this contract.
- Security officers must be able to read and write and express themselves well in English.

3.2.2 Personnel Deployment Structure

Primary Security Teams:

- **21** security personnel per shift with (Grade “C” plus armed reaction, NKP competency with course report and Firearm competencies with business purposes for all types of firearms).

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- **1x** Shift supervisor with Grade B plus armed reaction and NKP competency with course report and Firearm competencies with business purposes for all types of firearms.
- Total deployment: **44** personnel covering day/night shifts.
- Additional provision for NDO (Normal Day Off) coverage ensuring continuous 24/7 operations.
- All security employees to adhere to Physical fitness requirements and have a clean criminal record.

Specialised Personnel:

- **1x** Full-time Security Site Manager (Grade A, NKP qualified with course report, valid driver's license and firearm competencies with business purposes).
- **1x** Full-time Safety Officer (safety file management, audit participation, compliance oversight).
- **1x** Full-time Canine Unit Manager (Grade C, NKP, DH3 certification).
- **4x** Drone Pilot Operators (2 per shift). Additional provision for NDO (Normal Day Off) coverage ensuring continuous 24/7 operations. Total deployment: **4x** personnel covering day/night shifts. **(As and when required)**
- **8x** Dog Handlers (4 per shift, DH2 qualified minimum).

3.2.3 Operational Duties and Responsibilities

Core Security Functions:

Armed Tactical security officers shall be physically and mentally fit to perform the nature of duties as detailed in site specific scope of works, determined by changing risks and/ or business requirements including the followings:

- Continuous monitoring and protection of critical infrastructure.
- Proactive patrolling of vulnerable assets and perimeter areas.
- Detection, deterrence, and response to criminal activities including:
 - Plant tampering and vandalism.
 - Unauthorized access attempts.
 - Copper cable theft and asset removal.
 - Security breaches and industrial action threats.
- Armed escort services for personnel in high-risk situations.

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- Immediate tactical response to security incidents.
- Comprehensive incident documentation and reporting.

Advanced Security Operations:

- High-risk tactical response deployment within 5 minutes.
- Life-threatening situation intervention capabilities.
- Team mobilisation for emergency situations.
- Video documentation of all tactical responses.
- Asset protection until threat neutralisation.

3.3 CANINE UNIT OPERATIONS

3.3.1 Legal Compliance Requirements

3.3.1.1 All canine operations must comply with:

- Adherence to the Animal Protection Act (PAPA) provisions.
- A Security Service Provider who supplies canines and Handlers must fully comply and adhere to the specifications & requirements as per the PAPA Act and PSIRA canine unit regulations.
- The Service provider must be registered with PSIRA as authorized to use K9's for security services Provincial and municipal animal licensing requirements.
- The Service Provider must have a valid license issued to them according to the Performing Animal Protection Act 24 of 1935 and amendments of 2016 by the Dept of Forestry, Fisheries and Environment Veterinary health and welfare standards.
- The Service Provider must have records of State Veterinarian visits to the site confirming compliance with the requirements of PAPA Act for licensing conditions.
- The Service provider must be registered with GSR NKP SAPS K9 Office to provide service at a National Key Point area. Registration of K9 & Handlers with the Government Security Regulator K9 section will be compulsory.

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3.3.1.2 Canine Unit Specifications

- 8x Patrol Dogs (DH2 certified) - 4 per shift.
- K9's & Handlers must be trained, accredited and undergo continuous refresher training for the duration of the required services.
- Service provider shall only provide fully trained, competent, accredited K9 handlers, PSIRA registration certificates must be indicative of such,
- All K9 Handlers must be registered with PSIRA and possess a minimum of Grade C registration valid certificate. Dog Handlers must always be in possession of their PSIRA and company Identity card when on duty.
- K9 handler (security officer working with a dog must have been trained at a PSIRA and SASSETA accredited K9 training centre. He/she must be in possession of a certificate issued by PSIRA, stating the level of competency regarding dog training DH 2 for patrol work.
- The Dog Handlers must be physically and mentally fit for the job. Physical medical evaluation reports to be submitted to the Employer before commencement of contract at the cost of the Security Service provider.
- Dog Handlers must be able to read and write English.
- All dogs must be licensed with local authorities.
- Current vaccination and deworming certificates mandatory.
- The Service provider must keep and make available vaccination, parasite control records, feeding registers, working (shift), rest period & illness registers as per the requirements of the PAPA Act.
- Microchip identification for all animals.
- Medical and operational fitness certifications required.
- Environmental suitability assessment (industrial/construction site conditions).
- Phobia and noise tolerance evaluations.

