

PART D
STATEMENT OF REQUIREMENTS
WHOLE OF GOVERNMENT INTEGRATED SECURITY SERVICES CONTRACT
RFT NO-

WHOLE OF GOVERNMENT INTEGRATED SECURITY SERVICES
ISSUED BY PROPERTY NSW

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
1. SCHEDULE 1: SUPPLY STATEMENT	6
1.1 BACKGROUND	6
1.2 REGIONS	6
1.3 ORDERING AND DELIVERY	7
1.4 PERFORMANCE MANAGEMENT FRAMEWORK	7
1.5 REPORTS	7
1.6 TECHNICAL SUPPORT	7
1.7 STANDARDS.....	7
2. SCHEDULE 2: GENERAL PROVISIONS	8
2.2 GENERAL.....	8
2.3 PERSONNEL.....	8
2.2.1 LICENCES AND CERTIFICATIONS.....	8
2.4 QUALIFIED PERSONNEL.....	8
2.4.1 REGISTER OF PERSONNEL	8
2.5 SECURITY OFFICER REQUIREMENTS (APPEARANCE AND CODE OF CONDUCT)	9
2.5.1 CODE OF CONDUCT	9
2.5.2 UNIFORM AND EQUIPMENT	9
2.6 AD-HOC CALL OUT SERVICES	11
2.7 ALARM MONITORING AND CONTROL ROOM	11
2.8 ROLES AND RESPONSIBILITIES	11
2.8.1 ROLE OF THE PRINCIPAL.....	11
2.8.2 ROLE OF THE CUSTOMER OR CUSTOMERS AUTHORISED PERSON	12
2.8.3 ROLE OF THE CONTRACTOR	12
2.9 SITE ACCESS	12
2.9.1 ACCESS TO PLACE OF THE SERVICE.....	12
2.9.2 SITE VISIT DURING BUSINESS HOURS.....	13
2.9.3 SITE VISIT DURING NON-BUSINESS HOURS.....	13
2.9.4 LOG BOOK.....	13
2.10 PROTECTION OF PROPERTY AND PERSON	14
2.10.1 NO UNAUTHORISED PERSONS.....	14
2.10.2 RELIEF ARRANGEMENTS.....	14
2.10.3 SECURITY STAFF HOURS WORKED.....	14
2.11 CONFLICT OF INTEREST	14
2.12 APPREHENDED PERSONS.....	15
2.12.1 QUESTIONING OF PERSON	15
2.12.2 COURT ATTENDANCE.....	15
2.13 ANIMALS	15
2.14 FIRE.....	15
2.15 INJURED PERSONS.....	15
2.16 MOTOR VEHICLE REQUIREMENTS	16
2.17 COMMUNICATION.....	16
2.17.1 COMMUNICATION WITH CUSTOMER.....	16
2.17.2 COMMUNICATION OF CONTRACTOR DETAILS.....	16
2.18 MATERIALS, EQUIPMENT & TOOLS	16
2.18.1 RETURN OF EQUIPMENT	17
2.19 SERVICE REPORT	17
2.20 COSTS FOR SERVICES.....	17
2.21 AUDITS AND REVIEW	17

2.21.1	RANDOM TESTING AND INSPECTIONS.....	17
2.21.2	INSPECTIONS AND DEFECTS.....	17
2.22	REMOTE REGION ZONES	17
2.22.1	REMOTE ZONE FEE	18
2.22.2	REMOTE ACCESS SERVICE.....	18
2.22.3	REMOTE ACCESS SERVICE FEE.....	18
2.23	PIN CODES	18
2.23.1	INSTALLER, MASTER, MONITORING AND PATROL CODES	18
2.23.2	OTHER USER CODES	19
2.24	REMOVAL OF DEVICE	19
2.25	TRANSITION PLANNING.....	19
2.26	NEW CLIENT ENGAGEMENT	20
3	SCHEDULE 3: PROVISIONS FOR STATIC GUARD SERVICES.....	21
3.1	SPECIFIC PROVISIONS SECURITY GUARD SERVICES.....	21
3.1.1	ONSITE ALARM RESPONSE.....	22
4	SCHEDULE 4: PROVISIONS FOR ARMED GUARD SERVICES.....	24
4.1	ARMED GUARDS.....	24
4.1.1	FIREARMS	24
4.1.2	FIREARMS EQUIPMENT.....	24
4.1.3	FIREARMS MANAGEMENT AND WEAPONS SAFETY TRAINING.....	24
4.1.4	BATONS/HANDCUFFS.....	25
5	SCHEDULE 5: PROVISIONS FOR MOBILE PATROL SERVICES	26
5.1	MOBILE PATROL SERVICES.....	26
5.1.1	EXCLUSIVE MOBILE PATROL	26
5.1.2	SINGLE VISIT MOBILE PATROL	26
5.1.3	MULTIPLE VISIT MOBILE PATROL.....	27
5.1.4	PATROL OFFICER DUTIES GENERAL.....	27
5.4.5	PATROL OFFICER AT SITE.....	27
6	SCHEDULE 6: PROVISIONS FOR ALARM MONITORING	29
6.1	ALARM MONITORING AND RESPONSE SERVICES.....	29
6.1.1	ALARM MONITORING.....	29
6.2	ALARM MONITORING AND CONTROL ROOM	29
6.3	ALARM RESPONSE.....	30
6.3.1	ALARM RESPONSE FEE	31
7	SCHEDULE 7 PROVISIONS FOR CROWD CONTROL SERVICES	33
7.1	CROWD CONTROL	33
7.1.1	CROWD CONTROL DUTIES.....	33
8	SCHEDULE8 ELECTRONIC SECURITY SYSTEMS	35
8.1	GENERAL REQUIREMENTS.....	35
8.2	ELECTRONIC SECURITY SYSTEMS	35
8.2.1	WEAR AND TEAR.....	36
8.3	PREVENTATIVE MAINTENANCE AND CALL OUT SERVICES	36
8.3.1	ELECTRONIC SYSTEM PREVENTATIVE MAINTENANCE DUTIES	36
8.3.2	SERVICE RESPONSE TIME	37
8.3.3	CRITICAL CALLOUT FEE.....	38
8.3.4	BASIC INVESTIGATION AND REPORT	38
8.3.5	PREVENTATIVE & STATUTORY ADJUSTMENTS (ADDITIONS AND/OR DELETIONS)	38
8.3.6	ADDITION/DELETION SYSTEM ASSEMBLY OR END COMPONENT UNITS.....	38
8.3.7	PREVENTATIVE AND STATUTORY MAINTENANCE SERVICES	38

8.3.8 STANDARD OPERATING PROCEDURES	39
8.3.9 ROUTINE MAINTENANCE SCHEDULE	Error! Bookmark not defined.
8.4 INSTALLATION AND REPLACEMENT SERVICE	ERROR! BOOKMARK NOT DEFINED.
8.4.1 MINOR CAPITAL WORKS SERVICES FROM \$0K TO \$250K	Error! Bookmark not defined.
8.4.2 MINOR CAPITAL WORKS SERVICES FROM \$250K TO \$1M.....	Error! Bookmark not defined.
8.4.3 NEW INSTALLATION SERVICE (QUOTED WORKS)	Error! Bookmark not defined.
8.4.5 REPLACEMENT SPECIFICATION \$0 to \$1m.....	Error! Bookmark not defined.
8.4.6 QUOTES AND ESTIMATES	Error! Bookmark not defined.
8.4.7 MATERIAL AND PLANT MARK-UP	Error! Bookmark not defined.
8.4.8 DRAWINGS AND SYSTEM DOCUMENTATION	39
8.4.9 PROGRAMMING AND COMMISSIONING OF NEW INSTALLATIONS	40
8.4.10 MONITORING CHANGE-OVER	40
8.4.11 WITNESSED COMMISSIONING	40
8.4.12 ONSITE LABOUR SERVICE.....	40
8.5 ANCILLARY SERVICE	40
8.5.1 INITIAL TRAINING	40
8.5.2 ADDITIONAL SUBSEQUENT TRAINING	41
9 SCHEDULE 9: CASH IN TRANSIT	42
9.1 CASH IN TRANSIT (CIT) – SOFT SKIN/COVERT SERVICES	42
9.1.1.CIT AWARDS	42
9.1.2 CIT EQUIPMENT.....	42
9.1.3 CIT OFFICERS COMPETENCIES.....	43
9.1.4 CIT OFFICER DUTIES.....	43
9.2 CASH IN TRANSIT (ARMoured VEHICLE) SERVICES	43
9.3 CASH IN TRANSIT (CIT) CONTROL ROOM.....	44
10 SCHEDULE 10: PERFORMANCE SERVICE LEVELS	45
10.1 CONTRACTOR PERFORMANCE	45
10.1.1 PERFORMANCE.....	45
10.1.2 MANAGEMENT.....	45
10.1.3 CUSTOMER OPERATION MEETINGS.....	45
10.2 PRINCIPAL ANNUAL REVIEW MEETINGS.....	45
10.2.1 PRINCIPAL/CUSTOMER CONTRACTOR MEETING AGENDA.....	45
10.3 SERVICE LEVEL BENCHMARKS.....	46
10.4 REPORTS	46
10.5 KEY PERFORMANCE INDICATORS (KPI).....	47
10.6 FAILURE TO MEET SERVICE LEVELS.....	48
10.7 CONTINUOUS IMPROVEMENT	48
11 SCHEDULE 8: SPECIAL CONDITIONS	49
11.1 SUBCONTRACTING	49
11.1.1 SUBCONTRACTORS RESPONSIBILITIES	49
11.1.2 ASSET DETAILS.....	49
I. Errors and Omissions	49
II. Indemnity	49
III. Failure to Comply.....	49
11.2 QUALITY MANAGEMENT SYSTEM	49
11.2.1 PROJECT QUALITY MANAGEMENT PLAN	50
11.3 INDUSTRIAL RELATIONS MANAGEMENT	50
11.4 NON-CONFORMANCE	50
11.5 WORK HEALTH AND SAFETY MANAGEMENT	51
11.5.1 PROJECT WHS MANAGEMENT PLAN	51
11.5.2 INCIDENT REPORTS	51
11.5.3 PROHIBITION, IMPROVEMENT, NON-DISTURBANCE AND PENALTY NOTICE	51

11.5.4	SAFE WORK PROCEDURES.....	52
11.6	ABORIGINAL PROCUREMENT POLICY.....	52
11.7	INDUCTION.....	52
11.8	MATERIALS AND WORKMANSHIP	52
11.9	GUARANTEES.....	52
11.10	WARRANTIES IN RESPECT OF GOODS AND SERVICES.....	53
11.11	HAZARDOUS SITUATIONS.....	53
11.12	OPERATIONAL INCIDENT REPORT	53
11.13	COMPLAINTS	54
11.14	INFORMATION TO BE PROVIDED TO THE CUSTOMER AND THE PRINCIPAL.....	54
11.15	CONTRACTOR PANEL ARRANGEMENT	54
12	SCHEDULE 9: COST ADJUSTMENT PROVISIONS	56
12.1	HEAD AGREEMENT COST ADJUSTMENT	56
12.1.1	CUSTOMER CONTRACT COST ADJUSTMENT.....	56
12.2	PRICE FOR ROUTINE MAINTENANCE	56
12.2.1	FOR ALL OTHER PRICES.....	56
12.2.3	LABOUR RATE	56
12.2.4	LABOUR INDEX.....	57
12.2.5	CONSUMER PRICE INDEX.....	57
12.2.6	MATERIAL INDEX.....	57
12.2.7	DISCONTINUED OR ALTERED INDEXES	57
12.2.8	DECIMAL PLACES.....	57
12.3	SERVICE FEE ADJUSTMENT	57
12.4	TRANSITION OUT PERIOD	58
13	SCHEDULE 10: GEOGRAPHICAL REGIONS.....	59
14	APPENDICES A EXAMPLE CONTRACTOR FORMS:	60

1. SCHEDULE 1: SUPPLY STATEMENT

1.1 BACKGROUND

Meetings with Agency Customers and enquiries from other Customers concluded that there is a need to combine related service categories into one Whole of Government Integrated Security Services Contract to benefit Customers by accessing a single contract for all their security needs, throughout the State, for a range of security and related services covering: security guards, alarm monitoring and response services, cash collection, technical security services, armed guards, concierge services and event management.

The Principal is seeking Contractors for Security related Services for the following categories:

Category	Sub- Category
Security	a) Guards b) Mobile Patrol, Alarm Monitoring / Response c) Crowd Control
Electronic Security System	a) Maintenance, Installation and Professional Services
Cash In Transit	a) Soft Skin b) Armoured Vehicle

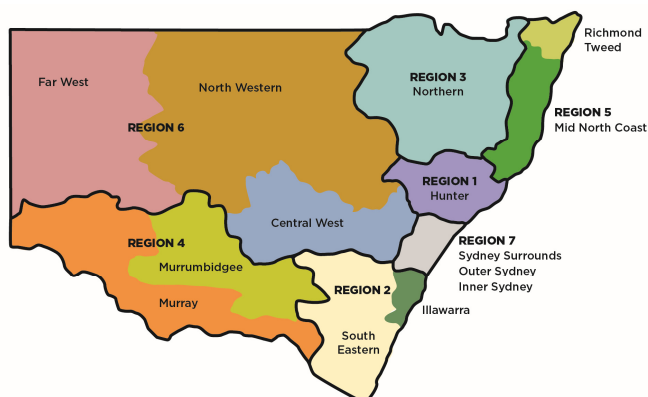
The Head Agreement is put in place for the NSW Government and its Customers, but may be used by any Government or their Customers in Australia including Federal, State or Local and for not-for-profit organisations.

The categories or sub-categories may change during the agreement term.

A sufficient number of Contractors will be appointed to a panel to adequately service the Customers' needs in NSW under the Head Agreement. There is a strong preference for the Contractor to supply an extensive range of goods and services within each Region for which they are appointed.

1.2 REGIONS

Contractors will be appointed to supply services under the Head Agreement to one or more geographical Regions. The Regions are described in Attachment Schedule 10 to this Statement of Requirements and in the map of NSW Regional Government areas shown below here:



A Contractor must only supply services under the Head Agreement to those Eligible Customers located within a Region to which the Contractor has been appointed. The sites of Eligible Customers may not be situated wholly within one or more regions. The Principal reserves the right to include some sites within an adjoining region for ease of Customer management.

1.3 ORDERING AND DELIVERY

The Contractor's system for recording, tracking, accepting and completing orders or service requests, including prices and delivery details must be sufficient to provide an efficient, user-friendly service to Customers. The Contractor's system must facilitate traceability and auditability of all transactions undertaken under any Customer Contract made under the Head Agreement. The Contractor must keep records of all orders placed by ordering officers under the Head Agreement, to create easily accessible historical data.

It is Contractor's responsibility to verify the credentials of any Customer seeking to purchase supplies under the Head Agreement. This is to apply regardless of the mechanisms used to place orders.

