

ANNEXURE B

ARMED GUARDING, CLOSE PROTECTION AND TACTICAL RESPONSE SECURITY SERVICES SERVICE LEVELS AND FINANCIAL PENALTIES

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

NO.	COLUMN ONE	COLUMN TWO	COLUMN THREE
	SERVICE LEVELS	A SHORT DESCRIPTION OF THE PERFORMANCE FAILURE	FINANCIAL PENALTY
TRAINING			
1.	<p>The Service Provider must ensure that Armed, Close Protection and Tactical Response Security Officers undergo:</p> <p>1. A Medical and Physical Fitness Examination at least once in a year.</p> <p>In respect of Close Protectors and Tactical Response Security Services:</p> <p>2. Advanced and defensive driving; and</p>	<p>The Service Provider fails to submit the required proof of a Security Officer undergoing the required examinations or training within ten (10) days after the end of the last year a Security Officer has taken an examination or training.</p>	<p>R2 000.00 per incident of non-compliance.</p>
PARADES			

2.	The Service Provider must ensure that, where applicable, a parade is conducted during each shift change and all handovers to the incoming shift are conducted timeously. In the case of Close Protectors and Tactical Response Security Officers, a handover must be conducted on completion of an assignment.	Failure to conduct a parade during each shift change or handover to the incoming shift or handover on completion of an assignment (where applicable).	R2 000.00 per incident of non-compliance, per SARS Site.
SECURITY GRADING LEVEL			
3.	The Service Provider must provide Security Officers of the PSIRA security grading level requested by SARS.	The Service Provider provides a Security Officer of an incorrect PSIRA security grading level.	R3 000.00 per incident of non-compliance, per SARS Site plus the costs of the Security Officer.
PARTLY COVERED OR UNCOVERED SHIFTS			
CHANGE AND REPLACEMENT OF ARMED SECURITY OFFICER			
4.	The Service Provider must replace Armed Security Officers, who are late or absent from a shift, within one (1) hour and in the case of a border post SARS Site, within one and half (1½) hours.	Failure to deploy a replacement Armed Security Officer within the applicable timeframes.	R1 000.00 per incident, per SARS Site.
5.	Effect a replacement of the Service Provider's Personnel with a suitably trained and equally graded substitute within a period of twelve (12) hours, after	Failure to effect such a replacement of the Service Provider's Personnel, with a suitably trained and equally graded substitute within a period of twelve (12) hours	R2 000.00 per incident of non-compliance, per SARS Site.

	having been so informed in writing by SARS, that any of the Service Provider's Personnel are a security risk.	after having been so informed by SARS.	
SITE VISITS			
6.	The Service Provider must ensure that its Personnel, designated as supervisors and/or managers, conduct visits to SARS Sites as per the frequency recorded in paragraph 2.7.3.1 of the BRS.	The Service Provider's Personnel, designated as supervisors and/or managers, fail to conduct site visits at SARS Sites at the frequency required.	R4 000.00 per incident of non-compliance, per SARS Site.
PERFORMANCE FAILURES AND MONTHLY REPORTING			
7.	The Service Provider must provide a monthly report containing a consolidated record of all Security Incidents and Emergencies per SARS Site, or event or assignment.	The Service Provider fails to submit the required report within five (5) Business Days after the end of the month.	R1 000.00 per month.
8.	The Service Provider must submit a monthly report containing all the Performance Failures at SARS Sites, as well as the Financial Penalties due and payable to SARS as a result thereof.	The Service Provider fails to submit the required report within five (5) Business Days after the end of the month.	R1 000.00 per month.
SECURITY INCIDENT AND EMERGENCY REPORTING			
9.	The Service Provider must ensure that Security Incident or Emergency	The Service Provider fails to submit the report, within four (4) hours of the	1. R1 000.00 per Emergency or a Security Incident, per SARS Site

	<p>investigation reports are prepared and submitted to SARS Authorised Representative or his/her delegate.</p> <p>The Service Provider must strictly adhere to all the requirements of the BRS regarding recording and reporting of Security Incidents and Emergencies.</p>	<p>Security Incident or Emergency occurring, to the SARS Authorised Representative or his/her delegate.</p> <p>In respect of a Security Incident involving any damage to or loss of property or potential damage to or loss of property, the Service Provider fails to prepare and submit a full investigation report within one (1) day of the occurrence of the Security Incident to the SARS Authorised Representative or his/her delegate.</p>	<p>in respect of a failure to submit a report within four (4) hours.</p> <p>2. R5 000.00 per Security Incident, per SARS Site, in respect of a failure to submit a report within one (1) day.</p>
10.	<p>The Service Provider must maintain an Occurrence Book at a SARS Site, and in the case of Tactical Response Security Services, at the Control Room of the Service Provider, and accurately record therein matters prescribed in the BRS document.</p>	<p>The Service Provider fails to strictly adhere to all the requirements of the BRS regarding the maintenance of an Occurrence Book, in particular and without limitation thereto, the recording of observations of the Security Officers on patrol at a SARS Site as well as inspecting and signing off on the Occurrence Book by a supervisor or a manager.</p>	<p>R1 000.00 per incident of non-compliance, per SARS Site.</p>

ALARM TRIGGERING			
11.	The Service Provider must ensure that the Tactical Response Security Officers respond to the triggering of an alarm at a SARS Site within fifteen minutes (15) of the triggering of the alarm.	Failure to respond to a triggered alarm within the prescribed period.	R1 000.00 per incident of non-compliance, per SARS Site.
SECURITY VETTING			
12.	The Service Provider must conduct criminal status screening of its Personnel, and retain proof thereof, which must not be more than twelve (12) months old.	The Service Provider fails to provide SARS with proof that it conducted the required criminal status screening of its Personnel.	R3 000.00 per non-compliance.
CONDUCT BY SECURITY OFFICERS			
13.	All Security Officers must wear an appropriate uniform for the assignment, as prescribed by PSIRA, at all times whilst performing the Services at SARS Sites, events or to SARS personnel: 1. Armed and Tactical Response Security Officers must wear a combat uniform. 2. Close protectors must wear the appropriate dress code.	Security Officer(s) wearing the incorrect uniform or inappropriate dress code.	R2 000.00 per SARS Site, per month.
14.	Armed Security Officers	The Security Officers fail to	R1 000.00 per incident of

	must adhere to the patrol requirements of SARS, per patrol pattern / plan on a SARS Site, irrespective of whether or not an electronic monitoring and patrolling device has been installed at the Site.	adhere to SARS Site patrol pattern / plan.	non-compliance, per SARS Site.
15.	Armed Security Officer(s) must wear PSIRA issued Identification Cards in a visible manner at all times when at a SARS Site. Close Protectors must have the Identification Cards on their person.	Security Officer(s) fails to wear PSIRA issued Identification Card as prescribed or keep same on their person, whichever is applicable.	R500.00 per incident of non-compliance, per SARS Site.
16.	Armed Security Officers must not- <ul style="list-style-type: none"> • Consume alcohol, take illegal drugs, or possess such substances whilst on duty; • Report for duty whilst under the influence of any intoxicating substance; • Sleep on duty; or • Use an unauthorized electronic device or electronic connections. 	The Security Officer(s) commits any one of the prohibited acts.	R500.00 per incident of non-compliance.
17.	Security Officers must not-	The Security Officer(s)	R3 000.00 per incident of

	<ul style="list-style-type: none"> • Commit a Security Incident. • Aid and abet in the commission of a Security Incident. • Read and/or remove SARS Confidential Information and/or Taxpayer Information without written consent from SARS. 	commits any one of the prohibited acts.	non-compliance.
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