

SERVICE LEVELS AND FINANCIAL PENALTIES FOR ALL COMPONENTS OF THE SERVICES

(Financial penalties shall be limited to a maximum penalty of 20% of the monthly fee)

NO.	COLUMN ONE	COLUMN TWO	COLUMN THREE	COLUMN FOUR	COLUMN FIVE
	Requirement	A short description of the Performance Failure	Number of incidents <u>per month</u> that constitutes a Performance Failure	Amount of financial penalty – First Instance	Amount of financial penalty - Subsequent Instances
1.	Respond to a triggered alarm at a SARS Site within agreed turnaround times. Absolute compliance is required.	Failure to respond to a triggered alarm at a SARS Site within fifteen (15) minutes.	One	R500.00	R1 000.00 per instance
2.	Armed Response Officer to complete a response notification and leave it at the particular SARS Site after responding to an Incident. Absolute compliance is required.	Failure to complete a response notification and leave it at the SARS Site after responding to an Incident.	One	R250.00	R500.00 per instance
3.	The Service Provider must ensure its Personnel are available to deal with triggered alarm signals from SARS Sites. Absolute compliance is	Unavailability of the Service Provider's Personnel when an alarm at a SARS Site is triggered and a SARS Security Operations	One	R500.00	R2 500.00 per instance

	required.	Centre makes contact with the Service Provider.			
4.	Provision of Special Security_Services at a time, date and venue determined by SARS in writing. Absolute compliance is required.	Failure to comply fully with the request within twenty four (24) hours or such shorter time as may be agreed upon.	One	R500.00	R1 000.00 per instance
5.	Security or Armed Response Officers must be reliable, of reputable background and sound character. Criminal record status of Security and Armed Response Officers must be checked annually. Absolute compliance is required.	<ul style="list-style-type: none"> • Failure to ensure that Personnel do not have a criminal record. • Failure to check the criminal record status of Personnel annually. 	One	R5 000.00	Cancellation of the contract.
6.	Wearing of a uniform and neatness.	Security and Armed Response Officer not wearing a uniform or wrong type of a uniform or the uniform is not clean or not worn properly.	One	R300.00	R600.00 per instance
7.	Adherence to SARS's security policies and procedures.	Non-adherence to SARS's security policies and procedures.	One	R2 000.00	Cancellation of the contract.
8.	Security and Armed Response Officers must behave and	<ul style="list-style-type: none"> • Drinking or being under the influence 	One	R5 000.00	R10 000.00 per instance

	conduct themselves in a disciplined and professional manner, as required by the Code of Conduct for Security Service Providers, 2003. Absolute compliance is required.	<ul style="list-style-type: none"> of alcohol whilst on duty. Using drugs or being under the influence of an illegal drug whilst on duty. 			
9.	Refrain from committing acts which are prohibited whilst on duty. Absolute compliance is required.	<ul style="list-style-type: none"> Desertion of post. Contravening post description standing orders. Fighting or arguing on a SARS Site without reason, in view of SARS's employees or visitors. 	Five	R2 000.00	R4 000.00 per instance
10.	Adherence to Code of Conduct for Security Service Providers, 2003. Absolute compliance is required.	<ul style="list-style-type: none"> Commit a Security Breach. Aiding and abetting in a Security Breach. Removal or use of property without approval. 	One	R4 000.00	Cancellation of the contract.
11.	Refrain from committing acts which are prohibited whilst on duty. Absolute	<ul style="list-style-type: none"> Sleeping on duty. Use of a private cellular 	One	R1 000.00	R5 000.00 per instance

	compliance is required.	<p>telephone whilst on duty.</p> <ul style="list-style-type: none"> • Reading unauthorised material. • Use of unauthorised electronic devices or illegal electronic connections. 			
12.	Provide and/or make available to SARS or any other lawful regulatory authority, on demand, a personnel file of a Security Officer, maintained as per SARS requirements. Absolute compliance is required.	<ul style="list-style-type: none"> • Failure to provide and/or make available to SARS or any other lawful regulatory authority, on demand, a personnel file of a Security Officer, maintained as per SARS requirements. 	One	R5 000.00	R10 000.00 per instance
13.	Monitoring of Security Officers. Absolute compliance is required.	<ul style="list-style-type: none"> • Failure of the Service Provider's supervisors and/or managers to conduct scheduled Site visits. 	One	R1 000.00	R1 500.00 per instance
14.	Meeting(s) between the Service Provider's Chief Executive Officer and SARS's	<ul style="list-style-type: none"> • Failure to attend a scheduled meeting. • Failure to 	One	R10 000.00	Cancellation of the contract.

	<p>Authorised Representative. Absolute compliance is required.</p>	<p>record or minute the proceedings.</p> <ul style="list-style-type: none"> • Failure to deliver the record or minutes of meeting proceedings, within the stipulated time period. 			
15.	<p>Monthly management meetings between the Service Provider's Account Executive and SARS's Authorised Representative. Absolute compliance is required.</p>	<ul style="list-style-type: none"> • Failure to attend a scheduled meeting. • Failure to record or minute the proceedings. • Failure to deliver the record or minutes of meeting proceedings, within the stipulated time period. 	One	R1 000.00	R5 000.00 per instance
16.	<p>Management meetings between the Service Provider's Contract Manager and the relevant SARS Regional Security Manager and/or his/her delegate. Absolute compliance is required.</p>	<ul style="list-style-type: none"> • Failure to attend a scheduled meeting. • Failure to record or minute the proceedings. • Failure to deliver the record or minutes of meeting proceedings, 	One	R1 000.00	R5 000.00 per instance

		within the stipulated time period.			
17.	All shifts to be covered. Absolute compliance is required.	Uncovered shift.	One	R300.00 per shift	R600.00 per shift
18.	Fully functional security equipment.	Non-functional security equipment.	Three	R500.00	R1 000.00 per instance
19.	Notify SARS of disciplinary action taken against a Security or Armed Response Officer. Absolute compliance is required.	Failure to notify SARS of disciplinary action taken against a Security or Armed Response Officer.	One	R2 000.00	R2 500.00 per instance
20.	Adhere to written and reasonable requests or instructions by SARS. Absolute compliance is required.	Disregarding any of SARS's written requests or instructions.	One	R1 000.00	R5 000.00 per instance
21.	Provide SARS with an accurate monthly report, with relevant information. Absolute compliance is required.	<ul style="list-style-type: none"> Failure to submit a monthly report. 	One	R2 000.00	R5 000.00 per instance
		<ul style="list-style-type: none"> Failure to include accurate and relevant information in a monthly report. 	One	R5 000.00	Cancellation of contract.
22.	Investigate and attend to failed patrols and panic buttons at a SARS Site within fifteen (15) minutes, from	<ul style="list-style-type: none"> Failure to investigate and attend to a failed patrol and/or panic button, within 	One	R5 000.00	R10 000.00 per instance

	the time of the alert. Absolute compliance is required.	the specified time period.			
23.	Implement Site Management File procedures, when applicable.	Failure to implement Site Management File procedures, when applicable.	One	R1 000.00	R5 000.00 per instance
24.	Submit investigation reports. Absolute compliance is required.	Failure to submit an investigation report within the stipulated time periods.	One	R5 000.00	R10 000.00 per instance