1.4 PERFORMANCE MANAGEMENT FRAMEWORK

The Principal has implemented a robust Performance Management Framework to measure and enhance the Contractor's performance during the term of the Head Agreement.

1.5 REPORTS

Customers and ordering officers must be able to obtain regular and ad hoc reports from the Contractor on the Contractor's performance of orders placed under the Head Agreement. The reports are to be supplied at no charge to the Customer or the Principal.

1.6 TECHNICAL SUPPORT

The Contractor must provide appropriate technical support under the Agreement including:

- Ongoing technical support of Customer personnel on all services available from the Contractor.
- Advising Customer personnel in the administrative systems and services available from the Contractor.
- Customer support must be available at the Contractor's premises and over the telephone as appropriate.

1.7 STANDARDS

Contractors that are tendering for any Security Services under this contract have an obligation to comply inclusively with relevant Australian Standards/Legislations and regulatory requirements.

2. SCHEDULE 2: GENERAL PROVISIONS

2.2 GENERAL

The General Provisions apply to all the Services listed in clause 1.1 and are to be read in conjunction with the Specific Provisions for each of the nominated Services set out in this Specification.

2.3 PERSONNEL

2.2.1 LICENCES AND CERTIFICATIONS

All Contractor personnel shall have all licences required under the NSW Security Industry Act 1997 and any other applicable legislation.

The Contractor under the Head Agreement must hold a Master Licence.

The Contractor must be capable of formally certifying that all work undertaken at a site during the term of the Head agreement complies with the relevant Standards Association of Australian Standards.

Security industry employees must hold either Class 1 or Class 2 licences, depending on the security activities they perform

Class 1:

- a) 1A Unarmed Guard
- b) 1B Bodyguard
- c) 1C Crowd Control
- d) 1D Guard Dog Handler
- e) 1E Monitoring Centre Operator
- f) 1F Armed Guard

Class 2:

- a) 2A Security Consultant
- b) 2B Security Seller
- c) 2C Security Equipment Specialist
- d) 2D Security Trainer

Any person responsible for installing communication / network cabling associated with security systems must also hold an appropriate ACMA licence.

2.4 QUALIFIED PERSONNEL

Any technician involved in system installation and/or servicing must be properly accredited, qualified, trained, skilled and experienced for the task they are required to perform. Personnel must be familiar with and trained in testing and rectifying any fault found on the full range of products installed. The cost of such training must be borne by the Contractor.

2.4.1 REGISTER OF PERSONNEL

The Contractor must develop and maintain a register of all site personnel and make it available for inspection by the Principal or Customer at any time. The register is to include, but not be limited to:

- a) Names of personnel;
- b) Date each person was issued & returned identification cards;

- c) Date of attendance at a Customer's Induction Session, including materials presented;
- d) NSW Security Industry Licence details;
- e) Endorsement / accreditation on applicable security systems;
- f) Security clearance & awareness attendance and approval date;
- g) Evidence of Police Checks and "Working with Children Check"; where required

Additional information may be required by Eligible Customers.

2.5 SECURITY OFFICER REQUIREMENTS (APPEARANCE AND CODE OF CONDUCT)

2.5.1 CODE OF CONDUCT

The Contractor must ensure that:

- a) Each member of staff is alert, courteous, helpful, efficient and conscientious; maintains self-control and does not use slang or offensive language;
- b) Each member of staff is fully conversant with the physical environment in which he or she works;
- c) Each member of staff must carry out his or her duties in a disciplined and businesslike manner including ensuring that no members of staff keeps their hands in their pockets, leans against walls or poles, or generally lounges around in public view;
- d) The Security Officers are physically and mentally fit, qualified, alert, experienced and able to perform the Services at the highest standard;
- e) The Security Officers are able to read, write and speak the English language to a level of competency necessary to perform the Services to the required standard;
- f) The Security Officers complete reports and Police statements when required, in legible and intelligible handwritten English language without assistance;
- g) Ensure that the reputation and character of each member of staff is beyond reproach and that they possess common sense to enable them to cope with any situation which may arise in the course of their duties;
- h) The Security Officers maintain continual surveillance of the area for which they are responsible and are alert to any unusual or abnormal occurrences, including anticipation of an accident or the possible commission of an offence or criminal activity;
- i) The Security Officers' blood alcohol level must never exceed 0.00 ppmol on commencement of rostered duty;
- j) The Contractor must comply with the Customers policy of NO SMOKING in the work place.
- k) The consumption, and distribution of illegal drugs, or being under the influence of illegal drugs on the site or whilst on duty is prohibited.
- l) The Security Officer should check and take any required steps to manage any medications that can affect their ability to perform the work.
- m) The Security Officers have at least two years of experience in the security industry.

2.5.2 UNIFORM AND EQUIPMENT

- a) Security Officers must wear a uniform as agreed between the Customer and the Contractor at all times that they are performing duties under the Head Agreement, unless the customer agrees otherwise in writing;

- b) The Contractor must supply the approved uniform and the necessary uniform replacements to all persons employed at the Contractor's own cost to ensure that the highest standards of presentation are maintained;
- c) The Customer may, after consultation with the Contractor, require changes to the standard uniform and the Contractor will comply with the changes at the Contractor's expense;
- d) Security Officers must wear the approved uniform. Part uniform is not acceptable;
- e) The Contractor must supply and ensure all Security Officers have in their possession an approved numbered Security Officer notebook, working pen and time keeping device (e.g. wristwatch or mobile phone) when performing duties;
- f) Whilst on duty, Security Officers must have in possession a mobile telephone with charger. In addition, Security Officers undertaking the alarm response service are to have in their possession a portable two-way radio with charger, capable of communicating with the Contractor's base station at any time during a shift of duty;
- g) Security Officers must carry an appropriate torch at night and have spare batteries available to ensure the torch is in good working order at all times. The torch is to be able to illuminate an area from 5 metres away.

The Contractor must at all times ensure that:

- a) Each member of staff must at all times wears a clean uniform and comfortable boots or shoes and maintains a neat and clean physical appearance, including hairstyle;
- b) Each male member of staff is cleanly shaved at the commencement of a shift or all beards and moustaches are fully and neatly trimmed;
- c) Officers take care not to offend customers and colleagues through lack of personal hygiene;
- d) Officers understand the importance of an attractive smile and clean breath, which requires clean teeth. Eating or chewing gum whilst attending customers is not acceptable;
- e) Officers' make-up/cosmetics are applied lightly and complement the uniform. Perfumes or aftershave are not too heavy or overused;
- f) Officers' hair is clean, neat and tidy in appearance and regularly maintained. If hair is shoulder length or longer it must be tied back, braided, plaited or put up. Hair that appears neglected in style or cleanliness, extreme looking colour changes or fad styles are not acceptable;
- g) Officers' hair accessories if required are simple hair combs, clips hair ribbons or bands, which complement the overall uniform. Large coloured hair clips, bandanas are not acceptable;
- h) Officers who wear jewellery must have no more than one set of sleepers or studs, which may be worn in the lower part of the earlobe. Sleepers must not be any larger than 7.5mm in diameter. Rings must be limited to two rings on one hand. Sleepers or earrings on the eyebrow, cheek, lips, nose or tongue are not acceptable. Officers may be required to remove any item of jewellery that is considered inappropriate or unsuitable whilst on duty;
- i) Officers who wear sunglasses do not wear them when addressing customers, and also do not wear fad colours, gimmicky styles or mirror lens styles. Sunglasses are not to be left resting on top of the head or hat; and
- j) Officers with tattoos have them concealed whilst on duty.

2.6 AD-HOC CALL OUT SERVICES

A Customer may, from time to time, issue an Order (Service Request) for the Contractor to carry out 'ad-hoc' work under the Head Agreement for Security Officer or maintenance technician attendance to provide services requiring attention with a defined response time.

The ad-hoc callout service is required to operate on 365 day per year, 24 hour per day, including public holidays. The Contractor will have an Electronic Logging System to register all ad-hoc works. A guard or technician MUST be available to attend any ad-hoc callout jobs at all times.

The Customer will order the service using the Contractor's call out facility by using phone, email or text message. Orders are to be entered into the Contractor's Electronic Call Log System. Refer to Appendix 6- Order Template.

Where the Contractor is engaged for repairs and does not have the necessary equipment and is required to return to the site, no additional fees or travel expense will apply to subsequent visits to rectify the service request.

The Customer will nominate the approved representative(s) to issue a Work Order.

2.7 ALARM MONITORING AND CONTROL ROOM

- a) The Contractor must ensure that the Base Communication (Monitoring Centre) is adequately staffed for the purpose of monitoring security alarms and equipment at the Site twenty-four (24) hours a day, seven (7) days a week, responding to alarms in accordance with the Specification and communicating with the Customer and Security Officers.
- b) The Contractor must ensure that the Monitoring Centre is maintained and graded in accordance with AS2201.2:2004 - Intruder Alarm Systems - Monitoring Centres for the duration of the Agreement.
- c) The Monitoring Centre must be staffed by at least one (1) person sufficiently skilled and experienced in the operation of a security communications station and the coordination of response security services during the periods specified in the Specification.
- d) The Monitoring Centre must be accessible by telephone and a two-way communication system and operational on a 24-hour basis.
- e) The Monitoring Centre must have sufficient back up equipment capable of being brought on line (as soon as is technically possible) in the event of an equipment failure to restore full communications.
- f) Where an item of equipment at the base station is not functioning, all action necessary is to be taken by the Contractor to have the equipment repaired, replaced or re-commissioned and maintained as soon as possible.
- g) The Contractor must notify the Customer immediately of any such non-functioning equipment and the necessary actions taken. The Contractor must meet all expenses incurred as a result of having to operate, supply and maintain any equipment required pursuant to the Agreement.
- h) The Contractor agrees to allow the Principal and the Customer access to the Monitoring Centre during normal business hours for the purpose of inspecting the Monitoring Centre.
- i) The Contractor may not need to attend single alarm activations unless multiple alarms received from the same zone or different zones subject to agreement by the Customer.

2.8 ROLES AND RESPONSIBILITIES

2.8.1 ROLE OF THE PRINCIPAL

- a) The role of the Principal is to provide its Customers with assistance in maintaining contracts for the Services in a manner that reduces security and contractual risk.
- b) The Customer and other agencies utilising this Head Agreement will manage the overall Head Agreement for the provision of the Services
- c) The Principal will be responsible for ensuring the Contractor satisfies all its obligations under the Head Agreement.
- d) The Principal and/or the Customer will carry out routine inspections and audits, and will investigate any allegations of breaches of Contract.
- e) The Principal will assist in the negotiation of any variations to the contract due to changes in operational requirements.

2.8.2 ROLE OF THE CUSTOMER OR CUSTOMERS AUTHORISED PERSON

- a) The Customer or Customers Authorised Person provides security risk management support to its Facilities and is responsible for the strategic oversight of the provision of the Services to its Facilities.
- b) The Customer or Customers Authorised Person is responsible for the day-to-day management of his or her facility and will be responsible for paying the Contractor for the provision of the Services.
- c) Customer or Customers Authorised Person, will notify the Principal of any breach by the Contractor of any terms and conditions related to the performance of the Services.
- d) The Customer or Customers Authorised Person may direct the Contractor to add or delete Services related to its Facilities, within the scope of the Contract.

2.8.3 ROLE OF THE CONTRACTOR

Notwithstanding other specified requirements, the primary role of the Contractor is to safely and efficiently provide Services at each facility as defined herein.

The Contractor will pay its staff in accordance with the relevant award or registered employment agreement.

2.9 SITE ACCESS

Actual access times and protocols may vary, or be limited, (e.g. during facility shut down or holidays) on a site by site basis and it is the Contractors' responsibility to ensure they are aware of these before attending the site.

Keys to sites may not be held by the Customer. Key holders will arrange to meet the Contractor on site where possible. Should the Contractor be requested to hold keys to a site, it is the Contractors responsibility to keep keys secure. Any loss of keys must be reported immediately and the cost of replacement is to be borne by the Contractor.

2.9.1 ACCESS TO PLACE OF THE SERVICE

Where the Services are to be carried out on the Customer's property the Customer must, subject to operational requirements and such conditions as may be required, arrange for reasonable access.

Where the Place of the Services, in whole or part, includes the Customer's Property, the Contractor must ensure that:

- a) The Contractor does not enter or remain upon the Customer's property other than the Place of the Services upon which the Contractor is entitled to be present under the terms of the Contract;

- b) The Place of the Services are securely locked after the Services have been performed;
- c) Where keys are supplied to the Contractor for the purpose of gaining entry to the Place of the Services, all necessary precautions are taken to secure the keys;
- d) No duplicate keys are made without the prior written permission of the Customer;
- e) Any loss of keys is reported immediately to the Customer. Any replacement or re-keying costs is at the Contractor's expense; and
- f) Any Keys and Plans supplied by the Customer remains the property of the Customer and must be returned to the Customer 'On Demand' or at the completion of the Customer Contract.

2.9.2 SITE VISIT DURING BUSINESS HOURS

All Contractor personnel at arrival at a site must:

- a) Report to the Facility Office or Reception Area and seek approval to enter the site to carry out work;
- b) Check if any entries have been made in the Site Maintenance Log Book;
- a) Facility Representative will advise of entry requirements for their particular site. (E.g. identification, badges, Customer needs, etc);
- b) On completion of work, the Contractor must ensure all areas that have been disarmed by the Contractor to be re-armed;
- c) Provide the Customer with details of the work performed and/or any follow-up work required;
- d) Confirm all appropriate alarm signals are received;
- e) Complete the Service Report and have the Facility Representative sign the Report;
- f) Complete the Log Book.

2.9.3 SITE VISIT DURING NON-BUSINESS HOURS

All Contractor personnel, upon arrival at the site after hours must:

- a) Follow the process outlined above at Site Visits during Business Hours with the exception that a Facility Representative may not be physically present.
- b) An agreement between the Contractor and the Customer for after hour's access is to be established.
- c) Facility Representatives are to sign the Service Orders the next working day.

2.9.4 LOG BOOK

Where a site does not have a log book the Contractor will provide a hard-covered log book (preferably A5 size) suitable for recording the data required to give a complete history of the works carried out.

The book must be clearly marked in at least 24pt type "XXXXX System Service Log Book". It shall also be marked "Do not remove". This book must remain the property of the Customer.

At the commencement of this contract, on the initial visit to each site, the Contractor must ensure that a log book is available. If not, one will be left on site as per these requirements.

The log book will be kept preferably adjacent to the main electronic security panel or if not possible, in the Facility Office or Reception Area. It should be attached to the wall by a substantial string or small chain so that it cannot be lost.

The Contractor's Security Staff must sign on and off. This book must have a copy of each page for submission to the Customer. A duplicate, order style book will suffice.

Record the following information in the log:

- a) Date;
- b) Names of the Contractors Security Staff making the visit;
- c) Times spent on-site;
- d) Work done;
- e) Items of equipment inspected, replaced or repaired;
- f) Condition of the equipment;
- g) Any other relevant information;
- h) Contractors Security Staff printed name & company.

