

Annex A

Terms of Reference

1. OBJECTIVES AND SCOPE OF WORK:

The services to be performed by the service provider selected under this contract are the provision of security and surveillance services for persons, premises / offices, and properties of UNHCR in KRI - IRAQ.

The composition of the location(s) is defined in Annex C "Financial Offer Form" according to the needs of UNHCR offices and registration centers.

The duties to be performed by the staff of the security services company include, but are not limited to:

- a. To support staff safety and security in UNHCR- KRI premises through incident response, access control, incident reporting, office safety monitoring and implementation of physical security measures;
- b. To effectively implement asset loss prevention measures in the covered premises and following through action points, instructions and guidance coming from the Country Field Security Officer (CFSO), Field Security Officer/Associates (FSO) and Security Focal Points (SFPs);
- c. To detect, deter, delay and deny threats to UNHCR personnel, visitors, premises and assets in the assigned premises;
- d. To implement all standard operating procedures (SOP) and regulations on physical security and staff safety by the Field Security Unit (FSU) in the assigned premises;
- e. To implement and maintain a systematic and retrievable incident reporting, access control logging system (i.e. logbooks for visitors, vehicles, parcels, asses/item movement records) and screening records (visitors, parcels, documents) in all UNHCR premises both through physical and electronic means under the guidance of the different FSOs in the assigned premises;
- f. To implement effective perimeter security and compound defense measures to safeguard UNHCR premises through patrols, information elicitation, observation records and swift incident response;
- g. To actively participate in security and safety training, drills and activities conducted by the FSU to maintain a high and up to date state of security awareness and response capacity;
- h. To demonstrate and maintain a consistent professional behavior and decorum in appearance, action and attitude in exercising the guard duties and responsibilities in all assigned premises;
- i. To assist UNHCR personnel, partners, visitors and authorized premise clients with regards to providing authorized information under the guidance of CFSO/FSU/FSO;
- j. To provide reception support of visitors and authorized clients of UNHCR-KRI, the personnel to be assigned for reception work are to be specifically selected due to above-average language skills (oral and written) and capacity to interface with visitors in a professional manner;
- k. To assist in vehicle parking management in UNHCR premises;
- l. To check/distribute the visitor access badges provided by reception in exchange for identity documents;
- m. To carry out the inspection at entrance and exit of all visitors, staff, and all other service providers including bags, luggage and vehicles, whether physical or through the technical means put in place (i.e. scanners and metal detectors) and/or proposed by the service provider (i.e. manual metal detectors);
- n. To operate the surveillance system and the access control system installed in the premises;
- o. To carry out the external and internal surveillance rounds both during the day and night, as per the procedures established by UNDSS/ CFSO/FSU/FSO;
- p. To ensure the first intervention and the triggering of the appropriate alarms (proper use of fire extinguishers and any other extinguishing means, liaison with the relevant authorities of the premises and with the civil protection services in case of fire or fire; flood, etc.) as well as emergency first aid capacity;
- q. In case of emergency, the company must be able to intervene instantly, that is to send a response team within a maximum of 10 minutes after receipt of the alert, at night (between 20:00 and 6:00) and within a maximum of 10 minutes during the day. It also comprises to refer to the competent authorities any person intercepted by its team. The scope of the response team will be limited to provide life-saving assistance to UNHCR personnel and dependents, liaison presence, conducting preliminary observations, securing the site and to proceed with the evacuation of the personnel and provide possible assistance to the host country's security forces in order to preserve the assets and personnel of the sites;
- r. To actively participate in security and safety drills in all UNHCR premises as instructed by FSOs.
- s. To provide other guard duties during special events.

2. REQUIREMENTS:

2.1 COMPANY REQUIREMENTS:

The security service company shall have at least 5 years of operational existence and be in possession of up-to-date required legal licenses and documentation necessary to operate as a private security company in IRAQ and in KRI. In addition, the security service company shall provide:

- A list of a minimum of 5 of current and past clients with a similar size and profile as UNHCR is required including a minimum of 3 reference/recommendation letters.
- Financial statement from the past 2 years.