3.3.1.3 Canine Management Requirements

- Dedicated DH3 qualified manager for full-time oversight.
- Annual veterinary examinations and health monitoring.

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- Medication administration and health record maintenance.
- Vaccination and deworming schedule compliance.
- Ongoing training and operational fitness assessments.
- Handler certification maintenance and refresher training.
- Proper nutrition and feeding protocols.
- Comprehensive database maintenance for all animals.
- Kennel maintenance and sanitation standards.
- PAPA Act compliance and welfare monitoring.

The Service provider must keep and make available vaccination, parasite control records, feeding registers, working (shift), rest period & illness registers as per the requirements of the PAPA Act.

3.4 Uniforms

- Sufficient quantity of combat gear uniforms to be provided to each security officer.
- The Service provider must comply with legislative requirement (PSIRA Regulation 13).
- Uniform items must be kept in clean, neat and good condition at all times.
- Uniform must be functional in terms of the environment where security staff are deployed.
- Bullet proof vests shall be worn as part of uniform by all security officers. For obvious hygiene and safety reasons, each security officer must be issued with his/her own bullet proof vest
- All Suppliers' Security guards shall dress in full uniform when on duty and no private clothes will be permitted to be worn with their uniforms.
- The Service provider shall ensure that security guards uniforms are always neat and clean when on duty.
- Reflective vests (bibs) will be worn with the uniform when required.
- The supplier shall ensure that security guards are provided and wearing Level 111 protection body armour vest with uniform at all times.
- The supplier shall provide correct PPE to the security guards (firearms prescribed by Eskom, torches, panic buttons, handheld radios, rain suits, safety boots and hardhats prescribed by Eskom.
- Security officer must be issued with 3x pairs of combat trouser and 3x combat shirt for a period of 12 months.

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- Personnels must be provided with the required security uniform, insignia and PPE as well as the bullet proof. (Note that Camden is a construction site therefore, employees must be issued with hardhat, safety goggles, ear protection devices, safety boots and dust mask).
- The supplier must have a method statement how used uniform is disposed.

3.5 Body Worn cameras

Body Worn cameras (HD Video Recording, water resistance and dust resistance body cameras with docking system) supplied by contractor to each on duty security officer to be carried on their person for the duration of shift duties as per assigned access control, static guarding, patrol & alarm response duties, as per paragraph 2 scoped areas. These cameras must always be 100% functional & available. Cameras & docking stations must have video download integration through software (DEMS) to securely transfer and manage the data.

3.6 Guard patrol monitoring system

Service provider to provide guard monitoring system to monitor guards patrolling routine and frequency. The system must be installed as per par. 2 scoped areas & monitored in the Eskom security control room. The system must be 100% functional & available at all times & capable of generating a report to be submitted to the Security Manager on a weekly basis.

3.7 AERIAL SURVEILLANCE OPERATIONS AS AND WHEN REQUIRED

3.7.1 Legal and Regulatory Compliance

All drone operations must comply with:

- South African Civil Aviation Authority (SACAA) regulations.
- Remote Pilot License (RPL) requirements for all operators.
- Aircraft registration and operational certificates.
- Third-party liability insurance (minimum R2 million coverage).
- Visual Line of Sight (VLOS) operational parameters.
- Restricted airspace compliance (military installations, schools, public areas).
- Flight altitude restrictions (maximum as per SACAA guidelines).