If program settings are changed to any detector control input, entry/exit delay or other control, the new setting must be recorded and the old setting recorded for reference.

2.10 PROTECTION OF PROPERTY AND PERSON

The Contractor must:

- a) Take all reasonable action necessary to ensure all property (Real, Personal, Intellectual or otherwise) at the Site is secure and free from risk of damage or theft;
- b) Take all reasonable action necessary to ensure that all persons at the Site are not exposed to risk of injury or death;
- c) Take all reasonable action necessary to ensure that persons committing offences on Site, involving property and/or offences against persons, are dealt with by Security Officers according to law.

2.10.1 NO UNAUTHORISED PERSONS

No unauthorised or unlicensed persons must accompany Security Officers in the performance of the Services.

2.10.2 RELIEF ARRANGEMENTS

The Contractor must ensure that Security Officers are in attendance at all times nominated in the Contract.

The Contractor must ensure that Security Officers are in attendance during any of the following absences including lunch breaks, scheduled breaks, rostered days off, sick and recreation leave.

The Contractor must provide the Customer with prior notification of any leave absences and the relief arrangements arranged.

2.10.3 SECURITY STAFF HOURS WORKED

- a) Security Officers must have a minimum 8-hour rest period before providing Services under the Customer Contract;
- b) Security Officers must not work longer than a 12-hour shift;
- c) No change to Security Officer's minimum rest period and maximum hours per shift shall be permitted without the prior written agreement of the Customer.

2.11 CONFLICT OF INTEREST

The Contractor must ensure that all Security Officers associated with the security of the Site do not have any conflict of interest with tenants of the building.

2.12 APPREHENDED PERSONS

The Contractor must:

- a) Immediately notify Police, and at the earliest time notify the Customer, where any person is apprehended by the Contractor as a result of the performance of the Customer Contract;
- b) Only effect an apprehension on any person or number of persons where the Contractor has a lawful power to do so;
- c) Ensure that any force used to affect an apprehension is lawful in terms of degree, and that any force used on a person during an apprehension will be no more than necessary, to affect the apprehension; and
- d) Ensure that the apprehended person is told the reason for that person's apprehension at the time of the apprehension being made.

2.12.1 QUESTIONING OF PERSON

The Contractor must:

- a) Not apprehend any person merely for questioning, unless an offence has been committed, in respect of which the person can be lawfully apprehended;
- b) Not put any question to a person who has not attained the age of 18 years, or obtain any statement, admission or confession from such a person except in accordance with the laws in force in the State of New South Wales;
- c) Not put any threat, promise or inducement to any person in an effort to obtain any statement, admission or confession from that person; and
- d) Ensure that the strictest truthfulness and honesty is always exercised by the Contractor's personnel in respect of evidence obtained by those staff pursuant to the operation of the Contract.

2.12.2 COURT ATTENDANCE

- a) The Contractor must comply with any subpoena served on the Contractor or the Contractor's company (as the case maybe) in respect of any and all matters arising out of the Contractor's performance under the Agreement.
- b) Where a subpoena in respect of any and all matters arising out of the Contractor's performance under the Customer Contract is served personally on an employee of the Contractor, the Contractor will do all things reasonably necessary to facilitate compliance.

2.13 ANIMALS

The Contractor must not take animals onto the Site or whilst performing foot patrols in adjacent streets. Any variation to this condition must be approved first in writing by the Customer.

2.14 FIRE

The Contractor must immediately notify, through the "000" emergency number, the Fire Brigade and immediately thereafter notify the Customer whenever the Contractor or the Contractor's Security Officers discover a fire or are informed of a fire at the Site. The Contractor will complete a Fire Report.

2.15 INJURED PERSONS

The Contractor must immediately notify, through the “000” emergency number, the Ambulance Service and immediately thereafter notify the Customer whenever the Contractor or any of the Contractor’s Security Officers discover a person injured at the Site.

2.16 MOTOR VEHICLE REQUIREMENTS

All Contractors’ vehicles utilised for the Mobile Patrolling, Alarm Response, Covert and Armoured Services:

- a) Must be marked with the company’s insignia and display Master Licensee name, Master Licence Business Name, Master Licence number and any words used in connection with authorised security activity (Unless they are not marked with Company Signage or are Covert CIT vehicles).
- b) Are to be fitted with a vehicle tracking system. The Contractor must ensure that the Security Officer is familiar with the operation of the vehicle tracking system.
- c) Are to be fitted with the Contractor’s 2-way communications network to be able to communicate with the Control Room.
- d) Are to be fitted with a key safe, securely mounted in the vehicle.
- e) Are to be fitted with an adjustable spot light(s) capable of allowing Security Officers to illuminate 360° surrounding the Vehicle.
- f) Are to be fitted with approved emergency vehicle warning lights.

2.17 COMMUNICATION

2.17.1 COMMUNICATION WITH CUSTOMER

The Customer will provide a list of contact names and phone numbers for each Customer representative on commencement of the Customer Contract.

All communications relating to a particular site, other than the service job on/off site calls, must be referred to the appropriate Customer Representative.

The primary methods of issuing Orders (or service requests) will be by email, phone, or text message. All Orders (or service requests) are to be confirmed by the Contractor by return email notification.

2.17.2 COMMUNICATION OF CONTRACTOR DETAILS

It is the Contractors responsibility to ensure all contact details are kept up to date and all changes notified in writing to the Customer and Customer Representative.

2.18 MATERIALS, EQUIPMENT & TOOLS

All equipment components and items must be well recognised security industry brand items. If imported items are offered, they must be from well-established Australian distributors with substantial local spare part holdings and local technical back up. All items must have a minimum of a one-year spare parts replacement warranty.

The Contractor must accept the cost of all-necessary installation tools and equipment and technical and test equipment to adequately maintain and/or install an Electronic Security System.

Technicians are to ensure they are carrying the appropriate equipment for the nominated system on that site. Technicians are required to carry a mobile phone and all necessary test equipment including personal computer (PC) capable of connecting to all panels via direct connect, dial up or IP with the latest version of software for equipment installed on the PC.

Replacement parts, materials and/or equipment used in carrying out repairs must meet the existing equipment’s manufacturer’s operating criterion for that equipment.

Where such materials and/or equipment are no longer available, the Contractor must seek written approval from the Customer to use alternatives.

2.18.1 RETURN OF EQUIPMENT

All electronic security equipment removed from a site remains the property of the Customer and must be returned (unless agreed otherwise) within 24 hours of its removal.

2.19 SERVICE REPORT

A Service Report must be fully completed for each Order (or Service Request). All relevant sections MUST be completed correctly and legibly. When repair/installation and extension work is carried out, a service report must be completed for each day on site. (Refer to Order Template – Appendix 6).

2.20 COSTS FOR SERVICES

The costs for all services outlined in Tender Pricing Schedule are on the basis of all-inclusive hourly rates, Refer to Tender Response E Pricing Schedule.

The contractor is to use all best endeavours to seek approval for works that are not covered under the Head Agreement and Pricing Schedule.

2.21 AUDITS AND REVIEW

The Contractor must make available to the Principal and/or the Customer, on request and no later than 48 hours, all records and documentation, including those of or relating to Subcontractors, relevant to compliance with requirements of the Agreement, for the purposes of audit or review.

The Contractor must provide all reasonable assistance during the audits or reviews including attendance by the Contractor. The Contractor must promptly implement effective corrective action on matters disclosed by audit or review.

2.21.1 RANDOM TESTING AND INSPECTIONS

The Principal and/or the Customer may conduct tests and inspections periodically on the services (including but not limited to Licence checks) and or systems either remotely or by visiting the site. The Principal and/or the Customer may not provide notice to the Contractor of any inspection or random testing. The Principal and/or the Customer may request the Contractor to attend. Any work found to be substandard or faulty must be rectified / replaced at the Contractor's expense.

2.21.2 INSPECTIONS AND DEFECTS

The Principal and/or the Customer may at any time during the period of this contract or for 12 months following the contract expiration/cancellation, carry out inspections of work performed under the contract.

If any work is found to be substandard or faulty, and the Contractor does not formally agree to rectification works at its expense, the Principal and/or the Customer may request another Contractor to carry out the work and seek reimbursement from the previous Contractor.

2.22 REMOTE REGION ZONES

A facility may be in a postcode allocated into a Remote Region Zone. A Remote Region Zone for a facility will designate a variation to the callout rates for labour and the response time required for a Critical and Urgent Callouts.

The service response time is increased from 2 to 4 hours for Critical Callouts and next day from 7:00am to 9:00am for Urgent Callouts.

The allocated Remote Region Zone postcodes are summarised in Appendix 10 – Remote Region Zone

2.22.1 REMOTE ZONE FEE

Remote zone fee will be calculated per Kilometre rate; once contractor entered into a remote zone area the fee will be applicable.

The Kilometre rate applies only to callout work orders issued to the contractor and not for Planned Preventative Maintenance works. The rate will only apply and be charged where the contractor is required to attend to a Remote Zone location.

2.22.2 REMOTE ACCESS SERVICE

The Contractor may respond to an Order (Service Request) by remotely accessing an Electronic Security System. When selecting the appropriate method of response to a service call, the Contractor will choose the most cost-effective method for the Customer.

Remote access may be via 'dial up connection only'. All work undertaken in this manner is to be immediately reported in writing to the Customer.

2.22.3 REMOTE ACCESS SERVICE FEE

The Remote Access Service Fee will only be paid where the problem/fault is successfully rectified and requires no further site visits to action.

Only one Remote Access Fee is applicable for each service request issued. If the problem is not resolved by remote access then the fee is not applicable in that instance.

If the fault cannot be rectified remotely then the Contractor must carry out a site visit within the response time specified.

Where remote access is used to complete a job, the service report must be fully completed and a copy of the log print out must be attached showing the entries relating to the remote access. (E.g.; ring answered, hung up action as recorded in the log sheet).

The Contractor must ensure that all existing PIN Codes and/or passwords are programmed into the electronic security systems to enable the Customer to remotely access those systems.

2.23 PIN CODES

The PIN Codes supplied must be kept in a secure manner and not revealed to anyone other than the Customer or other person authorised in writing by the Customer.

PIN Codes are not available from the Customer and must not be supplied to the Customer by the Contractor. It is the responsibility of the Contractor to ensure they know the Installer and Master Codes (where applicable).

If PIN numbers are lost or stolen whilst in the Contractor's care, the Contractor must advise the Customer immediately. Any cost to the Customer associated with the loss of a PIN Code/number must be borne by the Contractor.

2.23.1 INSTALLER, MASTER, MONITORING AND PATROL CODES

The electronic security system "Master and Installer" Codes for each site are available from the Customer. The Customer will issue new "Installer and Master" Codes to be programmed into the panels at its discretion.

The "Master, Installer, Monitoring and Patrol" Codes are not to be changed without prior approval of the Customer.

The Contractor must ensure that "Master, Installer, Monitoring" Codes in alarm systems enable remote access.

The “Master, Installer, Monitoring and Patrol” Codes must not be given to anyone on site. The site administrator shall have the appropriate access through his/her own code to enable them to change user codes.

2.23.2 OTHER USER CODES

Facility user code changes are the responsibility of the facility and are not to be charged to the Customer. The Facility Manager may request the Contractor to make changes to their site PIN codes. The Facility/Site Manager will pay for the service directly at the Additional Task rate.

The facility can only be charged the remote access rate as detailed in the Head Agreement Pricing Schedule. Where the system has no remote access, the facility will be charged a standard service fee as per the Head Agreement Pricing Schedule.

2.24 REMOVAL OF DEVICE

No device must be permanently removed or de-programmed from the alarm system without written authorisation from the Customer.

Should a device need to be removed from the alarm system, in an urgent situation, it may be temporarily removed, provided that it is fixed on the next working day. It is the Contractors’ responsibility to ensure that this device is restored into the system. It must also be noted in the follow-up action section of the Customer service docket, that this has been done and that it will be rectified on next working day.

It is the Contractors’ responsibility to ensure they have the latest version of the sites programming in electronic format. This should be updated at least every 6 months or when work is carried out on the site. This must be updated at the Contractors own expense.

No portion of the installation must be altered so as not to report/communicate to the Customer unless first gaining approval from the Customer in writing and entering this information in the log book.

No portion of the installation must be de-programmed, removed or added to unless first gaining approval from the Customer in writing and entering this information in the log book

Where a zone or part of the program has been authorised to be disconnected, de-programmed or removed, then the zone details, the description, reason for removal and the authorising persons’ name must be entered onto the Service Report.

2.25 TRANSITION PLANNING

Transition refers to the changeover from one contractor to another, from one contractual arrangement to another or the continuation of an existing arrangement on a different basis.

It is the contractor’s responsibility to ensure an effective transition strategy is implemented and handover is successfully completed. The transition In and Out plan will be site specific as per Customer’s requirement. The program and methodology should provide sufficient details to ensure major issues can be clearly identified and the strategy evaluated.

The objectives of the Transition Plan are to:

- a) Implement an effective transition to either a new Security Services Contractor, or to maintain the existing Security Services Contractor under a new contractual agreement, with no disruption to the CUSTOMER’s objectives for the facilities, business operations or stakeholders;
- b) Ensure service levels are maintained leading up to and during transition;
- c) Ensure both the Security Services Contractor and the CUSTOMER is fully prepared to enable effective service delivery at the commencement of the new contractual agreement;

- d) Ensure the transition is managed smoothly and effectively with no disruption to business and services;
- e) Ensure transition (In and Out) are clearly identified, including strategy and key personnel necessary to ensure and meet the contractual obligations;
- f) The handover arrangements should involve an agreed period of overlap where the Customer and new Contractor works alongside the outgoing Contractor to achieve as seamless a transition as possible.
- g) This period should be used by the new Contractor to acquire as much information and knowledge about their responsibilities as practicable and be used to transfer ownership and/or custody of materials and assets to the new Contractor.

Where an overlap transition period is not possible the Customer should take steps to maximise the transfer of information and knowledge to the new contractor. This can involve:

- h) Organising formal and informal discussions between the parties;
- i) Providing access for the new contractor to procedural documents and processes prepared and used by the outgoing contractor;
- j) Facilitating the transfer of custody and/or ownership of assets and contract materials to the new contractor; and
- k) Arranging discussions between the new contractor, stakeholders and end-users so the new contractor can obtain a first-hand view of requirements and expectations.

2.26 NEW CLIENT ENGAGEMENT

The Contractor must complete and submit the Client Engagement Form (Appendix 7) to the Principal for any new contract/agreement with a new or existing customer under this Head Agreement. This will enable the Principal to register any changes under the Head Agreement and review the Contractor's performance.

It will be deemed as a breach of the Head Agreement if the Client Engagement Form is not completed and submitted to the Principal prior to commencing the work.

The Contractor must ensure that any information supplied to the Principal and the Customer is true and correct to the best of the Contractor's knowledge and belief.