2.2 STAFF REQUIREMENTS:

- a) **Current Security guard force:** In case the contract is awarded to a new security service provider, UNHCR reserves the right to request the contractor to re-hire the same current security staff under the new pay-roll system, which the new security service provider has proposed to UNHCR. The underlying reasons for the recommendation are the current personnel while working in UNHCR premises have obtained good experiences Persons We Serve (PWS) , through several trainings as a Code of Conduct, Crowd management, and other related trainings in the UN compound and registration centers.

Nevertheless, in such case, the service provider will be responsible and to be able to screen the personnel, as per the conditions mentioned in point # 2 hereunder.

- b) **Pre-employment screening:** The security service company shall be able to provide evidence-based pre-employment screening for its proposed guard personnel with the following requirements:

- Criminal, psychological and background checks, as authorized by the local laws;
- Firearm carry/use permit, as per local law;
- Employment record of at least 3 years back;
- Reference check from 3 non-related individuals / entity.

The security service company shall not deploy or assign any guard personnel to any of the UNHCR premises or residences of UNHCR personnel, unless the required due diligence is met, and favorable background checks are established. By favorable, the descriptor means that the guard personnel have no criminal records and is of reputable standing in his or her community. The guard personnel shall have no prior history of drug substance abuse.

- c) **Proposed staff profile and experience:** The security service company shall be able to provide and share with UNHCR through the Field Security Unit (FSU) personnel files of all proposed guard personnel with the following documents being required:

- Minimum education requirement: the equivalent of High school education;
- CV for all proposed security personnel including all training and education record. All proposed supervisors must have 3 years of experience;
- Medical certificate that is less than three months old, attesting the physical fitness of the proposed staff.
- Individual performance record.
- Background investigation information.
- Colored photograph or face profile.
- One set of fingerprints.

- d) **Training and implementation of security procedures and processes:** The security company shall provide measurable evidence of training and competency development for all proposed guard personnel. All guards should be able to;

- Read and write correctly in English / Arabic & Local language, so as to be able to collect and understand the context of exchange of information, both physically and by telephone. The knowledge of English would be an asset.
- Access control policies and procedures, i.e., visitor control procedures, escort procedures, after-hour access and vehicle access;
- Operating x-ray machines, walk through metal detectors and hand-held metal detectors;
- Identity checks – what constitutes valid identity, spotting false identity cards, etc.
- Basic search techniques – including those for pedestrians, vehicles and packages;
- Professional behavior and decorum;
- Conduct of perimeter patrols;
- Rules of engagement and use of force;
- Actions to take when approaching a suspicious person and package;
- Emergency response and evacuation procedures including incident site-cordoning actions.
- Routine and emergency communications procedures including use of radio and phones;
- Crowd management;
- Hostile surveillance and reconnaissance detection;
- Information security
- Incident reporting and logbook system
- Measures against bribery, corruption, and other crimes;
- United Nations Standards of Conduct for the International Civil Service and the zero-tolerance policy on sexual exploitation and abuse;
- International code of conduct for private security service providers;
- Sensitization to religious, gender and cultural issues, and respect for all populations and ethnicities.
- Computer skills to operate the access control system and monitoring on a simple and functional basis.
- Be trained in the use of their service weapon (firearm, stick, tonfa, or other)
- Be able to handle first-aid fire extinguishing means such as fire extinguishers, sandboxes, and other equipment.

- Be able to use the company's communication equipment (radios, walkie-talkies, etc.).
- Be subject to the annual first aid refresher training.

e) Supervisor: A facility supervisor/team leader or coordinator, should be assigned in order to, in liaison with its headquarters, oversee the good performance of all sites, staff and equipment. The supervisor also ensures performance control through random checks on the various sites that the instructions are known and applied. The tasks of the supervisor include but are not limited to:

