



ANNEXURE C:

SCOPE OF WORKS (SOW)

FOR PROVISION OF SECURITY SERVICES FOR VARIOUS BUILDINGS (REGION 1 PORTFOLIO)

1. PURPOSE

The purpose of this Scope of Work is to appoint a professional, qualified and registered security service provider to safeguard people, assets, information, infrastructure and business operations across multiple commercial and industrial properties.

The security service provider shall ensure risk mitigation through manned guarding, access control patrols, incident management, emergency responses, reporting, and technology integration.

2. SERVICE REQUIREMENTS

2.1. Physical guarding services

The contractor shall:

- Provide trained and PSIRA-registered security officers.
- Deploy security personnel as per approved site establishment.
- Ensure all officers are medically fit and properly vetted.
- Supply relief officers during absenteeism.
- Always maintain minimum staffing levels.
- Ensure guards are equipped with:
 - Uniforms
 - Name badges
 - Radios
 - Torches
 - PPE
 - Occurrence books
 - Incident report forms



Deliverables

- 24/7 guarding services.
- Shift attendance records.
- Daily occurrence reports.
- Monthly operational reports.

KPI

KPI	Target
Guard attendance rate	≥ 99%
Vacant shifts	0%
Relief deployment time	≤ 2 hours
Guards with valid PSIRA registration	100%
Uniform compliance	100%

2.2. Access Control Management

The contractor shall:

- Control all pedestrian and vehicle access points.
- Verify visitor identities.
- Manage contractor access procedures.
- Conduct vehicle inspections.
- Maintain electronic and manual visitor registers.
- Enforce client access procedures.

Deliverables:

- Visitor logs.
- Vehicle logs.
- Contractor access records.

KPI

KPI	Target
Visitor registration compliance	100%
Unauthorized access incidents	Zero tolerance
Access records accuracy	≥ 98%
Contractor permit verification	100%

2.3. Patrol Services

The contractor shall:

- Conduct routine and random patrols.
- Utilize electronic guard monitoring systems where applicable.
- Patrol:
 - Internal areas.
 - Parking facilities.
 - Perimeter fencing.
 - Plant rooms.
 - Roof areas.
 - Critical infrastructure.

Deliverables:

- Patrol reports
- Guard monitoring system reports
- Irregularity reports

KPI

KPI	Target
Scheduled patrol completion	100%
Patrol checkpoint compliance	≥ 98%
Missed patrols	≤ 1%
Patrol report submission	100%

2.4. CCTV Monitoring

The contractor shall:

- Monitor CCTV systems continuously where control rooms exist.
- Report suspicious activities immediately.
- Escalate operational alarms.
- Maintain incident records.

Deliverables:

- CCTV incident logs.
- Alarm response records.
- Daily monitoring reports.



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KPI

KPI	Target
Alarm acknowledgement time	≤ 60 seconds
Incident escalation	≤ 5 minutes
CCTV monitoring coverage	100%
False alarm reporting accuracy	≥ 95%

2.5. Emergency Responses

The contractor shall:

- Respond to emergencies including:
 - Fire incidents
 - Intrusions
 - Medical emergencies
 - Civil unrest
 - Security threats
- Coordinate with emergency services.

Deliverables:

- Emergency response records.
- Incident investigations.
- Emergency drill participation records.

KPI

KPI	Target
Critical incident response time	≤ 5 minutes
Emergency reporting	Within 30 minutes
Incident investigation reports	Within 24 hours
Participation in drills	100%

2.6. Incident Management and Reporting

The contractor shall:

- Record all incidents.
- Investigate security breaches.
- Escalate incidents according to severity levels.
- Maintain incident registers.

**Deliverables:**

- Incident reports.
- Corrective action reports.
- Root cause analyses.

KPI

KPI	Target
Incident reporting compliance	100%
Preliminary report submission	≤ 4 hours
Final investigation report	≤ 72 hours
Repeat incidents	< 5% monthly

2.7. Risk Assessment

The contractor shall:

- Conduct security risk assessments.
- Identify vulnerabilities.
- Recommend mitigation measures.
- Review risks quarterly.