3 SCHEDULE 3: PROVISIONS FOR STATIC GUARD SERVICES

3.1 SPECIFIC PROVISIONS SECURITY GUARD SERVICES

On-Site Security Guards may be required at various locations within multiple sites, including, but not limited to, the main entrance, reception, car park, public open space area, etc., based on the requirements of individual Customers.

The Contractor must provide and maintain the security service in accordance with the specification and any standing instructions given in writing by the Customer, or the Customer's Representative. In the case of any conflict in the giving or implementation of any specification or standing instructions, the Customer's Representative's requirements will prevail.

- Access Control and Monitoring Open main entrance and/or front doors - time to be specified by the Customer Contract.
- Open Transport Office as specified by the Customer Contract.
- Secure Transport Office as specified by the Customer Contract.
- Check Staff ID Cards.
- Prevent unauthorised access to restricted areas.
- Operate boom gate as required.
- Perform lock-up duties of all the buildings at the site.
- Test lift alarms.
- Monitor Lift Management System.
- Surveillance at all levels/floors/locations.
- Ensure all stairwell doors, front and perimeter access points are closed and locked.
- Ensure all keys/cabinets are locked.
- Ensure all the alarms are armed at the end of each day.
- Ensure all lights, air conditioning and office equipment are switched off at the end of each day (as agreed by the Customer)
- Visitation Management

These duties require higher level of communication skills, Customer liaison and venue management training:

- Maintain visitor and staff incoming/outgoing log sheets.
- Liaise with visitors in a warm and friendly manner at all times.
- Assist visitors as required and manage enquiries.
- Handle visitor complaints in a timely, professional and friendly manner.
- Promote and motivate visitors to comply with specific site rules and regulations.
- Conduct escort duties within the site.

Foot Patrols:

- At a time set by the Customer representatives walk through all floors and turn-off lights in unoccupied areas and check for any staff working late, record their names, I.D. Number and location and reason for being in the building and take any action as per standing orders of the Customer.
- Conduct foot patrols, at random intervals, to ensure the security of the site and safety of all the persons on the site.

- Patrol and monitor all activities within the areas designated by the Customer Contract.
- Complete physical inspections of buildings, facilities, amenities and surrounding areas of cleanliness, damage, vandalism, correct operations and hazards. Manage and report any issues that arise from these inspections.
- Inspect roadways and car parks for debris and remove as required or directed.

Car Park Management:

- Allocate parking and direct visitor vehicles.
- Monitor and facilitate parking management of all car parks.
- Patrol “Kiss & Ride” and “Drop-Off/Pick-Up” zones and ensure NO vehicles parked in these zones for any unauthorised length of time.

Road and Traffic Control:

- Direct motor vehicle traffic and pedestrian traffic to ensure safety during times of road closures, high traffic loads, congestion, temporary construction or maintenance works or times of increased risk due to conflicts of use between motor vehicles and pedestrians

Emergency Management:

- Respond to emergencies and incidents.
- Assist in emergency operations as required.
- Provide security escort for emergency vehicles.
- Provide security escort for lost or injured persons.

3.1.1 ONSITE ALARM RESPONSE

The Security Officer must operate the alarms in accordance with the Customer's Standard Operating Procedures.

Where the Standard Operating Procedures for Operating the Alarms are not available at the Customer Site, the Security Officer must:

- a) Set the alarms at the completion of the shifts. The lockdown period would differ for each site. At the commencement of the lockdown period, the Security Officer is required to undertake a check of the Site's security alarms and equipment to determine whether any security alarms and equipment have not been activated.
- b) If such security alarms and equipment have not been activated, the Security Officer must immediately contact the Customer's Representative.
- c) When an alarm is activated, the Contractor must immediately contact the Security Patrol, for investigation and report to the monitoring base station and then to contact the Customer's Representative as may be necessary. The Contractor is then not required to take any further action unless otherwise directed by the Customer's Representative. The Customer's Representative will inform the Contractor if an Alarm Response is required immediately or otherwise what action is required.
- d) In the event that the Contractor is not able to contact any of the nominated Customer's Representatives following alarm activation, the Contractor must then arrange for an Alarm Response to attend the Site.

A Monthly Fee for Alarm Monitoring to be provided in the Tender Response Pricing Schedule Document E.

Other customer specific duties may include, but not limited to:

- Receive incoming mail and control outgoing deliveries.

- Control all delivery vehicles/pick-ups, including courier vehicles.
- Investigate any suspicious behaviour to maintain security and safety on site and safety to the public.
- Raise National and State Flags.
- Site Specific Security Office duties.
- Answer office phone/take messages.
- Secure all uncollected mail from reception desk.
- Secure all lost items if found on site or handed in by visitors or staff.
- Promote and comply with customer's site specific Environmental Management Policy, WHS Policy or any other site specific requirements.

4 SCHEDULE 4: PROVISIONS FOR ARMED GUARD SERVICES

4.1 ARMED GUARDS

4.1.1 FIREARMS

Security Officers are NOT permitted to wear or carry firearms on site or performing foot patrols in adjacent streets, unless specifically requested by the Customer and permitted by the NSW Police Force, Refer to clause 4.1.2 for Firearms Equipment.

The Contractor will be required to give all due regard and attention in providing the Services to the fundamental requirement of the Head Agreement to mitigate the risk of harm to occupants of all the Sites.

4.1.2 FIREARMS EQUIPMENT

Where specifically requested by the Customer, the Contractor must provide all firearms and associated equipment necessary to perform the security services. This will include but not be limited to the provision and maintenance of the following:

- a) Semi-automatic handgun(s) 9mm or .40 calibre – number commensurate to job; requirements, plus one spare handgun to cover maintenance or malfunction;
- b) Ammunition – sufficient to allow for a minimum of two magazines per handgun;
- c) Magazine holders x 2 per handgun;
- d) Appropriate holster per handgun;
- e) Muzzle safe clearing device;
- f) Approved firearms and ammunition storage facility, and Firearms register.

4.1.3 FIREARMS MANAGEMENT AND WEAPONS SAFETY TRAINING

Firearms management and weapons safety is key element of the Head Agreement. The Contractor must, on a daily basis, ensure that the Armed Security Officers are in possession of their respective firearms licences and weapons accreditation certificates. Government legislation and SOPs relating to weapons safety and the use of firearms must be strictly adhered to at all times. Any breaches of the above must be immediately reported to the Customer's Authorised Person.

The Contractor must test armed Security Officers in their understanding of firearms management and weapons safety by implementing a formal test procedure where written responses are required by the armed Security Officers in relation to firearms management and weapons safety. The results of these tests must be made available to the Customer's Authorised Person on request.

Armed Security Officers must demonstrate to the satisfaction of the Contractor, acting reasonably, that they have a comprehensive knowledge of firearms management and weapons safety.

Armed Security Officers must receive training from the Contractor, before they are assigned to the site, in weapons safety and the use of firearms. Training will include, but not be limited to, the following:

- a) Use of a firearms safe storage facility.
- b) Loading and unloading procedures using a firearms safe clearing device.
- c) Inserting and removing a firearm from its holster.
- d) Record keeping.
- e) Firearms maintenance.
- f) Incident Prevention.

On an annual basis, the Contractor must provide refresher training to all armed Security Officers in accordance with the NSW Firearms Act and Regulations and the site SOPs. The refresher training of the original scope must include any developments in and/or changes to the Act, Regulations or SOPs.

4.1.4 BATONS/HANDCUFFS

The Customer may authorise, in writing, for retractable batons or handcuffs to be carried, however, the Contractor must provide statement of attainment for each employee who has attended the appropriate training for batons.

The Contractor must ensure that the Armed Security Officers have been trained in the use of restraints (handcuffs), using approved handcuffs and they have acquired CPPSEC3015A – Restrain Persons Using Handcuffs certification. Government legislation and SOPs relating to the use of restraint devices must be strictly adhered to at all times.

Any breaches of the above must be immediately reported to the Customer's Authorised Person.

On an annual basis, the Contractor must provide refresher training to all armed Security Officers in the use of restraint devices. The refresher training of the original scope must include any developments in the SOPs.

5 SCHEDULE 5: PROVISIONS FOR MOBILE PATROL SERVICES

5.1 MOBILE PATROL SERVICES

Patrol/responses must be dispatched for single alarm activations or multiple alarms activations from the same zone or different zones, exact specifics need to be agreed with the Customer.

In instances where it is necessary for the Contractor to divert mobile patrols to another Customer site whilst undertaking the service below, the Customer must be notified immediately.

For the purpose of this Head Agreement there are three types of Mobile Patrol.

5.1.1 EXCLUSIVE MOBILE PATROL

Means a mobile patrol which meets all of the following conditions:

- a) A mobile patrol of a number of sites nominated by the Customer;
- b) A mobile patrol using one vehicle solely and continuously for the purpose of performing the patrol of nominated sites throughout the time period as specified in the Customer contract;
- c) A mobile patrol using one Security Officer solely and continuously for the purpose of performing the patrol of nominated sites, throughout the time period;
- d) A mobile patrol which comprises a continuous process of one Security Officer travelling to nominated sites, alighting the vehicle and conducting thorough security checks in accordance with a routine nominated by the Customer in its order, throughout the time period;
- e) A mobile patrol which may be diverted without notice from the routine for the purpose of responding to the Customer alarm or other incident;
- f) A mobile patrol the cost of which will be calculated by multiplying the hourly rate for Exclusive Mobile Patrols by the number of hours contained in the time period set down by the Customer;
- g) A mobile patrol conducted in accordance with all of the provisions of the Head Agreement and Customer Contract;
- h) A reference in this clause to one Security Officer and one vehicle does not necessarily mean that the same Security Officer or vehicle must be used throughout the nominated time period. It is a reference to the exact number of Security Officers and vehicles which must be used at all times throughout the nominated time period of the Exclusive Mobile Patrol;

5.1.2 SINGLE VISIT MOBILE PATROL

Means a mobile patrol which meets all of the following conditions, including a shared service:

- a) A mobile patrol of one site nominated by the Customer at any time;
- b) A mobile patrol which comprises a single visit to a site within twenty-four (24) hour period, nominated by the Customer, where the Contractor's Security Officer alights the vehicle and conducts a thorough security check of the site on foot;
- c) A mobile patrol where the period of time over which the Security Officer conducts a thorough security check at the site on foot, will be fifteen (15) minutes;
- d) A mobile patrol the cost of which will be calculated on a per patrol basis in accordance with the rate for Single Visit Mobile Patrols;
- e) A mobile patrol does not require the exclusive use of the vehicle and Security Officer;
- f) A mobile patrol conducted in accordance with all of the provisions of the Head Agreement and Customer Contract;

5.1.3 MULTIPLE VISIT MOBILE PATROL

Means a mobile patrol, which meets all of the following conditions:

- a) A mobile patrol of one site or a number of sites nominated by the Customer, over a period of time;
- b) A mobile patrol, which comprises a specific number of visits nominated by the Customer to a site or a number of sites where, on the occasion of each visit, the Contractor's Security Officer alights the vehicle and conducts a thorough security check of the site on foot;
- c) A mobile patrol where the period of time over which the Security Officer conducts each thorough security check will be fifteen (15) minutes;
- d) A mobile patrol the cost of which will be calculated on per patrol basis in accordance with the rate for Multiple Visit Patrols;
- e) A mobile patrol, which does not require the exclusive use of the vehicle and Security Officer.
- f) A mobile patrol conducted in accordance with all of the provisions of the Head Agreement and Customer Contract.

5.1.4 PATROL OFFICER DUTIES GENERAL

The Contractor must ensure that Patrol Officers:

- Attend any site listed in the Customer Contract to which the Contractor is directed by the Customer to attend for the purpose of protecting the Customer's property or persons lawfully using the Customer's property;
- Complete the Mobile Patrol Log Sheets in respect of all mobile patrols and leave a copy of the record with Customer representative or in the letter box if applicable. Contractor must prepare Customer's log sheet/book where provided by the Customer;
- Make available for an immediate inspection by Customer's Personnel, all patrol logs requested by these Personnel during routine inspections of the service and provide any other information required from time to time by the Customer or its representative to ensure compliance with the Head Agreement and Customer Agreement;
- Immediately notify the Customer if the Patrol Officer performing mobile patrols detects any breach of security;
- Carry out all the patrols strictly in terms of the order, requested by the Customer and in accordance with the provisions of the Head Agreement;

5.4.5 PATROL OFFICER AT SITE

- Patrol Officers are to drive to the site in a safe manner, remaining within speed limits at all times;
- The Patrol Officer must conduct examination of the site on foot;
- When conducting an examination, the Patrol Officer should look for any sign of vandalism/fire/theft or damage to property or signs of misuse of the site and consult the control room for further action;
- The Patrol Officer must at all times attempt to correct any problems identified (without putting the Patrol Officer at any safety risk). The Patrol Officer should be looking for the following:
 - a) Signs of forced entry.
 - b) Open windows.

- c) Open doors.
- d) Unsafe areas.
- e) Unsafe or damaged equipment.
- f) Signs of burning or smoke.

If the Patrol Officer finds an unsecured area or breach then the Patrol Officer will contact the Control Room and provide the Control Room with information relevant to the unsecured/breached area such as identification of building, damage etc. If the Security Officer deems the areas to be of security risk then the Control Room is to be consulted for further action.

Patrol Officer should contact emergency phone numbers and follow procedures as per standing orders of the site.

The patrols are to be entered in the site log book, and should include number of inspections carried out, floor numbers inspected and any anomalies located at the site. The daily diary should be placed at a location where the site supervisor and the contractor's employees at the site can have easy access to it.

6 . SCHEDULE 6: PROVISIONS FOR ALARM MONITORING

6.1 ALARM MONITORING AND RESPONSE SERVICES

6.1.1 ALARM MONITORING

The Contractor must provide, from the Base Communication Station, monitoring of security alarms and equipment at the Site, as follows:

- a) General Monitoring (As specified by the Customer)
- b) Specific Monitoring (for example: Computer Room Environmental equipment)

The alarm monitoring service must cover the monitoring of a number of alarms at the site, such as (but not limited to):

- Access/door alarms
- Intruder detection alarms
- Tamper alarms
- Duress alarms.
- Environmental alarms

6.2 ALARM MONITORING AND CONTROL ROOM

- a) The Contractor must ensure that the Base Communication (Monitoring Centre) is adequately staffed for the purpose of monitoring security alarms and equipment at the Site twenty-four (24) hours a day, seven (7) days a week, responding to alarms in accordance with the Specification and communicating with the Customer and Security Officers.
- b) The Contractor must ensure that the Monitoring Centre is maintained and graded in accordance with AS2201.2:2004 - Intruder Alarm Systems - Monitoring Centres for the duration of the Agreement.
- c) The Monitoring Centre must be staffed by at least one (1) person sufficiently skilled and experienced in the operation of a security communications station and the coordination of response security services during the periods specified in the Specification.
- d) The Monitoring Centre must be accessible by telephone and a two-way communication system and operational on a 24-hour basis.
- e) The Monitoring Centre must have sufficient back up equipment capable of being brought on line (as soon as is technically possible) in the event of an equipment failure to restore full communications.
- f) Where an item of equipment at the base station is not functioning, all action necessary is to be taken by the Contractor to have the equipment repaired, replaced or re-commissioned and maintained as soon as possible.
- g) The Contractor must notify the Customer immediately of any such non-functioning equipment and the necessary actions taken. The Contractor must meet all expenses incurred as a result of having to operate, supply and maintain any equipment required pursuant to the Agreement.
- h) The Contractor agrees to allow the Principal and the Customer access to the Monitoring Centre during normal business hours for the purpose of inspecting the Monitoring Centre.
- i) The Contractor may not need to attend single alarm activations unless multiple alarms received from the same zone or different zones subject to agreement by the Customer.