- Visiting each site to check the immediate external environment, to sign/initial the logs after each check;
- Weekly summary report of the various incidents for the different posts to be transmitted to UNHCR security FSO;
- Managing the duties of the security guards ensuring that all guards conduct their duties competently;
- Managing the duty roster and schedules ensuring that the required numbers of guards must report for each duty shift;
- Liaising daily with the designated UNHCR Admin Unit / Security Unit personnel in charge of office security;
- Reporting all incidents to the UNHCR Admin unit / Field Security Unit;
- Submitting all required reports including total number of UN personnel & vehicles within compound and out of compound at any point in time promptly and properly
- Ensuring that the daily occurrence log is properly maintained;
- Ensuring that the Visitor's log is properly maintained;
- Ensuring that the Security procedures (SOPs) of UNHCR are properly executed;
- Ensuring that UNHCR access control policies are properly executed and adhered to;
- Ensuring that the guards are properly dressed at all times while on duty;
- Ensuring that the guards report for duty on time and do not leave their duty posts until properly relieved;
- Being responsible for all UNHCR equipment provided for the guard-force (i.e. metal detectors, vehicle inspection mirrors, radio and video surveillance, etc.);
- Ensuring the guards conduct themselves in a professional manner portraying the UN's image;
- Intervening in case of incidents or problems related to the security of staff of UNHCR in liaison with the designated security coordination team and the police;
- The supervisor must have good knowledge of the operation and the know-how of the police context in the country as it is likely to serve as a relay with the police authorities in case of an incident;
- Ensuring that the instructions are known and applied by the security guards. In the event of an incident, it implements the safeguarding measures of the staff and property of UNHCR;
- In collaboration with the security officers, being responsible for the reception, control and entering of visitors; and
- Guaranteeing the proper supervision of the security service company's teams, the level of training of their members and being able to advise the safety officer and the managers.

f) Additional staff requirements: The security company will be required to provide any number of additional staff at given rates on a short notice of one (1) day, to deploy any additional security service requirements including emergency situations for the UNHCR offices (if required).

3. WORKING HOURS & LEAVES:

- The Security Service Provider must be compliant with the current Labour national laws and will carry the legal responsibility of any violation of the Iraq labour law. However, in line with the ILO standards, guards should not work more than 8 hours/day, for a maximum of 48 hrs./week. In this case, the ILO standards on working hours shall prevail over the local Iraq labour law.
- All guards must be given enough annual leave, in addition to statutory holidays. The Security Service Provider will be responsible for providing backups instead of the guards taking leave. UNHCR will not pay additional costs for the alternative guards.

4. MEDICAL INSURANCE, FAIR PAY AND WORK CONDITIONS:

The security company is responsible for the payment of all applicable charges and duties concerning its staff (i.e. salary, social security, health care, insurance, Uniform, Security Equipment etc.) and will provide proof of these payments, as per national laws. The breakdown of personnel costs will be indicated by the company as per Annex C. In addition, the security company is to provide:

- Proof of regular payment of salaries of its personnel. The net salary should be estimated, and accepted by UNHCR, in accordance with the national law, setting the minimum net salary for employees.
- Proof of medical insurance/health care for employees.
- Proof of payment of transport arrangements, living expenses, etc. to all its staff.

5. SCHEDULE / STAFF DEPLOYMENTS

The security company's personnel shall carry out their duties and the security company shall adjust the shifts to make sure that the service is delivered 24/7. Estimated requirement and timings are mentioned hereunder:

LOCATION	OFFICE NAME	STAFF DESCRIPTION	GENDER	Qty	SHIFT Timing	# Guards required 1st Shift	# Guards required 2nd Shift	# Guards required 3rd Shift
						08:00-16:00	16:00-12:00	12:00-08:00
DOHUK	UNHCR Compound	Armed Security Guards	Male	15	8-Hours Shift (5 days a week)	8	5	5
		Receptionists	Female	2				
		Team Leader/supervisor	Male	1				
DOMIZ-1 Camp	Registration centre	Un-Armed Security Guards	Male	8	8-Hours Shift (5 days a week)	7	2	2
		Un-Armed Security Guards	Female	2				
		Team Leader/supervisor	Male	1				
DOMIZ-2 Camp	Registration centre	Un-Armed Security Guards	Male	3	8-Hours Shift (5 days a week)	2	1	1
		Un-Armed Security Guards	Female	1				
DOMIZ-1 Camp	Reception centre	Un-Armed Security Guards	Male	5	8-Hours Shift (5 days a week)	3	2	2
		Un-Armed Security Guards	Female	2				
GAWILAN Camp	Registration centre	Un-Armed Security Guards	Male	5	8-Hours Shift (5 days a week)	4	2	2
		Un-Armed Security Guards	Female	2				
		Team Leader/supervisor	Male	1				
DERABON	Return Counselling centre	Un-Armed Security Guards	Male	4	8-Hours Shift (5 days a week)	3	1	1
		Un-Armed Security Guards	Female	1				
SULAYMANI YAH	Arbat Refugee camp	Un-Armed Security Guards	Male	3	8-Hours Shift (5 days a week)	2	1	1
		Un-Armed Security Guards	Female	1				
SULAYMANI YAH	Registration centre	Un-Armed Security Guards	Male	7	8-Hours Shift (5 days a week)	6	2	2
		Un-Armed Security Guards	Female	2				
		Team Leader/supervisor	Male	1				
ERBIL	Baherka Registration Centre	Un-Armed Security Guards	Male	21	8-Hours Shift (5 days a week)	24	2	7
		Un-Armed Security Guards	Female	10				
		Senior Team Leader/supervisor	Male	1				
		Team Leader/supervisor	Female	1				
ERBIL	RSD UNIT	Un-Armed Security Guards	Female	1		2	0	0

		Un-Armed Security Guards	Male	1	8-Hours Shift (5 days a week)			
TOTAL NO OF ESTIMATED SECURITY PERSONNEL				102				

Note: Above mentioned quantity is the estimated requirement of guard force, which may increase/decrease as per UNHCR's operational requirements.

6. UNIFORM:

The security company shall provide and ensure that its personnel wear an appropriate and clean uniform specific to the security company, to easily recognize the provider's company (logo), as well as the function (i.e. guard or team leader / supervisor). Service provider shall ensure the security guards possess a sufficient number of uniforms so as to result in a professional appearance:

- Trousers (summer and winter)
- Winter jacket and jersey
- Shirts (summer and winter)
- Belt
- Cap
- Badges
- Shoes (winter and summer shoes)
- Baton (for un-armed guards only)
- Jacket (if within the company uniform)
- Handcuffs with holder and torch light.

7. SECURITY PERSONNEL EQUIPMENT:

The security company shall provide and supply their staff with all necessary equipment for the provision of their services;

- Communication equipment (radio and mobile phone) for internal and external communication, coordination and reporting.
- Regulatory firearm/weapon.
- Baton and handcuffs.
- Torch/flashlight.
- Whistle.
- Visibility vest.
- Logbooks and pens.
- Security company identification cards.
- The company must have a vehicle equipped with a radio, always in perfect working order and available 24/7 (to ensure the control of the proper performance of services on the various sites). In addition, a radio room in permanent listening to carry out radio checks of the sites periodically.

8. HEALTH:

All guards must be free from communicable diseases and in good health without any physical defects or abnormalities that may interfere with the performance of their duties. All guards must have undergone a medical examination by a certified doctor in the last 12-months and be provided with medical certificate to UNHCR. All guards must be given free medical treatment for any injury sustained in service with alternatives provided by the Security Service Provider. UNHCR will not bear any additional cost for alternative guards or any medical treatment.

9. QUALITY CONTROL AND ASSURANCE:

The security company shall provide to SFSO/AFSO/FSU the reports and other security informational products regularly to monitor and ensure compliance with the requirements for the guard force to include:

- Monthly report on pertinent issues, training and activities relevant to the guard personnel deployed to UNHCR offices;
- Ad hoc reports in case of safety and security incidents in UNHCR premises in close collaboration and consultation with the UNHCR Field Security unit covering the area or region.
- Special advisories on country and regional safety and security issues, development and information relevant to further gain situational awareness of the security environment in IRAQ.
- The security company shall ensure daily supervisory oversight and inspection of guard force under the operational control of the FSO in charge of the premise.
- The security company shall institute spot-checks of guard force on both pre-scheduled and random bases.
- The security company shall effectively and swiftly respond to complaints and reports of breach of professional conduct by any of the guard personnel and ensure immediate replacement. Any guard rotations shall be notified immediately to FSU, and not have any impact to operational security at UNHCR premises. Corrective measures shall be fully documented for immediate submission to the FSU.