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3.7.2 Drone Specifications and Requirements

- Maximum weight: 7kg (unless special permits obtained).
- Night vision capabilities (thermal and infrared technology).
- High-definition recording capabilities.
- GPS tracking and flight logging systems.
- Weather-resistant operational capability.
- Minimum 2-hour continuous flight time.
- Real-time video transmission to control room.

3.7.3 Operational Parameters

3.7.3.1 Coverage Areas (5km radius from Camden Power Station):

- Complete power station infrastructure.
- New Ash Dam and substations.
- Coal Rail Terminal (Makoya) and AWR substation.
- Cable infrastructure and De Jager Span Dam.
- Perimeter fencing and access points.
- Oak Road and transportation routes.
- All dam facilities and reclamation areas.
- Ash pipelines and monitoring systems.

3.7.3.2 Operational Schedule:

- Night operations: 8-10 hours maximum flight time.
- Day operations: 1-8 hours as required.
- Emergency callout services available 24/7.
- Mandatory rest periods for equipment and operators.

3.7.4 Pilot Qualifications and Requirements (as and when required)

- Valid SACAA Remote Operator Certificate. (RPC)
- Operator certificate / Operations specifications (UASOC / Ops spec)
- Certificate of registration (C of R)

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- Letter of approval (UASLA)
- Drone & Controller's User Manual
- Clean criminal record with disclosure requirements.
- English language proficiency.
- Secrecy declaration agreement.
- Security screening clearance.
- Site-specific SOP training.
- Eskom safety induction completion.

3.8 FIREARMS AND ARMAMENT

3.8.1 Approved Firearms Inventory

- 4x Rifles/LM4 with two loaded magazine each with 30 rounds. The supplier must have an addition 1000 x 5.56mm rifle ammunition for emergency purposes.
- 08x Shotguns/Pump Action with 12Bore x 300 AAA and 300 rubber rounds.
- 10x 9mm Pistols with two full magazine each with 15 or as per the magazine capacity. The supplier must have an extra additional 1000 x 9mm ammunition for emergency purposes.
- Firearms with mechanical defects must be removed and d replaced within 24 hours.
- Defective firearms must be put in a rucksack or similar not exposed to public when removed.
- Each security officer must have holster, sling belt, and lanyard for a pistol.
- Each officer must be issued with full 2x 9mm magazine and 2x full rifle magazine
- Shotgun and Rifles must have a belt to carry on a shoulder.
- **All firearms must be company-licensed (revolvers specifically excluded).**

3.8.2 Firearm Control Act Compliance

- Company firearm licenses (5-year validity).
- Designated responsible person/armoury manager appointment.
- Competency certificates with business purposes for all and armed personnel.
- SASSETA accredited training completion.

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- Regulation 21 annual compliance training mandatory.
- Safe handling procedures and equipment.
- SABS approved firearm storage facilities.
- Daily permit issuing process and documents for deployed firearms.
- The supplier must implement the Hand over / Take over register for all resources utilized on site. (i.e daily check list of the equipment)

3.9 National Key Point (NKP) security requirements.

3.9.1 Legal and Regulatory Compliance

- Work force must have NKP certificate accompanied by a course report.
- Compliance to Five (5) days annual NKP refresher training mandatory.
- NKP refresher training records to be made available to the employer (Eskom).
- Wag 1 forms must be completed and submitted to secretariat for the purpose of appointment of security officers at NKP.
- Compliance to any NKP Act and regulations.

3.10 VEHICLE AND TRANSPORTATION REQUIREMENTS

3.10.1 Vehicle Specifications

- 2x 4x4 LDV Double Cab patrol vehicles.
- SABS approved seatbelt installation.
- Searchlight equipment on each vehicle.
- GPS tracking/vehicle monitoring systems.
- Monthly mileage limit: 3,000km per vehicle (including fuel runs).

3.10.2 Driver Requirements

- Valid driver's licenses for all operators.
- Accredited defensive driving course completion.
- Driver risk profile assessments.