A Monthly Fee for Alarm Monitoring to be provided in the Tender Response Pricing Schedule Document E.

6.3 ALARM RESPONSE

- The Contractor must, provide Alarm Responses 24 hours a day, seven (7) days a week as specified by the Customer.
- The Contractor must respond to activated alarms in accordance with the Customer's Operating Procedures, immediately commence travel to the nominated site.
- Alarm Responses in the Sydney metro area are required to arrive at the Site within twenty-five (25) minutes of the Contractor being notified of the requirement.
- Notify the Base Communication Station of any delay or anticipated delay in reaching the nominated site.
- If a response exceeds twenty-five (25) minutes, the Contractor must provide the Customer a written explanation on the following working day.
- Alarm Responses for all other regions outside Sydney metro will be as per AS/NZS 4421:2011 (page 25, Part B, Patrol Response Time) unless specified otherwise in the Customer Contract.

B4 PATROL RESPONSE TIME

The time to attend an alarm response is the responsibility of the patrol/response organization and is dependent on the classification of the risk at the premises, the type of alarm/event and the time of day when resources are available.

Where there is no negotiated contract time for patrol response, or where no specific requirement is stated or advised, the patrol response times set out below are provided as a guide:

Class 1—Non standard hours of patrol/response activity:≤90 mins.

Class 2—Lower priority event:≤60 mins.

Class 3—Standard security alarm response time:≤45 mins.

Class 4—Dedicated patrol/response service for specified site(s):≤30 mins.

Class 5—Static security officer on site:≤20 mins.

It is the responsibility of the patrol/response organization to advise if any response time cannot be achieved, and of the standard hours when response is available.

It is the responsibility of the monitoring centre to advise the patrol/response organization of which events are defined as 'standard security alarms' and which may be determined 'lower priority events'.

NOTE: Alarm systems installed in client's premises may comply with AS/NZS 2201.1, and alarms may be transmitted in accordance with AS/NZS 2201.5. These Standards classify security systems as Class 1 to Class 5 (Class 5 being the highest, and intended for applications with the greatest security risk).

Once a Security Officer is engaged on a shift, and is directed to proceed to a nominated site then the Security Officer is required to:

- Immediately commence travel to the nominated site.
- Travel to the nominated site using the most direct route.
- Notify the Base Monitoring Centre of any delay or anticipated delay in reaching the nominated site.

On arrival at the site the Security Officer must park the vehicle in an area not obvious to possible offenders and contact the Control Room and provide them the following information:

- The time of arrival of the Contractor's Security Officer at the site (provide the Site Number to the operator);
- Any breach of security immediately detected by the Security Officer upon arrival at the site; and where available, an access code may be entered to confirm the Security Officer's arrival on Site.
- Security Officer will alight from the vehicle and conduct an examination of the area in alarm, taking the keys to allow access to the area in alarm.
- When conducting an examination, the Security Officer will specifically look for open/unlocked doors, open/unlocked windows, broken doors, broken/smashed or cracked windows, broken or cut padlocks, broken water taps/bubblers/pipes etc, signs of fire/vandalism/theft or property damage, signs of substance or alcohol use and any person on site.
- If the Security Officer finds an unsecured area or breach, then the Security Officer will contact the Control Room and advise of the unsecured/breached area, providing the Control Room with information relevant to the unsecured/breached area such as identification of building, damage etc. In consultation with the Control Room the Security Officer may enter the premises and endeavour to secure the premises. If the premises cannot be secured and the Security Officer deems the areas to be a security risk then the Control Room is to be consulted for further action.
- If the cause of the alarm is that Staff on site have failed to isolate the alarm, then the Security Officer is to obtain details of the person in charge at the site. Details to be obtained are: name, address, organisation and proof of identity. The Security Officer will then witness the isolation of the alarm. If alarm cannot be isolated the Security Officer will contact the Control Room for consultation as to what action is to be taken. The full details of the cause of the alarm are to be forward to the Customer and to be recorded for future reference and the cause of the alarm is to be documented on the Response Docket.
- If the cause of the alarm is a breach and offenders are detained the Security Officer will act accordingly to law and contact the Police, the Control Room and the Customer respectively.
- Ensure that the Contractor's Security Officer logs on and off the Customer's site via any electronic service monitoring system.

If the premises are found to be secure, then the Security Officer will inform the Control Room and seek further instructions and clearance. On receiving clearance to depart the Security Officer will complete the issued Response Docket and depart the site after leaving the docket at the predetermined place.

The Contractor must ensure that the Control Room is notified by telephone/two-way radio immediately prior to the Security Patrol Officer's departure from the Site together with the following information:

- a) Time of the Security Officer's proposed departure from the Site;
- b) Full details required by the Customer concerning any breach of security detected by the Security Patrol Officer; and
- c) Any other details that the Customer may require from time to time available from the Security Patrol Officer's log.

6.3.1 ALARM RESPONSE FEE

The fee for each alarm response will be paid on achievement of the following:

- a) An alarm response service provided within twenty-five (25) minutes of alarm being activated.

- b) An on-site time of fifteen (15) minutes for each alarm response service must be included for each alarm attendance.

The following applies if the Security Officer detected breach of security upon arrival:

- a) In the event that the Security Officer detected a breach of security upon arrival and the on-site time for an alarm exceeds the fifteen (15) minutes then the Contractor will be paid an additional fee for the on-site time in excess of fifteen (15) minutes.
- b) The additional fee will be calculated in Five Minute Units of time and paid at the contract price per Five Minute Unit. Units of time less than five minutes will not be used to calculate the amount of the additional fee.

7 SCHEDULE 7 PROVISIONS FOR CROWD CONTROL SERVICES

7.1 CROWD CONTROL

Managing crowd at public organised events is essential in providing a safe workplace. Events can include recreational, social, sporting, fundraising or any other events. Traffic at events can include cars, trucks, electric powered carts and pedestrians such as workers, event participants and event patrons.

Customer is responsible to develop a security plan with the security company to clarify roles and responsibilities of security staff. The attitude of the security personnel should be friendly and professional in order to help maintain a positive atmosphere among patrons. The main responsibilities to consider are crowd control, cash protection, equipment protection and the procedure for confiscated or prohibited items.

The key issues to consider for managing traffic at events are:

- Crowd control/safety
- Developing a traffic management plan
- Traffic management
- Public transport and emergency services access
- Walkways and crossings
- Parking

The local road traffic authority should be contacted for the relevant requirements where an event interacts with a public road system.

To enable security personnel to perform their duties effectively, it is vital that they be briefed appropriately prior to the event. This briefing must provide security personnel with:

- Details of the venue layout, including coordination centre, entrances, exits, first aid posts;
- Any potential hazards;
- Clear direction on the management of unacceptable behaviour;
- Details of emergency and evacuation plans, such as raising alarms, protocols for requesting assistance and evacuation procedures; and
- Instruction for the operation, deactivation and isolation of any on-site machinery and utility supply in case of emergency.
- Be able to communicate with each other and first aid personnel;
- Be able to communicate with other security companies; and Each company that provides security or crowd control functions at the event must be a part of the planning for the event and be licensed under the Private Agents Act 1997.

7.1.1 CROWD CONTROL DUTIES

- Providing clearly marked exits to eliminate confusion;
- Ensuring gates open on time;
- Control of access to stage or performance area;
- Security control at entrances and exits;
- Minimising risk of fire by patrolling areas;
- Control of vehicle traffic and marshalling;
- Searches for alcohol, drugs and weapons;

- Assist emergency services if necessary;
- Lost and stolen property;
- Lost children/ people;
- Pre- and post- event briefings with all event personnel to instruct all staff who is allowed restricted or unrestricted access to the event and event areas;
- Access and keys to restricted areas at the event for relevant stakeholders, i.e. fire hydrant access for fire brigade, electricians and other emergency tradesmen.

8 SCHEDULE8 ELECTRONIC SECURITY SYSTEMS

8.1 GENERAL REQUIREMENTS

The provision of technical and maintenance services for electronic security systems includes:

Maintenance and support services including:

- I. Callout for 24/7 agreed response levels
- II. Programmed preventative maintenance

Installation services including:

- I. Installation of electronic security systems or assemblies (Customer scope of work
- II. Replacement of electronic security assembly and component parts

Ancillary services including:

- I. Audits (Condition Assessments and Equipment Register Refer Appendix 8)
- II. Training
- III. Reviews (Customer scope of works)

The Customer may add services during the Customer contract term.

8.2 ELECTRONIC SECURITY SYSTEMS

The electronic systems and associated equipment include;

- a) Intruder Alarm & Detection,
- b) Access Control,
- c) Surveillance & CCTV,
- d) Duress.

Table 1 below is a list of building Element, Assembly, and Component/Unit of security system equipment included:

Ref	Element- Security System	Sub-System/Assembly/Unit – Security System
(a)	Intruder Alarm Systems and Detection Systems	<ul style="list-style-type: none">- Intruder Alarm (incl. electric strikes, reed switches, detectors, control panels, tamper switches, etc.)- Gate and/or vehicle control systems and associated control panels- Computer head end and associated equipment- Video Motion Detection (VMD) System (incl. internal)
(b)	Access Control Systems	<ul style="list-style-type: none">- Access/Door control system (incl. zone arming/disarming, sounder, arming station)- Biometrics- Electronic Key Management System (incl. Card Readers, door release button bank, door controller panels)
(c)	Surveillance (incl. CCTV) Systems	<ul style="list-style-type: none">- Video Matrix Switch- Monitors, Video Distribution Amplifiers- Video Management System I.e. Head end- Cameras, VCRs, DVRs, KVM extenders, control equipment, racks & consoles

(d)	Duress & Alarm Paging Systems	<ul style="list-style-type: none"> - Intercom system for doors, gates - Help/Duress System (fixed and mobile) - Duress Mimic Panels, radio receiver - Alarm Paging System incl alarm indicator lamps
(e)	Electronic Security System Infrastructure including Central Control & Management System	<ul style="list-style-type: none"> - Computers, monitors, keyboards - GUI - System switches - Access Control/CCTV/Duress etc. integration - Uninterruptible Power Supply (UPS) - Lightning protection - All associated PC servers to security equipment, firmware, passwords, system databases and software & integration software etc. - All associated assemblies of Security Systems (incl. visible and non-visible cabling, associated modems, power cabling, hubs, power supply, terminations and connections etc.)

The Customer may add Element Systems and/or Assemblies of Systems during the Customer Contract term.

8.2.1 WEAR AND TEAR

Any component showing signs of unusual or excessive wear or of potentially imminent failure or faulty components must be reported on the Service Reports for follow up action. Should the technician feel it needs urgent action or it would be more cost effective to replace whilst they are on site, the technician is to contact the Customer Representative.



8.3 PREVENTATIVE MAINTENANCE AND CALL OUT SERVICES









Preventive and Statutory Maintenance will include, without being limited to, cleaning, testing, planned servicing, ongoing assessment and checking the overall integrity of the system (batteries, LAN stability, all input and output alarm devices, modules) and other equipment items integral to comprising a system.

The minimum maintenance procedures for various elements / items within a security system covered by this Head Agreement are specified in the following Technical Data Sheets:

8.3.1 ELECTRONIC SYSTEM PREVENTATIVE MAINTENANCE DUTIES

The following Technical Data Sheets apply to this Head Agreement:

Data Sheet Name	Document
01 Access Control Systems & Panel	 01 Access Control System & Panel PM Sr
02 Automatic Doors & Gates	 02 Automatic Doors Gates PM Schedule.dc

03 CCTV Camera & Monitors	 03 CCTV Camera & Monitor PM Schedule
04 CCTV Control System	 04 CCTV Control System PM Schedule.c
05 Combined Intruder Access Control & Duress	 05 Combined Intruder, Access Contr
06 Duress Alarm System	 06 Duress Alarm System PM Schedule.c
07 Intercom System	 07 Intercom System PM Schedule.doc
08 Motion Intruder Detection	 08 Motion_Intruder Detection PM Schedul
09 Video Recorder & Digital Video	 09 Video Recorder & Digital Video Recorde
10 Personal Duress Alarm	 10 Personal Duress Alarm PM Schedule.di

These technical sheets are a minimum requirement and the maintenance programs should be discussed with the customer and any specific system requirements unique to that customer or system (as per the operating procedures and or warranties) may need to be added.

Refer to specific customer security systems standards and procedures to identify additional requirements.

8.3.2 SERVICE RESPONSE TIME

On receipt of a Service Order/Request, Contractors must respond to all as per the priority defined by the Customer. The priority response times are:

- Priority 1 – Critical Callout - 2 hours in normal zone (4 hours in remote zone);
- Priority 2 – Urgent Callout– within 4 hours or next day (7:00 AM or 9:00 AM in remote zone);
- Priority 3 – Normal (Minor) Callout - As agreed.

The Supplier must be available 24/7 to respond to call outs by the customer.

The Contractor must ensure all Customers' workload is prioritised according to the level of risk to the maintenance of security at a site.

Note: The Customer may re-prioritise the workload after consultation with the Contractor

8.3.3 CRITICAL CALLOUT FEE

A Critical Callout Fee will be payable for the achievement of Priority 1 - Critical Response Times only. The fee should be inclusive of travel time, establishment fees, and initial 30 minutes on site.

The Critical Callout Fee payable for service work will be limited to one Fee per Order (or Service Request) regardless of the number of technicians working on the site or the number of visits required to rectify the fault.

If a Contractor attends a site or parcel of land consisting of multiple sites, for multiple service requests, then only one Callout Fee will apply for all jobs completed.

Critical call out fee is only payable if the Contractor meets service response times.

8.3.4 BASIC INVESTIGATION AND REPORT

When a scheduled maintenance/inspection/callout indicates that an element/assembly is beyond economical repair, the Contractor to provide a report/cost and recommendation to replace the element/assembly within 5 working days after the site visit or if an urgent replacement required, the Customer/Principal must be advised immediately. The Investigation Report is to be completed by a qualified licenced technician.

The repair/replacement may require a further Investigation, which will be a desktop review and brief, usually requiring, but not be limited to, less than 4 hours to prepare and less than 2 pages in length, Refer Appendix 9. The Contractor must prepare a suitable pro-forma for the report. It must be typed or presented in neat and legible handwritten format. The Contractor must resubmit reports in typed format, at no additional cost, when the Customer is of the opinion that the writing is not legible. The further investigation/report may require engaging a consultant; the consultant must have industries licence and authorisation.