Deliverables:

- Baseline risk assessment.
- Quarterly risk review reports.
- Risk mitigation plans.

KPI

KPI	Target
Quarterly assessments completed	100%
High-risk findings closed	≥ 90%
Recommendations implemented	≥ 85%

2.8. Key Control

The contractor shall:

- Maintain key registers.
- Control issuance and return of keys.
- Conduct key audits.

Deliverables:

- Key register
- Monthly key audit report.

KPI

KPI	Target
Key accountability	100%
Lost keys attributable to contractor	Zero tolerance
Monthly audits completed	100%

2.9. Occupational Health and Safety

The contractor shall:

- Comply with OHSA requirements.
- Ensure all staff receive safety induction.
- Provide PPE.
- Participate in safety audits.

Deliverables:

- SHE compliance records.
- Training records.
- PPE issue records.

KPI

KPI	Target
Safety induction compliance	100%
PPE compliance	100%
Lost Time Injuries	Zero
Safety audit score	≥ 95%

2.10. Technology and Security Systems

The contractor shall support and monitor:

- Access Control Systems.
- CCTV Systems.
- Electric Fencing.
- Visitor Management Systems.



Deliverables:

- Monthly system status reports.
- Fault reporting logs.

KPI

KPI	Target
Fault reporting	Within 30 minutes
System uptime monitoring	≥ 99%
Fault escalation compliance	100%

3. TRAINING REQUIREMENTS

The contractor shall provide:

- Site-specific induction.
- Firefighting training.
- First-aid training.
- Customer service training.
- Emergency response training.

KPI

KPI	Target
Site induction completion	100%
Annual refresher training	100%
Supervisor training compliance	100%



4. SUPERVISION REQUIREMENTS.

The contractor shall provide:

4.1. Site Supervisor

Responsible for:

- Daily inspections.
- Staff management.
- Incident management.
- Client liaison.

4.2. Contract Manager

Responsible for:

- Monthly service reviews.
- KPI management
- Strategic security improvements.

KPI

KPI	Target
Supervisor inspections completed	Daily
Contract manager visits	Minimum 2 per month
Corrective actions closed	≥ 95%



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5. SECURITY STAFF COMPLIMENT

The contract to provide security staff compliment as be the below:

N o	Building Name	Address	Staff Complimen t Day Shift & Grades	Total Complimen t (Day Shift)	Staff Complimen t Night Shift & Grades	Total Complimen t (Night Shift)
01	Waterfall Close	Waterfall office Park, Bekker Road, Midrand	2 x Grade C	2	2 x Grade C	2
02	Green Oaks Office Park	B1 Bekker Road, Vorna Valley, Midrand	2 x Grade C	2	2 x Grade C	2
03	Gijima Office Park	47 Landmark Avenue, Samrand/Midran d	2 x Grade C	2	2 x Grade C	2
04	47 Van Buuren	47 Van Buuren Road, Bedfordview	1 x Grade C	1	2 x Grade C	2
05	UCB House	45 Anderson Street, Marshalltown	2 x grade C 1 x grade C - Team leader with matric	3	2 x grade C	2
06	Erf 1112 Marshalltow n	47 Anderson Street, Marshalltown	2 x Grade C	2	2 x Grade C	2
07	10 Queens Rd, Parktown	10 Queens Rd, Parktown	2 x Grade C	2	2 x Grade C	2
08	Constantia Kloof	Cnr Panorama & Golf Club Terrace, Constantia kloof	1 x Grade C	1	1 x Grade C	1
09	Centurion Distribution Centre	Olievenhoutbosc h Road (Avenue), Louwlandia, Centurion	3 x Grade C	3	2 x Grade C	2
TOTAL STAFF COMPLIMENT				18		17

Additional information can be found in Annexure D (Pricing Schedule).