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- Regular vehicle maintenance and safety inspections.

3.10.3 VIP mobile ablution facility (AS AND WHEN REQUIRED) New Ash Dam Sub-station

- Supply one mobile VIP ablution facility. **(Flushing Toilet)**
- Ablution must have two doors (Men and Ladies)
- Environmental management Act and waste management must be adhered to.
- Disposal of waste must be as per Environment management Act.
- Ablution facility must always be clean and neat.
- Leasing / hiring of the mobile ablution facility permitted.

3.12.4 Remote Areas (Construction of new security Guard House)

- Camden Power station has the following remote areas namely: New Ash Dam Offices and New Ash Dam Sub-station which don't have security guard houses.
- It is therefore expected from the supplier to construct guard houses in terms Eskom standard 240-91252315 which is attached as ease of reference.
- Cost for the construction will have to be quantified by the QS on site.
- The construction will only have commenced once all the necessary approvals have been obtained.
- Eskom Civil Engineers will monitor and inspect the building construction to ensure specification adherence or met.

3.11 COMMUNICATION SYSTEMS

3.11.1 Communication Infrastructure

Service provider must establish continuous communication through:

- Handheld radio systems.
- Satellite communication backup.
- Contracted cellular devices.

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- Base radio stations.
- Push-to-talk (PTT) systems.
- Integration with Eskom control room communications.

3.12 ADDITIONAL SCOPE ELEMENTS

3.12.1 Emergency Preparedness and Business Continuity

- Comprehensive emergency response procedures.
- Alternative communication protocols during system failures.
- Backup equipment and personnel deployment strategies.
- Natural disaster and extreme weather response plans.
- Cyber security incident response protocols.
- Medical emergency response capabilities.

3.12.2 The Contractor must have contingency plans in place for the following:

- Own Strike/Labour unrest amongst own staff.
- Shortage of Manpower due to e.g., absenteeism, sick leave annual leave.
- Equipment Failure e.g., Vehicle breakdown.
- Communication systems: The service provider must ensure suitable continuous communication between operational control room and their deployed staff. Either one or more of the following mediums of communications shall be provided as per user requirements: hand-held radios, satellite radio, contracted cell phones, base radios and push to talk (PTT).
- Internal grievance procedures.
- Eskom must be made aware of any risks they might face before the risk occurs.

3.12.3 Environmental and Sustainability Considerations

- Environmental impact assessment for all operations.
- Waste management protocols for operational materials.
- Fuel efficiency monitoring and reporting.
- Carbon footprint reduction initiatives.
- Sustainable equipment replacement programs.

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3.12.4 OHS Act compliance

- Site safety induction compulsory.
- SHE files submissions before work commencement and obtains approval.
- Supply must provide a facility (container) and a locker for each employee to store his / her belongs.
- Attend to SHE / OHS audit.
- Attend SHE / OHS central meeting and give feedback.
- Criminal background check is compulsory before obtaining security access card / permit.
- Adhere to site safety rules and regulations as well as any other related matter.
- Adhere to site PPE specification (Hardhat with chin string, Safety boots, Earplugs or Earmuffs, reflector vest, safety goggles and disposable respirators musk's).
- Supply employees with tea, sugar, milk, and own lunch.

3.12.5 Quality Assurance and Continuous Improvement

- Monthly performance review meetings.
- Quarterly security assessments and gap analyses.
- Annual contract review and optimization sessions.
- Continuous training program development.
- Best practice implementation from industry standards.
- Regular benchmarking against security industry standards.

3.12.6 Stakeholder Engagement and Communication

- Regular briefings with Eskom management.
- Community liaison and engagement protocols.
- Coordination with local law enforcement agencies.
- Integration with emergency services (fire, medical, police).
- Regulatory body communication and compliance reporting.

3.13 KEY PERFORMANCE INDICATORS (KPIs)

KPI 1: Response Time Performance

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- Target: 95% of security incidents responded to within 5 minutes.
- Measurement: Time from incident report to security team arrival.
- Penalty: 2% monthly fee reduction for each percentage point below target.