A Customer may request an independent Basic Review Report of a scope of work, by others, and or a service proposed to be provided by a Contractor. The Contractor is to submit these reports within four (4) weeks of the request.

The report will cover:

- a) Comment on the current situation.
- b) Suitability of proposed solution for operating need.
- c) Comment on value for money.
- d) Alternatives for consideration, if any.

8.3.5 PREVENTATIVE & STATUTORY ADJUSTMENTS (ADDITIONS AND/OR DELETIONS)

All modifications and/or additions must be reported to the Customer Representative. Prior to making any modifications and/or additions to the existing Electronic Security Systems, approval must be obtained from the Customer Representative in writing.

8.3.6 ADDITION/DELETION SYSTEM ASSEMBLY OR END COMPONENT UNITS

The Customer may install additional system assembly or component units from time to time. These assemblies/components may be included for Callout and Maintenance Service on request by the Customer. The Contractor should vary these assemblies/components into the Agreement within 48 hours of receiving the request or as agreed with the Customer.

8.3 7 PREVENTATIVE AND STATUTORY MAINTENANCE SERVICES

It is the responsibility of the Contractor to maintain the Electronic Security Systems in a serviceable and secure operating condition, and comply with Customer security requirements. Preventive and Statutory Maintenance is regular maintenance and inspection works required to ensure Elements, Assemblies or parts thereof comply with the applicable Standards, such that the typical economic life is achieved.

The Contractor is responsible for the full cost of all necessary technical and other staff and equipment to adequately provide the services to maintain the systems. (Refer also to Training)

The Contractor will carry out Preventive and Statutory maintenance on each system in accordance with the approved Preventive and Statutory Maintenance Program.

At the start of each year, the Contractor must, after liaising with the customer, submit a program of sites and dates for the completion of Preventive and Statutory Maintenance to the Customer for approval, at least two weeks prior to the dates nominated. Once approval has been received, the Contractor must confirm the exact time and date of their visit with the site.

The Customer reserves the right to reschedule maintenance if deemed necessary.

Faults identified during maintenance shall be rectified on that visit or as arranged with the customer.

The result of any maintenance must be recorded as per the maintenance procedures. A copy of the completed checklist must be attached to maintenance invoices.

To establish equipment standard pricing, the Customer may request one off proof of purchase prices for standard items. For non-standard items, (e.g. equipment hire) a copy of the hirer's invoice must be submitted with the Contractor's invoice.

A Certificate of Compliance must be issued with every invoice for all sites and systems maintained in the relevant month. Refer to Appendix 4 – Certificate of Compliance.

The Preventive and Statutory maintenance service includes, but are not limited to the provision of:

- a) All Services as required by the approved Preventive and Statutory Maintenance Program.
- b) All actions required to coordinate, attend meetings and provide reports on these services.
- c) Certifications in writing that all statutory requirements are being met for the specified items.
- d) Service Reports and documents to verify these works have been substantially completed.

8.3.8 STANDARD OPERATING PROCEDURES

The Contractor must within seven (7) days or as directed prior to commencement of the Customer Contract provide the Customer with the Contractor's Standard Operating Procedures for the Site(s) covering all Services required under the Customer contract. The Contractor may amend the Standard Operating Procedures but not first without review by the Customer.

Video footage should be stored and administered on the head end server. The server should be equipped with sufficient hard drive storage to retain 31 days of footage for all connected cameras recording at their highest frame rate continuously. The storage and usage of footage will be determined by the customer and outlined in the scope of works as required.

8.4.8 DRAWINGS AND SYSTEM DOCUMENTATION

All drawing, documentation, programming and equipment relating to the systems for all installations, extensions and upgrades must be provided and remain the property of the Customer and must not be disposed of without the written permission of the Customer. It must also be returned to the Customer when requested. The drawings must be neatly drawn in black ink with neatly printed or stencilled lettering. The Customer may be able to provide the Contractor with building plans on request. Photocopies of existing plans of the Customer's site may be acceptable if clearly legible and intelligible.

The Contractor must keep a copy for assisting in repairs/maintenance, for use in marking up drawings

8.4.9 PROGRAMMING AND COMMISSIONING OF NEW INSTALLATIONS

The Customer may require new site installations to be programmed in a standard layout. In this case, the Customer will provide the Contractor with a standard programming specification and electronic template that the Contractor must adhere to.

An electronic programming template will explain what needs to be modified and how it should be modified. A template will provide all the non-site-specific settings and needs to be modified to incorporate the site-specific information such as users, areas, inputs, etc. It also has a document that.

8.4.10 MONITORING CHANGE-OVER

If required, reconfigure the existing system dialler to communicate with the monitoring centre nominated by the Customer.

All work associated with change-over is to be recorded and conducted under a staged change-over coordinated by the Customer.

This change-over must also include the collection and updating of paperwork from facilities.

Where possible, transfer of the new alarm system to the current system, should be undertaken using remote access.

The Customer reserves the right to carry out changeovers themselves.

8.4.11 WITNESSED COMMISSIONING

All new installation works must be signed off and witnessed as per Appendix 5.

8.4.12 ONSITE LABOUR SERVICE

The Customer will pay for actual On-Site Labour based on thirty (30) minute increments on arrival to site, where applicable. The Customer will not pay for excessive numbers of technicians performing work on site if the Customer does not deem it necessary except where for reasons of safety, WHS or the nature of the work necessitates more than one person to attend the site, payment will be made for one person. No payment will be made for supervisor or manager.

8.4 ANCILLARY SERVICE

8.5.1 INITIAL TRAINING

In the early stage of the Customer contract (preferably within the first six weeks after Customer Contract Signature), the Contractor is to develop an electronic security system training programmed for delivery at each site. The training is to be carried out at a convenient time and location to both the Contractor and the Customer.

The Customer encourages each facility to be responsible for the correct operation of their Electronic Security System. Therefore, the Contractor will provide training to staff to ensure they understand how to operate the Electronic Security Systems correctly. Total training time is expected to be one hour and must be completed during the routine maintenance visit. Ensure the facility has a copy of Customer Electronic Security System User Manual and supply if necessary. The cost of this training should be included in the Preventive Maintenance rate.

The Contractor will provide training to staff to ensure they are competent to operate the Electronic Security Systems and the Site Asset Management Tracking System at each site.

Training programs are to be Competency Based and must be conducted by appropriately qualified personnel. The Contractor is to provide certification of the competency of all Customer staff having successfully completed the training. The training will include the following minimum requirements:

- a) Operation of all nominated systems e.g. alarm systems, access control systems, duress alarm or CCTV DVR systems.

- b) Operation of the audio and video intercommunications systems.
- c) Operation of Head Ends and where applicable Intelligence Modules.
- d) CCTV playback and recording functions.
- e) CCTV settings and adjusting the monitor.
- f) Intruder alarm systems, access control systems and CCTV archiving of event images for permanent storage.
- g) Use of the operation and maintenance manuals and Customer User manual if applicable.
- h) Any other matters required for the efficient and effective use of the system.

8.5.2 ADDITIONAL SUBSEQUENT TRAINING

After initial training by the Contractor to selected Customer staff on the day to day operation of the site security systems, the Customer may request additional training for a small number of specifically identified staff in the operation of the Site Asset Management Tracking System. The Customer will provide a service request to allow for payment for this training.

9 SCHEDULE 9: CASH IN TRANSIT

9.1 CASH IN TRANSIT (CIT) – SOFT SKIN/COVERT SERVICES

This specification establishes the core requirements for the provision of the Cash in Transit (Soft Skin) Services. Notwithstanding the above, additional service elements may be included as required on a Site by Site basis. In performing the Services, the Contractor will give all due regard and attention to the fundamental requirement of the Head Agreement and Customer contract to mitigate the risk of harm to occupants of the Site during the movement and transfer of cash. The Contractor will provide covert Soft Skin Cash Collection, Cash and Negotiable Instrument Transportation, Banking and related services to nominated Facilities at nominated times and frequencies as defined in the Tender Price Schedule Document E.

9.1.1.CIT AWARDS

The Contractor will pay its staff in accordance with the relevant award or registered employment agreement.

9.1.2 CIT EQUIPMENT

The Contractor will provide or otherwise ensure that their CIT Officers have all equipment necessary for the safe and efficient provision of Services, including, but not limited to:

- Appropriate clothing
- Photo Identification cards,
- Two-Way Radio,
- Mobile Phone,
- Approved forms,
- Working pens,
- Notebook with numbered pages,
- Accurate wrist watch,
- Unmarked vehicle
- Any equipment by any industrial award in respect of the Services,
- Any other necessary equipment.

Neither the Principal nor the Customer or Authorised Customer Representative are obligated to provide the Contractor with any equipment, other than may reasonably be agreed with the Contractor from time to time.

- a) In providing the Services, the Contractor will only use licenced CIT Officers, unmarked vehicles, and all necessary ancillary equipment as may be required to satisfy its obligations under the Head Agreement. CIT Officers will wear plain clothes as approved by the Principal.
- b) The Contractor is required to provide licenced CIT Officers for the Services as required. The number of CIT Officers required to perform the Services will be as determined by the Contractor and agreed by the Principal from time-to-time.
- c) Management, supervisory, and administrative tasks will be provided by the Contractor to ensure rapid, efficient and effective communication with the Principal, and ensure safe and secure performance of the Services.
- d) The carrying of firearms by COVERT Soft Skin CIT Officers in providing the Services is expressly prohibited. Any breach of this clause will be sufficient grounds for the immediate termination of the Head Agreement without recourse by the Contractor.

9.1.3 CIT OFFICERS COMPETENCIES

The Contractor is required to have staff trained and assessed, and to provide evidence to the Principal/Customer that any proposed CIT Officer possess the following minimum competencies as defined by the Asset Security Training Package, to the equivalent level of Certificate III in Security Operations.

<https://www.police.vic.gov.au/competencies-licensing-activities>

<https://www.safeworkaustralia.gov.au/collection/cash-transit-guidance-material>

In addition to the minimum competencies specified at licencing clause 9.1.3, the Contractor is to provide evidence to the Principal/Customer that any proposed CIT Officer possess the competencies as defined by the Asset Security Training Package and in accordance with the SLED regulatory requirements.

9.1.4 CIT OFFICER DUTIES

The duties of the CIT Officer Covert/Armoured involve contact with staff at the Customers Facilities, and they may also be observed by others. It is important that a CIT Officer's appearance is neat and tidy, presenting an image of professionalism.

The following standards must be observed:

- a) Clothes must be clean and neatly pressed;
- b) Covered shoes must be worn;
- c) Short sleeve shirts may be worn;
- d) Covert CIT Officers may wear trousers, shorts or jeans

Prior to commencement of any personnel on duties associated with the provision of Services, the Contractor must conduct:

- a) Orientation training, including operational requirements will emphasis on the underlying philosophy to be followed in the provision of Services for the Principal;
- b) Site and route familiarisation training as applicable, and specific training in relevant policies, procedures, and standing orders

9.2 CASH IN TRANSIT (ARMOURED VEHICLE) SERVICES

The Contractor will provide Armoured Vehicles Cash Collection, Cash and Negotiable Instrument Transportation, Banking and related services to nominated Facilities at nominated times and frequencies as defined in the Tender Price Schedule.

In providing the Services, the Contractor will only use licenced CIT Officers, vehicles, and all necessary ancillary equipment as may be required to satisfy its obligations under this Head Agreement. CIT Officers will wear uniforms as approved by the Principal

The Contractor is required to provide licenced CIT Officers for the Services as required. The number of CIT Officers required to perform the Services will be as determined by the Contractor and agreed by the Principal from time-to-time.

Management, supervisory, and administrative tasks will be provided by the Contractor to ensure rapid, efficient and effective communications with the Principal, and ensure safe and secure performance of the Services.

The sub-contractor should ensure that all reasonably practicable steps are taken to ensure that the health and safety of persons, in addition to workers, are not adversely affected by the work being undertaken.

- a) Sub-contractors, who have engaged people as workers, have the same work safety duties as a person conducting the business or undertaking;

- b) Under the Security ACT workers are required to follow safety procedures and instructions and participate in safety training provided by persons in control. Workers must use the safety equipment provided by the persons in control and take all reasonably practicable steps to report any risk, illness and injury, connected with work, that the worker is aware of;
- c) Ensure that workers performing CIT Security work have the relevant knowledge, skill and appropriate licences;
- d) Ensure that those workers have acquired the knowledge and skills necessary to perform CIT work through qualifications, training and experience;
- e) Ensure that adequate work safety management systems are in place and operating to ensure that the safe work practices have been adopted and are adhered to; including the use of Personnel Protective and Safety Equipment (PPSE) and firearms;
- f) Review and monitor systems and control measures; and
- g) Provide refresher training on procedures, safe systems of work, and PPSE on an annual basis.

9.3 CASH IN TRANSIT (CIT) CONTROL ROOM

The Contractor will, throughout the term of the Head Agreement, maintain an appropriately equipped and staffed communications facility ("Control Room") that will remain fully operational between the hours of 7:00am and 7:00pm, Monday to Friday. The Control Room will assist in the provision of the Services by:-

- Providing a single point of contact for the Customers or other stakeholders;
- Maintaining contact with Security Officers during the provision of the Services;
- Monitor the location of vehicles involved in the provision of the Services;
- Providing advice and assistance to the Customers in relation to the Services;
- Initiating response, service action, and notifications via radio and telephone in relation to any incident relating to the Services;
- Receiving feedback from the Customers and initiating further actions as required;
- Maintaining logs, records and incident reports in a manner approved by the Customer.

10 SCHEDULE 10: PERFORMANCE SERVICE LEVELS

10.1 CONTRACTOR PERFORMANCE

10.1.1 PERFORMANCE

The Contractor's performance is to be monitored on an on-going basis in accordance with the Head Agreement, the Statement of Requirements (Key Performance Indicators below) and Customer contracts. Appendices 1, 2, 3 and 8 of this Schedule are sample performance management reporting tools that can be used by both Contractors and Customers to record and review performance.

The Contractor will carry out services that:

- Comply with the specifications of the services in the Statement of Requirements and as specified in the Customer contract.
- The Contractor will participate in meetings at scheduled times with the Customer to review the Contractors performance.

10.1.2 MANAGEMENT

The Contractor will allocate personnel with sufficient authority and experience to liaise with the Customer on a regular basis to:

- a) Ascertain business service needs and service requirements
- b) Resolve Service Level difficulties
- c) Ensure effective and timely administration of Agreement

10.1.3 CUSTOMER OPERATION MEETINGS

The Contractor may be required attend and contribute to up to four (4) operations meeting per year per Region if required with customer. Key personnel attending must be authorised to make decisions. The meetings will be organised by the customer on an as required basis and may be conducted over video conferencing.

The Contractor will provide reports covering the agreed KPI's for each review meeting one week prior to the meeting. The service provided by the Contractor will be reviewed using Key Performance Indicators set out in the Customer Contract.

