

CARE International in Pakistan

Risks Management Unit

Terms of Reference for Guarding Services

1. The Security company will provide security guard services at CARE offices, warehouses, rented premises, residences and other posts identified by CARE within Pakistan. CARE may decide to use the security services of company for different locations/sites with the expansion of program/project requirements and it should be done with mutual agreement with proper documentation.
2. The Security company will provide CARE International in Pakistan locally recruited, trained, professional and efficient security guards supervised by shift supervisors on daily basis with report to CARE RMU representative in the location. The supervisor will daily brief posted guards on their responsibilities and efficiency.
3. The hours of work for these security guards shall be from 06:00 AM to 18:00 PM for day guards and 18:00 PM to 06:00 AM for night guards in compliance with Pakistan Labor Law.
4. The Security company shall provide all security guards with uniforms, identification cards/badges, whistles, truncheons or batons, torches with batteries and any other equipment considered necessary to carry out their duties effectively or to send alarm signals in case of emergencies.
5. The Security company shall provide each guard post with at least one VHF radio handset or one functioning cell phone to enable the guards to maintain permanent contact with and be monitored by the control center at security company headquarters in Islamabad.
6. The Security company should guard and protect all posts and properties belonging to the CARE through the guards provided and to act as deterrents against any attempted unauthorized entry into the premises being protected.
7. The Security company will indemnify the CARE's properties from damage, theft or loss when under the care of the security guards if such damage, theft or loss is due to the negligence of the security guards. The Security Company will be responsible for replacing the damaged, stolen or lost property to CARE. The Company shall be liable to CARE only for loss or damage if such loss or damage is sustained as a result of the negligent or unlawful, improper or nonperformance of this Agreement by the Company or its personnel on duty.
8. The Security company will, as usual, provide to client all "Visitors" and "Vehicles" logbooks respectively to record visitor's/vehicles movements as appropriate in the interest of providing watertight security services for all CARE locations under their security coverage.
9. The Security company will, from time to time, bring in writing into the notice of CARE International in Pakistan authorities (Director RMU or designee) any situations at their various posts that will adversely affect the smooth operations of Security company personnel assigned to such posts for speedy corrective measures to be taken.
10. The security company agrees to furnish the client/CARE with the names of all security guards posted at all posts. In the event that a guard is replaced with a new one, the name of the replacement guard shall be immediately given to CARE Representative at RMU at least one day in advance. CARE International in Pakistan prefer that changing security guards be at long intervals, at least six months or as required by the existing conditions. Frequently changing of guards would tend to create difficulties in knowing or identifying the security guards and may challenge security risks and compliance with CARE security requirements.
11. The company will provide all deployed guards' CNIC's and police verification certificates to CARE RMU respective before deployment of guards at any location identified by CARE.

12. It is the responsibility of the security company to provide CARE with the names and telephone numbers of important security personnel who should be contacted all times in case of need. Any change of names and telephone numbers should be immediately communicated to the client to update his records.
13. The security company agrees to map out all posts of the client/CARE guarded the company guards and provide code names for each post. All communications regarding these posts shall be by the code names and not actual post name. In the event of an emergency, security guards should immediately communicate with their Base Command and indicate the postcode affected followed by company report to CARE/RMU representative.
14. The company's night patrol team should visit all the posts at least once each night between 02:00 hours and 05:00 hours to make sure that the guards are on duty, in their correct positions and alert. Such control visits must be logged in the register provided or clocked in to ensure it is actually being done. Any problems found must be recorded for the information of both CARE and the security supervisor.
15. In the event of an emergency, it is the responsibility of the Security Company to provide a backup support system to their security guards so that, if subdued by the intruder(s), the backup will provide the necessary support to halt or deter the intruders from succeeding in their mission.
16. The company agrees to take the onus of orienting and informing their security guards about these guidelines contained herein for proper implementation and observation.
17. The Company will follow essential and desired selection criteria for hiring and deputing security guards to client/CARE:
 - Minimum educational qualification must be Matriculation.
 - The Security guards must be physically, mentally and medically fit to perform guarding duties.
 - The Security guards desired age should be minimum 45 years preferably ex-military personal.
 - The Security guards must be able to write Urdu and understand English will be preferred (at least such one deputed guard for day/night).
 - At least expert in firefighting and understand surveillance tactics within geo-fence of their AOR.

18. Obligations of Security Guards

- Security Guards must always keep a logbook at every post of the client/CARE to be completed with the following details:
 - Name of visitor and his/her organization
 - Vehicle registration number (if any)
 - Purpose of visit
 - Date & time of arrival and departure
 - Record any messages for the occupant in case he/she is absent.
 - The logbook must also indicate the number and presence and time of arrival and departure of all guards in their various posts on a daily basis.
- Guards ensure that all visitors are escorted by the receiving staff member inside CARE office and on departure.
- Security guards should always check visitors to ensure that they are expected guests. In the case of unexpected visitors, guards must always seek the permission of the occupant of a post before letting in any unexpected visitor. In the event that a visitor is not allowed in by the occupant, guards must present polite apologies but be firm in making sure that they cannot permit anyone in without permission granted by Client.

- At every post, at least one guard must always be in position from where he/she can be seen at all times by the occupant. The other guard (s) must conduct a patrol of the interior of the post at least every one hour. This can be done in rotation of roles at least every one hour to prevent them from sleeping and maintain proper surveillance of the premises and passerby.
- Security guards must, at all times, carry their batons and support equipment on them in preparedness for any emergency. They should be clean, smart, disciplined, alert and professional in the execution of their duties.
- Security guards must, at all times, be at their duty posts at the official duty hours contained in the agreement between the company and the client/CARE. Any late arrivals or early departures shall constitute a breach of the agreement for which the company shall be liable.
- The security guards on duty will inform his/her supervisor and CARE/RMU representative regarding their planned leaves to enable company provide reliever in timely manner.
- The Security company supervisor will provide details of reliever to CARE/RMU representative along with contacts. The company supervisor will be responsible to orient new guard on CARE/Client security requirements and guard obligation to be perform.
- The security guards on duty will ensure proper surveillance and report any unusual movement to RMU duty officer immediately.
- The security guards will follow CARE/RMU protocols in case of any emergency and communicate accordingly.
- All security guards deputed at CARE facilities will be expected to strictly comply with CARE's Code of Conduct and demonstrate respect for gender and diversity.

Selection Criteria

Selection criteria for hiring of guard's company will be as:

- Company registration certificate
- PACRA rating
- Company profile
- Clients list
- Company audit report
- Guards verification system
- Supply of Uniforms and equipment's turnaround time
- QRF setup and response time
- Backup of guard's deployment
- Criteria of guard's selection
- How often guards training is conducted
- Evacuation and firefighting drills