KPI 2: Equipment Availability and Readiness

- Target: 98% operational availability of all security equipment (vehicles, drones, communications, firearms).
- Measurement: Monthly equipment audit and availability reports.
- Penalty: 1% monthly fee reduction for each percentage point below target.

KPI 3: Training and Compliance Standards

- Target: 100% compliance with mandatory training, certifications, and legal requirements.
- Measurement: Monthly compliance audits and documentation reviews.
- Penalty: 3% monthly fee reduction for non-compliance incidents.

KPI 4: Incident Detection and Prevention

- Target: 90% reduction in security incidents within patrolled areas compared to baseline.
- Measurement: Monthly incident reports and trend analysis.
- Penalty: 3% monthly fee reduction for non-compliance to detecting and preventing incidents.

KPI 5: Documentation and Reporting Accuracy

- Target: 100% accurate and timely submission of all required reports and documentation.
- Measurement: Weekly report quality assessments and timeliness tracking.
- Penalty: 1.5% monthly fee reduction for reporting deficiencies.

KPI 6: Personnel Reliability and Attendance

- Target: 99% shift coverage with qualified personnel (no gaps in security coverage).
- Measurement: Daily shift reports and attendance monitoring.
- Penalty: 2.5% monthly fee reduction for coverage gaps.

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3.14 CONTRACTUAL AND ADMINISTRATIVE REQUIREMENTS

3.14.1 Documentation Package (Pre-Contract)

All documentation must be submitted 14 days before task order issuance:

- Complete personnel database with certifications.
- Equipment inventory and maintenance records.
- Insurance certificates and coverage verification.
- Legal compliance documentation.
- Risk assessments and mitigation strategies.
- Standard Operating Procedures (SOPs)
- Emergency contact directories

3.14.2 Ongoing Administrative Obligations

- Monthly personnel deployment schedules.
- Weekly status and performance reports.
- Quarterly compliance audits.
- Annual contract performance reviews.
- Continuous legal and regulatory compliance monitoring.

3.14.3 Payment and Compensation Structure

- Fixed monthly payments covering all services and equipment.
- Performance-based adjustments according to KPI achievements.
- No additional charges for equipment, fuel, maintenance, or operational costs.
- Sectorial Determination minimum wage compliance.
- Employee benefit provision (UIF, COID, provident fund).

3.15 PENALTIES AND REMEDIES

3.15.1 Performance Penalties

- KPI-based financial penalties as specified above.
- Equipment failure penalties: 5% monthly reduction for each critical system failure.
- Compliance violations: 10% monthly reduction for regulatory breaches.
- Personnel shortfalls: 3% daily reduction for each unfilled position.

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3.15.2 Remedial Actions

- Corrective action plans for performance deficiencies.
- Personnel replacement requirements for non-compliance.
- Equipment upgrade obligations for system failures.
- Training enhancement programs for skill gaps.

3.16 CONTRACT TERMINATION AND TRANSITION

3.16.1 Termination Conditions

- Material breach of contract terms.
- Failure to meet critical KPI thresholds for consecutive months.
- Loss of essential licenses or certifications.
- Serious safety or security incidents due to negligence including accidental discharges of firearm.

3.16.2 Transition Requirements

- 60-day notice period for contract termination.
- Comprehensive handover documentation.
- Personnel and equipment transition protocols.
- Knowledge transfer and training for replacement services.
- Asset return and condition assessments.

4. Acceptance

This document has been seen and accepted by:

Name	Designation
MM Seephe	Officer Security Operations

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5. Revisions

Date	Rev.	Compiler	Reason for change
June 2026	2	Malose Mongatane	Second review.
Feb 2022	1	Malose Mongatane	First Issue

6. Development Team

The following people were involved in the development of this document:

- Meshack Seephe
- Douglas Mugweni

7. Acknowledgements

- None

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