Customer may have additional requirements to these KPI's and may request additional meetings.

10.2 PRINCIPAL ANNUAL REVIEW MEETINGS

Customer Representative Review's meetings will be held annually with the Customer Representative and/or the Contractor Executive representatives.

Head Agreement operational and review meetings will be held as scheduled with Customer and/or Contractor Authorised Persons.

The Annual Contract Review will include the evaluation of Customer Satisfaction and Service delivery along with any other KPI's determined as relevant. Any score below 70% will require the Contractor to affective corrective action within 10 days of a formal notification being issued by the Principal.

The Customer and/or Principal may request additional meetings.

Additional meetings relating to non-performance are to be formally (in writing) requested by the Customer and or Principal. The reason(s) for calling additional meetings are to be provided to the Contractor at least 24 hours prior to the meeting.

10.2.1 PRINCIPAL/CUSTOMER CONTRACTOR MEETING AGENDA

The standard agenda for meeting between Principal/Customer and Contractor will include:

- Tabling and acceptance of minutes and previous meeting;
- Tabling and review of operations report;
- Principal/Customer comments and discussion;
- Review of issues and action list.

Principal/Customer may vary the agenda or meetings times at any time with reasonable prior notice and may request additional meetings.

10.3 SERVICE LEVEL BENCHMARKS

Benchmarking with other suppliers within the market place is a potential price-management mechanism under the proposed Agreement.

An independent benchmarking service provider may be engaged to compare prices of the Services with other comparable Services available in the market place.

Benchmarking may be undertaken by the benchmarking service provider after the first anniversary of the proposed Agreement and at 12 monthly intervals thereafter.

10.4 REPORTS

The Contractor will provide written reports to Principal, Customers, Authorised Customer Representative and other stakeholders, in forms approved by the Principal. Such reports will be tailored to meet the differing requirements of the nominated recipients.

- a) Orders placed by individual ordering officers, Customers on behalf of branch/division etc. or whole departments.
- b) Category/Sub-category/Item.
- c) Item description – general and detailed.
- d) Actual delivery performance details including such things as an analysis of quantities of most common items ordered, analysis of various ordering methods used, delivery performance and analysis of payment periods and discounts given.
- e) Reports relating to the variation of Contract prices, which might typically include details of the percentage variation of items (\$) since the previous review, etc.
- f) Details of aggregated purchase quantities of items over period of time.
- g) Warranty statistics.
- h) Purchases by Nominee purchasers.
- i) Purchases by Contractors to public sector agencies.

The following are examples of the type of information likely to be requested from the Contractor by Customer through regular or ad hoc requests for reporting:

- a) Ad - hoc work - The Contractor must link the following as a minimum record of the callout performed to the items in Asset Register - Date of Call-out; time received, date and time of arrival at the facility in a response; Nature and extent of Work carried out; Man-hours involved; Materials required; Replacements made; Total cost of Work carried out at cost to the Facilities Manager; Comments on current condition; and Completion Date.
- b) Historical Record - The Contractor must ensure that the system retains a historical record of all data and information listed above. Each data item must be referenced with the date of record as appropriate to the type of data.

- c) Reports - Capable of compiling reports (screen and hardcopy) on all categories of services carried out, with the ability to also prepare summary reports for the whole facility at Region/Sub-region/Facility, Element and/or Assembly level.
- d) Regular operational meeting - This report must list of all Work performed, including details listed above, listed by Facility/Element.
- e) Annual performance review meeting - This report must provide an overview of the services provided by the Contractor and including statistics during the previous twelve (12) months.

10.5 KEY PERFORMANCE INDICATORS (KPI)

The Service Levels to be measured are set out as Key Performance Indicators (KPI's) in this Schedule and include:

- Time Management
- Prevention of Security Breaches
- Response and Management of Complaints
- Accuracy and Completeness and Timely Submission of Reports
- Work Health & Safety
- Environmental Work Practices
- Customer Satisfaction
- Contract Administration
- Contractor Self-Assessment

Each Customer may have additional requirements to these KPI's. The methods of evaluation or measurement are to include (but not limited to):

Measure	KPI	Evaluation	Frequency
Timeliness	Time taken from call to arrival at a site	Call out Report - Response Time	Monthly
Timeliness	Time taken from arrival at a site to complete rectification work.	Call out Report - Rectification Time	Monthly
Quality	Number of multiple Callouts for the same system/problem within a month	Call out Report -	Monthly
Quality	Accuracy of BER	Technical review agreement of Beyond Economic Repair (BER) reports	On-going
Quotes	Time taken to provide quotes,	Quotes to be submitted within 5 working days	On-going
Management	All staff inducted and accredited	Training, Accreditation & Skill report for all staff – Induction reports incl Working with Children Checks, licenses for all staff and ongoing training	Monthly, Annually & New staff
Management	All annual and other programmed work achieved	Annual and other programmed works completed on time and to budget	Monthly with Invoice

Measure	KPI	Evaluation	Frequency
		Certificate of Compliance identifying exclusions, if any; Service Books on-site	
Management	Timeliness, accuracy and legibility of invoices	Audits - Desktop review or on-site check of attendance dockets against invoices	Monthly

10.6 FAILURE TO MEET SERVICE LEVELS

In the event of the Contractors performance not meeting the Service Levels, the Customer will advise the Contractor in writing of the performance deficiency. The Contractor must affect corrective action within 10 days.

The Customer may determine that a failure to meet a Service Level warrants immediate action as per the Head Agreement.

10.7 CONTINUOUS IMPROVEMENT

The Contractor may identify improvements to service delivery of mutual value. The Contractor warrants that it will at all times during the Agreement Period, endeavour to discover and bring to the notice of the Customer Representative, any improvement or initiative which may provide either financial savings and/or improve the delivery of services under the Agreement.

Contractors must (without limitation) give the Customer Representative a written notice setting out sufficient details of all improvements (if any) in the proposal which are relevant to, and would materially improve the performance of the Services, to enable the Customer Representative to determine whether or not to implement any improvements under this Agreement.

If the Contractor identifies improvements, the Contractor must submit in writing to the Customer Representative, at its own cost, detailed proposals for changes to the Services and associated solutions which are likely to offer significant (including repeated and long term) benefits to the Customer Representative.

The Contractor must ensure that such solutions do not include anything which might adversely affect the quality of the Services and that any proposed changes are consistent with the purpose and intent of this Agreement.

The Customer Representative must consider the Contractor's proposals, but is not bound to accept any proposal. The Customer Representative may also accept the proposed changes subject to conditions. The Contractor must have no claim arising out of the Customer Representative's failure to accept any proposal or proposed changes.

If the Customer Representative accepts any changes proposed by the Contractor, any direct cost savings to the Contractor of providing the changed Services (or improvement) will be for the benefit of both the Contractor and the Customer Representative.

The Contractor is fully responsible to the Customer Representative for the compliance of the Services and for the changes and their consequences as a result of the implementation of any improvement.

11 SCHEDULE 8: SPECIAL CONDITIONS

11.1 SUBCONTRACTING

The Contractor must not sub-contract a part of its obligations under this Head Agreement without the prior written approval of the Customer. The Customer may give or withhold its approval in its absolute discretion and may impose conditions on its approval.

11.1.1 SUBCONTRACTORS RESPONSIBILITIES

The Contractor is responsible for all acts and omissions of Subcontractors as if they were those of the Contractor and the Contractor indemnifies the Customer against all costs, expenses and liabilities incurred by the Customer in connection with the acts or omissions of any Subcontractors. Refer to Head Agreement.

The use of any Sub Contracting arrangement must be approved by the Principal and The Customer in writing prior to the commencement of the engagement.

The Principal Contractor must complete regular contract management reports and audits to ensure the service delivery is up to the standards required as set out in the KPI'S. In addition to supplying all copies of all Licences and insurance documents to the principal and customer.

The Principal Contractor must ensure that the sub-contractor carries out all services as agreed with the Customer and does not engage in further subcontracting or any behaviour outside of the code of conduct or the Security Act.

Failure by the Principal Contractor to manage the Sub Contractor in line with the security Act, KPI Standards or Customer agreement will result in a breach of Head Agreement.

11.1.2 ASSET DETAILS

The information made available by the Customer in a Request for Quotation (RFQ) does not necessarily detail all assets and facilities.

The Customer is not responsible for any interpretation, deductions or conclusions made by the Contractor from the information made available, and the Contractor must accept full responsibility for any such interpretations, deductions or conclusions.

I. Errors and Omissions

The documents supplied by the Customer to the Contractor before the Date of Customer Contract could include errors or omissions or could be misleading.

Notwithstanding that the Customer may have been negligent, or would but for this clause be vicariously liable for the negligence of others, in preparing or supplying the information, the Contractor will have no claim in contract, tort, restitution or equity or under any statute or otherwise against the Customer, or the Principal, arising from the errors or omissions or the fact that the Contractor might have been misled.

II. Indemnity

If the Contractor supplied to anyone else, including a Subcontractor any information supplied by the Customer, the Contractor must indemnify the Customer against any claim by that person arising out of errors or omissions or the misleading nature of the information.

III. Failure to Comply

If the Contractor fails to comply with the requirements of this clause the Customer may implement such inspections and tests as the Customer determines are required and the cost incurred by the Customer is a debt due from the Contractor.

11.2 QUALITY MANAGEMENT SYSTEM

The Contractor must maintain their Quality Management System. Obtain evidence from proposed Sub- Contractors and certify that Sub- Contractors' quality management systems meet the requirements of the Contractor's Quality Management System

11.2.1 PROJECT QUALITY MANAGEMENT PLAN

Develop and implement a Project Quality Management Plan that complies with the NSW Government (QMS Guidelines). The QMS Guidelines are available on the Internet at Procurepoint:

<https://procurepoint.nsw.gov.au/>



qms_guidelines_appendix_a_0.docx

Quality Assurance minimum standard is 9001:2016

The Project Quality Management Plan must cover the relevant elements of the Contractor's Quality Management System and include an index of the Contractor's quality procedures and proposed Inspection and Test Plans and associated checklists.

Include a schedule of internal audits for the Agreement. Submit a copy of each audit report within 14 days of the date of audit.

11.3 INDUSTRIAL RELATIONS MANAGEMENT

Verification of Compliance with Industrial Relations Obligations

Submit before beginning works on the Site, a statement on the Contractor's letterhead (Refer to Appendix 11), signed by an authorised person, attesting to the Contractor's compliance, in the preceding twelve months, with all employment and legal obligations including, but not limited to:

- a) Payment of remuneration to employees, annual leave, Long Service Leave Payment Scheme registration;
- b) Workers' compensation insurance, including self- insurance arrangements;
- c) Superannuation fund membership and contributions over-award payments such as redundancy
- d) Fund contributions;

11.4 NON-CONFORMANCE

The Principal may issue a non-conformance notification to the Contractor if the total KPIs score is below the target level at any time during the Head Agreement. The Principal will detail the reasons why the target score has not been met and will request that the issues be addressed by the Contractor to ensure the service level is increased in order to meet the targets.

The Contractor must return the non-conformance notification to the Principal within three working days, clearly setting out the proposals to ensure an increased level of service is provided and the target level met, indicating the completion date if applicable and who will be responsible for ensuring the actions are carried out. Once any remedial action has been completed the Contractor must confirm completion. The Principal shall then check the remedial action taken by the Contractor and approve the services if satisfied.

While the above process is in progress the contractor may be suspended and will not be engaged until the non-conformances issue resolved, completed satisfactory and signed off by Principal/Customer.

Three (3) poor performance ratings per year may result in the termination of the Head Agreement.

11.5 WORK HEALTH AND SAFETY MANAGEMENT

In the performance of any Customer Contract, the Contractor must comply with the requirements of the following:

- a) The Work Health and Safety Act 2011 (NSW) and any regulation made under this Act, including the Work Health and Safety Regulation 2011 (NSW); and
- b) Any Codes of Practice issued pursuant to the above Act and regulations.

The Contractor must ensure that all Subcontractors providing Services under Customer Contracts comply with the above requirements.

The Contractor must develop, maintain and implement a WHS Management System consistent with the NSW Government *Work Health and Safety Management Systems and Auditing Guidelines 5th Edition (WHSMS Guidelines)*, which are available in the Procurement Guideline Documents section of the ProcurePoint website at:

<https://www.procurepoint.nsw.gov.au>



whs_ms_guidelines_m
ay_2014_final_1.docx

11.5.1 PROJECT WHS MANAGEMENT PLAN

For each Customer Contract, the Contractor must prepare and implement a Project WHS Management Plan that complies with the *WHSMS Guidelines*.

Within 8 weeks after award of the Customer Contract, the Contractor must submit the applicable Project WHS Management Plan to the Customer, together with a copy of the checklist at *Appendix A* of the NSW Government *Work Health and Safety Management Systems and Auditing Guidelines 5th Edition*, completed and signed by the Contractor to confirm the compliance of the Project WHS Management Plan.

Guidance on WHS management plans and Safe Work Method Statements for maintenance services, extracted from the “WHS Management Systems Guidelines” is contained in NSW Government publication: “How to prepare Site-specific Safety Management Plans and Safe Work Method Statements”, which is available from WorkCover NSW or from the internet web site at:

www.safework.nsw.gov.au

11.5.2 INCIDENT REPORTS

The Contractor must ensure compliance with the notification and other requirements of the *WHS Act 2011* (NSW) sections 35-39 for any notifiable incident, including immediate notification to WorkCover.

Notify the Principal of any notifiable incident and any incident requiring medical treatment or involving lost time as soon as reasonably practicable after the incident.

Provide a written report to the Principal within twenty-four hours after the incident, giving details of the incident and evidence that requirements of the *WHS Act* have been met.

When requested, provide to the Principal an incident investigation report, including identification of the root cause of the incident and corrective actions taken, in the form directed.

11.5.3 PROHIBITION, IMPROVEMENT, NON-DISTURBANCE AND PENALTY NOTICE

The Contractor must immediately notify the Principal and Customer of any Prohibition, Improvement, Non-disturbance or Penalty Notice issued by WorkCover for any work under the Contract. Provide the Principal and Customer with a copy of the Notice and written details of

the corrective action taken by the Contractor and/or the applicable subcontractor to rectify the breach and to prevent recurrence.

11.5.4 SAFE WORK PROCEDURES

The Contractor must develop Safe Work Method Statement for the Services provided under the Customer agreement. Safe work procedures must include, as a minimum (but are not limited to):

- a) Procedures that are relevant to the Contractor's operations;
- b) A description of the tasks and associated hazards;
- c) All precautions to be undertaken to protect health and safety;
- d) Control measures and methods to minimise health and safety risks;
- e) Reference to health and safety legislation, codes or standards applicable to the work; and
- f) If requested by the Principal and/or the Customer, obtaining Safe Work Procedure Statements from Sub- Contractors 7 days before commencement of the Customer Contract.

11.6 ABORIGINAL PROCUREMENT POLICY

The Contractor must use its best endeavours to make Aboriginal participation, including employment and training, a feature of the project.

Reporting request by the Customer on Participation levels must be met by the Contractor and will include requests for financial spend, employee and any supporting documents as required.

The Contractor may be requested by the Customer or the Principal to input data into a reporting tool via a weblink on a regular reporting basis during the term of an agreement to measure participation levels and spend.

For additional information on the NSW Government Aboriginal Procurement Policy refer to Procurepoint on the internet:

<https://www.procurepoint.nsw.gov.au/policy-and-reform/goods-and-services-procurement-policies/aboriginal-procurement-policy>.

11.7 INDUCTION

If required by the Customer, all the Contractor's Personnel deployed on the Services must attend a site induction program arranged by the Customer.

11.8 MATERIALS AND WORKMANSHIP

Where the Agreement requires compliance with a Standard or Code, that Standard or Code must be the one current at the closing date for tenders, except that the requirements of the Building Code of Australia for each customer contract must be current at the Date of Completion of that customer Contract.

All visible external and internal surfaces, including fittings, fixtures and equipment, must be free of marks, dirt, dust, vermin and unwanted materials, as a condition of payment. All surplus materials resulting from maintenance or replacement are the property of the Contractor unless directed otherwise and must be disposed of offsite.

11.9 GUARANTEES

Ensure that the Customer will have the benefit of all warranties and guarantees for all items provided under the relevant Customer Contract for which a guarantee would be reasonably expected.

11.10 WARRANTIES IN RESPECT OF GOODS AND SERVICES

The Contractor represents and warrants that:

The Goods:

- Will meet the specifications and all other applicable requirements under this Head Agreement;
- Be of good quality, fit for purpose and free from defects and omissions in material, design or workmanship;
- The contractor to ensure that goods are covered under warranty until the warranty expiration period. Asset registers and all warranties must be transferable if contractor is removed or replaced;
- Upon title passing to the Customer, will be unused and free from any charge or encumbrance; and
- Will comply with all laws that are related in any way to the Goods.

The Services:

- Will be performed with due care and skill and in accordance with industry best practice;
- Will meet or exceed the Service Levels and use materials that are:
- Fit for the purpose for which they are supplied and used;
- Will comply with any applicable specifications or requirements;
- To the best of its knowledge, no conflict of interest of the Contractor, its employees, agents or Subcontractors exists or is likely to arise in the performance of its obligations under this Head Agreement;
- The Contractor and the Contractor Personnel will not infringe the Intellectual Property rights or Moral Rights of any person in providing the Services or otherwise performing this Head Agreement;

The Goods or Services and their use will not:

- Result in a breach of any law or mandatory codes;
- Infringe any person's rights (including Intellectual Property Rights and Moral Rights);
- Constitute a misuse of any person's confidential information; or
- Result in the Contractor or any Related Bodies Corporate of the Contractor breaching any obligation that it owes to any person.

11.11 HAZARDOUS SITUATIONS

All staff/officers must not to place themselves in any situation which could, in their opinion, be hazardous. Such hazardous situations could include, but are not limited to, proximity to electricity wires; investigating objects potentially contain explosive or incendiary material, fires, flammable or toxic fumes or gases.

11.12 OPERATIONAL INCIDENT REPORT

The Contractor must prepare and submit to the Principal and Customer a written incident report to on any incident which may affect the normal running of the Customer's organisation, and/or could lead to a crisis occurring or a claim for damages against the Customer. The report should generally address "Who, What, Why, How" in relation to the incident.

The written report may be used as supporting evidence and may be referred to the Customer's senior management. There may be situations when the report will need to be made available to

the Police or made available for the information of a Court of Law. Care should be therefore taken in its compilation to ensure;

- a) Neatness of presentation and legibility of handwriting;
- b) Correct use of punctuation and correctness of spelling; and
- c) Completeness of information and details with no errors;

11.13 COMPLAINTS

Any complaint relating to the Contractor's personnel or otherwise concerning the manner in which any security services are performed must be reported to the Customer as soon as possible and investigated by the Contractor.

The Contractor must provide all reasonable assistance to the Customer's Representative in the investigation of such complaint.

The Contractor must prepare a written investigation report which describes the nature of the complaint and provides details of all action taken by the Contractor in response and must be accompanied by any statements taken from persons who were involved in the circumstances surrounding the complaint. The Contractor is to submit such report to the Customer, within one (1) day of the complaint being reported.

11.14 INFORMATION TO BE PROVIDED TO THE CUSTOMER AND THE PRINCIPAL

The Contractor must upon request make available to the Customer and/or the Principal at any time between 9.00am and 5.00pm Monday to Friday, the following records for inspection, in order to verify compliance with the Head Agreement and Customer Contract:

- a) All staff rosters;
- b) All staff pay and allowance records;
- c) All NSW Security Industry Act Licences;
- d) All Company Registration documents;
- e) All Business Name Registration documents;
- f) All training registers and certification of technical staff;
- g) All insurance policies;
- h) Any other documentation requested by the Customer and/or the Principal that is relevant to the performance of the Head Agreement;
- i) All driver's licences, vehicle registration, vehicle insurances and road worthiness certificates;
- j) All senior first aid certificates;
- k) Any other documentation requested by the Customer and/or that is relevant to the performance of the Head Agreement;
- l) Evidence of qualifications and training; and
- m) Electronic Vehicle Tracking system or any other electronic recording system;

The Contractor must ensure that any information supplied to the Customer and the Principal is true and correct to the best of the Contractor's knowledge and belief.

11.15 CONTRACTOR PANEL ARRANGEMENT

The panel arrangement provides successful tenderers the opportunity to compete for work but does not guarantee that any successful tenderer will be awarded work.

A sufficient number of Contractors that meet all the requirements as per Head Agreement will be appointed to a panel to adequately service Customers' needs in NSW under the Head Agreement.

12 SCHEDULE 9: COST ADJUSTMENT PROVISIONS

All Services provided for previous 12 months must be completed and invoiced.

Percentage multipliers will not be adjusted.

Note: Price reviews are scheduled in line with the initial contract commencement (July annually).

12.1 HEAD AGREEMENT COST ADJUSTMENT

Amounts in the Tender Price Schedule will remain firm for the first Contract Year.

12.1.1 CUSTOMER CONTRACT COST ADJUSTMENT

The Customer Contract price is fixed for 12 months from commencement and must be more than 12 months old for the yearly adjustment to be applied. This applies unless a separate provision has been made in the Customer Agreement.

For work carried out in each subsequent Contract Year, the amounts (in dollars) will be adjusted as follows:

12.2 PRICE FOR ROUTINE MAINTENANCE

Routine maintenance prices shall be adjusted for both labour and material. These prices shall be adjusted by multiplying the Contract Price by the adjustment factor calculated in accordance with the following formula using the applicable Labour and Materials Indexes

$$\text{Adjustment Factor} = 1 + \left(\frac{CIL - BIL}{BIL} \right) \times 35\% + \left(\frac{CIM - BIM}{BIM} \right) \times 55\%$$

where:

CIL is the Current Index Number for Labour

BIL is the Base Index Number for Labour

CIM is the Current Index Number for Materials

BIM is the Base Index Number for Materials

12.2.1 FOR ALL OTHER PRICES

If Price variation is based on Consumer Price Index (CPI), the following formula will apply:

$$RP = OP * \frac{L}{Lo}$$

(Note: * = means multiplication)

where:

RP = Revised Customer Contract Price.

OP = Original Customer Contract Price.

L = CPI at Price Adjustment date.

Lo = CPI at the Base Date.

12.2.3 LABOUR RATE

The Contractor's rates for labour will be adjusted by multiplying the Contract Rates by the adjustment factor calculated in accordance with the following formula using the applicable Labour Indexes

$$\text{Adjustment Factor} = 1 + \left(\frac{CIL - BIL}{BIL} \right) \times 90\%$$

12.2.4 LABOUR INDEX

Australian Bureau of Statistics Catalogue 6302.0 - Australian Bureau of Statistics Catalogue 6302.0 - Average Weekly Earnings, Australia, Table 4: Average Weekly Earnings Trend, Private Sector, Persons, Full Time Adult Total Earnings (Series ID A85002067K).

BIL is the Labour Index Number last published by the Australian Bureau of Statistics prior to the closing date of tender;

CIL is the Labour Index Number last published by the Australian Bureau of Statistics prior to the commencement of the Contract Year for which the adjustment is being calculated.

12.2.5 CONSUMER PRICE INDEX

Australian Bureau of Statistics Catalogue 6401.0 - Consumer Price Index, Table 1 – All Groups CPI, Sydney.

L is the Consumer Price Index Number last published by the Australian Bureau of Statistics prior to the closing date of tenders;

Lo is the Consumer Price Index Number last published by the Australian Bureau of Statistics prior to the commencement of the Contract Year for which the adjustment is being calculated.

12.2.6 MATERIAL INDEX

Australian Bureau of Statistics Catalogue **6427.0** – Producer Price Indexes, Table 18: Input to the House Construction Industry, All Groups, Sydney (Series ID A2390417V).

BIM is the Materials Index Number last published by the Australian Bureau of Statistics prior to the closing date of tenders;

CIM is the Materials Index Number last published by the Australian Bureau of Statistics prior to the commencement of the Contract Year for which the adjustment is being calculated.

12.2.7 DISCONTINUED OR ALTERED INDEXES

If an index is discontinued or the basis on which an index is calculated is altered, the nearest index consistent with the intention of this clause and agreed by both parties will be substituted.

12.2.8 DECIMAL PLACES

If an index number includes more than three decimal places, regard shall not be given to the fourth and following decimal places of the index number.

12.3 SERVICE FEE ADJUSTMENT

If the Principal issues notification of a Service Fee adjustment then the Contract Price will be adjusted using the following formula:

$$RP = OP * \frac{(1 + RM)}{(1 + OM)}$$

(Note: * = means multiplication)

Where:

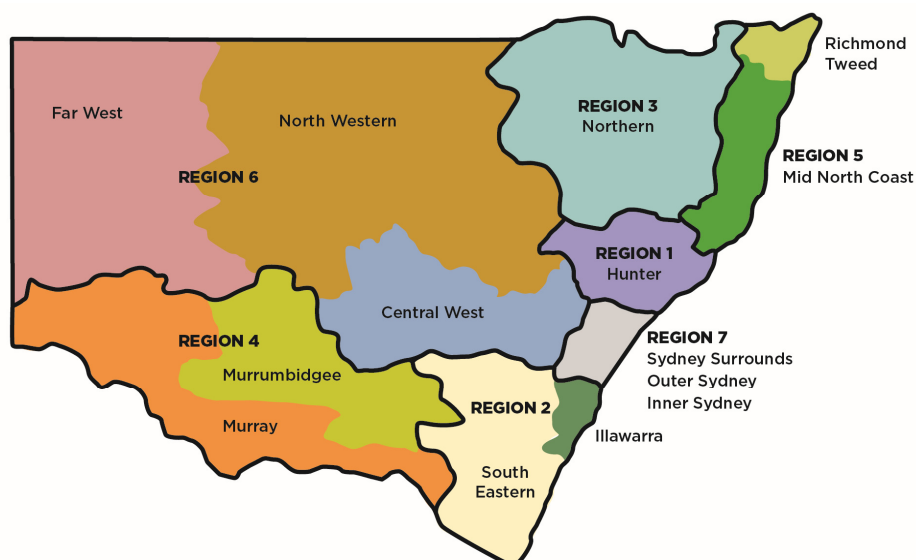
RP = Revised Contract Price

OP = Original Contract Price
RM = Revised Management Fee Rate
OM = Original Management Fee Rate

12.4 TRANSITION OUT PERIOD

In the Transition out Period, the rates applicable in the last Contract Year will apply.

13 SCHEDULE 10: Geographical Regions



Region	Regional Name	Description
1	Hunter (HT)	The Hunter Region contains the Hunter River and its tributaries with highland areas to the north and south. The Hunter Valley is one of the largest river valleys on the NSW coast.
2	Illawarra (IL)	The Illawarra Region contains the urban areas of Wollongong and Nowra, and the Minnamurra and Shoalhaven river valleys. To the west of the coastal plain is a long escarpment that leads to very rugged terrain in the Shoalhaven area.
	South Eastern (SE)	Comprises the far south coast of NSW, the southern tablelands and the Snowy Mountains. The region contains the Clyde, Moruya, Tuross and Bega river valleys.
3	Northern (NR)	Northern (NR) The region contains the Northern Tablelands, the northern slopes to the west of the tablelands, and the north central plains.
4	Murrumbidgee (MG)	The region is traversed by the Murrumbidgee River and contains the Murrumbidgee and other irrigation areas. Wagga Wagga is the major urban centre in the region.
	Murray (MR)	The Murray River on the NSW border forms the southern boundary of the region. The terrain varies from flat in the western and central areas to very rugged on the eastern border. The main urban centre in the region is Albury.
5	Mid - North Coast (NC)	The Mid-North Coast Region covers a coastal strip of NSW and includes the Manning, Hastings, Clarence and Macleay river valleys.
	Richmond - Tweed (RT)	The Richmond and Tweed coastal river basins and the Upper Clarence River valley dominate this region. To the west is the New England Plateau and to the north the McPherson Range.
6	Far West (FW)	This vast region containing the unincorporated area of NSW is bounded by the Queensland and South Australian borders. Included is the City of Broken Hill and the Darling River passes through the region from the north-east to the south.
	Central West (CW)	In the Centre of the region is the Bathurst-Orange area and to the east the Blue Mountains. The western area extends to the Lachlan river and the town of Condobolin. The region also contains the urban areas of Parkes, Forbes and Cowra.
	North Western (NW)	This large region contains diverse topography, with flat plains to the west, undulating slopes in the centre and elevated areas extending from the Central Tablelands in the east. The region includes the Bogan, Macquarie and Castlereagh river basins.
7	Sydney Inner (SI)	Inner Suburbs of Sydney
	Sydney Outer (SO)	Outer Suburbs of Sydney
	Sydney Surrounds (SS)	Areas around Sydney Metropolitan

14 APPENDICES A Example Contractor Forms:

Appendix 1 – Sample Annual Report Format	 Appendix 1 Annual Report Format Templ.
Appendix 2 – Sample Customer Survey Form	 Appendix 2 Customer Survey Form Template
Appendix 3 – Sample Contractor Self Evaluation	 Appendix 3 Contractor Self Evalua
Appendix 4 – Sample Certificate of Compliance	 Appendix 4 Certification of Compl
Appendix 5 – Sample Witness Commissioning	 Appendix 5 Witness Commissioning.docx
Appendix 6 – Sample Order Form	 Appendix 6 Order Form .docx
Appendix 7 – Property NSW Contract Agreement Registration Form	 Appendix 7 Client Agreement Registratic
Appendix 8 – Sample Equipment Register Template	 Appendix Equipment Register Template.xls
Appendix 9 – Sample Basic Investigation Report & Quote	 Appendix 9 Basic Investigation & Repor
Appendix 10 – Remote Zone Areas	 Att10_Remote Zone Area.pdf

END OF DOCUMENT